



WVU PCPS: PREPAID CARDS

HOW TO LOG IN

Contact pcardadministration@mail.wvu.edu
with questions.

LOGGING IN

- / Each user will receive two emails from WebServices@usbankprepaidadmin.com.
- / First email: User ID and website link
- / Second email: Temporary password (**expires in 5 days**)

From: WebServices@accountaccesssite.com
Date: January 7, 2013, 1:42:37 PM EST
To:
Subject: Your Connect Account Information
Reply-To: WebServices@accountaccesssite.com

Your User ID and the website link to access Connect is listed below.
User ID:

Website Link: https://portal.clientaccesssite.com/web/fsv_connect/login

You will receive a temporary password in a separate email. Once you've received your temporary password, click on the link above to set up your account access. You will be prompted to:

1. Enter your User ID and Password (temporary) and click Login.
2. Select "Remember" or "Do Not Remember" this machine.
3. Create and confirm a new Password. Your password must be a minimum of eight (8) characters in length and include both alphanumeric and numeric characters with at least one (1) capital letter.
4. Set up three (3) Challenge Questions.
5. Set up a Pass Phrase which will be used to verify your User ID or Password.

For assistance, contact your System Administrator.

From: WebServices@accountaccesssite.com
Date: January 7, 2013, 1:42:37 PM EST
To:
Subject: Your Connect Account Information
Reply-To: WebServices@accountaccesssite.com

Your temporary password for setting up your online access to Connect is:

nU9fQP179q

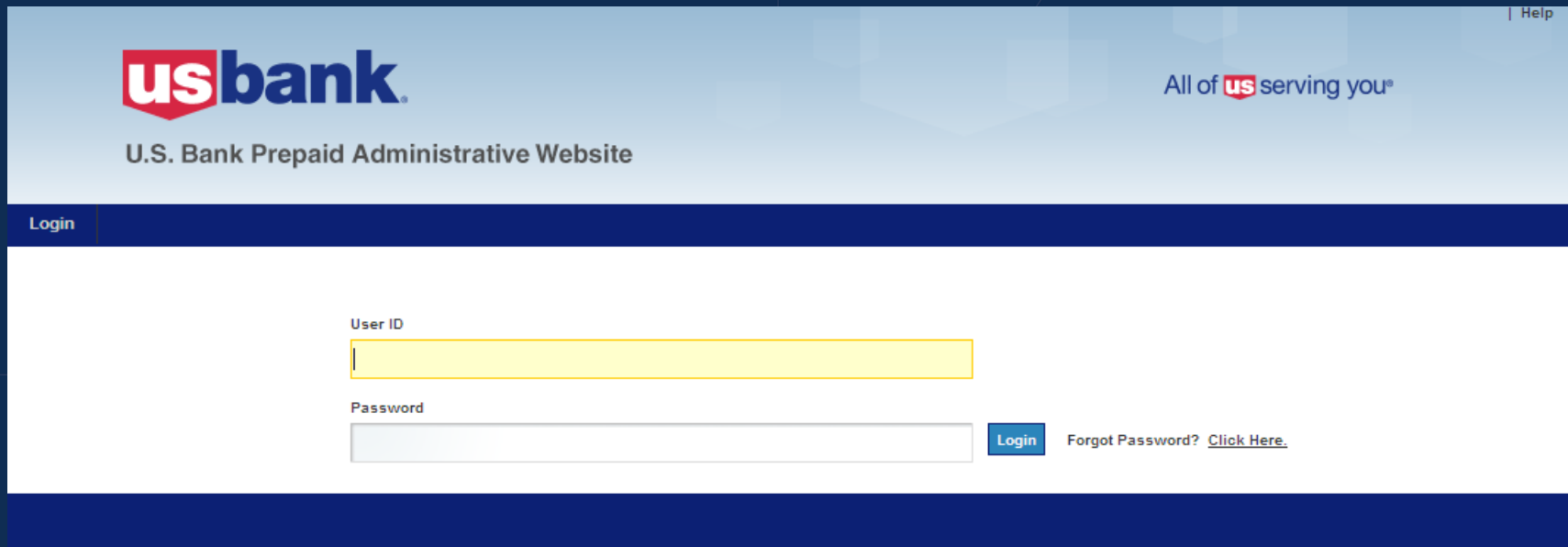
The password for your Connect account will expire on January 12, 2013.

Following your initial login, you will be prompted to create and confirm a new Password. Password must be a minimum of eight (8) characters in length and include both alphanumeric and numeric characters with at least one (1) capital letter.

You will receive a separate email with your User ID and a website link to access Connect. For assistance, contact your System Administrator.

LOGGING IN

- / Enter your user ID and temporary password.
- / NOTE: Your user ID is your email address.
- / Link: <https://www.usbankprepaidadmin.com/>



The screenshot shows the login page for the U.S. Bank Prepaid Administrative Website. At the top left is the **usbank** logo, and at the top right is the slogan "All of **us** serving you®". Below the logo is the text "U.S. Bank Prepaid Administrative Website". A dark blue navigation bar contains the word "Login" on the left and a "Help" link on the right. The main content area is white and contains two input fields: "User ID" (highlighted in yellow) and "Password". To the right of the password field is a blue "Login" button and a link for "Forgot Password? [Click Here.](#)".

