

FAQs

Check here to get answers to the most frequently asked questions.

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Physical ID Card Not Working?

Is there any physical damage on your Astate-ID?

If your Astate-ID card is:

- Cracked
- Broken in half
- visibly damaged

...then it may be possible that the antenna in the card has been destroyed. This will cause the Tap to Pay feature to not work. If this happens, please visit our office to have a new ID printed.

Does your card look like a Discover OneCard Credit Card?

If so, it may not be fully compatible with campus systems. If your card matches the one pictured below, please visit our office to have a new ID printed.



Have you had multiple Astate-ID Cards printed before?

If you have had multiple A-State ID cards printed:

- Only the newest card will work.
- Older cards are automatically deactivated.

⚠ Be sure you are using the most recently printed card. ⚠

[Voluntary Relinquishment of Athletics Aid Agreement \(1\).pdf](#)

Mobile ID Not Working

Is your Mobile ID in your Mobile Wallet?

- **How to check:**

- Log in to the eAccounts app.
- Click on your name/picture.
 - If your card is added, it should say "View in Wallet".
 - If your card is not in your wallet:
 - Click on "Add to Wallet," to add.

- **How to remove from wallet**

- Click on "View in Wallet" in the eAccounts app. It should take you to your phone wallet.
 - For iOS:
 - Click on "⌵" at the top right corner.
 - Click on "Remove Card" to remove card.
 - For Android:
 - Click on the 3-dotted menu of top right corner.
 - Tap on "Delete ID".
- After removing, add it back to wallet by clicking on "Add to Wallet" on eAccounts.

- **If none of the above options work, try these:**

- Uninstall the app from the phone and reinstall from the App Store.
- Sign out of iCloud/Samsung/Google account in phone settings and sign back in.
 - Go to the Settings app.
 - Tap on your name/picture.
 - Scroll all the way down and tap "Sign Out".
- After signing back in to your iCloud/Samsung/Google account, reinstall Transact eAccounts if you haven't done so.
 - Log in to the Transact eAccounts app.
 - Click on your name/picture.
 - Click on "Add to Wallet," to add your mobile ID card to your phone.

- **If you're still having issues**, please email Access@astate.edu with a description of your issue. You can also go to the Card Center on the first floor of the library in room 149.

Express Dollars

What are Express Dollars?

What are express dollars?

Express Dollars are a pre-paid currency that you can spend on Campus. Money is used via your physical or mobile A-State ID by either tapping or swiping.

Deposits can be made with debit/credit cards through Transact eAccounts. Additional money may be deposited into your account at any time during the year. The funds in the account carry over each semester.

Adding Funds

To add funds to your account, click [here](#).

- Click the "**+Add Money.**" button.



- Here you choose if you want to add a specific amount of money, or if you would want to add enough to make your account that amount.

Deposit Type

You can select to deposit a specific amount into the account above. Or, you can select to deposit an amount that is a calculated difference between the current account balance and a target balance (balance top-off).

Example: A student's account contains \$10. You want to make the account balance \$55. Your calculated balance top-off deposit would be \$45.

- ☒ Specific Amount
- ☐ Balance Top-Off

- Then you can type total amount of Express Dollars you are wanting to add.

Deposit Amount

Enter the amount you want to deposit.

Minimum deposit amount: 5.00 USD

Maximum deposit amount: 2,000.00 USD

USD

- After that you will enter your credit card information and click submit. These funds will be automatically added to your account. And will be available to be used immediately.

Guest Deposits

To make a guest deposit, click [here](#).

- Choose Make a guest deposit
- Enter the cardholders last name
- Enter the cardholders ID number (make sure to put a "7" in front of the ID number).
- The deposit will be made to the cardholders account once the deposit has been confirmed.

Disclosure Statement ---> [Express Dollars Disclosure Statement](#)

Students should familiarize themselves with the Express Dollars disclosure statement for more information on issues like lost or stolen cards, refunds, unauthorized purchases, and more.

Express Dollars Disclosure Statement

Express Dollars Disclosure Statement

The undersigned, herein referred to as “Cardholder,” hereby opens an Express Dollars Account, herein referred to as “Account,” and agrees to be bound by all of the terms and conditions set forth herein. The Account will be administered by the Campus Card Center, located in the Reng Student Services Center, Rm 2205, P.O. Box 1680, State University, Arkansas 72467.

