

eAccounts

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Mobile ID

Before attempting to set up your Mobile ID, you must set up your A-State account. Follow the steps here to set up your A-State account: <https://kb.astate.edu/books/new-student-account-setup/page/getting-your-a-state-account-set-up>

Once you have completed those steps, please allow up to 48 hours for processing before following the steps below to set up your A-State Mobile ID.



ASU Mobile ID

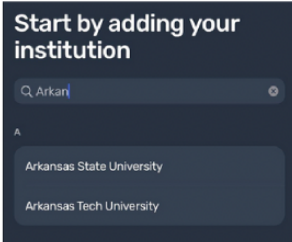
1) Download the Transact eAccounts app on your phone. Look for this icon:



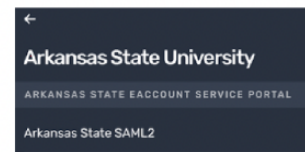
2) Swipe through until you reach the screen displayed and tap Get Started:



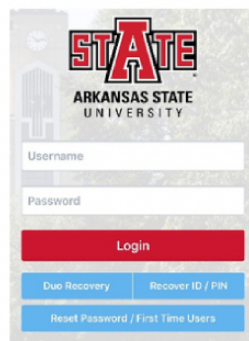
3) Search for and select Arkansas State University:



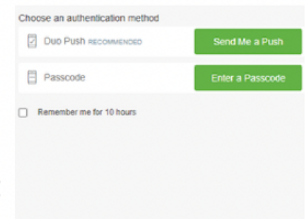
4) Select Arkansas State SAML2:



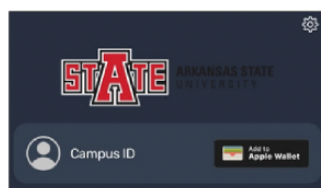
5) Enter your Astate Username and Password:



6) Continue with Duo Two-Step Authentication:



7) Click add ID to your wallet:

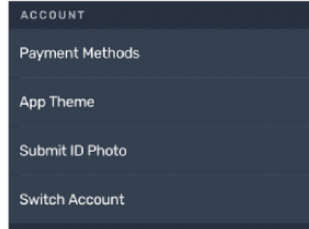


Congratulations, you have set up your Mobile ID! This will allow you to use your phone or smartwatch anywhere you would a physical ID. If you have any questions, please email access@astate.edu.

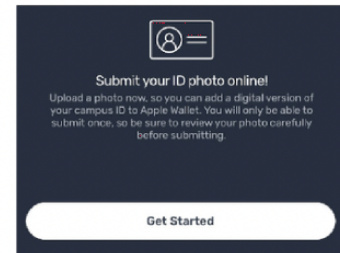


ASU Online Photo

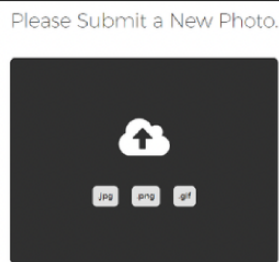
1) Tap the gear in the top right, then tap Submit ID Photo:



2) Tap Get Started:



3) Submit your ID Photo:



Remember:

- White background
- Head and shoulders
- Color Photo
- No sunglasses
- No hats
- No other people
- Directly face the camera

4) Submit a photo of your Government ID:



Must Be Able to Read:

- Name
- Issue Date
- Expiration Date
- Picture

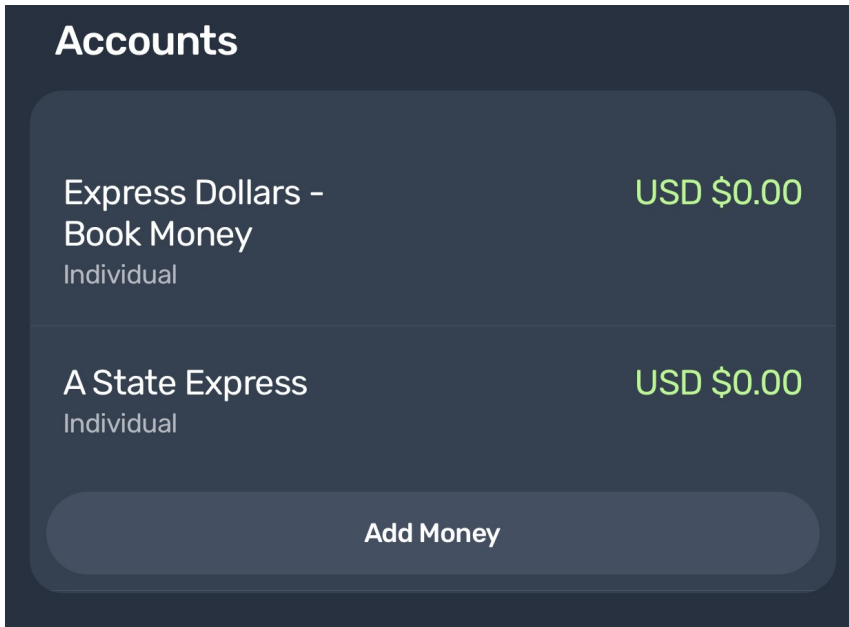
5) Choose the Card Design for your Physical ID:



