

# Access<sup>®</sup> Online

Mobile app



*Quick start guide  
Version 1-6  
All users*

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# Mobile app

You can use the Access Online mobile app to view account and card information, manage transactions (including disputing and attaching receipts), make payments, request a virtual account, and set up alerts.

## Sync with Access Online

You can use both the Access Online web site and the mobile app. The tasks you complete in the mobile app sync immediately with Access Online.

## System security

The app does not store any sensitive account information on your mobile device. The app uses the highest level of secure encryption to protect all your transmissions. You may also be able to enable biometric authentication (e.g., Face ID) to log in.



## Download and start using the app

The image displays three screenshots of the U.S. Bank Access Online mobile app interface, each with a red callout box providing instructions.

- Left Screenshot:** The 'Access Online' login screen. It features a blue 'Continue' button. A red callout box at the bottom left states: "To register your card, have your organization short name (OSN), account number, and account expiration date available and tap **Register Online**." An arrow points from this text to the 'Register online' link at the bottom of the screen.
- Middle Screenshot:** The 'Access Online' login screen with fields for 'Organization short name' (containing 'acmb'), 'User ID', and 'Password'. A red callout box at the top states: "After you download the app, use your existing Access Online credentials to log in." An arrow points from this text to the 'acmb' field.
- Right Screenshot:** The app's main menu. It lists various options under 'MY ACCOUNTS' and 'SETTINGS'. A red callout box at the top right states: "The options you see in your app depend on your organization's setup. You may not see all the functions described in this document." Another red callout box at the bottom right states: "Tap **Help** for in-app assistance." An arrow points from this text to the 'Help' link at the bottom of the menu.

**Tip!** This document uses sample screens. Your screens will look different depending on:

- Your use of an Apple or Android operating system
- Your use of a phone or tablet
- The functions your organization uses

**Tip!** If you have a single sign-on to Access Online, then you can get your login information for the mobile app from your Program Administrator. The mobile app does not support single sign-on. You can maintain your login information (e.g., use the Forgot Your Password option to reset your password) in the mobile app without affecting your Access Online single sign-on access.

## Use enhanced security

**1.** If you have not enrolled in enhanced security on the Access Online web site, you can enroll on the mobile app. Simply pick your option.

You can change your enhanced security preferences any time in the **User Settings** page.

☐ Biometric

☒ Mobile

Mobile number

Enter a 10-digit phone number

Continue

**2.** Specify your mobile telephone number or your email address and tap **Continue**. Review the terms and conditions and finish the enrollment.

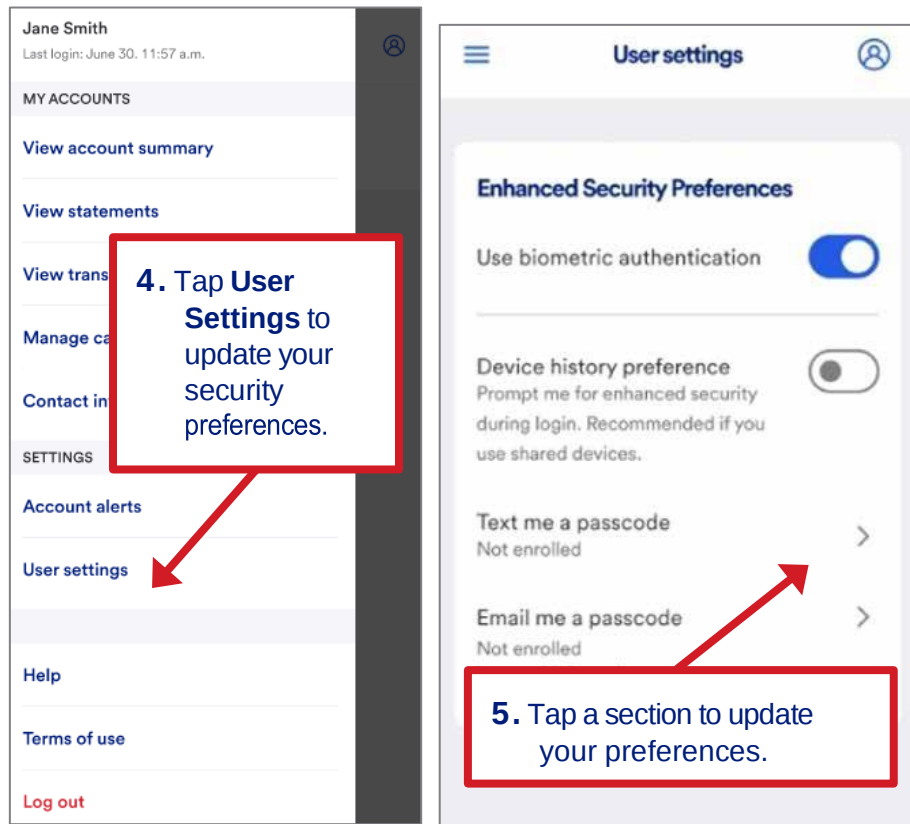
**Please enter the code  
we sent to XXX-XXX-1144**