1. THE EXPRESS DOLLARS ACCOUNT.

- a. The Account is a record of predeposited funds accessed by the Cardholder for the purpose of purchasing products and services.
- b. There is no daily limit on the number of purchases that may be made and debited; however, no debits or charges shall exceed the amount of deposited funds.
- c. No interest shall be paid on any balance in the Account.
- d. The Cardholder understands and agrees that the Account shall not be used as a credit card or to obtain cash advances.
- e. The Cardholder understands and agrees that the Account is nontransferable.
- f. The Account will be activated automatically upon receipt by the Campus Card Center of an initial and minimum deposit of ten U.S. dollars (US \$10.00). Deposits may be made as follows: (1) in person at the Cashier’s Window with cash, check, money order, credit/check card: (2) by mail with a check, money order, or credit/check card only (All deposits received by mail will be credited to the Account by the following business day); (3) by telephone with a credit/check card only; or (4) via the E Card website through the Pack Portal at [Pack Portal](#). (5) In person deposits may be made at the Cashier’s Window, Reng Student Services Center, Rm 2165, State University, Arkansas 72467. Cash, checks, and credit/check cards are accepted. All deposits received in the Treasurer’s Office by 4:00 p.m., will be credited to the Account by the following calendar day.
- g. After initial activation, additional deposits may be made at any time in the amount of five U.S. dollars (US \$5.00) or more.

2. FEES. There are no charges assessed to the Cardholder for any transaction(s); however, a check presented for deposit to an Account, which is returned due to insufficient funds, will be assessed a \$25.00 fee. The Cardholder’s Account will be deactivated until sufficient funds are deposited by the Cardholder.

3. THE A STATE EXPRESS CARD. The mechanism for accessing the Cardholder’s Account shall be the A State Express Card, herein referred to as “Card.” The Cardholder must present his/her Card at the time of use in order to purchase products or services.

- a. The Card is the property of the Arkansas State University and is nontransferable.
- b. The Card may be confiscated from Cardholder as a result of inappropriate or illegal use.

4. LOST OR STOLEN CARDS. a. A lost or stolen Card must be reported immediately in person at the Campus Card Center, via the online E Card website, or by telephone at (870) 972-2900, during the business hours of 8:00 a.m. to 5:00 p.m., Monday through Friday. After business hours, access the online E Card website through the Pack Portal or contact the Arkansas State University Police Department at (870) 972-2093, and then report in person to the Campus Card Center on the following business day to receive a new card.

b. A charge of \$20.00 will be imposed for a lost or stolen card. No charge will be imposed for a card that breaks due to normal usage or for a card on which the magnetic stripe no longer works.

5. UNAUTHORIZED PURCHASES. If a Card is lost or stolen, the Cardholder is responsible for unauthorized Account purchases until the Card is reported as lost or stolen to the Campus Card Center or the Arkansas State University Police Department. Once the Card is reported as lost or stolen, the Card (and its associated Account) will be deactivated.

6. REFUNDS AND RETURNS. Merchandise may be accepted for return in accordance with the refund policy in effect at the place of purchase of the product(s) or service(s).

7. ACCOUNT CLOSURE. a. The Account will be closed if the Cardholder ceases to be a student or employee of the Arkansas State University. A refund may be applied for at the Campus Card Center by completing a [Refund Request Form](#). For a student, the Arkansas State University will post a credit, equal to the amount of the refund due, to the Cardholder's student account. In accordance with our payment card merchant agreement, if a credit/debit card payment has been made towards a student account in the past 18 months, any refund due will be returned to that credit/debit card. If no credit/debit card has been used to make a payment, any refund will be sent via check or direct deposit.

b. The Campus Card Center reserves the right to close any Account that is inactive for twelve (12) months or more. Any balance remaining in an account closed will be transferred to Campus Card Center.

8. RECEIPTS AND STATEMENTS. If the point of sale terminal is equipped to provide a receipt, the Cardholder will either receive a receipt as a matter of course or upon request. It is the Cardholder's responsibility to ensure that the receipt is correct. A statement can be obtained from the online E-Card website available through the Pack Portal.

9. ERROR RESOLUTION. a. If there is an error on a receipt or activity statement, or if the Cardholder would like more information about a specific transaction, the Campus Card Center may be contacted by telephone at (870) 972-2900. The Campus Card Center may require that the Cardholder submit a written notification with ten (10) business days. b. When making a request for an adjustment to the Account, the Cardholder must furnish the following information: (1) the Cardholder's name and Account number; (2) a description of the transaction in question and explanation of the discrepancy; and (3) the dollar amount of the transaction in question. c. The Campus Card Center will investigate the Cardholder's request and provide a written decision to the Cardholder within (10) business days. If an error is found, the Campus Card Center will make the necessary adjustments to the Cardholder's Account. If no error is found, the Campus Card Center will provide the Cardholder with a written, explanation within (3) business days of the conclusion of the investigation. The Cardholder may request copies of the document(s) used to conduct the investigation.

10. DISCLOSURE OF ACCOUNT INFORMATION TO THIRD PARTIES. Information about the Cardholder's Account will be disclosed to third parties only for the following reasons: (1) in order to complete a transaction; (2) in order to comply with a government agency or court order; (3) in

conjunction with all other cardholder accounts in the aggregate but not specific in regard to any individual's account; or (4) with Cardholder's written permission.