Congratulations, you have submitted your ID Photo! You will receive an email, letting you know if your photo is approved or denied. If it is denied, you will be given a reason for the denial. If you have any questions, please email access@astate.edu.

Order Express Funds on App

1. Open eAccounts application
2. On the landing page, select “Add Money” under Accounts

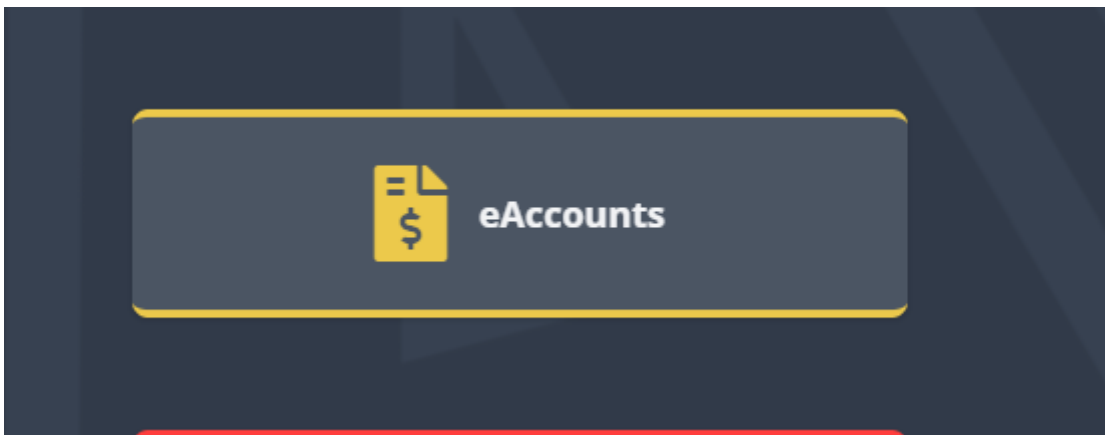


3. Enter the amount you wish to add
4. Select the appropriate account

Follow the prompts to process your payment.

Order Express Funds on PC

1. Open myAstate.edu
2. Login with your credentials
3. Verify your Duo Authentication
4. On the MyAstate landing page, click on eAccounts (yellow box)



5. Once the page loads (it is possible you may be prompted to sign into Duo again), you will be on the landing page
6. Under "A State Express" toward the top left of the page, you can click "+Add Money"

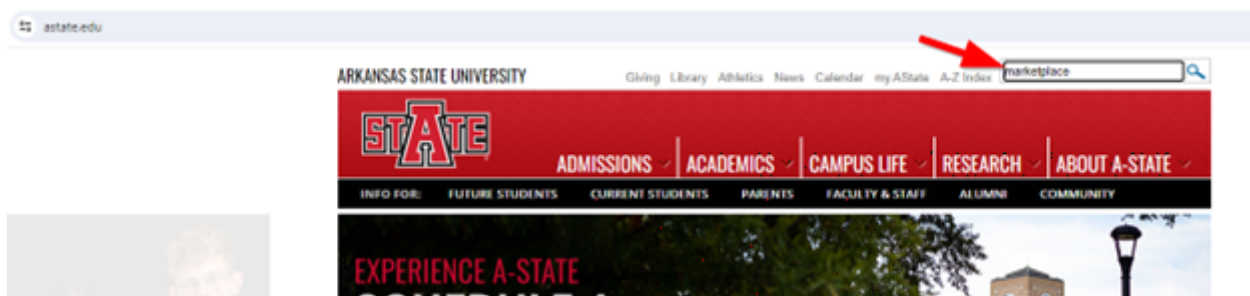


7. Make sure the appropriate stored value account is selected (A State Express)
8. Determine whether you want to deposit a specific amount or top off your account
9. Enter the amount you wish to deposit

