



U.S. Bank Access[®] Online User Guide

*Cardholder and
Program Administrator*

Navigation Basics

Revision 1.8

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Icons

As you read this document, you will notice the following icons:

➤ *Tip!* Tips contain additional information to help you complete your work more efficiently.

➤ *Learn More:* Additional information explains a business concept in more detail.

Web Addresses

Live System

You can easily access the live system at [U.S. Bank Access® Online](https://access.usbank.com) or by typing the following address into your web browser:

<https://access.usbank.com>

Web-based Training

Make sure you have the most current version of this user guide (and access additional training content) by checking this guide's version number against the user guide on the [web-based training \(WBT\) site](#). You can also type the following address into your web browser:

<https://wbt.access.usbank.com>

2006 CIO Magazine's Enterprise Value Award Winner

U.S. Bank's Access Online system earned this award for leveraging information technology to help our clients achieve their business objectives and produce solid returns on their investments.



Introduction

Whether you are a cardholder or a program administrator, getting started in U.S. Bank Access® Online is quick and easy. This user guide provides some important background information about Access Online, as well as procedures to help you log in and move around within the system.

➤ *Learn More:* Refer to the *Access Online Glossary* for definitions of terms in the Access Online user guides and web-based training lessons. Refer to the *Managing My Personal Information* user guide for information on changing login and contact information.

Access Online Overview

Access Online is a web-enabled commercial card program management and reporting tool that enables organizations to interact with U.S. Bank's payment processing system. U.S. Bank can configure and deploy Access Online's feature-rich platform to meet your unique needs, implementing the features and functionality that best support and enhance your business processes.

Access Online Development Philosophy

U.S. Bank developed Access Online based on the unique needs of our commercial clients. The four functional cornerstones of Access Online are:

- Streamlined payment and procurement processes
- Convenient, around-the-clock access to information
- Complete integration with client financial systems
- Effective and efficient management tools

To support our customer-centric approach, U.S. Bank will introduce new Access Online functionality on an iterative basis. This approach demonstrates our ongoing commitment to keeping Access Online current and ensuring that this tool continues to meet your needs. An iterative development approach also enables us to make new functionality available to you as soon as possible.

Transactional Data Flow within Access Online

The U.S. Bank team works with you to implement the Access Online features and functionality that best support and enhance your business processes.

When a cardholder makes a purchase via the telephone, via the Internet, or in a store, the bank issuing the card must verify the cardholder account as a valid account and authorize the transaction. The merchant's bank, known as the *acquiring bank*, processes the transaction by requesting funds from the bank issuing the card (known as the *issuing bank*). The issuing bank approves or denies the authorization to complete the transaction. If the issuing bank approves the authorization, then the merchant can complete the transaction.

The Visa and MasterCard networks transfer this transactional data from bank to bank. The payment processing system at U.S. Bank retrieves this transactional data from Visa and MasterCard via a nightly upload. U.S. Bank then uploads this transactional data into Access Online.

Cardholders and program administrators log in to Access Online via the Internet to access this transactional data. The Access Online user interface is specific to each user, displaying links to only those Access Online functions assigned to each user ID. Cardholders can use Access Online to view statements, perform account inquiries, perform transaction management, and run reports. In addition, program administrators can use Access Online to manage accounting code structures and views, manage merchant category code (MCC) allocation rules and groups, and perform file transfers.

Technical Specifications

Access Online has the following technical specifications:

Desktop/Personal Computer

- Pentium II (or equivalent) or faster
- Microsoft® Windows 95 or higher
- Microsoft Excel required to export report data (not required to view and print reports)
- 15 inch monitor or bigger
- Monitor resolution of 1024 x 768 pixels (recommended)

Internet Connection

- Minimum 56k or faster (DSL or cable recommended)

Browser

- Microsoft Internet Explorer 5.5 or higher (recommended)
- Javascript enabled
- Adobe® Acrobat® Reader 5.0