11. CHANGES IN TERMS AND CONDITIONS. The terms and conditions of this Agreement are effective and remain binding until the Cardholder is otherwise notified in writing. If any changes are made to the terms and conditions, the Campus Card Center shall provide the Cardholder with notice of change(s) at least twenty-one (21) days in advance of the effective date. Prior notice need not be given where immediate change in terms and conditions is necessary to maintain or restore the security of the Account.

12. GOVERNING LAW. This agreement shall be governed by and construed in accordance with the laws of the State of Arkansas

How do I submit a refund for Express Dollars?

Express Dollar Refunds

To make a Express Dollar Refund, [click here >>](#).

1. Click the refund button *after* clicking the link.



2. Enter your A-State ID Number, first name, last name.

A-State ID Number *

First Name *

Last Name *

3. Choose how much you are wanting to refund out of your account.

Amount *

4. Enter the date that you have submitted.

Today's Date *

Express Dollars

How do I order Express Dollars?

How do I order Express Dollars?

You can find instructions for the eAccounts application [here](#).

You can find instructions for the eAccounts website on PC [here](#).

Flex Dollars

What are Flex Dollars?

What are Flex Dollars?

Flex Dollars are a pre-paid, tax-free currency that you can spend on campus at all dining locations. Money is used via your physical or mobile A-State ID by either tapping or swiping.

Faculty/Staff Flex Dollars can be purchased via the A-State Marketplace [here](#). Funds can be purchased at any time by Faculty and Staff members of the university.

Student Flex Dollars can be purchased via the A-State Marketplace [here](#). Additional funds may be deposited into your account at any time during the year as long as you have a valid meal plan on your student account. The funds in the account carry over each semester.

For students, you must have a qualifying meal plan to receive Flex Dollars:

- Voluntary Meal Plan (VMP Flex)
 - This Flex lasts for a full calendar year from August to July as long as the student account remains active
 - 25 Block
 - 50 Block
 - All Flex
- Traditional Meal Plan (Flex)
 - This Flex only lasts for the semester that the meal plan is active in.
 - 115 Block
 - 150 Block
 - 5 Day
 - 7 Day
 - All Flex
 - Summer Plans
- Campus Choice Flex
 - Opt-out meal plan for all commuter students that comes with \$200 in Flex that lasts a full year.

Can you refund Flex Dollars?

Can you refund Flex Dollars?

For questions regarding the potential refund of Flex Dollars due to a dining related incident, please contact Access@astate.edu.

To request a cancellation of a student board plan, please contact Housing@astate.edu.

Generally, Flex Dollars are non-refundable unless you are requesting a refund on a specific transaction.

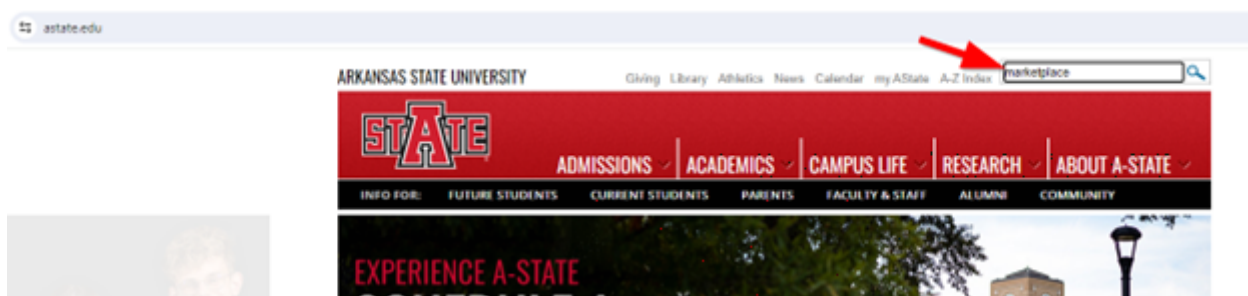
How do I purchase Flex?

How do I purchase Flex Dollars?

To request purchase of a student board plan, please contact Housing@astate.edu. There are several options available, and they can help you select the one that works for you.

To purchase additional Flex, you will need to follow the steps below:

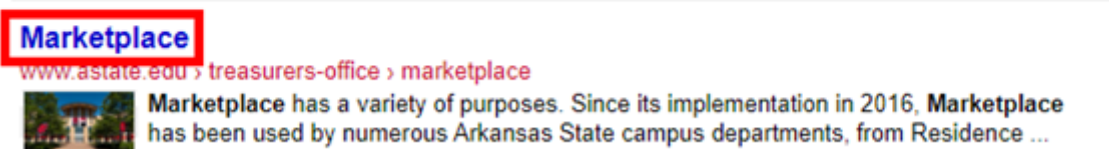
1. Go to the A-State website
2. Click search bar
3. Search for “marketplace”