This code expires in 10 minutes. If you didn't receive a text, request another code after one minute.

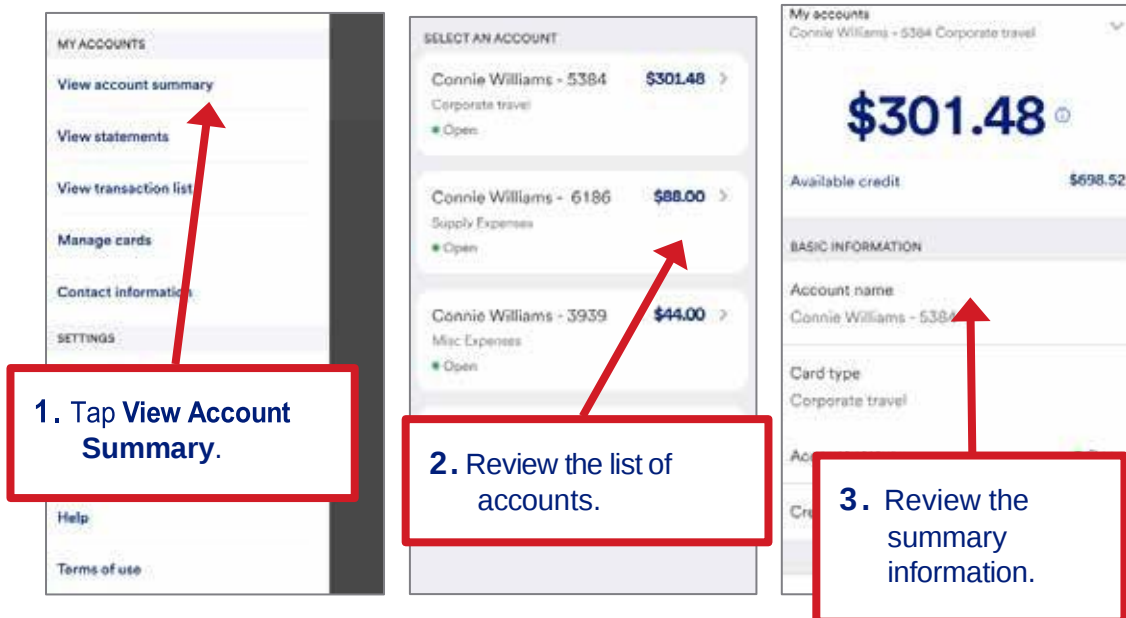
Six-digit code

Request new code in: 01:00

**3.** Whether you enrolled via the mobile app or online, you get an email message or text message with a one-time passcode to use each time you log in.



