



Global Transition Solutions

Online Banking Enrollment and PIN (Personal Identification Number) Setup Guide

Need to know:

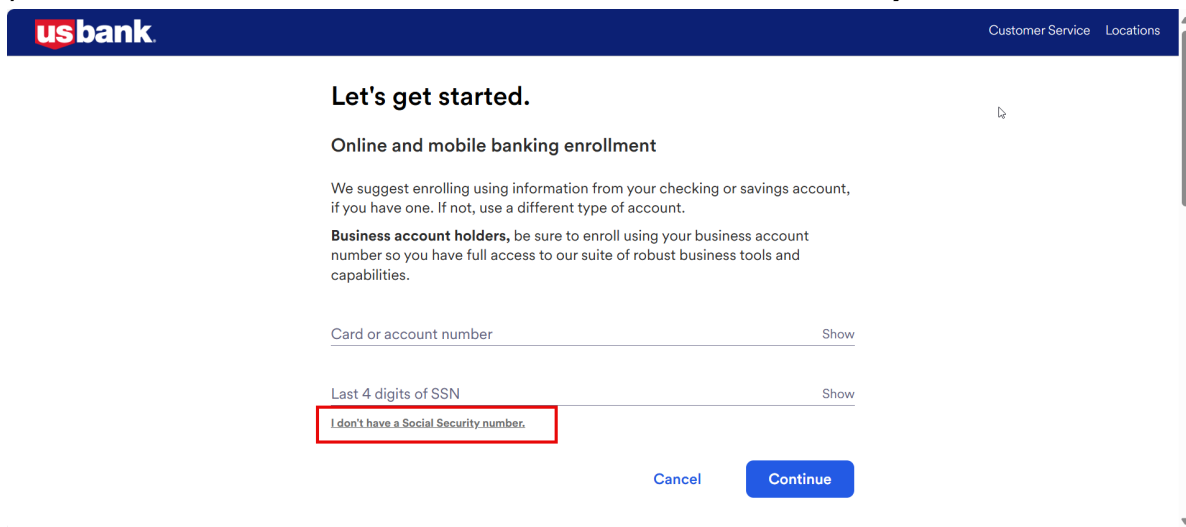
- You are not required to have a Social Security Number (SSN) to enroll in online banking.
- To log in for the first time, you will need your U.S. Bank account number or card number.
- If you requested a U.S. Bank Visa Debit Card with your new account, it will be mailed to you. Your card will arrive in an unmarked envelope. For your safety, your PIN (Personal Identification Number) will not be mailed via postal mail but will be set up once you enroll and log into Online Banking.
- Your PIN is used along with your debit/ATM card to get money/check your account balances at the ATM, for phone authentication when you call in to talk the Japanese Customer Service Unit (JCSU), and other various functions.
- A U.S. cell phone number is required to enroll in the mobile banking app; it is not required to enroll in online banking.

Enrollment in Online Banking (OLB)