Web-Based Training Software

- Macromedia® Flash™ 6.0 plug-in
- Adobe Acrobat Reader 5.0

Logging In

The procedures on the following pages describe the login steps for both cardholders and program administrators. The first time you log in to Access Online, and every 60 days thereafter, you must change your password. The first time you log in you must also view and respond to the licensing agreement. To log in to Access Online:



1. Open your web browser and navigate to Access Online (<https://access.usbank.com>). The *Login* page displays. You have two options for proceeding:
 - If your program is set up with self-registration, then you can register your own accounts and enter your own contact information. (Refer to the *Cardholder Online Registration User Guide* for information and procedures on completing self-registration).
 - If your program is not set up with online registration, then your program administrator has already registered you, and you can log in.

Logging In

If your program is not set up for online registration, then your program administrator has already registered you, and you will log in as soon as you navigate to Access Online.

The screenshot shows the U.S. Bank Access Online login page. At the top, there is a navigation bar with links for Personal, Business, Institution / Government, and About U.S. Bancorp. Below this is the U.S. Bank logo and the text "Five Star Service Guaranteed". The main heading is "U.S. Bank Access® Online". On the left, there is a "Contact Us Login" link. The main content area says "Welcome to Access Online!" and "Please enter the information below and login to begin." There are three input fields: "Organization Short Name:" (callout 1), "User ID:" (callout 2), and "Password:" (callout 3). A "Login" button is below the fields (callout 4). A yellow callout box points to the three fields with the text "You must fill in all three fields." Below the fields are links for "Forgot your password?" and "Register Online".

To log in:

1. Type your organization short name in the *Organization Short Name* field. The organization short name is a code that identifies your company in Access Online. You must enter your organization short name each time you log in.
2. Type your user ID in the *User ID* field.
3. Type your password in the *Password* field.
4. Click the **Login** button.

➤ *Tip!* If you have three consecutive failed attempts to log in to Access Online, your account will become inactive. Contact the technical support desk to reset your account.

If you need assistance beyond the Access Online web-based training and user guides, contact the technical support desk:

- Program administrators call 1-877-452-8083.
- Cardholders call 1-877-887-9260.
- Program administrators can also send any questions to techsupport@usbank.com.

Navigation Basics

5. The first time you log in to Access Online, and every 60 days thereafter, the *Login: New Password* screen displays and you must change your password.

Login
New Password

Please enter a password between 8-20 alphanumeric characters. Use a combination of letters and numbers easy for you to remember but not for others to guess.

Current Password:

Enter New Password:

Re-enter New Password:

Save

The screenshot shows a web form titled "Login: New Password". It contains three text input fields and a "Save" button. Red callout boxes labeled 5a, 5b, 5c, and 5d point to the "Current Password" field, the "Enter New Password" field, the "Re-enter New Password" field, and the "Save" button, respectively. The instructions above the fields state: "Please enter a password between 8-20 alphanumeric characters. Use a combination of letters and numbers easy for you to remember but not for others to guess."

- a. Type your current password in the *Current Password* field.
- b. Type a new password in the *Enter New Password* field.
 - Your password must be 8–20 alpha/numeric characters.
 - Your password must contain at least one alpha and one numeric character.
 - You cannot reuse a password for 12 months.
- c. Confirm your new password by typing it a second time in the *Re-enter New Password* field.
- d. Click the **Save** button.

Navigation Basics

- The first time you log in to Access Online, the *Licensing Agreement* page displays and you must view and respond to the licensing agreement.

Licensing Agreement

Please read and accept the Licensing Agreement to continue.

AccessOnline Terms of Service

1. ACKNOWLEDGMENT AND ACCEPTANCE OF TERMS OF ACCESSIONLINE

Customer and U.S. Bank agree that any cause of action arising out of or related to this AccessOnline must commence within one (1) year after the cause of action arose; otherwise, such cause of action is permanently barred.

The section titles in the ATS are solely used for the convenience of the parties and have no legal or contractual significance.