## View account summary



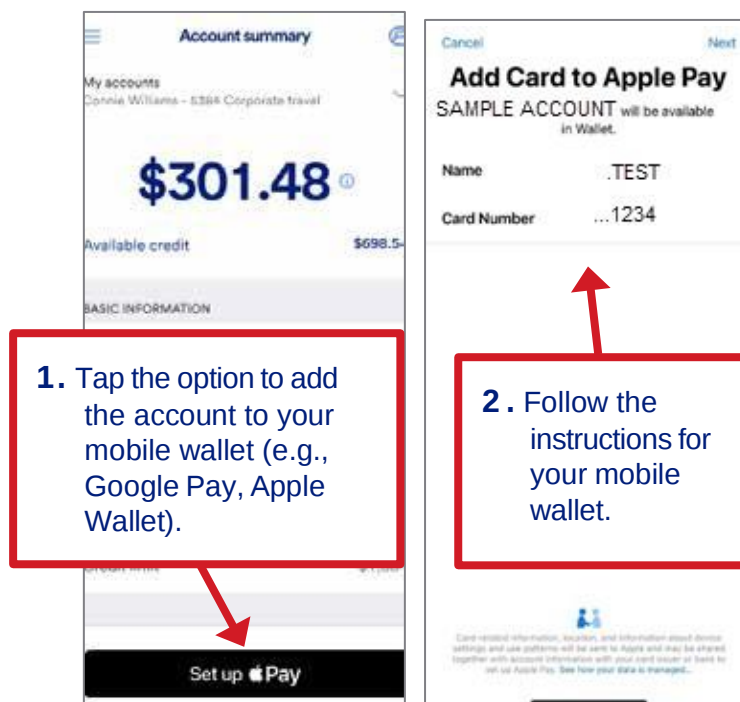
## View card information

2. The default passcode is the **last four digits of your W#**.

- Instructions for [How to Find W#](#).



## Add an account to your mobile wallet



## Create alerts

**1. Tap Account Alerts.**

**2. Specify your email, mobile phone number, language, and period.**

**3. Tap the alert type.**

Note the options for purchase alerts.

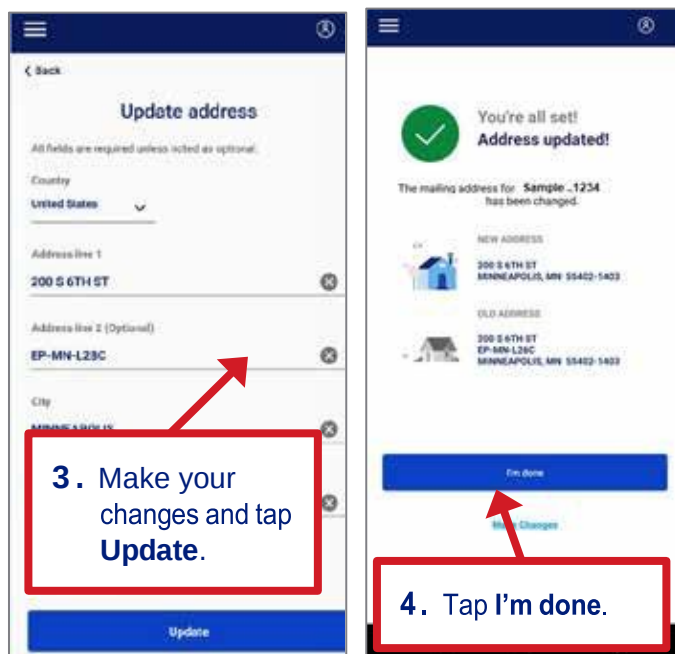
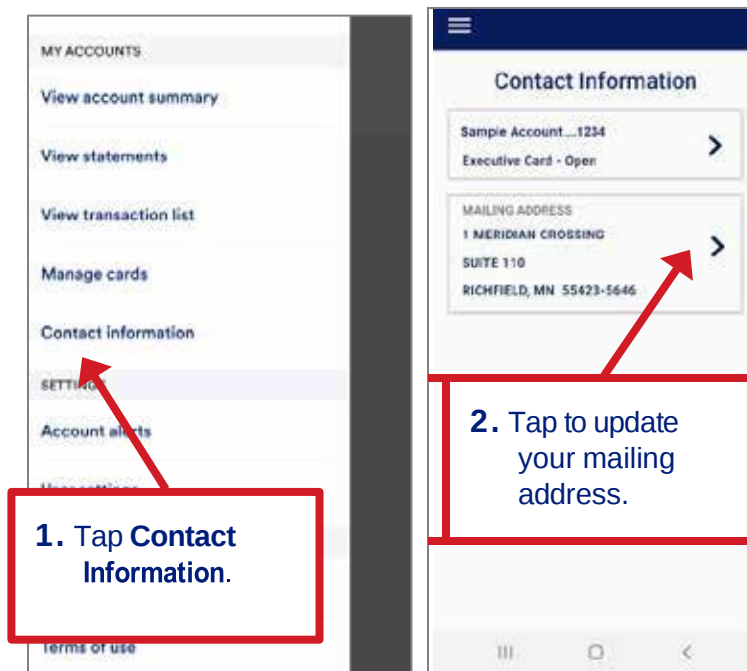
**4. Specify which alerts you want to get. The alerts available vary by organization and alert type.**