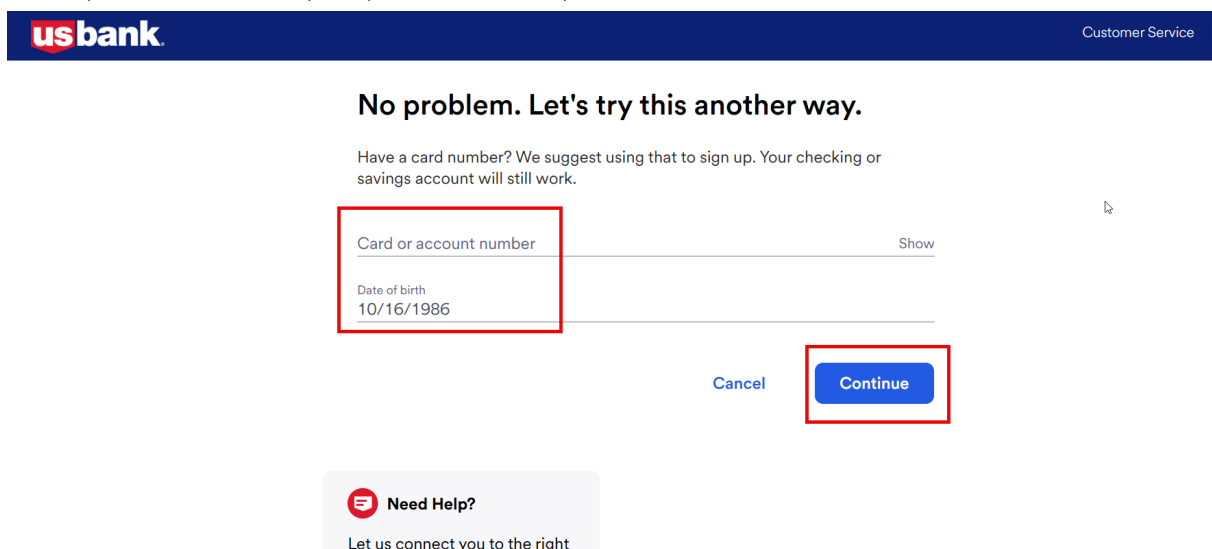
1. Go to www.usbank.com and click on **‘Enroll in online banking’**

The screenshot shows the U.S. Bank website. At the top, there is a navigation bar with links for 'About us', 'Financial education', 'Support', 'Locations', and a search icon. Below this is a secondary navigation bar with the U.S. Bank logo and links for 'Personal', 'Wealth Management', 'Business', 'Corporate & Commercial', and 'Institutional'. A red 'Log in' button is also present. Below the navigation bar, there is a banner for 'FDIC' with the text 'FDIC-insured - Backed by the full faith and credit of the U.S. Government'. The main content area features a large image of a woman in a grocery store. On the left side of the image, there is a white box with the text 'CREDIT CARDS Find the card that fits your lifestyle. Enjoy cash back, a cash bonus or a low intro APR. Compare options'. On the right side of the image, there is a white box titled 'ACCOUNT LOGIN' with fields for 'Username' and 'Password', a 'Remember my username' checkbox, and a 'Log in' button. Below the 'Log in' button are links for 'Forgot username or password', 'Corporate & Commercial banking login', and 'Enroll in online banking'. The 'Enroll in online banking' link is highlighted with a red box.

2. Enter your card or account number and the last 4 digits of your SSN and click '**Continue**'. If you do not have an SSN, click on '***I don't have a Social Security number.***'



3. If you do not have a SSN, enter your U.S. Bank card or account number and your date of birth (MM/DD/YYYY, i.e., 06/18/2025) and click '**Continue**'.



4. Select your account type (you should select personal unless you are a business)

Is your account ending in 58 [redacted] personal or business?

For a faster experience, enter your checking or savings account, if you have one.
If not, use a different type of account.

Select your account type.

☒ Personal

☐ Business

Cancel

Continue

5. To verify your identity, we will need to send you a 6-digit code. If you have a U.S. mobile number, you can enter it in the box to receive the code via your mobile device. If you do not have a U.S. mobile number, you will need to click on '**Try another way**' to receive the code via your email.

Enter your mobile number.

Your security is important to us. After you enter your mobile number, we'll send a 6-digit code to your phone for verification.

Cancel

Try another way

Continue

By providing U.S. Bank with a telephone number for a mobile device, including a number that you later convert to a mobile device number - you are expressly consenting to receiving communications - including but not limited to prerecorded or artificial voice message calls, text messages, and calls made by an automatic telephone dialing system - from us and our affiliates and agents at that number. This message is intended to provide you with information regarding your consent to receive such communications.

6. If you are using your email address to receive the code; confirm your email address and click '**Continue**'.

Verify your email address.

Your security is important to us. To help protect your accounts and verify your identity, we will send a passcode to your email address.

[redacted]@GMAIL.COM

[This isn't my email address.](#)

Cancel

Return to verify by phone

Continue

7. Enter the 6-digit code we text or emailed to you and click '**Continue**'.

Enter the code we just texted you.