10. Click "Next" at the bottom right of the page
11. Enter the personal payment information for the user's credit card
12. Submit
13. Confirm your payment
14. You can save a payment method so that you can add funds to your account again in the future. This will allow you to make a payment on the eAccounts app
15. Continue following prompts until payment has been successfully submitted

Order Add-On Flex

1. Go to the A-State website
2. Click search bar
3. Search for “marketplace”



4. It should be the first link that appears in the results. (URL = <https://www.astate.edu/a/treasurers-office/marketplace/>)

SEARCH A-STATE

About 325 results (0.15 seconds)

Marketplace

[www.astate.edu > treasurers-office > marketplace](https://www.astate.edu/a/treasurers-office/marketplace/)



Marketplace has a variety of purposes. Since its implementation in 2016, **Marketplace** has been used by numerous Arkansas State campus departments, from Residence ...

5. Click the red button in all caps that says “VISIT THE A-STATE MARKETPLACE”



ABOUT MARKETPLACE


Treasurer's Office at Arkansas State has teamed with Marketplace and TouchNet Information Systems to provide a secure and convenient way to extend campus business operations to the online world. This platform provides a safe environment by creating uStores that allow buyers and sellers to connect electronically, making it easy for students, parents, alumni, and the community to do business with Arkansas State. It is cost-effective and allows departments to easily operate online storefronts to sell products or accept online payments.

Marketplace has a variety of purposes. Since its implementation in 2016, Marketplace has been used by numerous Arkansas State campus departments, from Residence Life to the Equine Center. A number of student organizations have taken advantage of this resource as well. Stores can be used to allow students, parents, faculty/staff, alumni and community members to register for events, pay organization membership dues, shop fundraisers or make donations at the time most convenient for them.

VISIT THE A-STATE MARKETPLACE 

- 6. Scroll down until you see "University Housing" and click it
- 7. Click on the Flex dollar option which looks like this

