

To Activate your Replacement Card:

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



Email Address: Password:
Ex: janedoe@yahoo.com (case sensitive) [Forgot your 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:

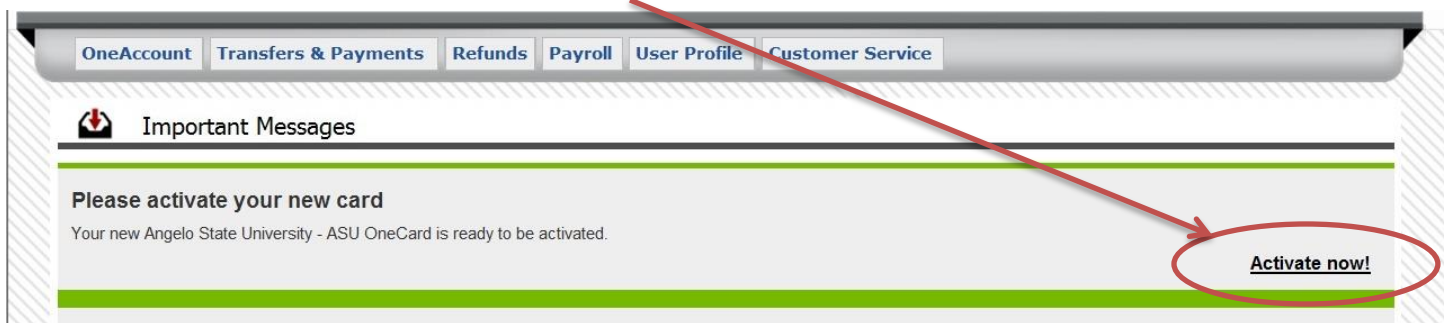
1. Social Security # or Bank acct. info
2. Birth Date
3. Zip Code (if card was mailed to OneCard office, Address will be: **ASU Station 11036 San Angelo, TX 76909-1036**)

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.

The screenshot shows the "Card Status" activation form. It includes a card image placeholder with the number "xxxxxxxxxxxx8405" and the text "Ordered 01/15/2013". Below this, it says "To activate your new card input the security code found on the back of the card." There is a "Security Code:" field with three dots. Then it says "Please enter a four digit number which will become your NEW ATM PIN." There are two fields: "New PIN:" and "Confirm PIN:", both with four dots. At the bottom, there is an "Activate" button with a red arrow pointing to it.

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.*