



## US BANK ACCESS ONLINE INSTRUCTIONS

**To: Lakehead University US Bank Visa Cardholder**

**From: Purchasing Card Site Coordinator, Office of Financial Services**

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Dear Cardholder:

Lakehead University, in partnership with U.S. Bank™ Canada, is excited to announce the deployment of Access Online throughout our company. U.S. Bank Access® Online is a new, exclusive web-based electronic program management tool that provides our company's cardholders with quick access to their complete account information enabling individuals to view their account activity and billing statements online.

In order to begin utilizing Access Online, you first need to be registered. Access Online provides a self-registration tool that empowers you to create your own User ID and Password and it is easy to use. Just like the rest of the Access Online features, self-registration has been designed to be intuitive; however, to ensure a positive experience, here are a few helpful hints:

- Go to: [US Bank Access Online Portal](#) and click on the **"Register Online"** link under the **"Forgot your password"** link
- On the **Add Account** input screen, when asked to enter your organization short name, please use LAKEHU, your complete Visa Card account number and the card's expiration date.
- When establishing your profile, you must click **"Additional Account"** to enter more than one card. **DO NOT click "Register This Account"** until you are finished entering all cards you wish to register! If you need to register another card after completing online registration, you must contact the Purchasing Card Site Coordinator at 343-8243 or [creditcard@lakeheadu.ca](mailto:creditcard@lakeheadu.ca) for assistance.
- **User ID's** must be 7 to 12 characters in length and can be alpha and/or numeric. User ID's must also be unique; try to think of a distinctive ID (i.e., if your name is John F Smith try the User ID jofsmith3). **Passwords** must be 8 to 20 characters in length, with at least one alpha and one numeric character
- **Authentication** is used to authenticate your account if you forget your User ID or Password
- In the **Contact Information** section, enter your current business contact information including the Postal Code.

Congratulations, you are now registered to use Access Online. To maximize your online experience, I encourage you to check out the system's web-based training materials prior to utilizing Access Online. This highly intuitive web-based training experience will help you get the most out of this new tool.

**IMPORTANT – PLEASE NOTE:** When entering information in self-registration, if any of the entered information is not valid the system returns an error message; you only have three attempts to correct the information. If all three attempts fail, the account with incorrect information will be locked out from self-registration. You will need to contact U.S. Bank Customer Service at (800) 588 8065 to unlock and reset your account

If you have any questions, please contact the U.S. Bank Customer Service at (800) 588-8065 or the Purchasing Card Site Coordinator at 343-8243 or at [creditcard@lakeheadu.ca](mailto:creditcard@lakeheadu.ca)