4. It should be the first link that appears in the results. [Marketplace](#)

SEARCH A-STATE

About 325 results (0.15 seconds)



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



ABOUT MARKETPLACE

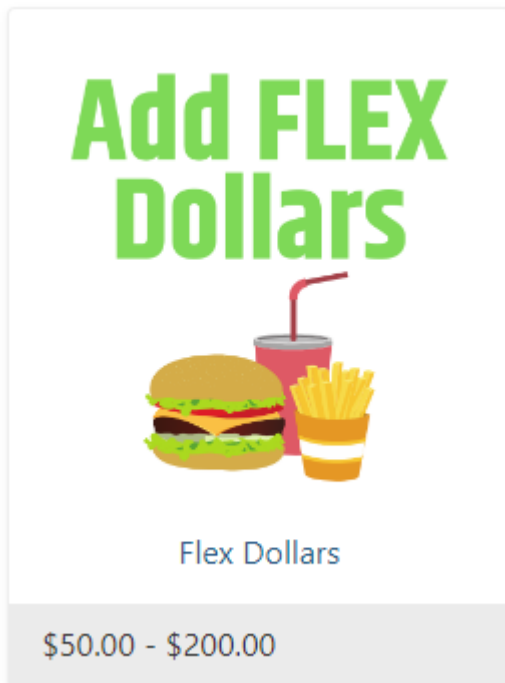
Treasurer's Office at Arkansas State has teamed with Marketplace and TouchNet Information Systems to provide a secure and convenient way to extend campus business operations to the online world. This platform provides a safe environment by creating uStores that allow buyers and sellers to connect electronically, 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



8. Follow the prompts to check out

What is the difference between Flex and Express Dollars?

What is the difference between Flex and Express Dollars?

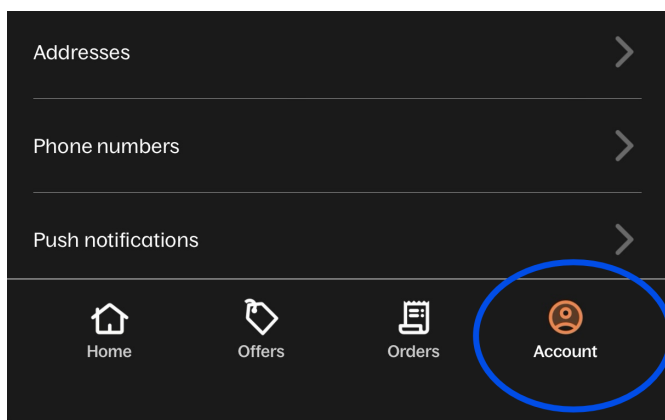
Flex Dollars are a tax free currency on campus that can only be used at dining locations and the campus convenience stores.

Express Dollars are not a tax free currency. They can be used at dining locations, campus convenience stores, and non-dining services such as laundry and printing dollars in the library.

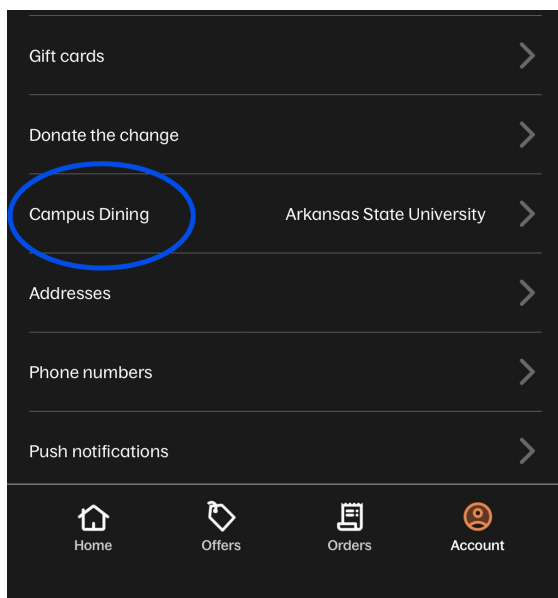
How to Login to Grubhub and Use Student ID

Steps:

1. Download the Grubhub app on the app store.
2. Create an account with Grubhub on the app.
3. Click "**Account**" of the bottom right of the screen.



4. Click on "**Campus Dining**" then "**Find your campus**"



5. Add "**Arkansas State University**" as the campus.



Select your campus

For an A+ dining experience



Verify your student email for free Grubhub+ for off-campus benefits 'til graduation:

- \$0 delivery fees on eligible orders
- Lower service fees on eligible orders
- 5% credit back on pickup
- Student offers and rewards

What's your campus?

Type campus name

Arkansas state



Arkansas State University

6. Choose your affiliation.

Arkansas State University



What do you do on campus?

