



Your Carroll OneCard – Getting Started

Thank you for choosing the U.S. Bank Carroll OneCard to help you manage all your financial needs this school year. You will be able to activate your U.S. Bank Carroll OneCard and change your PIN within the 24-48 hours.

Getting Started with your Carroll OneCard.

1. Activate your Carroll OneCard Account and Change your PIN

- Call 866-932-9581 and follow the voice prompts. After the greeting, press “1”
- Enter the 16-digit number printed on the front of your card, press “#”
- Enter your 4-digit temporary password (the last 4 digits of the 16-digit number printed on your card) and press “#”
- Press “1” to activate your card when you hear, “Your card is currently not active.”
- When prompted, enter a 4-digit PIN of your choice, press “#”
- For verification purposes, re-enter your new PIN then press “#”
- Memorize your Carroll OneCard PIN. It is required whenever you use your OneCard/tag at participating merchants

2. Change your Password

- When prompted, enter a 4- to 6-digit password of your choice, press “#”
- For verification purposes, re-enter your new password and press “#”
- Memorize your password. It is required to log on to your account by phone or for viewing transaction history, reporting a lost card or changing your address online.

3. Manage your Carroll OneCard Account Online

- Visit OneCardGivesBack.com/JCU and click on “Register your card.” Note: The password you create here is unique to this website; this is not the same as the password you created above to log onto your account via phone.
- You will be required to create a user ID and password before you may begin managing your account online

Getting Started with the U.S. Bank portion of your Carroll OneCard.

1. Visit a U.S. Bank ATM

- Insert your card into a U.S. Bank ATM
- Enter the default PIN: 9999*
- Select the option “Change PIN/Order Checks”
- Select “Change PIN”
- You will be asked to enter your new PIN twice for verification

2. Call 24-Hour Customer Service

- 800-US BANKS (872-2657)
- English: wait; Spanish: option 2
- Information on existing accounts: option 1
- Account Maintenance: option 6
- Change your PIN: option 3
- Enter your Social Security Number or TIN
- Enter the default PIN: 9999*
- Enter the last four digits of your ATM card number (16 digit number found on your card)
- Enter the default PIN again: 9999*
- You will be asked to choose a new PIN and enter it twice for verification

You will be able to activate your U.S. Bank Carroll OneCard and change the PIN within the next 24-48 hours.

Please memorize your new PIN.



OneCardGivesBack.com/JCU

usbank.com/johncarroll

*Prior to processing a transaction with your new U.S. Bank ATM card, it is necessary to change your PIN from the default PIN to a PIN that you have chosen. You will not be able to make withdrawals or transfer funds with the 9999 pin. Your PIN must be changed from the default 9999 within 90 days. If your PIN is not changed within 90 days, you must visit a U.S. Bank branch to reset it. Member FDIC