

# US Bank Cardholder Profile Set Up Instructions

Updated June 2025

*Setting up a US Bank Cardholder Profile will allow you to review your transactions and statements, view your available credit, and sign up for Fraud Alerts*

1

Go to <https://www.access.usbank.com/>  
Click “Register Online”

2

On the Online Registration page, the following information should be entered:

- **Organization Short Name:** bigsky
- **Account Number:** Enter your US Bank Card Number
- **Account Expiration Date:** Enter your US Bank Expiration Month & Year

Click Send a Code

3

You will need access to the email address on file when your card account was created by a PCard Coordinator. A Passcode will be emailed to you for verification.

4

The next screen will prompt you to accept the online terms of use

5

- You will then create a User ID consisting of 7 to 20 alpha numeric characters.
- Your Password must include:
  - 8 characters
  - One letter
  - One number or one special character (\$, #, %, @ ...)
- Select Three Authentication Questions & enter in your answers. In the event that a US Bank asks these questions, the answers given must match how you have entered them in this step.
- Finally, enter your Contact Information

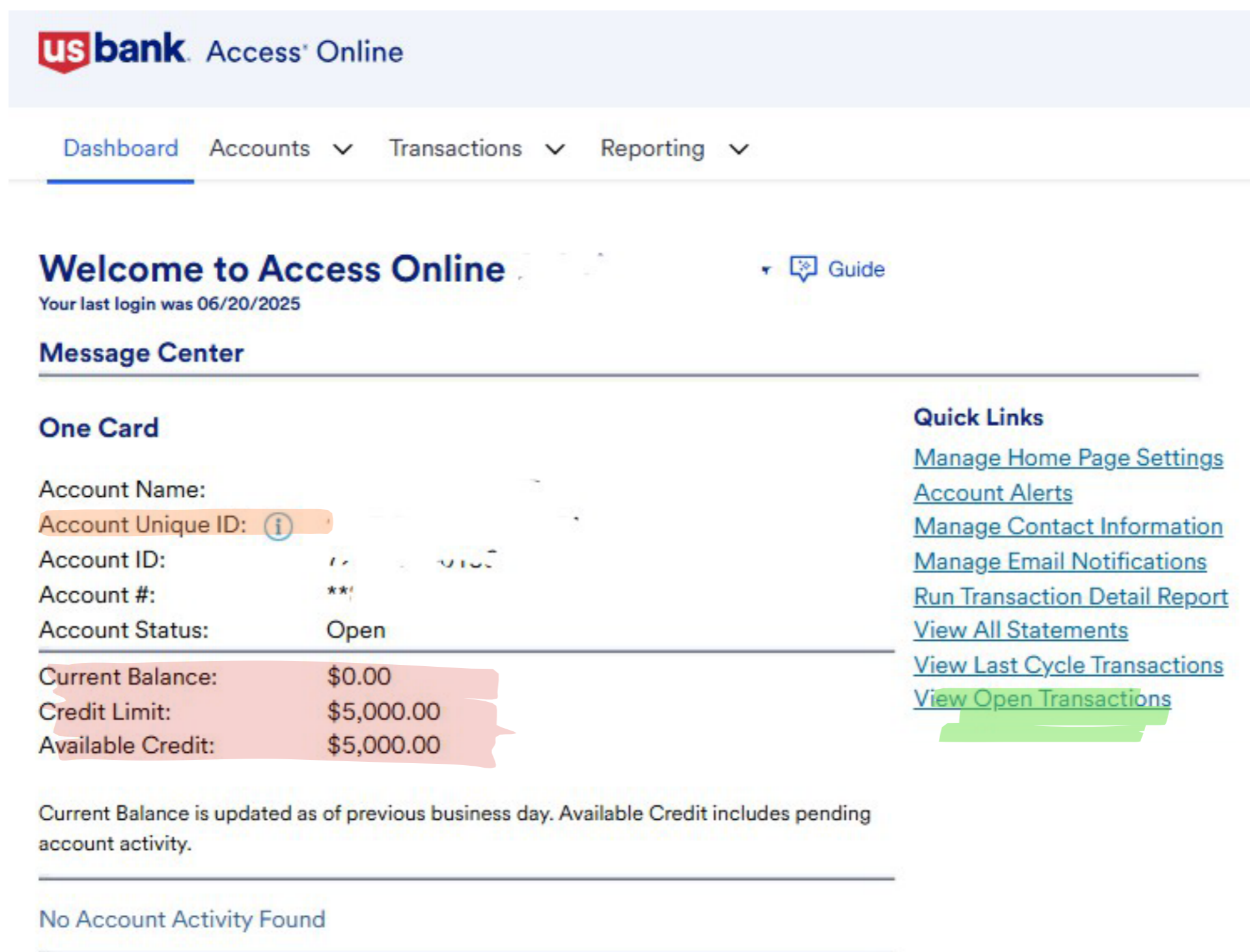
6

On the next screen you will encounter an Enhanced Security Authentication to receive a code to your email again. After verification of the correct number, the system will take you to your User Dashboard

## Common Troubleshooting Advice:

- Clear Cache & Cookies
- If you receive a “Locked Out” notification upon account set up, reach out to PCard Support via your PCard Coordinator to unlock your account