We sent a six-digit code to XXX-XXX-1234. If you don't receive it within 30 seconds, we can send a new code. The code expires in 15 minutes. If you need to, you can [skip this step](#).

Six-digit code

Cancel Send new code Continue

8. Create a username, password, re-enter your password, and input your email address and click '**Continue**'.

usbank

Hi, Casey. Create a username and password.

Username

7-22 characters. No spaces.
At least one letter.

Password

8-24 characters. No spaces.
At least one number.
At least one letter.

Show

Re-enter password

Passwords match.

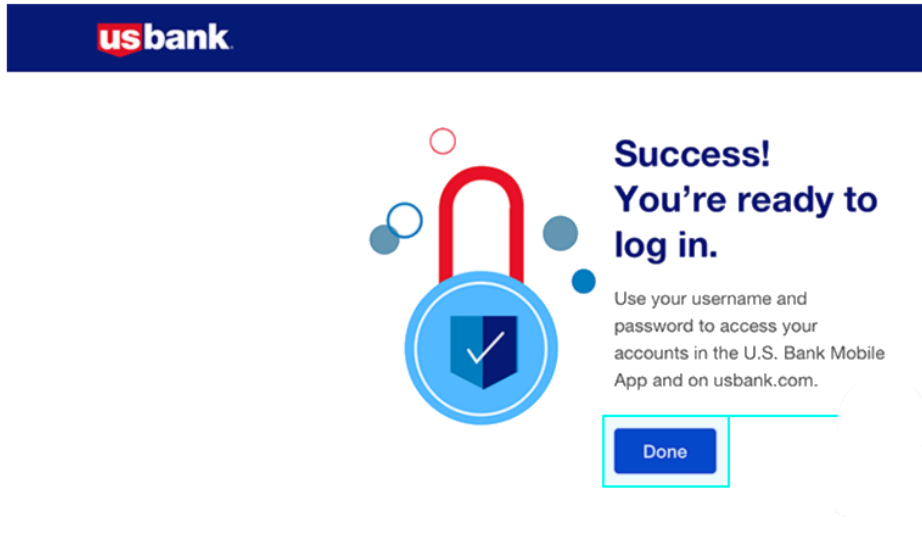
Email address

How will my email be used?¹

Cancel Continue

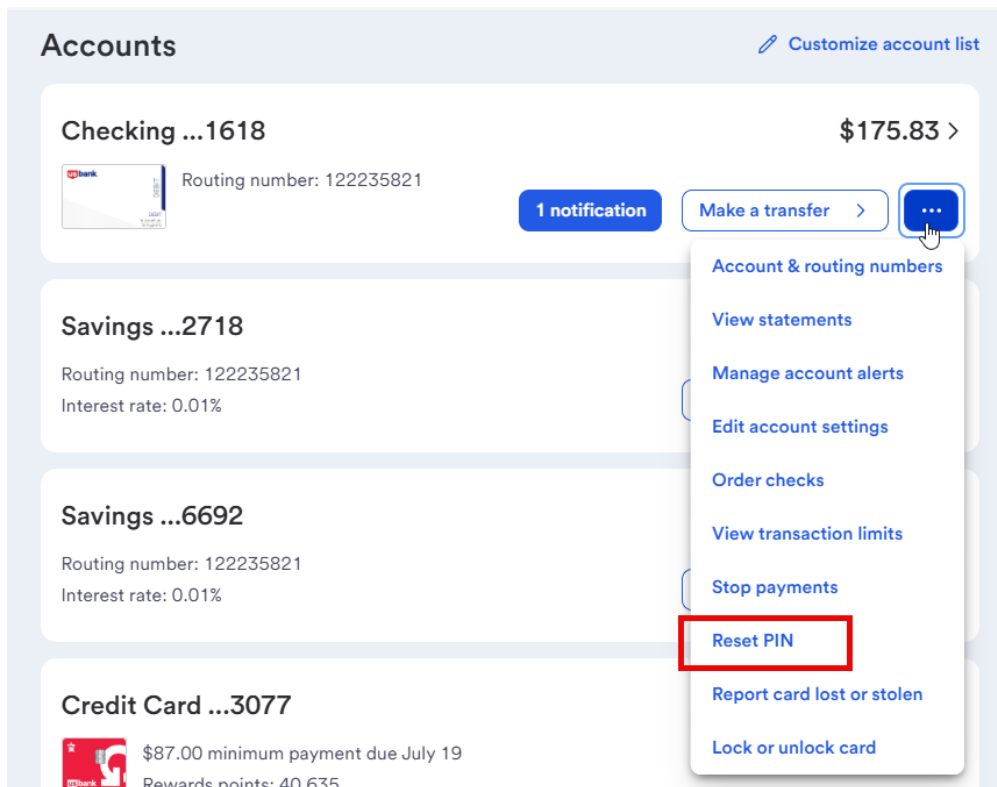
1. We use email to send you information on your applications, accounts and U.S. Bank offers. You may change your marketing preferences at any time in the Privacy section of [usbank.com](#). Unless requested by you, confidential, personal or financial information will never be sent or requested in an email from U.S. Bank.