An undergraduate student

A graduate student

A faculty or staff member

A guest

7. Click "**Add your card**"

Add card



Add your ASTATE ONECARD

To order at on-campus
restaurants on Grubhub directly

Get free Grubhub+ Student

Get \$0 delivery fees on
eligible off-campus orders
'til you graduate with your
campus card

Add your card

[View ASU restaurants](#)

8. Type your smail/astate credentials to connect your account.

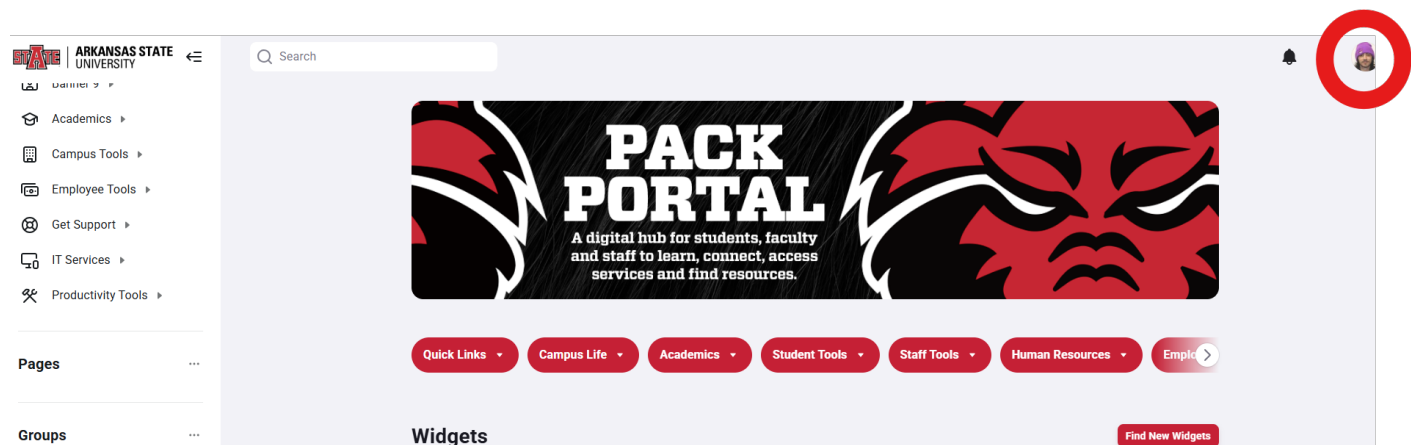
How do I update my picture on the Pack Portal?

The first ever photo that you take for your Astate-ID is your default photo. After that, you can choose from either manually uploading a picture on Pack Portal or coming into the Campus Card Center to take a picture in person.

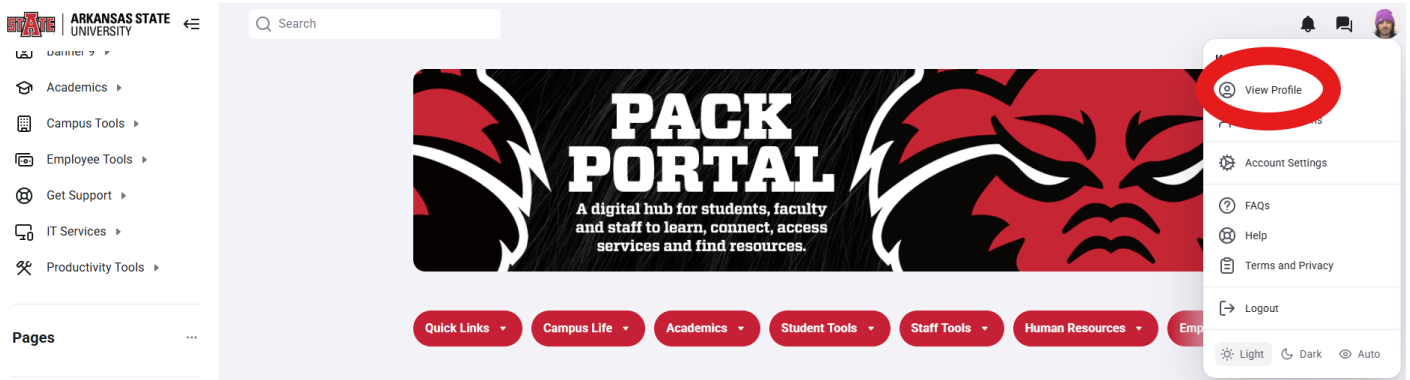
1. Go to Pack.Astate.edu. Then login with your Astate Credentials.