LOGGING IN

- / Select “DO NOT remember ...” if using a shared or public computer.
- / An authorization code will be sent to your email address and is required to log in.
- / Select “REMEMBER this machine ...” if using a safe and secure computer.

Help

usbank. All of **us** serving you®

U.S. Bank Prepaid Administrative Website

Login

DO NOT remember this machine for future logins to this site. This machine is shared by multiple people or for some other reason should not be trusted for logins to my account in the future.

REMEMBER this machine. This is a private and secure machine that I trust. If I login to this account from the same machine again then I won't have to provide additional verification of my identity.

Go

LOGGING IN

- / Old password = temporary password
- / New password = permanent password
 - / 8-12 characters
 - / Contain at least one capital and one lowercase letter
 - / Will expire in 90 days

The screenshot shows the 'U.S. Bank Prepaid Administrative Website' with the 'usbank' logo and the tagline 'All of us serving you®'. A 'Login' tab is active. The main content area is titled 'Password Reset' and includes a legend: '* Indicates a required field'. There are three input fields: 'Enter Old Password *', 'Please enter new Password *', and 'Please re-enter new Password *'. Below the fields is a password requirement note: 'Password must be 8-12 characters in length, include both alphabetic and numeric characters, and contain at least one capital and one lowercase letter.' At the bottom are 'Save' and 'Cancel' buttons.

usbank All of us serving you®

U.S. Bank Prepaid Administrative Website

Login

Password Reset

* Indicates a required field

Enter Old Password *

Please enter new Password *

Please re-enter new Password *

Password must be 8-12 characters in length, include both alphabetic and numeric characters, and contain at least one capital and one lowercase letter.

Save Cancel

LOGGING IN

- ✓ You will receive a confirmation for a successful password update.

The screenshot displays the U.S. Bank Prepaid Administrative Website interface. At the top left is the **usbank.** logo, and at the top right is the slogan "All of **us** serving you®". Below the logo is the text "U.S. Bank Prepaid Administrative Website". A dark blue navigation bar contains the word "Login".

The main content area is titled "Password Reset" and includes a note: "* Indicates a required field". There are three input fields: "Enter Old Password", "Please enter new Pa", and "Please re-enter new". Below these fields is a note: "Password must be 8 letter." and a partially visible note: "d contain at least one capital and one lowercase". At the bottom of the form are "Save" and "Cancel" buttons.

A white modal dialog box is centered on the screen, displaying the message: "Your Password has been changed successfully." with a "Close" button in the bottom right corner.

LOGGING IN

- ✓ Select and answer three security questions.

usbank All of **us** serving you®

U.S. Bank Prepaid Administrative Website

Login

Security Settings

Please provide the following information:

Challenge Phrase Question 1

Challenge Phrase Answer 1

Confirm Answer 1

Challenge Phrase Question 2

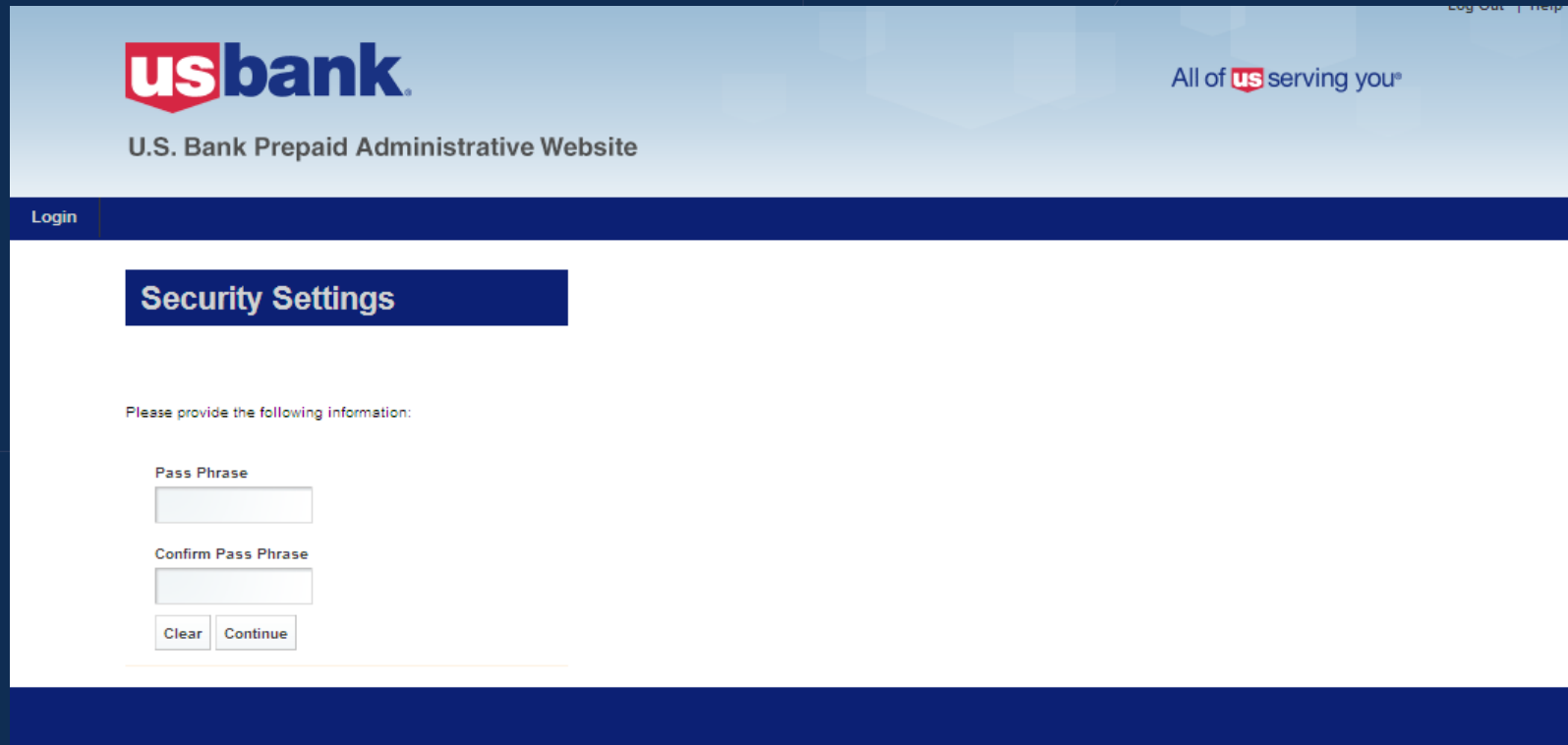
Challenge Phrase Answer 2

Confirm Answer 2

Security questions are asked if you use the "Forgot Password" link on the login screen.

LOGGING IN

- / Enter your Pass Phrase.
 - / 8 to 60 characters in length
 - / Alpha-numeric characters only



The screenshot shows the login page for the U.S. Bank Prepaid Administrative Website. At the top left is the **usbank** logo, and at the top right is the slogan "All of **us** serving you®". Below the logo is the text "U.S. Bank Prepaid Administrative Website". A dark blue navigation bar contains the word "Login". The main content area has a dark blue header with the text "Security Settings". Below this, it says "Please provide the following information:". There are two input fields: "Pass Phrase" and "Confirm Pass Phrase". At the bottom of the form are two buttons: "Clear" and "Continue".

usbank

All of **us** serving you®

U.S. Bank Prepaid Administrative Website

Login

Security Settings

Please provide the following information:

Pass Phrase

Confirm Pass Phrase

Clear Continue

POST-LAUNCH ONGOING RESOURCES

EXPIRING PASSWORD

- / Passwords expire every 90 days.
- / Click on the “My Account” tab.
- / Select “Security Settings.”
- / Click “Edit.”
- / Enter the old password and new password and press “Save.”

Expiring Password Email Reminder

Your US Bank Prepaid Admin Account Information

From: WebServices@usbankprepaidadmin.com

The password for your US Bank Prepaid Admin account will expire in 7 days.
Please change your password at your earliest convenience.

Instructions for changing your password are provided below:

1. Please enter the following URL into your internet browser:
<https://www.usbankprepaidadmin.com/>
2. Login using your User ID and Password.
3. Go to "My Account" and select "Security Settings".
4. Click on the Reset Password "Edit" button.
5. Enter your new password and confirm the new password.
6. Click on "Save".

If you have any questions, contact your System Administrator.

FORGOT PASSWORD

- Option 1: Click on the “Forgot Password” link on the login screen and follow prompts to reset the password.
- Option 2: Contact your System Administrator at Pcardadministration@mail.wvu.edu.
- Option 3: Contact U.S. Bank. After your program has launched, email the Client Support Team.



The image shows a login form with a dark blue header containing the word "Login" in white. Below the header is a white form area. It contains two input fields: "User ID" and "Password". To the right of the "Password" field is a blue "Login" button and a link that says "Forgot Password? Click Here.".





























Login

User ID

Password

[Login](#) [Forgot Password? Click Here.](#)

CLIENT SUPPORT

Contact	
Phone	800-809-0738 <i>M – F 8a.m. – 8p.m. EST</i>
Email 	prepaid.partner@usbank.com
Administrative Website 	www.usbankprepaidadmin.com
Support Requests	
 	Transfer Funds to Cardholder
 	Transfer Funds from Cardholder
 	Card Status Change
 	Update Personal Information
	Request a Fee Refund
 	Load Status for Client
	Escalations
 	Password Resets/Deactivate
	Subpoena Requests
	Limit Changes
	Error Messages
 	Rejected Loads
	New User Setup & Modifications
 	Card Orders
 	Data transmission support
 	Report inquiries

Assistance Request Checklist

If you have an issue, it is best to also have the following handy to speed the process:

- Nature of the issue
- Any self-tests or troubleshooting and results
- If related to cardholder issue...
 - Card ID
 - Name
 - Transaction dates/times/amounts
 - Exact error message
- Screen shots
- Timeline of events
- Additional information
- Point of contact and backup if we need to follow up