

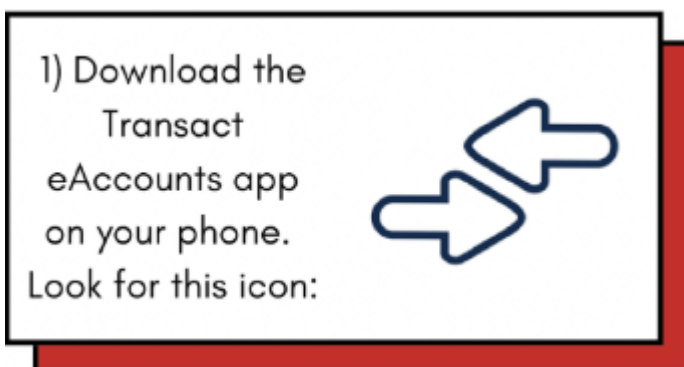
Mobile ID

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/first-time-user-account-activation-8f5>

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.

How to Set up the eAccounts App on your Phone

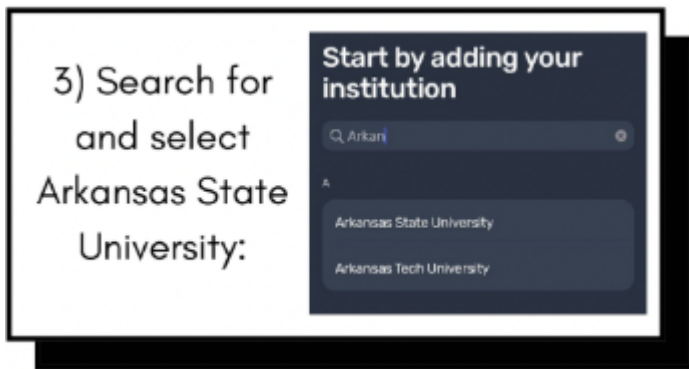
1. Download the Transact eAccounts app on your phone. Look for the icon that resembles two arrows in a circular loop.



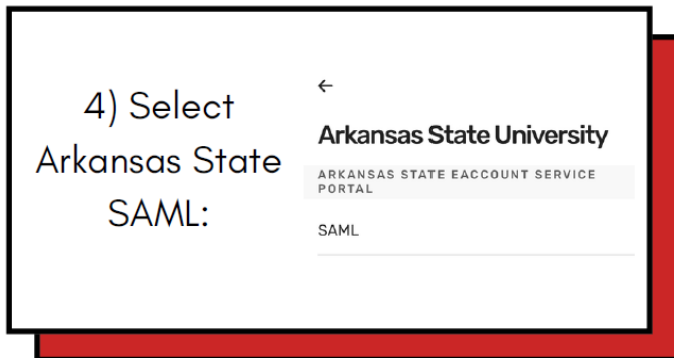
2. Swipe through the introductory screens in the app until you reach one labeled "ID CARD" with the option to "Get Started." Tap Get Started.



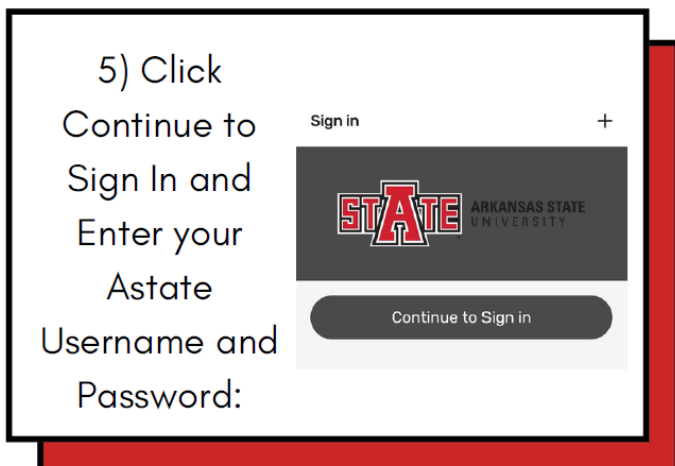
3. Search for your school by typing in "Arkansas State University" and selecting it from the list.



4. Select Arkansas State SAML as your login method.

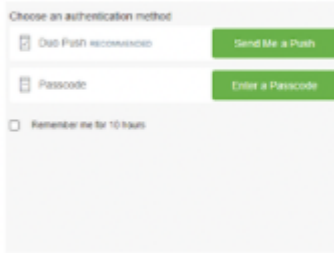


5. Click Continue to Sign In and enter your Astate Username and Password on the Arkansas State University login screen.



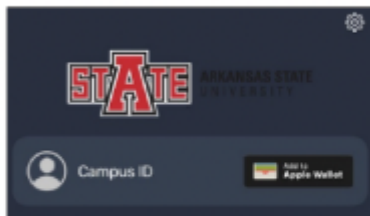
6. Use Duo Two-Step Authentication to verify your identity. You can choose to receive a push notification or enter a passcode.

6) Continue
with Duo
Two-Step
Authentication:

A screenshot of the Duo Two-Step Authentication interface. It features a light gray background with the heading "Choose an authentication method". There are two main options: "Duo Push recommended" with a green "Send Me a Push" button, and "Passcode" with a green "Enter a Passcode" button. At the bottom, there is a checkbox labeled "Remember me for 10 days".