9. Click **'Done'** to complete the enrollment. You will then be able to log in to Online Banking using your username and password you created to access your accounts.




PIN Setup via Online Banking


1. Log into Online Banking.
2. Under your list of accounts, locate the account linked to the card for which you intend to set up the PIN. Click on the 'ellipsis menu' (three dots) next to it, and select **'Reset PIN'**.



3. The next screen will tell you that you may need to enter a one-time passcode, click on **'Continue'**.



Reset your PIN.



U.S. Bank Visa® Debit Card ...4391


Primary linked account
Checking ...8344

To reset your PIN, you may need to enter a one-time passcode.


Cancel

Continue

Note: If you do not have a U.S. mobile device on your account and we cannot validate your email, you are unable to receive an OTP (one time passcode) and cannot complete your PIN setup online. You will receive a message to either call customer service or go into a branch to reset your PIN. If this happens, please call the [Japanese Customer Service Unit \(JCSU\)](#) directly.



Reset your PIN.



U.S. Bank Visa® Debit Card ...7165

Primary linked account
Checking ...1618

It looks like we don't have your mobile number, so we can't send a passcode to verify it's you. To **continue** resetting your PIN, you'll need your current PIN. If you don't know or remember it, you can:

- [Add a mobile number](#) and try again in 72 hours.
- Call [800-USBANKS \(872-2657\)](#) to have a PIN mailed to you.
- [Visit a branch](#) to reset your PIN in person.

Cancel

Continue

4. A screen will appear showing where your one-time passcode will be sent. It will either be the cell phone number associated with your account (if applicable) or the email address linked to your account. Please click '**Continue**'.

We need to verify your identity.

To help protect your accounts, we'll send a 6-digit code to your email address.

fis*****@usbank.com

Cancel

Continue

We use email to send you information on your applications, accounts and offers. You may change your marketing preferences at any time in the Privacy section. Unless requested by you, confidential, personal, or financial information will never be sent or requested in an email from us.

5. A one-time passcode will be sent to your mobile device or email. Please enter the code received when prompted on the screen and then click '**Continue**'.

Enter the code we just emailed you.

We sent a six-digit code to fis*****@usbank.com. If you don't receive it within 30 seconds, we can send a new code.

Six-digit code
555027

Cancel

Send new code

Continue

6. Enter your new PIN twice on the next screen and click '**Save PIN**'.

Reset PIN for U.S. Bank Visa® Debit Card ...4391.

PIN requirements:

- 4 digits. No spaces.
- Not 0000 or 9999.
- PINs match.

Enter new PIN

••••

Show

Re-enter new PIN

••••

Show

Cancel

Save PIN

7. You will get a message that your PIN setup was successful and can click on '**Go to my accounts**' to get back to online banking.



Success! You reset your PIN.

You can start using the new PIN for your U.S. Bank Visa® Debit Card ...4391.

Go to my accounts