Access Online support and contact information

Role	Reason (not all inclusive)	Contact
Program Administrators Only **1st point of contact**	Recommendations and solutions to questions and concerns of agency, agency reorganizations, mass maintenance requests, understanding how to use merchant category codes, assist with training, enhanced authorizations, unresolved service issues.	**Account Coordinator/Client Services** CPSPublicSectorClientServices@usbank.com (up to 24-hour response time) or immediate assistance at 877-846-9302, option 3 (5 am to 5 pm PST) Outside of these hours, use the Technical Help Desk.
All	Technical problems or questions about Access Online, such as system error messages or login issues. Provide emergency help outside of Client Services hours. *For technical issues, consider emailing detailed screen prints with an explanation to help with resolution.*	**Technical Help Desk** (24/7) Cardholder: 877.887.9260 (Toll Free)701.461.2028 Program Administrator: 877.452.8083 (Toll Free)701.461.2900 accessonlinesupport@usbank.com Use the **Chat With Us** feature in Access Online

Access Online support and contact information

Role	Reason (not all inclusive)	Contact
Cardholders	Day-to-day support including to report a lost or stolen cards, PINS. Telepay, daily account maintenance or decline inquiries (information available in Access Online). *Any cardholder questions that cannot be answered by Customer Service must go through the Program Administrator. Program Administrators can contact the bank for assistance.*	**Customer Service** (24/7) 800.344.5696 (Toll Free) 701.461.2010 (This is the number on the back of the card.)
All	Fraud or SPAM	**Fraud Team** (24/7) 1.800.523.9078 (report fraud) Existing fraud or dispute case claims 1.800.815.1405 **Fraud Help –** If you have questions about or have received SPAM email or phone calls, email the details to fraud_help@usbank.com

Access Online resources

Resource name	Description	Access
Access Online	System used for managing card programs.	https://access.usbank.com/
U.S. Bank Contact List	List of phone numbers to call for assistance on card program questions, fax number and address for submitting dispute information. Note that the Program Administrator phone number to call Client Services is not located on this list.	In Access Online, click the **Contact us** link on the left navigation menu.
Access Online Web-based Training	Interactive eLearning lessons, videos, recorded classes, user guides and quick reference guides explaining how to use Access Online and Insights on Demand. Find links to attend virtual instructor-led classes on Access Online.	In Access Online, click the **Training** link on the left navigation menu.