

Frequently Asked Questions

What is the OnePay partnership?

Through Greenshades and OnePay's partnership, your employees can sign up for OnePay directly on the Greenshades portal to access the benefits of OnePay's holistic financial wellness app.

What do employees get with OnePay?

Employees can get paid up to 2 days early with direct deposit when they bank through OnePay,¹ and enjoy high-yield Savings, the OnePay Builder Card,² cash back rewards,³ and Fee-Free Overdraft up to \$200.⁴

How much does OnePay cost?

Employees can use OnePay at no cost to you or them. There are no setup or monthly fees, no minimum balances for deposit accounts, and no employee contributions required.

Who's eligible to sign up?

Employees 18+ with a U.S. residential address, mobile phone number, and a Social Security number or ITIN are eligible to sign up.

Where do employees sign up?

Employees can sign up directly on the Greenshades portal, where they view their paystubs, by tapping on the OnePay banner and completing a few quick steps. No action is required from HR.

What setup is required from employers?

No technical setup is required. The OnePay banner appears automatically for employees in Green Employee.

What employee data is shared?

Only basic employment and payroll data are needed to verify eligibility and enable direct deposit. No additional data sharing is required.

Is employee data secure?

Yes. OnePay uses industry-standard encryption. Banking services are provided through FDIC-insured partner banks.

Who handles employee support?

OnePay manages all employee support directly. HR does not need to handle account issues.

How do employees contact OnePay?

Employees can reach OnePay support at greenshades-urgent-support@onepay.com, with responses within 1 business day.



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App Store rating 4.9

337K reviews on App Store
5M downloads on Google Play

OnePay is a financial technology company, not a bank. Banking services provided by Coastal Community Bank or Lead Bank, Members FDIC. The secured OnePay Builder Mastercard® is issued by banking partners pursuant to a license by Mastercard® International Incorporated.

1. Direct deposit required. Funds may be available up to 2 days in advance, depending on when your employer sends paycheck data.

2. Builder Card helps you build credit by reporting your Builder Card activity to the credit bureaus unless you opt out. Any changes to your credit score are independently determined and based on your overall financial behavior; results may vary and are not guaranteed. OnePay deposit account is required. If eligible, your spending power is based on your Checking balance. Transactions using your virtual debit card are not reported. See OneProgress Services LLC (NMLS ID 2460509). See [Licenses](#) at onepay.com/legal/licenses.

3. Cash back is earned as OnePay Points, redeemable as a deposit into a OnePay deposit account or other available options pursuant to the [OnePay Rewards Terms](#) at onepay.com/rewards-terms. Individual reward details can be found in the OnePay app. For certain reward offers utilizing the OnePay CashRewards Card, and third-party cards linked in the OnePay Wallet, purchases must be made using the physical card.

4. Fee-Free Overdraft is available to OnePay deposit accounts that have either (i) received [Direct Deposits](#) (onepay.com/help-center/articles/direct-deposit) totaling \$500+ in the current or previous month, or (ii) have a balance of \$5,000+ at the end of the previous month. You must be 18 or older. When on, Savings Backup will be used before Fee-Free Overdraft. Overdraft balance is due right away. Eligible transactions are at the discretion of OnePay and may exclude certain transactions (e.g., bill pay, global transfers). See [details](#) at onepay.com/overdraft-details. App Store® is a registered trademark of Apple Inc. App and Google Play Store data current as of 6/10/26.