6a **I Decline**

6b **I Accept**

- Click the **I Decline** button to return to the *Login* page.
- Click the **I Accept** button to accept the terms of the licensing agreement and continue. The *Client Home* page displays.

Personal | Business | Institution / Government | About U.S. Bancorp

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Five Star Service Guaranteed

ACME71 Corporation

U.S. Bank Access® Online

Transaction Management
Account Information
Reporting
My Personal Information
Home
Contact Us

Message from U.S. Bank

Welcome!

You are viewing Access Online, the latest innovation in our complete set of commercial card tools. Access Online is a web-enabled program management and reporting tool offering a feature-rich platform that can be easily configured and deployed to meet the unique needs of our clients. Our clients have the ability to implement the features and functionality that best support and/or enhance their business processes.

Access Online harnesses the power of the Internet within a secured environment bringing our clients online access to their payment solutions anytime, anywhere.

When our clients are ready, so is Access Online.

★ Log Out

Account Activity
Select an Account

Corporate Card
4798264031684756

Forgot Your Password?

If you forget your password, you can still log in to Access Online using your authentication. Your authentication is an answer to a question that only you know. To log in to Access Online using your authentication:

The screenshot shows the U.S. Bank Access Online login page. At the top left is the U.S. Bank logo with the tagline "Five Star Service Guaranteed". Below the logo is a dark green banner with "U.S. Bank Access® Online" in white. On the left side, there is a dark blue sidebar with "Contact Us" and "Login" in white. The main content area has a white background with a dark blue header bar. The text "Welcome to Access Online!" is displayed in a large, bold, dark green font. Below this, a message says "Please enter the information below and login to begin." There are three input fields: "Organization Short Name:", "User ID:", and "Password:". A dark green "Login" button is positioned below the "Password" field. Below the button are two links: "Forgot your password?" and "Register Online". Three red circles with white numbers (1, 2, 3) are placed to the left of the form, with lines pointing to the "Organization Short Name" field, the "User ID" field, and the "Forgot your password?" link, respectively.

1. At the *Login* page, type your organization short name in the *Organization Short Name* field.
2. Type your user ID in the *User ID* field.
3. Click the **Forgot your password?** link. The *Login: Forgot Password* page displays.

Navigation Basics

Login

Forgot Password

Enter the response to your authentication question. If you need assistance, please contact your program administrator.

User ID: Ch1purchase
Organization Short Name: ACME71

Authentication Question: Pet's Name

Enter the response to your Authentication Question:

[<<Back to Login Page](#)

4. Type the answer to your authentication question in the *Enter the response to your Authentication Question* field.
5. Click the **Continue** button. The *Login: New Password* page displays.

Navigation Basics

Login

New Password

Please enter a new password between 8-20 alpha/numeric characters. Use a combination of letters and numbers easy for you to remember but not for others to guess.

User ID: Ch1purchase
Organization Short Name: ACME71

Enter New Password: 6

Re-enter New Password: 7

8 **Save**

[<<Back to Authentication](#)

6. Type a new password in the *Enter New Password* field.
 - Your password must be 8–20 alpha/numeric characters.
 - Your password must contain at least one alpha and one numeric character.
 - You cannot reuse a password for 12 months.
7. Confirm your new password by typing it a second time in the *Re-enter New Password* field.
8. Click the **Save** button. The *Client Home* page displays.

Personal | Business | Institution / Government | About U.S. Bancorp

USbank
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U.S. Bank Access® Online

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Access Online harnesses the power of the Internet within a secured environment bringing our clients online access to their payment solutions anytime, anywhere.

When our clients are ready, so is Access Online.