Add FLEX Dollars



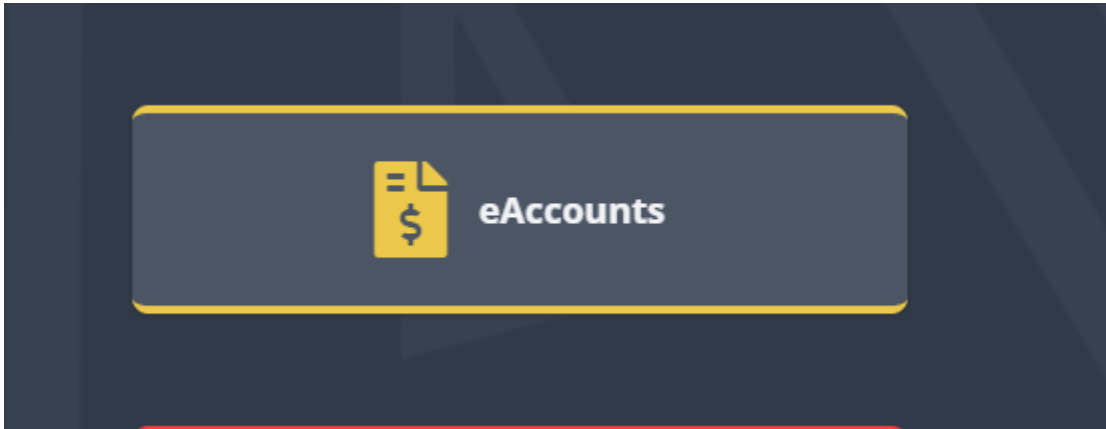
Flex Dollars

\$50.00 - \$200.00

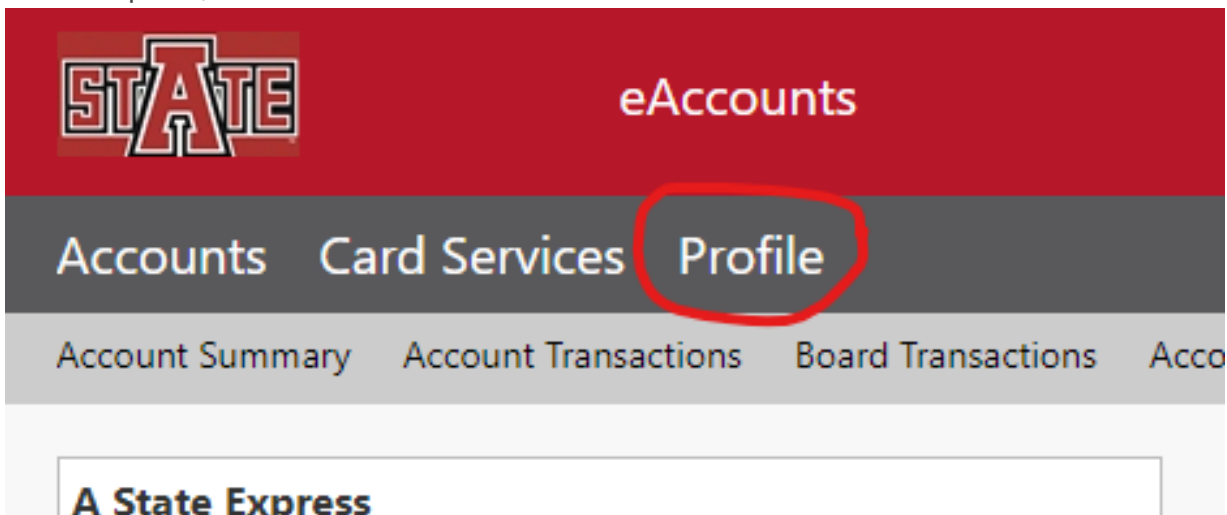
- 8. Follow the prompts to check out

Submit ID Photo on PC

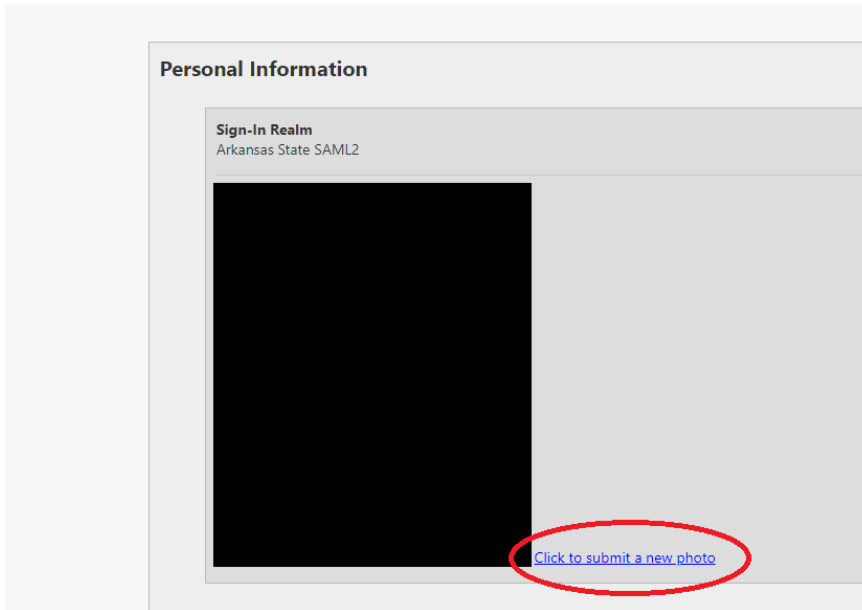
1. Open myAstate.edu
2. Login with your credentials
3. Verify your Duo Authentication
4. On the MyAstate landing page, click on eAccounts (yellow box)



5. Once the page loads (it is possible you may be prompted to sign into Duo again), you will be on the landing page
6. At the top left, click "Profile"



7. Under “Sign-In Realm”, click the blue hyperlink that says “Click to Submit a New Photo”

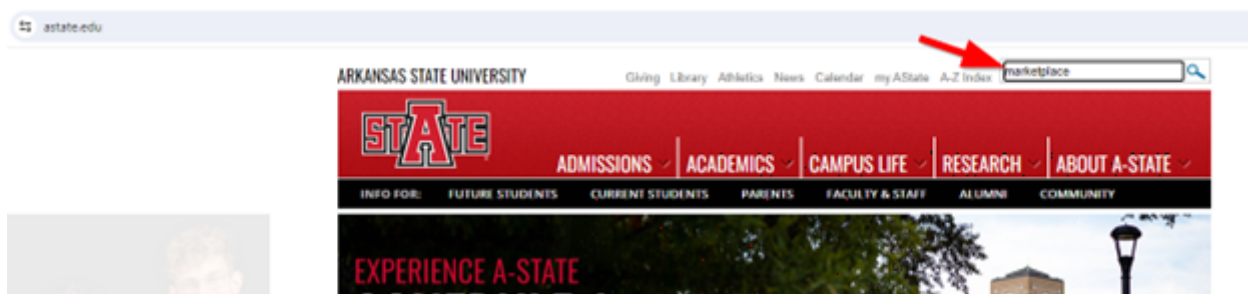


8. Accept the terms and Conditions
9. Upload the photo you wish to use
10. Upload a photo of your license
11. Submit

Order 15 for \$75 meal plans

On your Computer

1. Go to the A-State website
2. Click search bar
3. Search for “marketplace”




4. It should be the first link that appears in the results. (URL = <https://www.astate.edu/a/treasurers-office/marketplace/>)