# US Bank Cardholder Profile



The screenshot shows the US Bank Access Online interface. At the top, there is a navigation bar with 'us bank Access Online' and a menu with 'Dashboard', 'Accounts', 'Transactions', and 'Reporting'. Below this is a 'Welcome to Access Online' message with the text 'Your last login was 06/20/2025' and a 'Guide' link. The main content area is titled 'Message Center' and is divided into two columns. The left column, 'One Card', displays account details: Account Name, Account Unique ID (highlighted in orange), Account ID, Account #, Account Status (Open), Current Balance (\$0.00), Credit Limit (\$5,000.00), and Available Credit (\$5,000.00). The right column, 'Quick Links', contains several blue links: Manage Home Page Settings, Account Alerts, Manage Contact Information, Manage Email Notifications, Run Transaction Detail Report, View All Statements, View Last Cycle Transactions, and View Open Transactions (highlighted in green). At the bottom of the page, a message states 'No Account Activity Found'.

- Your US Bank profile allows you to view your recent transactions (located at the bottom of the screen in the image as “No Account Activity Found”)
- Your **Account Unique ID** can be used as identifiable information when speaking with US Bank Customer Service. The Account Unique ID number is useful if a card is lost or stolen.
- Your **Current Account Balance, Credit Limit & Available Credit**
- The **View Open Transactions** link takes you to a screen to view all transactions that have occurred for your card’s open cycle
- Under **Quick Links** you can also view previous monthly statements and search for transactions within the Run Transaction Detail Report