7. After logging in, click “Add ID to Wallet” to add your Campus ID to your Apple Wallet (or equivalent digital wallet).

7) Click add
ID to your
wallet:



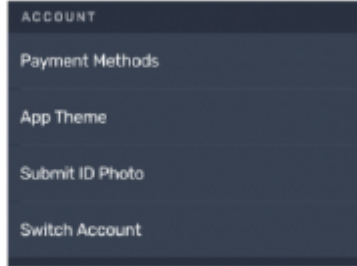
8. Congratulations, you have set up your Mobile ID! This will allow you to use your phone or smartwatch anywhere you would use a physical ID.

For any questions, please email: access@astate.edu

How to Submit a Photo or Change Banner ID Photo

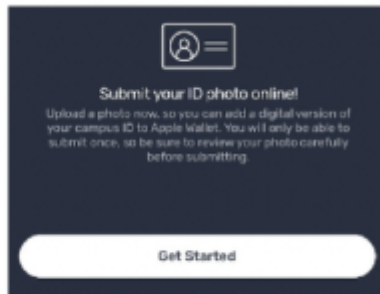
1. Tap the gear icon in the top right corner of the app. Then tap “**Submit ID Photo.**”

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



2. Tap **"Get Started."**

2) Tap Get Started:



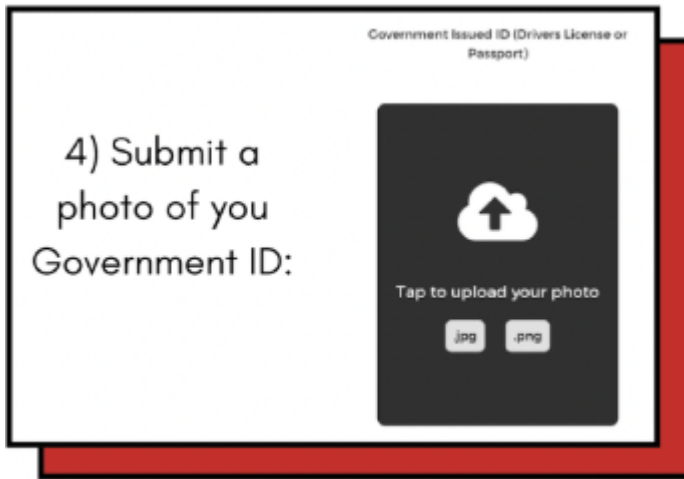
3. Submit your **ID photo**.

File formats accepted: JPG or PNG.

3) Submit your ID Photo:



4. Submit a photo of your **government-issued ID** (e.g., Driver's License or Passport). It must be clear and readable, in JPG or PNG format.

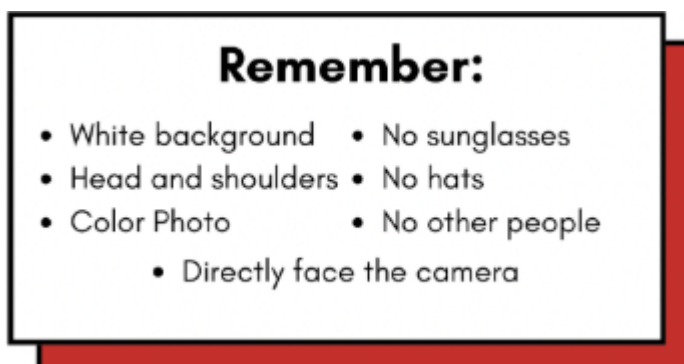


5. Choose the card design for your physical ID. There are four options to pick from:



1. Red Wolf head on black
2. Red Wolf head with ASU text
3. Scenic campus design
4. ASU State University red text graphic

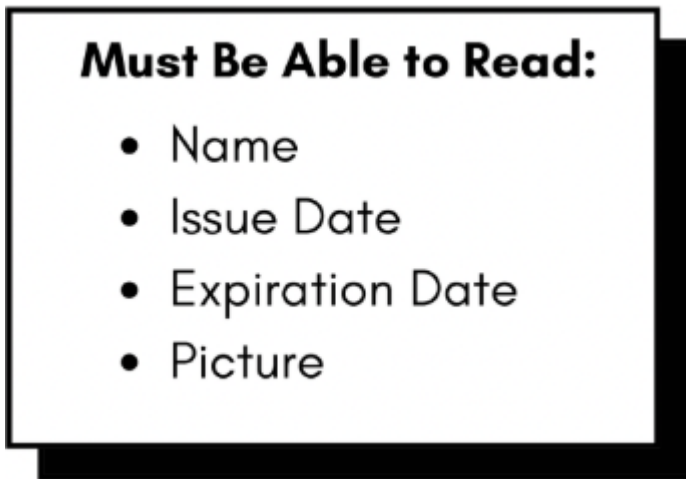
Remember:



When submitting your photo:

- Use a **white background**
 - Show **head and shoulders**
 - Submit a **color photo**
 - **Directly face the camera**
 - **No hats**
 - **No sunglasses**
 - **No other people** in the photo
-

For Your Government ID Submission:



The following must be clearly visible and readable:

- **Name**
- **Issue Date**
- **Expiration Date**
- **Picture**

Final Note:

Congratulations! You've submitted your ID photo.

You will receive an email letting you know if your photo is **approved** or **denied**.

If denied, the email will include the **reason** for the denial.

For questions, email: access@astate.edu

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