[★ Log Out](#)

Account Activity
Select an Account

Corporate Card
4798264031684756

Client Home Page, User Interface and Site Navigation

The *Client Home* page displays each time you log in to Access Online and whenever you click the Home link in the *Left-Column Navigation Bar*. The *Client Home* page has the following elements:

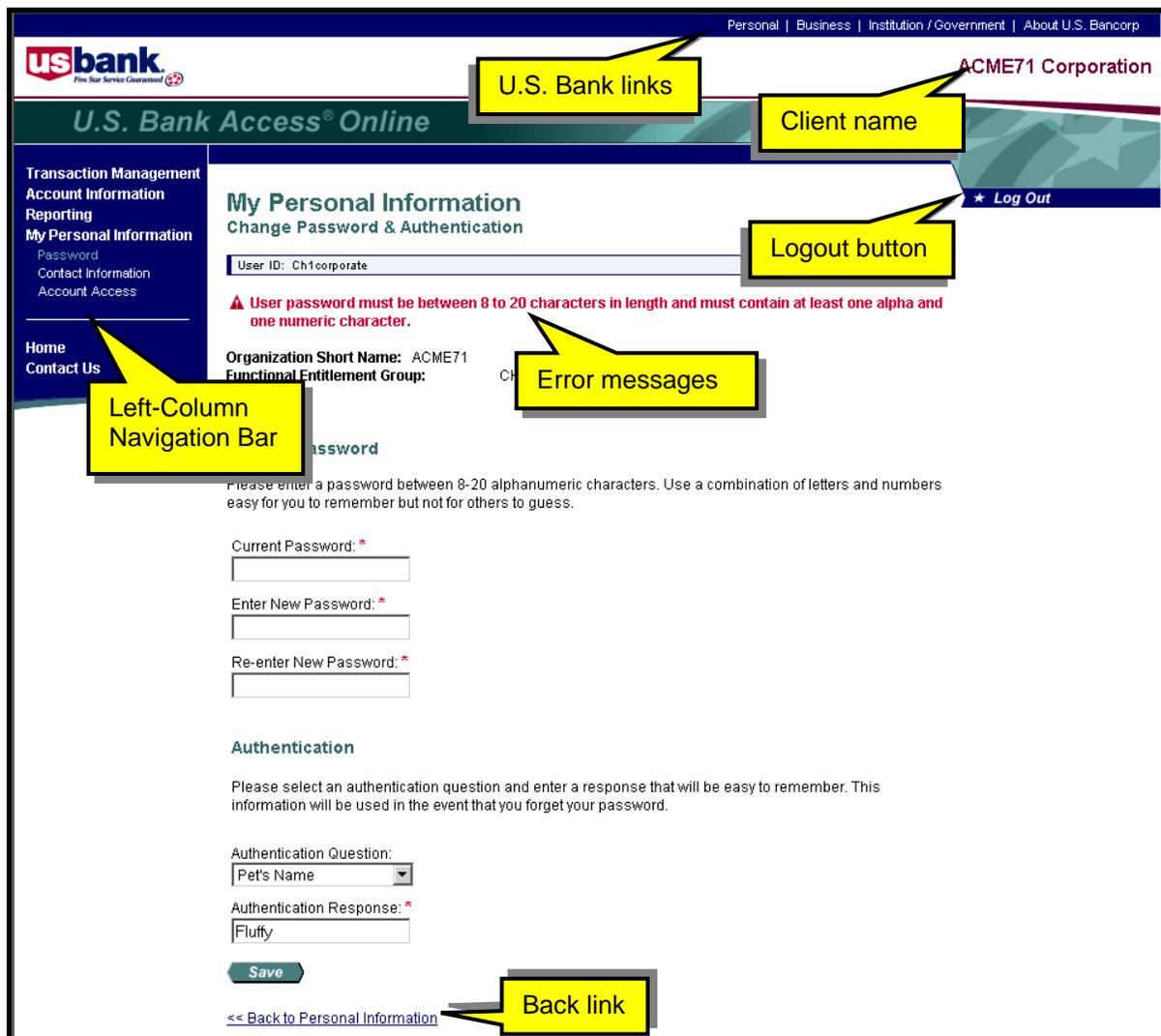
- **Messages**—Provide important global and company-specific notices
- **Account Activity box**—Provides one-click access to transaction information for the cardholders' accounts

