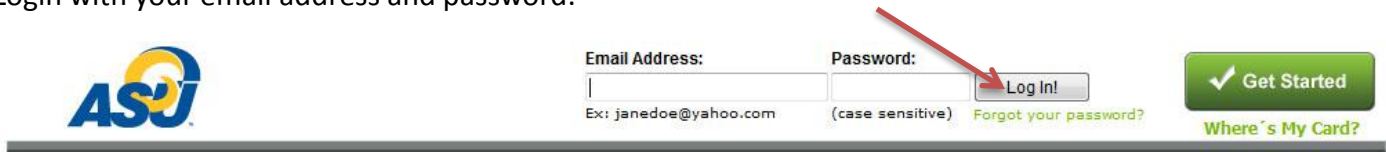


To Activate your Replacement Card:

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



The image shows the ASU OneCard login page. On the left is the ASU logo. In the center, there are two input fields: "Email Address:" with an example "Ex: janedoe@yahoo.com" and "Password:" with "(case sensitive)" below it. To the right of the password field is a "Log In!" button. A red arrow points from the top right towards the "Log In!" button. Further right, there is a green "Get Started" button with a checkmark icon and a "Where's My Card?" link below it.

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

Forgot Your Password?

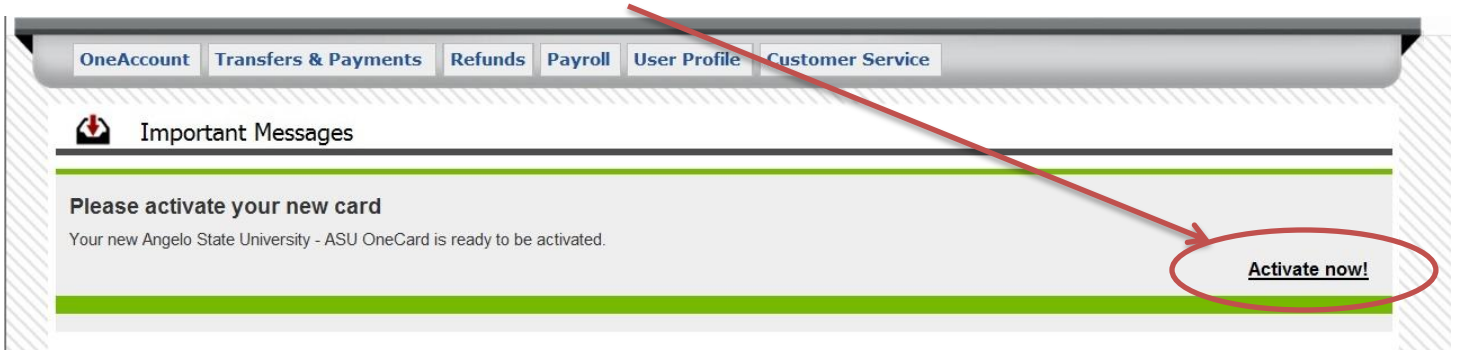
If you forgot your password, click the link [Forgot your password?](#) and follow the instructions. A link will be sent to your email that will allow you to recreate a new password.

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

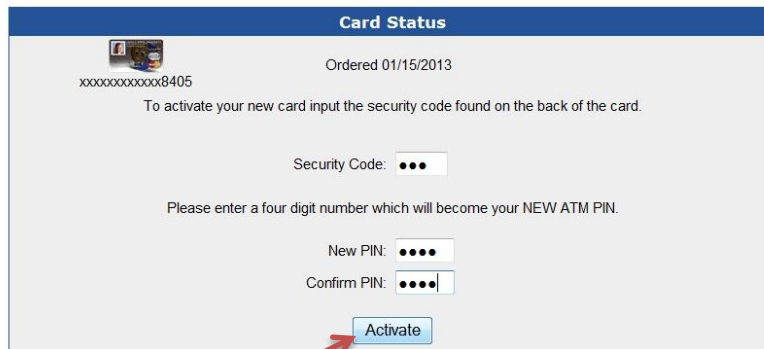
You may call them at 1-877-278-1919 using your phone.

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



The image shows the ASU OneCard account dashboard. At the top, there are navigation tabs: "OneAccount", "Transfers & Payments", "Refunds", "Payroll", "User Profile", and "Customer Service". Below the tabs is a section titled "Important Messages" with a red arrow icon. The main message area has a green header and contains the text: "Please activate your new card" and "Your new Angelo State University - ASU OneCard is ready to be activated." At the bottom right of this message area, there is a button labeled "Activate now!" which is circled in red. A red arrow points from the top of the page down to this button.

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 image shows the "Card Status" activation form. It has a blue header with the title "Card Status". Below the header, there is a small image of a card and the text "Ordered 01/15/2013". The card number is partially visible as "xxxxxxxxxxxx8405". 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. Below that, 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. A red arrow points to the "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.