

U.S. BANK

Agency/Organization Program Coordinator (A/OPC)

User Guide to On - Line Registration

New Terminology

On- Line Registration Flag – This is set-up at the Managing Account level on the Account Information tab and is designed to add flexibility for managing On – Line Registration. The default for the flag is "Yes", which simply enables the flag for On – Line Registration.

Relationship Registration Code – This code serves two purposes; first it allows System Administrators easy maintenance of On- Line Registration, second it is an additional validation element for the Cardholder when they are registering. The format and requirements for this code are the same as for the C.A.R.E. password (i.e. 8-12 characters in length and they must have at least one alpha and one numeric character).

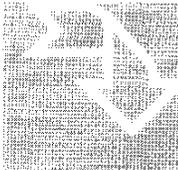
User Profile Code – This appears to you as an additional validation element, however, it is an Operational Filter that everyone must have in order to use C.A.R.E. When Cardholders enter their User Profile Code the system automatically assigns the corresponding Operational Filter.

The Relationship Registration Codes and the User Profile Codes are set up by System Administrators and distributed to A/OPC's who, in turn, distribute these codes to their Cardholders along with the C.A.R.E. web address.

Cardholder - On – Line Registration Process

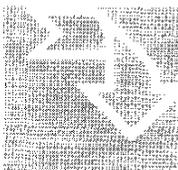
This process is designed for new Cardholder accounts that do not currently have a C.A.R.E. User ID or Password assigned to them. Only Cardholder accounts are enabled to use the On – Line Registration tool. Managing Accounts cannot use On – Line Registration.

1. Access the C.A.R.E. web address (<https://care.usbank.com>).
2. At the C.A.R.E. log on screen, click **On – Line Registration** on the task bar.
3. Enter the *Relationship Registration and User Profile Codes*.
4. Click **OK**.
5. To add the accounts associated with the User ID and Password being established, enter the **Account Number, Account Expiration Date and Zip Code** in the appropriate fields.



Tip !

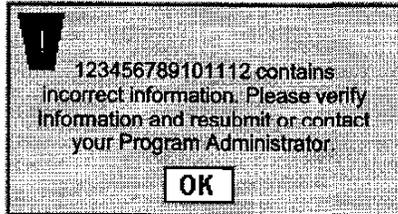
- Both *Travel and Purchasing Card* account information may be added.
 - Zip code format: Five digits. Foreign users enter: 00002
 - Expiration date format: MM/YY
 - Information in the table may be edited. Once it is verified and moved to the area below it cannot be edited.
- You may enter up to ten accounts at a time to one user. If more than ten accounts are needed, click **Add more accounts and more rows display**.
 - If any of the entered information is not valid, the system returns an error message. You have three attempts to correct the information. If all three attempts fail, the accounts with incorrect information are locked out from On - Line Registration.
6. After all accounts are entered, click **OK**. The system validates account information.
 7. Enter **Contact Information**.
 8. Enter **User ID, User Verification and Password**.



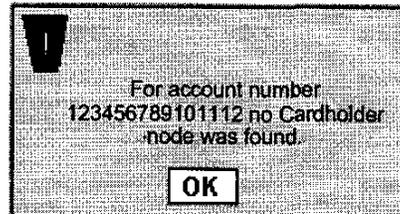
Tip !

- Zip code format: Five digits. Foreign Users enter:00002
 - Phone and Fax number format: No dashes, hyphens, parenthesis or spaces (i.e. 6121234567).
 - Fields that require data are identified with an asterisk (*).
 - User ID's must be 7 to 12 characters in length, with at least one alpha and one numeric character.
- User ID's must also be unique; try to think of a distinctive ID (i.e. if your name is John F Smith try the User ID jofsmith3).
 - User Verification is used to authenticate you if you forget your User ID or Password. Passwords must be 8 to 12 characters in length, with at least one alpha and one numeric character.
9. Click **Submit**. The system validates your entries.
 10. Click **OK** in the *On – Line Registration was successful* dialog box. You are brought to the C.A.R.E. login screen where you are prompted to change your password. This will be your password for the next 100 days.

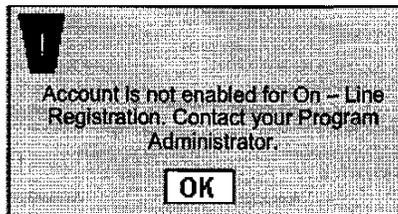
Troubleshooting On – Line Registration Error Messages



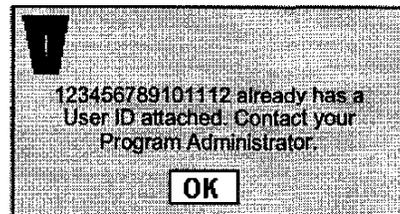
Account information is invalid or missing. Please check the information carefully (look for any zip code or expiration date formatting mistakes) and correct any errors.