# US Bank Cardholder Fraud Alert

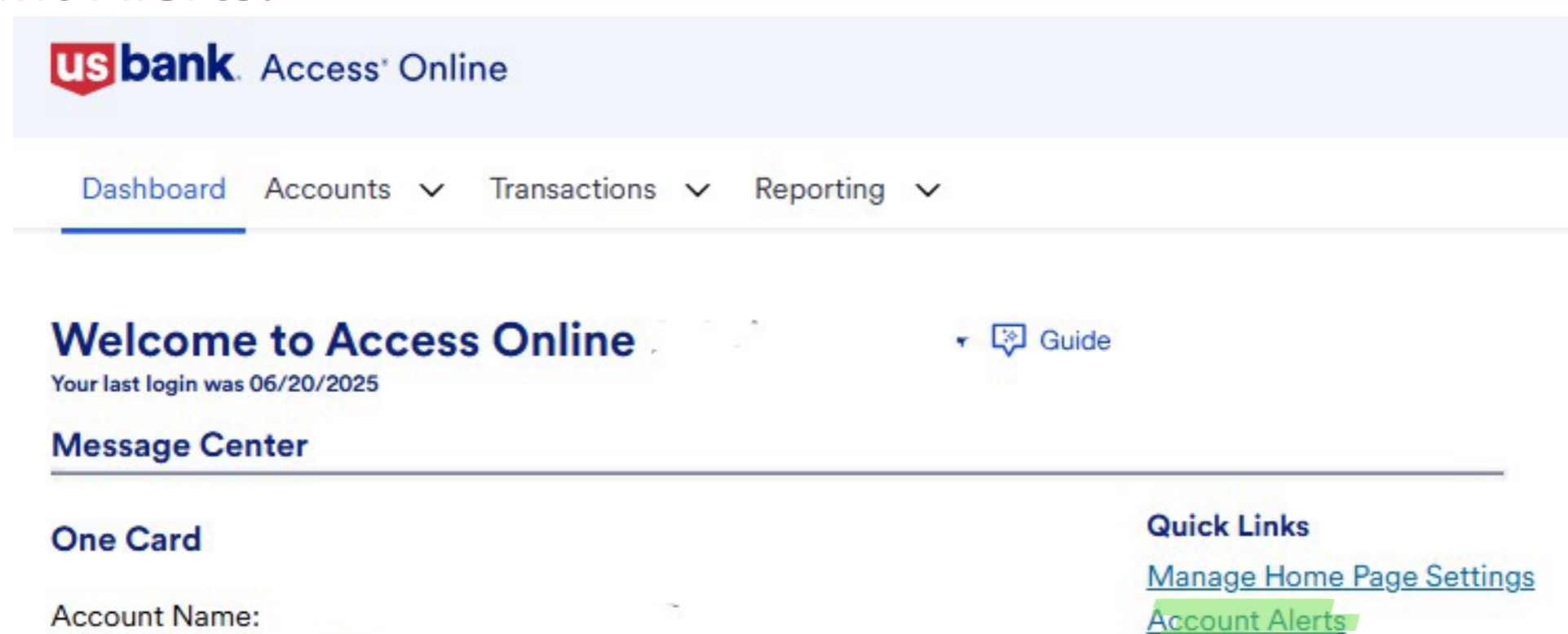
US Bank allows Cardholders to enroll in a Fraud Alerts to be notified when suspicious activity has been detected. Within a user's profile a cardholder can select to receive text and/or email message alerts for potential fraud, account activity (e.g., credit limit change, personal information changed), and purchase alerts (e.g., mail or telephone order). For text alerts, the user's mobile device must be connected to a US or Canadian cell phone network.

The text alert of a transaction deemed by the bank as suspicious but is indeed valid will allow a cardholder to respond back that the transaction was not fraud. The cardholder can then re-attempt the transaction.

If the transaction was fraud, a cardholder can reply back to confirm the fraud but will still need to call US Bank to open a case and request a replacement card. US Bank Customer Service: 800-344-5696