**5. Specify any dependent values, if needed.**

**6. Tap back to Account Alerts and tap Submit.**

**Learn more:** For more information on alerts, refer to the *Access Online: Alerts and notifications* user guide.

## Update your contact information



## Reset your password

**1.** Type your user ID.

**2.** Tap **Forgot Password**.

**3.** Type the answer to your security question.

**4.** Tap **Continue**.

**5.** Wait for an email with a password reset code.

**Note the code.**

**6.** Enter the code.

**7.** Tap **Continue**.

**8.** Type a new password or password phrase two times.

**9.** Tap **Update password**.

The requirements update as you type. Password phrases are less restrictive, but you cannot start or end with a space nor user two consecutive spaces.

## Reorder a card

**1.** If you need to reorder a plastic card (e.g., your plastic card was damaged), select your account and swipe **Request a new card**.

**2.** Select a reason.

**3.** Tap **Next**.

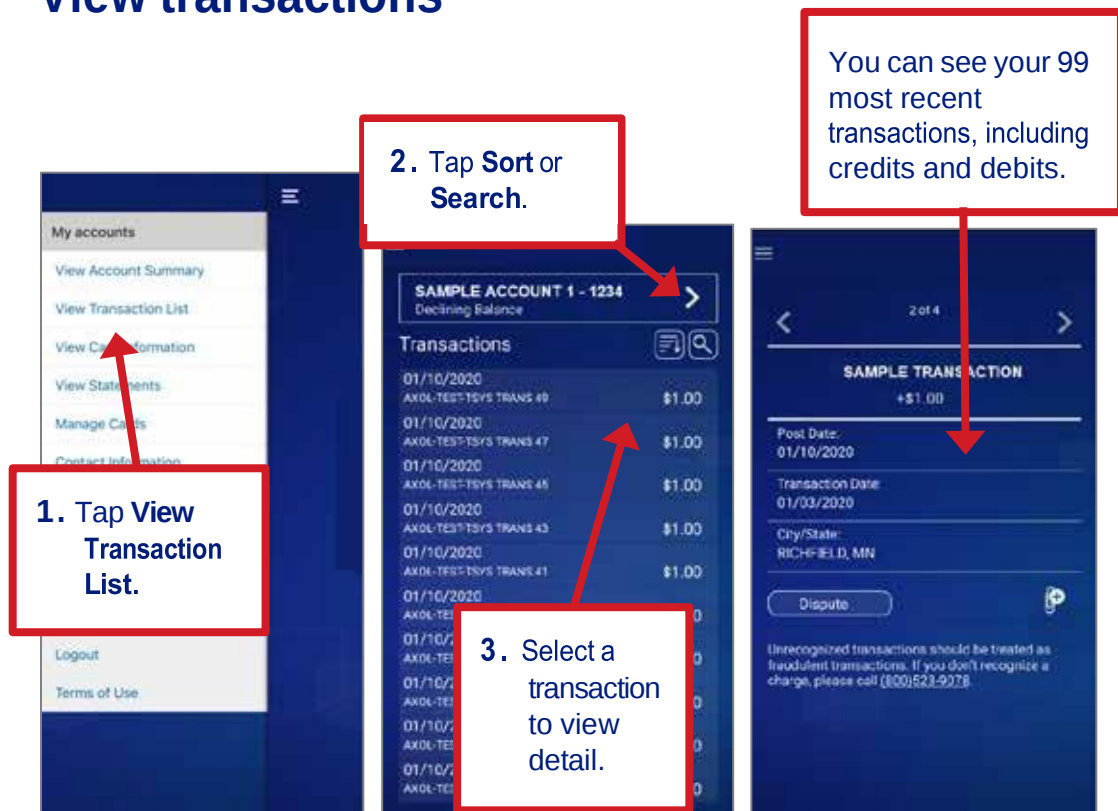
**4.** Depending on which reason you select (e.g., lost or stolen card) you may need to call us.