SEARCH A-STATE

About 325 results (0.15 seconds)

Marketplace

[www.astate.edu > treasurers-office > marketplace](https://www.astate.edu/a/treasurers-office/marketplace)

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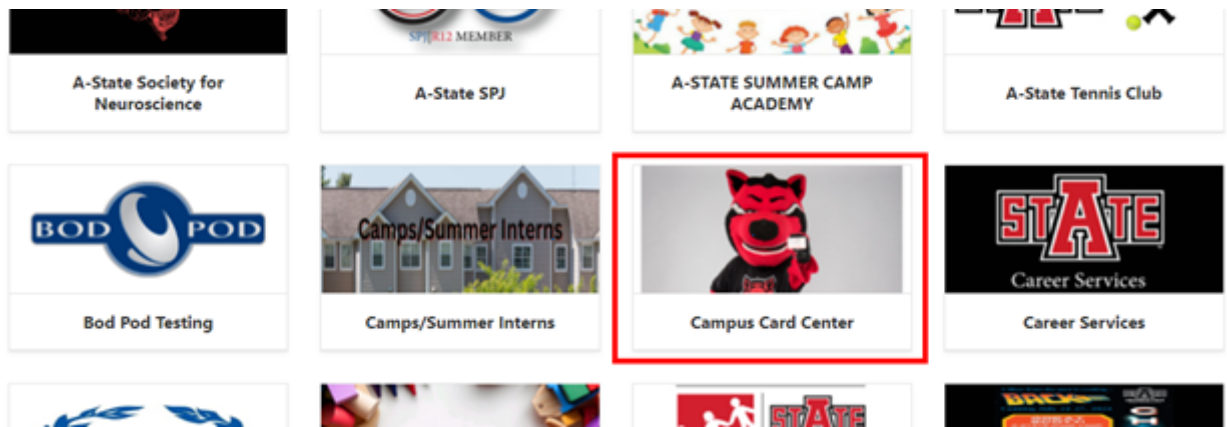
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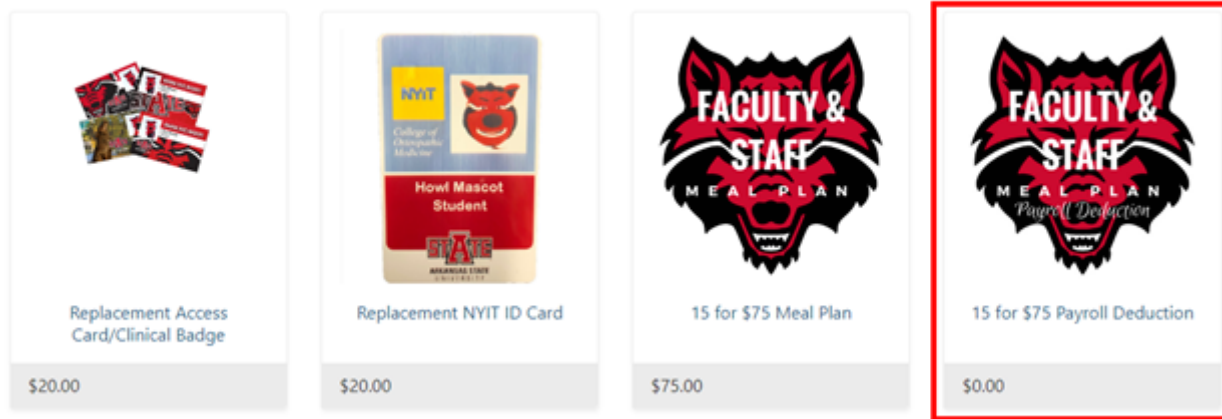
VISIT THE A-STATE MARKETPLACE 

6. Scroll down until you see “Campus Card Center” and click it



7. Select the choice that the customer wishes to use. They can either select “15 for \$75 Meal Plan” or “15 for \$75 Payroll deduction:

Products



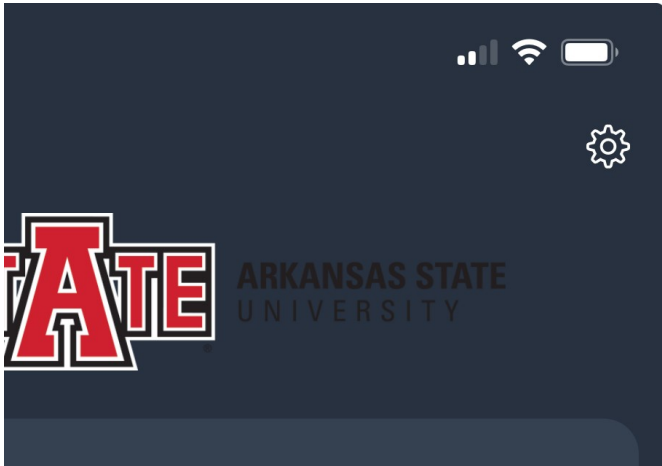
8. Have them follow the prompt for entering their information on either choice. If it is a deduction, they will have to select whether they want it split over 1, 2, 3, or 4 payment periods.

On your Tablet

1. Select “OneCard” (purple icon) on the desktop of the tablet.
2. Select the choice that the customer wishes to use. They can either select “15 for \$75 Meal Plan” or “15 for \$75 Payroll deduction:
3. Have them follow the prompt for entering their information on either choice. If it is a deduction, they will have to select whether they want it split over 1, 2, 3, or 4 payment periods.

Mark Card as Lost on the app

1. Open your Eaccounts app
2. click on the gear in the top right



3. click card management under the security tab
4. toggle the switch to off to the right of your I.D. number

3:28



< Back

Card Management



No one can use a card while it's disabled, including you.
You can turn it back on anytime.

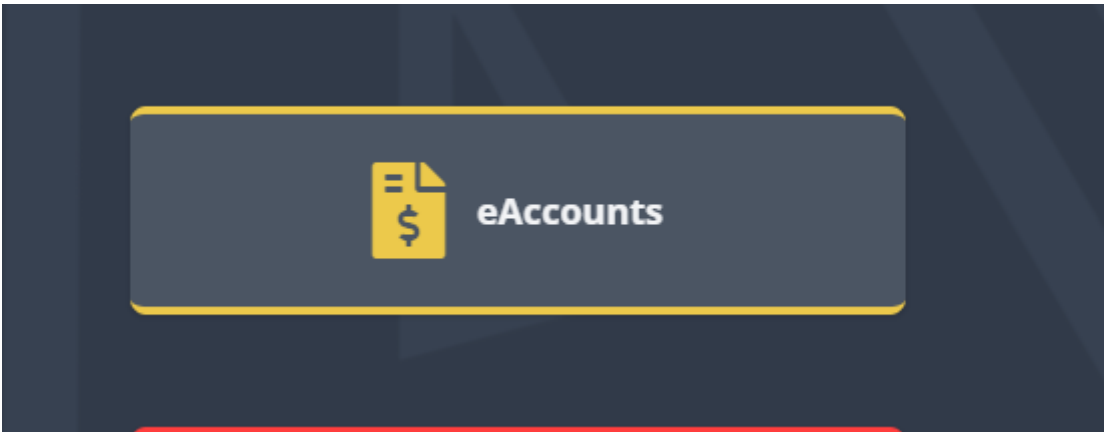


iPhone Campus ID

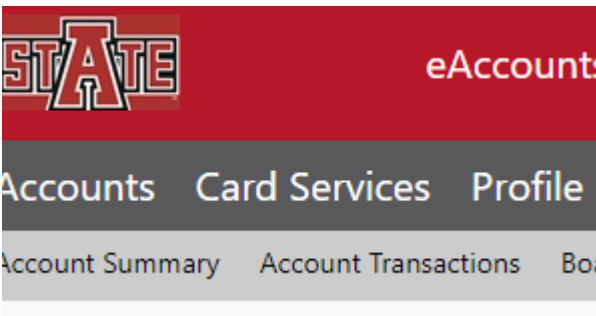


Mark Card as Lost on your PC

1. Open myAstate.edu
2. Login with your credentials
3. Verify your Duo Authentication
4. On the MyAstate landing page, click on eAccounts (yellow box)



5. click on card services



6. under the drop down menu find the I.D. number you want to deactivate and click deactivate

Deactivate Card

Deactivate a card if it has been lost or stolen. The card will remain deactivated until you reactivate it. If you have problems with a deactivated card, contact the campus transaction system administration.

