

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?](#)



Email Address: Password:

Ex: janedoe@yahoo.com (case sensitive)

[Forgot your password?](#) [Where's My Card?](#)

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

Reset Password Step 1 of 2

Enter your email address or confirmed mobile number that you would like a temporary password sent to.

Email Address

OR

Mobile Number* - -

We want to make sure your reset password process is as safe and secure as possible. For this reason, please enter the characters shown on the screen in the space below.



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.

Reset Password Success

Your password has been reset! Your temporary password has been emailed to the following email address:

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.

Your ASUOne.com password has been reset

ASU OneCard <Help@asuone.com> to me

Dear [redacted],

Per your online request on 08/06/2014 at 2:28 PM EDT, your website password has been reset. To log in to www.ASUOne.com with your temporary password, please use one of the following two options.

1) Select the following link, or copy/paste the URL into your internet browser.

[https://asuone.higheroneaccount.com/authenticate/login?username=\[redacted\].com&passwd=ERckFmyazr](https://asuone.higheroneaccount.com/authenticate/login?username=[redacted].com&passwd=ERckFmyazr)

2) Or, log in at www.ASUOne.com by typing your email address and temporary password in the fields at the top of the home page.

NOTE: If account is already suspended or if you're having problems, you need to call BankMobile (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.