

Acquiring a University OneCard

The University OneCard is an institutional Visa credit card administered by J.P. Morgan Chase Bank. It is required for travel and many business-related expenses such as subscriptions and memberships. [Here](#) is more information about the card and related policies. [Here](#) is additional information regarding the appropriate payment methods for different types of purchases.

OneCards are not tied to a University account and the credit limits on them do not imply available funding. Please make sure you have available University funding before you use the OneCard for transactions. If you do not have funding and use the OneCard, these transactions will be considered a personal expense and you will have to pay the University for the transactions.

[Apply for a card here](#) under "Obtaining a OneCard." More information regarding the process to obtain the OneCard can be found [here](#). New cardholders will have to complete training before receiving a card.

- **To apply for the card:** Enter my name and email address (Corinne Seris, cms263@pitt.edu) as the Card Holder's Supervisor or Business Manager. Please select option 1 or 2 for the spending limit. Don't worry, the spending limit can be raised later if needed. The card will be shipped to the home address you have listed with Pitt HR. If you are asked for an RC number or a responsibility center, that is 06.
- University OneCard cardholders receiving a **new card must first activate the card** by visiting the website or calling the number on the sticker on the front of the card. You will use your home zip code for activation (the address to which your card was sent). It is important to activate your new card as soon as you receive it because although University OneCards are automatically uploaded in the Concur system, they still require activation. If your card has not been activated beforehand, things like travel bookings and purchases will not go through.
- **OneCards should be treated like cash. They are your personal responsibility.** A lost or stolen card must be reported ASAP to the J.P. Morgan via their toll-free number: 800-316-6056 within the U.S. and 847-488-3748 internationally. This number is accessible 24 hours a day, 365 days a year and is also printed on the back of the OneCard. The bank will be able to stop activity immediately. Finally, submit a [OneCard inquiry](#) so that the Credit Card Administrator is aware that your card has been lost or stolen. You will be asked to identify yourself through a verification process. You will be asked your birthdate in the format of MM/DD and/or Your birthdate in the format of YYYY.
- **You can change your pin and check your balance by calling the number listed above.**
- **To set a pin:** you, the cardholder, will set up a pin number during activation. **If you forget your pin,** you can reset it by logging into <https://ccportal.jpmorgan.com/ccportal/login> or contacting the customer service number.