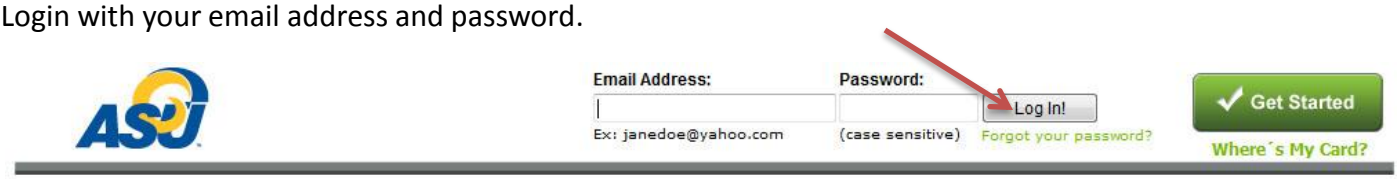
To Activate your Replacement Card:

1. Go to **asuone.com**
2. Login with your email address and password.



NOTE: DO NOT GUESS password more than twice or your account will be suspended

Forgot Your Password?

If you forgot your password, click the link Forgot your password? and follow the instructions. A **link** will be sent to your email that will allow you to recreate a new password.

3 THINGS TO REMEMBER:

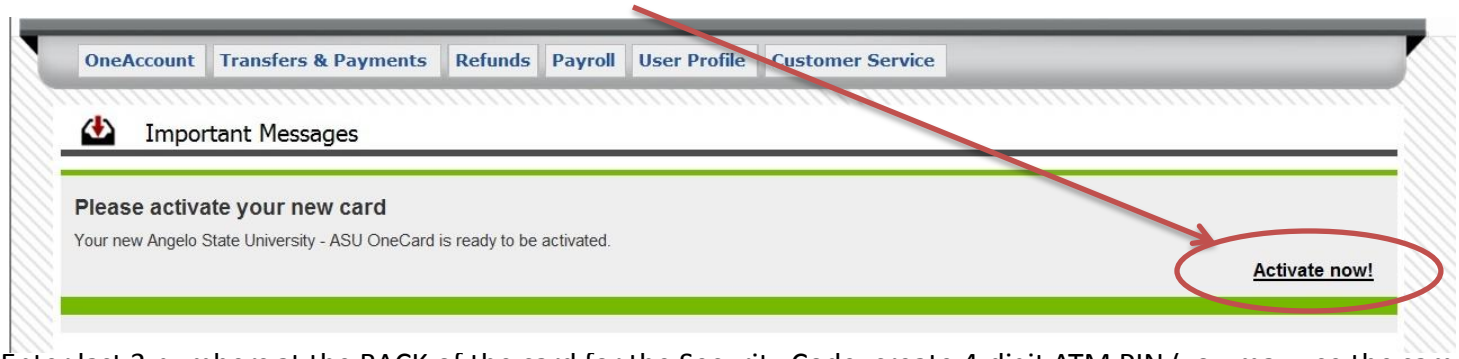
1. Social Security # or Bank acct. info
2. Birth Date
3. Zip Code (if card was mailed to OneCard office, Address will be: **ASU Station 11036 San Angelo, TX 76909-1036**)

If account is already suspended or if you're having problems, you need to call HigherOne (the bank) to reset your login/password.

You may use the phone located in the OneCard office (it's the fastest way and it's a direct line so you're actually talking to a real person and not an automated voice system).

OR you may call them at 1-877-278-1919 using your phone.

3. Once logged in, click the link that says **Activate now!**



4. Enter last 3 numbers at the BACK of the card for the Security Code, create 4-digit ATM PIN (you may use the same PIN you've used before), then click ***"Activate"*** button.

NOTE: It will take about an hour after activation for your card to be automatically updated in our system. If you have a temporary card, make sure you turn it in at the OneCard office so we can manually remove your card's expiration date in the system.

If you need further assistance, please come by the OneCard office at 1825 Johnson St.
or call us at (325) 942-2331 during office hours, Monday-Friday, 8 a.m. to 5 p.m.