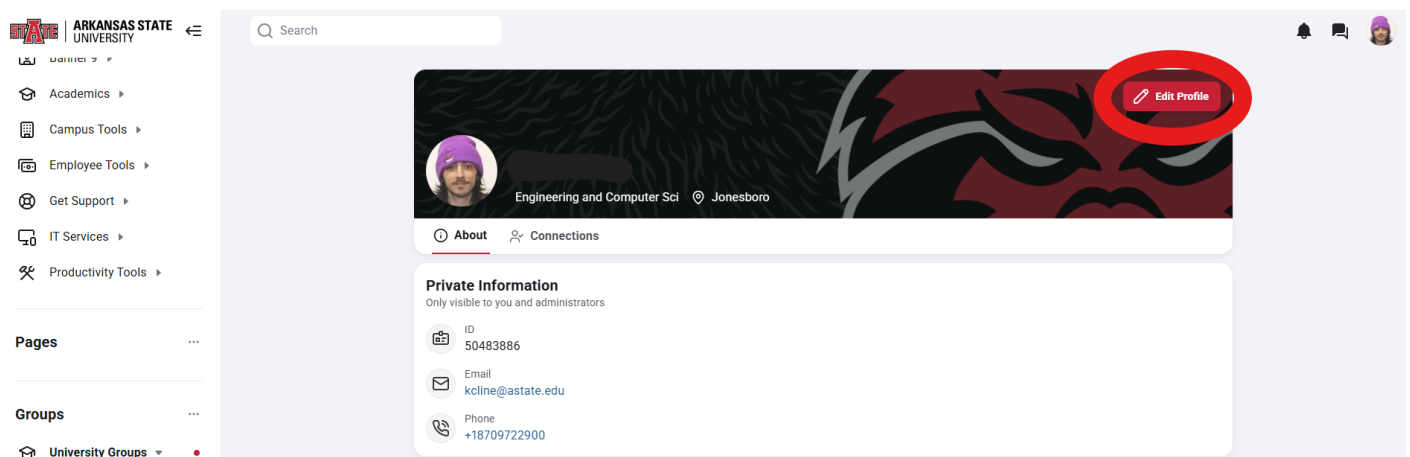
2. Once you have logged in, you can click your profile picture in the top right of the screen.



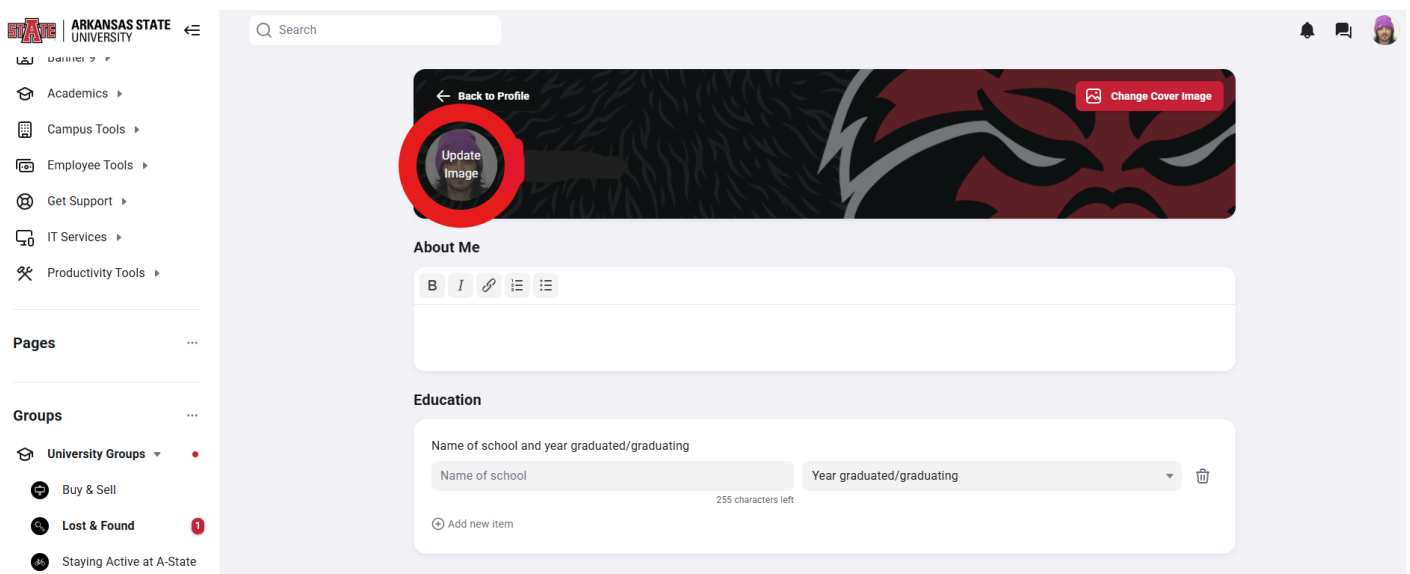
3. Then click "View Profile" in the bar that drops down.