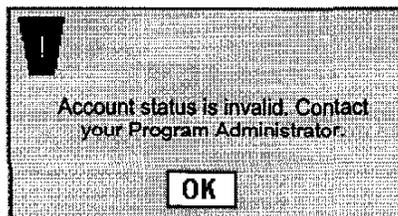
The account number entered could not be verified by U.S. Bank, please check the number and correct any errors.



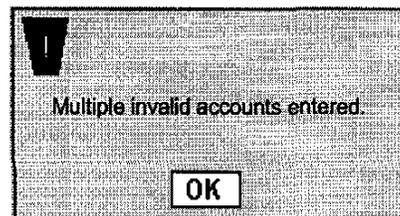
The Managing Account is not enabled for On – Line Registration.



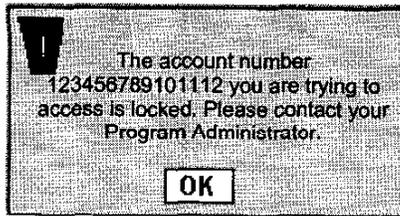
A Cardholder User ID has already been assigned to the account.



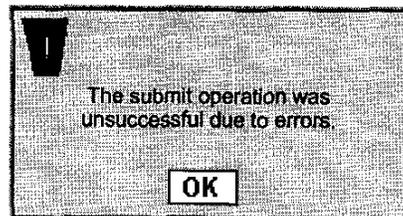
U.S. Bank has flagged the account as invalid.



Check to make sure you did not enter duplicate account numbers. Remove the duplicate account number and correct the information.



Invalid information was entered three or more times and the account is now locked.



There are formatting errors in some of the information you entered. Carefully check the information against the formatting guidelines outlined in this document and try the entry again.

Cardholder Self-Registration

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C.A.R.E.

Customer Automation & Reporting Environment

USBank License Agreement

Customer Automation and Reporting Environment Terms of Service

1. ACKNOWLEDGMENT AND ACCEPTANCE OF TERMS OF CARE

The Customer Automation and Reporting Environment (the "CARE"), owned and operated by U.S. Bank National Association ("U.S. Bank"), is provided to the customer under the terms and conditions of this Customer Automation and Reporting Environment Terms of Service (CTS) which incorporates by reference any operating rules or policies that may be published by



I Accept

I Decline




C.A.R.E.

Customer Automation & Reporting Environment

Username:

Password:

On-Line Registration

Help

[Forgot your password? Click here](#)

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit

Address: https://registration1.care.usbank.com/servelet/com.usbank.care.html?client.session=SessionServlet

U.S. Bank C.A.R.E.

E-SERVICES U.S. Bancorp

U.S. Bank

On-Line Registration Account Validation

Cancel

Help

Log Out

Member FDIC
© U.S. Bancorp 2001

Relationship registration code *

User profile code *

OK



Top of the Page

Relationship Registration Code = 0057usaf

User Profile Code = c01

Please Safeguard These Codes

Done

Internet



E-Services

U.S. Bancorp

On-Line Registration

Enter Contact Information

First name* Middle initial:
 Last name*
 Address 1:*
 Address 2:
 City:*
 State/Province:*
 Country:*
 Zip code:* or
 Foreign postal code:
 Phone:*
 Fax:

Enter Password Information

User ID:*
 User Verification:*
 Verification Response*
 Password:*
 Repeat Password:*

7 - 12 Characters At least 1 letter & 1 number
 8 - 12 Characters At least 1 letter & 1 number

Member FID: 811 S. Bancorp.0701

Done

Top of the Page

Internet

usbank.



C.A.R.E.

Customer Automation & Reporting Environment

On-line registration was successful.
 To return to login screen, click [C.A.R.E.](#)

Frequently Asked Questions

- Q.** How often can I reset my password?
- A.** There is no limit to the amount of times you may reset your password.
- Q.** Can I use On - Line Registration if I already have a User ID and I need to add more accounts to it?
- A.** No, On - Line Registration is designed for new C.A.R.E. users only.
- Q.** How do I get my Relationship Registration Code and User Profile Code?
- A.** This information is available from your Relationship Manager.
- Q.** Can I reset my password if it was deactivated?
- A.** No, your User ID must be in active status to use C.A.R.E. and the On - Line Registration tool.
- Q.** What is the format for User ID's and Password's?
- A.** User ID's must be 7 to 12 Characters in length and they must have at least one alpha and one numeric character.
User Password's must be 8 to 12 characters in length and they must have at least one alpha and one numeric character.
- Q.** Can I use On - Line Registration for more than one account?
- A.** Yes, you can register an unlimited number of accounts
- Q.** Why is my account locked?
- A.** Accounts are locked when invalid information is entered three times.
- Q.** Can an A/OPC become a C.A.R.E. user via the On - Line Registration?
- A.** If an A/OPC has a individual Cardholder account, yes you may use On - Line Registration. An A/OPC cannot use On - Line Registration for Managing Accounts.