**5.** Your shipping options depend on your organization's setup. Select an option and tap **Submit**.

# Transaction management

You can view transactions, dispute transactions, attach a receipt to a transaction, and create a payment request.

## View transactions



## Dispute a transaction

**1.** Search for the transaction you need dispute and tap **Dispute**.

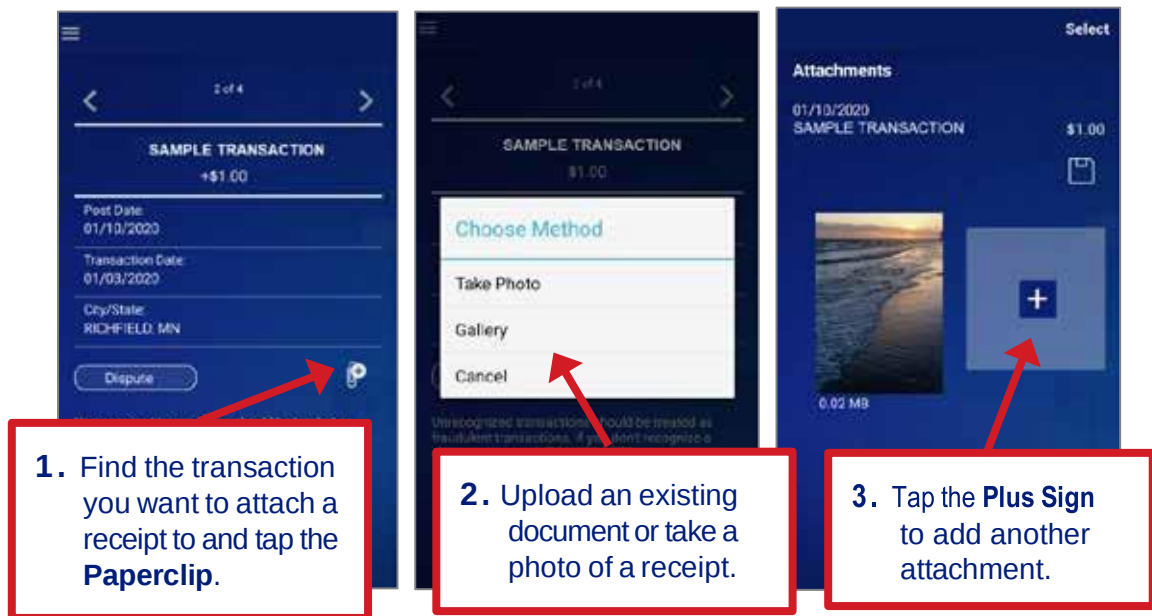
**2.** Select the reason.

**3.** Specify your name, mobile number, and add comments.

**4.** Tap **Submit**.

After you submit the dispute, you can cancel the dispute if you need to. You can also track the dispute status.

## Attach a receipt to a transaction



**Tip!** You can upload a JPG, PNG, or PDF. You can upload unlimited receipts, but the maximum file limit is 5 MB for all files. Access Online converts all uploads to a single PDF for a transaction. After you upload an attachment, a *Paperclip* icon displays for the transaction. Click the **Paperclip** icon to view the attachment

If you have your own card (not cards you manage through hierarchy assignment), then you can view your statement.



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