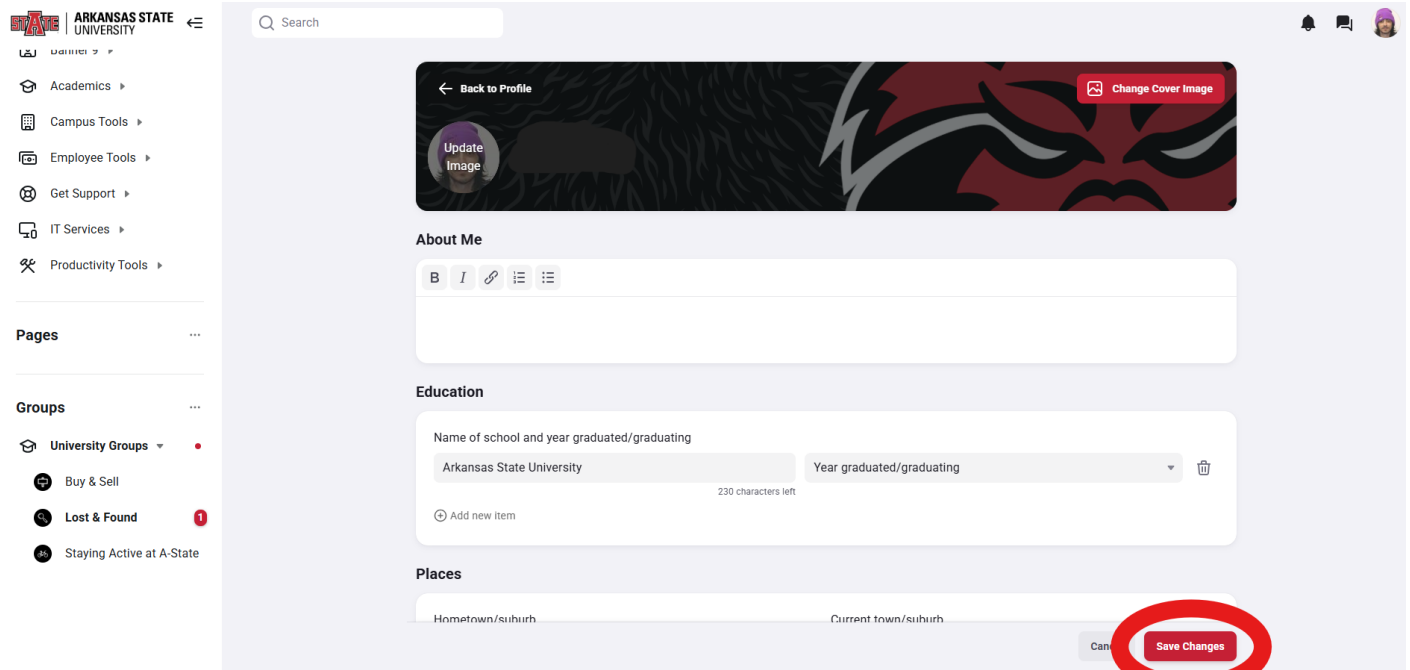
4. Then click on "Edit Profile"



5. Once there, click on "Update Image".



6. You can now select any photo that you have on your device to upload. Once you have selected the photo you want to choose, click "Save Changes" at the bottom.



7. You have now successfully changed your profile picture on Pack.Astate.edu!

My Phone has Google and Samsung Wallet, which one do I use?

My Phone has Google and Samsung Wallet, which one do I use?

Currently, two devices will prompt you to select which type of wallet you wish to use:

- Samsung Galaxy s20 FE 5G
- Samsung s16

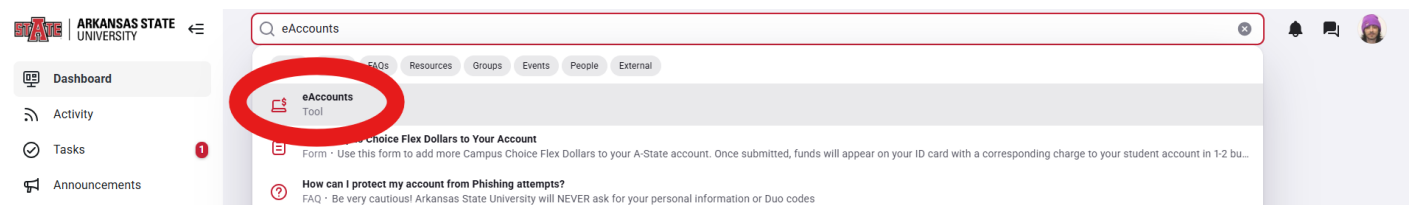
When given the option, only use Google Wallet. Your eAccounts application will reject the Samsung Wallet and it will not allow you to add your ID to your wallet.

How do I check my meal swipes and funds?