Select the card to deactivate

Deactivate Card

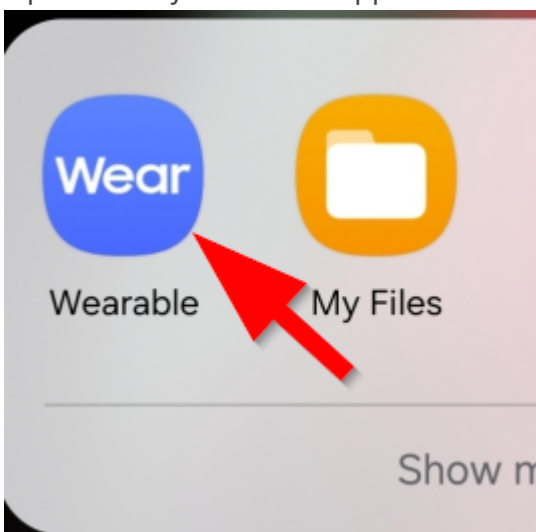
Adding Mobile ID to Samsung Galaxy Watch

Once you have created your mobile credentials following the step found [here](#), you can add your ID to your Samsung Galaxy Watch. This will allow you use your watch for things like accessing your dorm or paying with your meal plan.

First, you will need to make sure you have a compatible Samsung Galaxy Watch. Currently the only one supported is the Galaxy Watch 6. Second, ensure that your Galaxy Watch is paired with your phone, and that you have the latest version of Samsung Wallet downloaded to both your phone and Galaxy Watch.

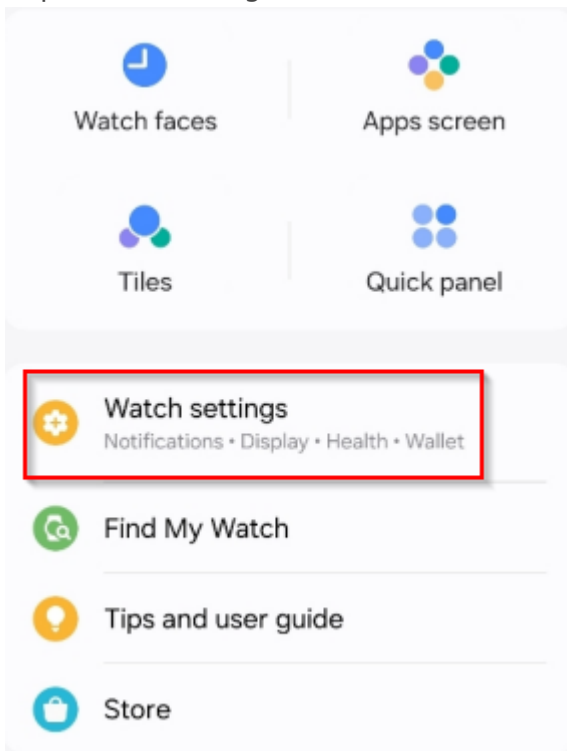
Once you have verified all of the above, follow the steps below to add your ASU Campus ID to your Galaxy Watch.

1. Open Galaxy Wearable app.

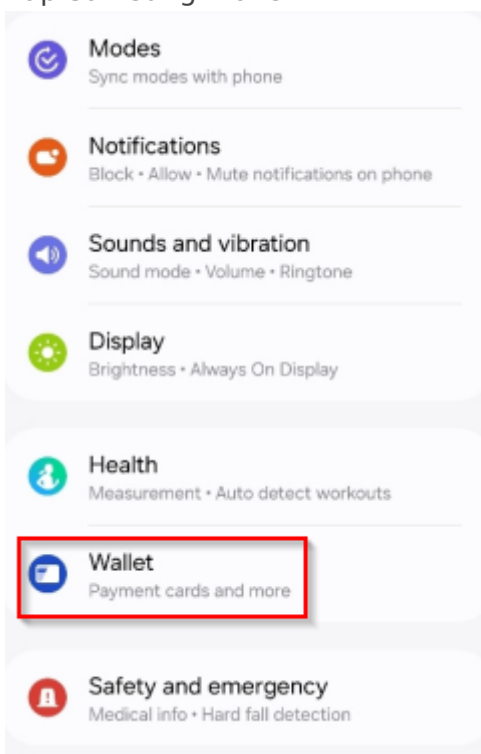


- 2.

Tap Watch settings.