The screenshot shows the U.S. Bank Access Online Client Home page. At the top, there is a navigation bar with links for Personal, Business, Institution / Government, and About U.S. Bancorp. The U.S. Bank logo is on the left, and the company name ACME71 Corporation is on the right. Below the navigation bar is a green banner with the text "U.S. Bank Access® Online". On the left side, there is a dark blue navigation bar with links for Transaction Management, Account Information, Reporting, My Personal Information, Home, and Contact Us. The main content area features a "Message from U.S. Bank" section with a "Welcome!" message and a paragraph of text. To the right of the message is a yellow callout box that says "Click an account number to access transaction information." Below the message is another paragraph of text. To the right of the message is an "Account Activity" section with a "Log Out" link and a "Select an Account" link. Below the "Select an Account" link is a list of accounts, including a "Corporate Card" with the number "4798264031684756". Below the "Account Activity" section is another yellow callout box that says "Check your Client Home page often for U.S. Bank and company-specific notices."

User Interface and Site Navigation

The clean, intuitive Access Online user interface makes beginning to use the system easy and fast. The following elements are common to all Access Online screens:

- **U.S. Bank links**—Display other U.S. Bank web sites in new browser windows
- **Client name**—Displays in the right-hand corner of the screen
- **Error message**—Displays in red text at the top of the screen
- **Log Out button**—Ends your Access Online session and displays the *Login* page
- **Left-Column Navigation Bar**—Specific to each user, displays links only to those Access Online functions assigned to your user ID
- **Back link**—Displays a previous screen

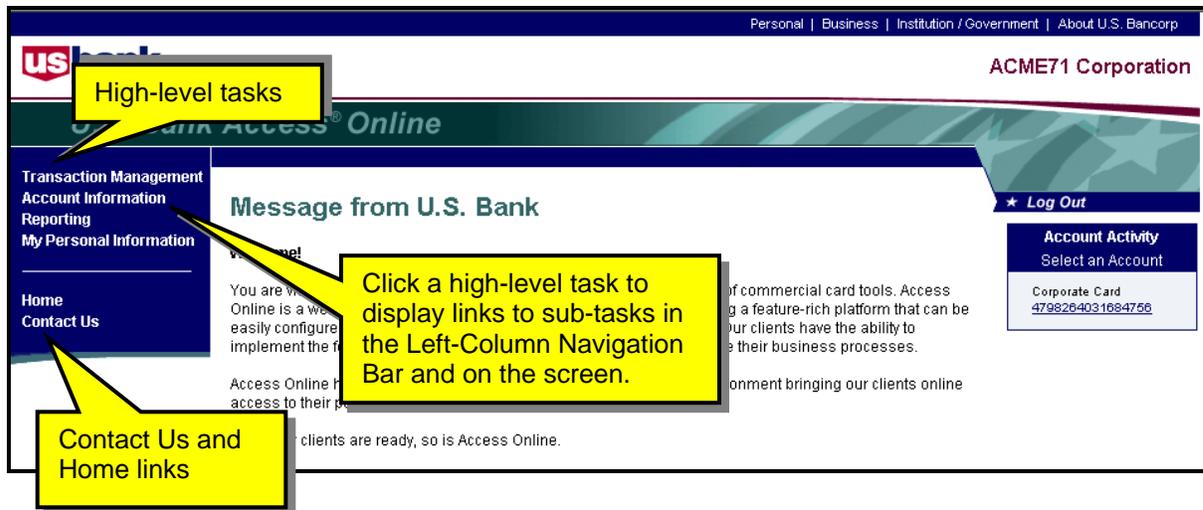


Navigation Basics

Left-Column Navigation Bar

Use the *Left-Column Navigation Bar* to navigate throughout Access Online. The *Left-Column Navigation Bar* has the following elements:

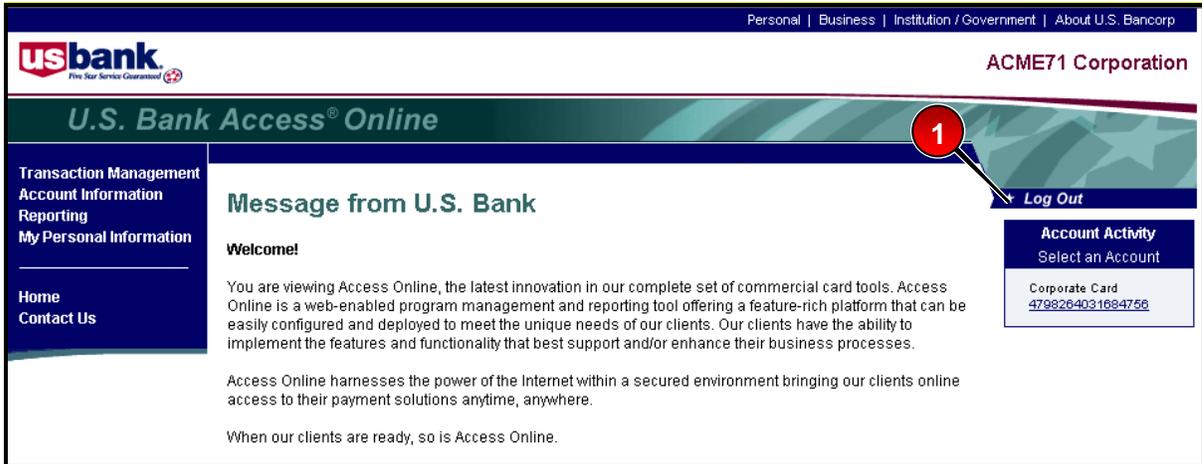
- **High-level tasks**—Displays links to sub-tasks in the *Left-Column Navigation Bar* and on the screen (with descriptive text explaining each task). Clicking a sub-task link displays the screens on which you make selections, enter data, and review information to complete the task.
- **Contact Us link**—Displays the U.S. Bank Corporate Payment Systems mailing address and the phone numbers for the Access Online technical support desk
- **Home link**—Displays the *Client Home* page



➤ **Tip!** Use the links in the *Left-Column Navigation Bar* and on the screens, rather than your browser's **Back** and **Forward** buttons, to navigate through the Access Online site.

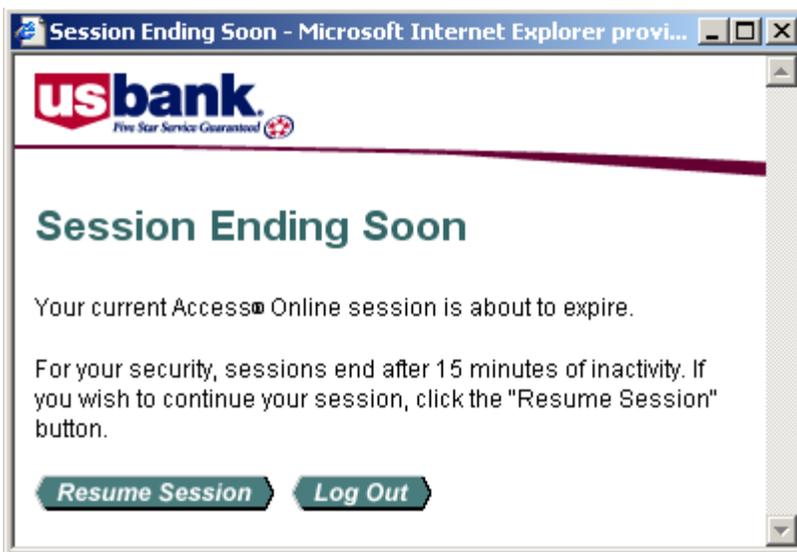
Logging Out

You can log out of your Access Online session from any screen. To log out:



1. On any screen, click the **Log Out** button in the right-hand corner of the screen. The *Login* page displays.

➤ *Tip!* For security reasons, if you do not perform any task in Access Online for 15 minutes, the system will log you out of your session automatically. A warning message displays that lets you resume your session or log out.



Navigation Basics

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