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

**Forgot Your Password?**

1. If you forgot your password, click the link **Forgot your password?**

2. Enter your email address (login email address), the characters (CAPTCHA) on the screen, then click “Submit”.

3. It will then ask for either your Social Security Number or your Bank Account information, Birth Date, and Zip Code. If you had your card mailed to the OneCard office, then your Zip Code will be **76909**.

4. Once you see this message, it means they have sent a link to your email address to reset your password.

5. Check your email and click the link in option 1 (do not use the temporary password). It will then allow you to reset/recreate your password.

NOTE: 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.

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.