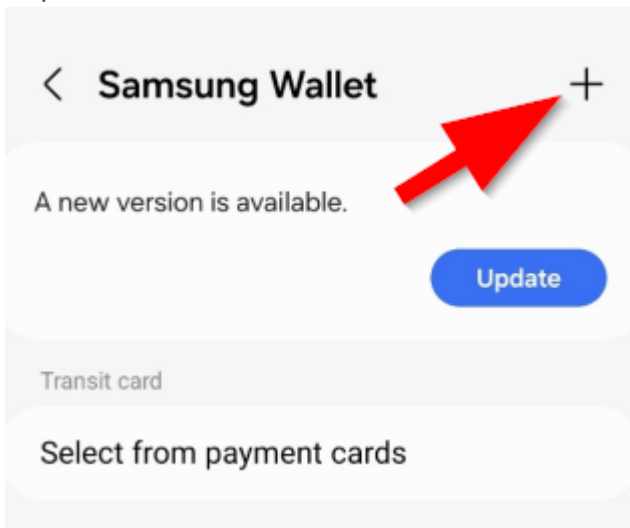


3. Tap Samsung Wallet.

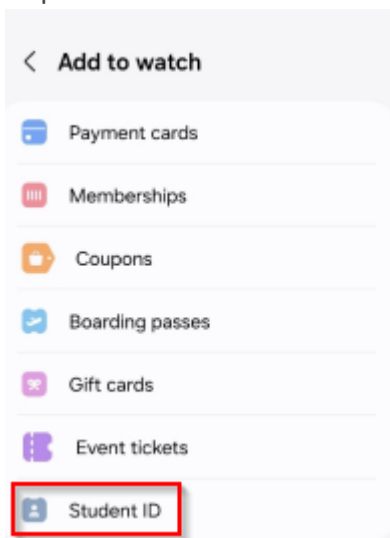


4.

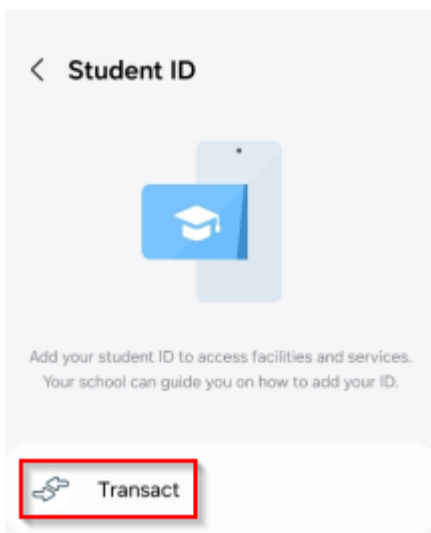
Tap the "+" button.



5. Tap Student ID.

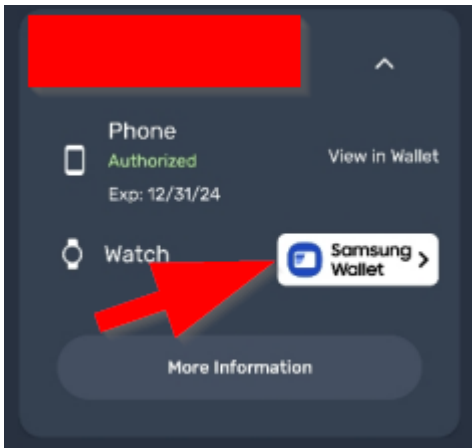


6. Select Transact.



7.

Select Samsung Wallet for your Galaxy Watch.



8. The ASU Campus ID should now be successfully added to your Galaxy Watch.

Reprovisioning Mobile ID

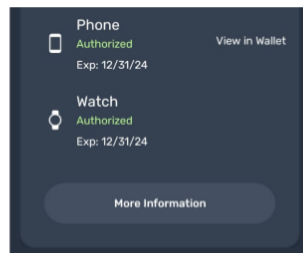


ASU Mobile ID Reprovisioning

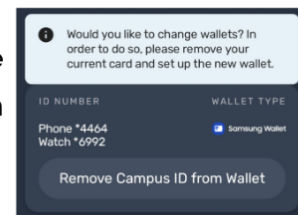
Sometimes, mobile credentials will need to be reprovisioned. There are plenty of reasons, including changing phones or a glitch introduced from a software update.

The first step when discovering that your mobile credentials no longer work is to follow the steps below. Most errors can be solved this way.

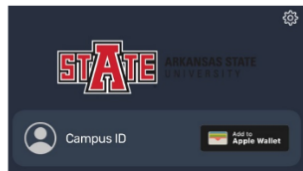
1) Open eAccounts and click More Information:



2) Click Remove Campus ID from Wallet:



3) Once removed, click Add to Wallet:



4) Agree to the Terms and Conditions

This will reprovision your ID back into your mobile wallet. Most errors with mobile credentials can be fixed with this method.

If you still have issues or you have any questions, please email access@astate.edu.