

Resetting Mobile ID

Overview:

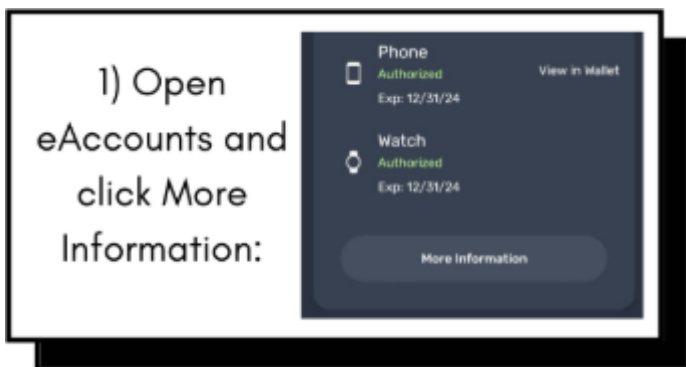
Sometimes, mobile credentials will need to be reprovisioned. Common reasons include:

- Changing phones
- Software update glitches

If your mobile ID credentials no longer work, follow the steps below. Most errors can be fixed using this process.

How to Reset your A-State Mobile ID:

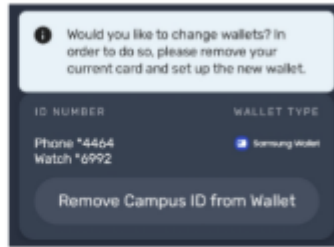
1. Open the **eAccounts** app and click **“More Information.”**



2. Click **“Remove Campus ID from Wallet.”**

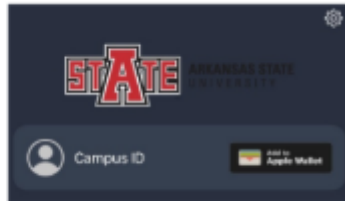
You may need to confirm your phone or watch information.

2) Click Remove
Campus ID from
Wallet:



3. Once removed, click **“Add to Wallet.”**

3) Once
removed, click
Add to Wallet:



4. Agree to the **Terms and Conditions**.

4) Agree to the Terms and
Conditions

Result:

This process will reprovision your ID back into your mobile wallet.

Most mobile credential errors can be resolved this way.

Need Help?

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

Revision #3

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