***Note to colleges & universities:*** *This information should be hosted on your main .edu mobile ID page. This information will be personalized to include your campuses unique processes, ID card name, support service details, accepting locations, etc.*

*There are additional User Guides & FAQs for each platform: Apple Wallet, Google Wallet, and Samsung Wallet FAQS. You have the option to host these on your own .edu site or you can simply link to these at transactcampus.com. (Links provided the end of this document.) Linking to these at transactcampus.com will simplify the approval process and also allow us to make universal edits as need when a platform updates a device type or feature information.*

**Your MOBILE ID**

**Your <Card name> Card…now available in Apple Wallet, Google Wallet, and Samsung Wallet!**

The **<Card name>** is available to all enrolled students and current employees. Tap your iPhone, Apple Watch, Samsung Galaxy, or other eligible Android phones at readers across campus to conveniently use your **<Digital card name>**. Your **<Digital card name>** acts just like your physical card and now you can add it to your preferred digital wallet.

## Getting Started

Minimal set up is required to use your **<Digital card name>**. Most users can begin using their **<Digital card name>** on their phone in minutes. An approved photo is required and <school may customize details around the eligible population>.

### ****Photo Submission/Preparation****

1. Once you have received your <institution name> <Network Credentials>, please submit your photo to be displayed on your **<Digital Card name>**:
	1. Please review our photo requirements: <URL>
		1. Upload a photo for your **<Digital card name>**: <URL for upload> Photos will generally be approved within <number> business days.
2. If you haven’t done so already, set up your <Network Credentials> and multi-factor authentication login at <URL>.

## Using Your Mobile ID On and Around Campus

### Where can I use my <Digital Card Name>? (last updated <month/day/year>) NOTE: ADJUST LISTS FOR YOUR CAMPUS

* Door Access (Undergraduate student spaces)
* Laundry
* Libraries
* Dining Hall
* Bookstore
* On-campus point of sale (<location, location, location, etc.>)

### How do I update information on my <Digital card name>?

Name information on the <Digital card name> comes to us from the university’s core business systems and needs to be updated there. Students should contact the Registrar’s Office. Faculty and staff should contact their HR representative to request updates. Once changes are completed, the updates will sync to the <Digital card name> on your phone within 48 hours.

### Why are my account balance(s) not displaying?

* Account balances are currently only displayed on Apple & Samsung Galaxy devices
* If your account balances are $0, they will not display until funds are added.
* If you have available funds that are not displaying, please contact the <Card name> Office at <phone number for help desk> or email <email for helpdesk>.

### Why do I have a negative balance on my <Digital card name/Account>?

A negative balance can occur if you make a transaction when a retail device is offline. When the device comes back online and the transaction is posted, you will see a negative balance if there are not enough funds in your account to cover the transaction.

### I used my credit card at a participating retail location when I meant to use my <Digital card name>. What can I do to correct my payment source?

Return to the location of the sale and ask the store to issue a credit card refund, then process the transaction against your <Card name>.

### I am graduating or leaving the University. What happens to my Mobile ID?

As with your physical <Card name>, your Mobile ID will become inactive when you no longer meet eligibility requirements. If you transfer to another participating program or department at <Institution name>, your credential will stay active and update accordingly.

**Frequently Asked Questions (hosted by the schools)**

## I am not having success adding my <Digital Card name> to my device. Who can help me?

##  Contact the <Card name> Office at: <fill in details for your campus>

##  How do I change or recover my school login password?

##  Instructions can be found at <school supplied URL>.

## How do I activate and install the multi-factor authentication?

##  Instructions can be found at <school supplied URL>.

### Do I still need my physical <Card name>?

We recommend you retain your physical <Card name> in a secure location as a back-up should you lose a device.

### Can I still use my physical <Card name> once I have created my Mobile ID?

Yes, your physical <Card name> will continue to function after you have added your <Digital card name> to your device. Remember, the Mobile ID is a privilege and benefit of being part of the <Institution name> community. Anyone found to be misusing their physical card or Mobile ID will be subject to the applicable Code of Conduct or HR policies regarding fraud and/or misconduct.

### I already have the Transact eAccounts mobile app installed. Do I need to update?

Yes, you will need to install the updated version of the TransacteAccounts mobile app.

### How do I update the Transact eAccounts mobile app?

On your device, visit the App Store or Google Play Store and search TransacteAccounts. The store will prompt you to install any required updates.

### My balance is different on my device than in Transact eAccounts?

Confirm your device is not in Airplane Mode or experiencing any other service interruption. Updates cannot be made when there is no connecting service to sync data between Transact eAccounts and your device. The Transact eAccounts app will display the most current information.

##

## Securing Your Account

### What should I do if I lose my card or device, or if I believe there has been fraudulent use of my credential?

* During regular business hours, contact the Student ID Card Office at XXX-XXX-XXXX to notify us to deactivate the <Digital card name>. Be sure to specify whether the physical card, watch, and/or phone version of the card should be deactivated. Any device not specified to be suspended will remain active.
* If applicable, identify the fraudulent activity: For purchases using <account 1, account 2, account 3>, contact the <Card name> Office (Email: <email address>) and report the suspected fraud. If door access was involved, e-mail: <alternate URL>.
* In the Transact eAccounts app:
	+ Click the settings gear in the upper right corner.
	+ Select the Card Management option.
	+ Choose the credential you want to deactivate and toggle it off.
	+ You will receive a confirmation email. Only the selected card will be deactivated. All other credentials will remain active.
* In the Transact eAccounts web version:
	+ Select Card Services
	+ Select Deactivate Card
	+ Select the credential to deactivate and click on “Deactivate Card”
	+ You will receive a confirmation email. Only the selected card will be deactivated. All other credentials will remain active.
* Additional instructions for Lost/Found Apple devices and Find My iPhone are located at <https://support.apple.com/en-us/HT201472>
* Additional instructions for Lost/Found Samsung devices and SmartThings Find are located at <https://smartthingsfind.samsung.com/>

### How do I reactivate my credential if I find my lost device?

To reactivate a found device that was suspended, perform the following steps:

In the Transact eAccounts App:

* + Click the settings gear in the upper right corner.
	+ Select the Card Management option.
	+ Choose the credential you want to reactivate and toggle it on.
	+ You will receive a confirmation email. Only the selected card will be reactivated.

In the Transact eAccounts Web Version:

* + Select Card Services
	+ Select Activate Card
	+ Select the credential to reactivate
	+ You will receive a confirmation email. Only the selected card will be reactivated.

**To access the full User Guide & FAQs for each of the available digital wallets, please use the links below:**

[Apple Wallet](https://transactcampus.com/engagement/mobile-credential/apple)

[Google Wallet](https://transactcampus.com/engagement/mobile-credential/google)

[Samsung Wallet](https://transactcampus.com/engagement/mobile-credential/samsung)