



Card activation

What cardholders and program administrators need to know

For your cardholders' convenience, they can activate their cards in two ways.

- Online self-serve tool U.S. Bank Access® Online: access.usbank.com
- Phone interactive voice response (IVR): 800-344-5696

Information the cardholder needs for card activation

Cards activated via Access Online:

- 16-digit account number and expiration date
- Last four digits of the work phone number used in your Citibank profile (must match)
- Access to email address on file for the cardholder account (cardholder's work email)
- Cards activated via phone IVR 16-digit account number
- Five-digit ZIP code
- Four-digit activation code, last four of employee id

Additional verification is required for activation with a customer service representative.

Card activation process

Access Online

1. Go to **access.usbank.com** and select the **Activate Your Card** link at the bottom of the page.
2. Enter the requested card information for card number, expiration date and last four of work phone.
3. You will be sent two emails; the first email includes the link to activate your account and the second email includes a passcode.
4. Select the emailed link to activate your account and then enter the passcode from the second email. Select **Submit**.
5. Set a new PIN (if applicable). Select **Submit**.

Phone IVR

1. Call 800-344-5696.
2. Enter the 16-digit account number.
3. Enter the five-digit ZIP code
4. Press 1 to activate the account.
5. Enter the four-digit activation code, last four of SSN or last four of employee id.
6. Enter the phone number with area code to update records.
7. Press 1 or 2 to accept or decline terms to be sent messages on your phone.
8. Enter and confirm the four-digit PIN (if applicable). Best practice is to set up a pin for cardholders who plan to travel outside of the United States.