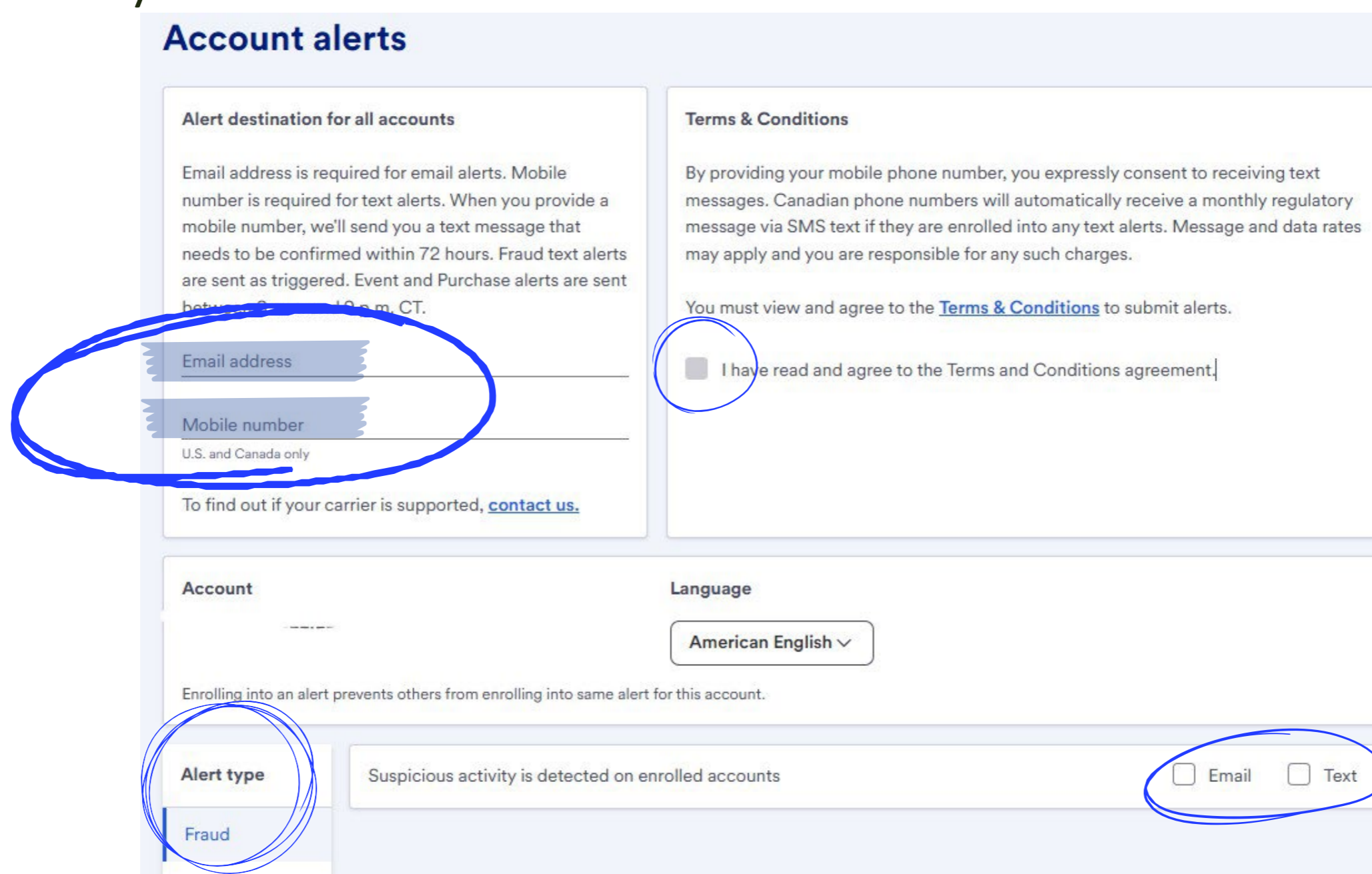
A cardholder will not be able to reply to an email alert.

1. To set up the Fraud Notification, on your main user dashboard, click **Account Alerts**.



The screenshot shows the US Bank Access Online dashboard. The navigation menu includes Dashboard, Accounts, Transactions, and Reporting. The main content area displays a welcome message and a Message Center. On the right side, under Quick Links, the Account Alerts link is highlighted in green.

2. Under **Alert destination**, enter your **email** and/or your **cell phone number**, agree to the **terms and conditions**, and **check mark** which method(s) of notification you would like to receive.



The screenshot shows the Account Alerts setup page. The 'Alert destination for all accounts' section has fields for 'Email address' and 'Mobile number' circled in blue. The 'Terms & Conditions' section has a checkbox for 'I have read and agree to the Terms and Conditions agreement' circled in blue. The 'Alert type' dropdown is set to 'Fraud' and circled in blue. The 'Language' dropdown is set to 'American English'. At the bottom, the 'Alert type' is 'Fraud' and the notification methods 'Email' and 'Text' are circled in blue.