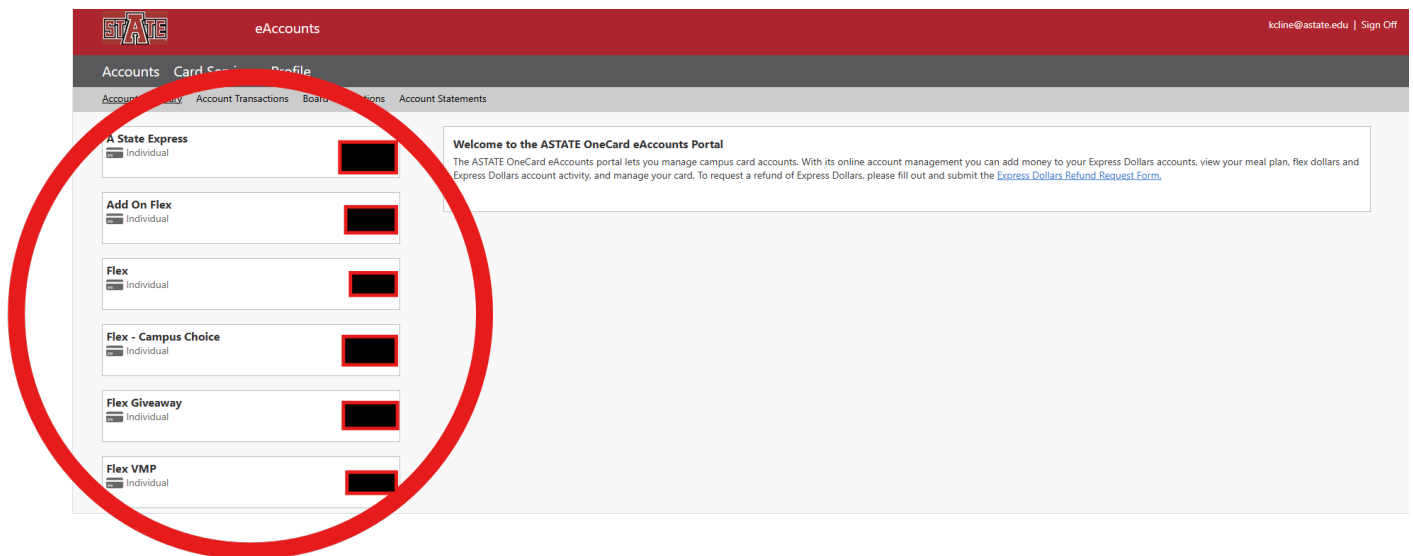
You can check your funds and meal plans on the eAccounts app or off of the pack.astate.edu website. Below are labeled instructions on how reach both of these pages.

How to check on the website-

1. Go to Pack.Astate.edu. Search up "eAccounts" and click the first button.



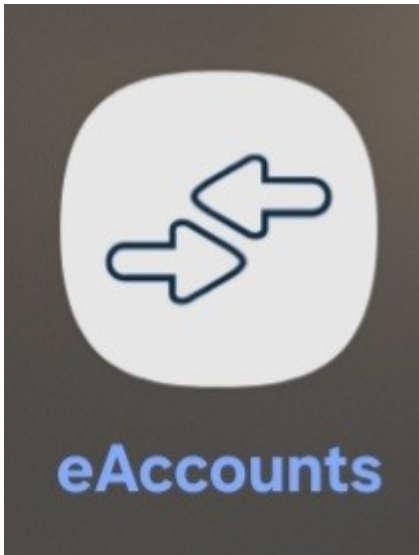
2. After logging in with your A-State credentials, it should display all your funds and swipes on the left-hand side of the screen.



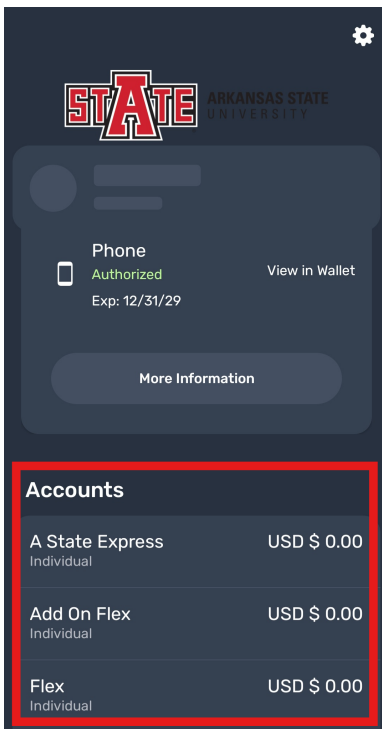
How to check on the app-

For more in-depth instructions, please visit the [Mobile ID](#) page.

1. Download and open the eAccounts app on your phone. The app icon is shown below.



2. Log in with your A-State credentials. It should show all of your accounts at the bottom of the screen. Whether is funds on your account or meal plan swipes.



Contact Information

In the event you need further assistance, please contact the Campus Card Center at:

- Access@astate.edu
- 870-972-2900

You can also visit us in the Library on the first floor in room 149.

Lost ID Card

You can find instructions for marking a card lost on the Transact eAccounts application [here](#).

When a physical ID card is lost, it is important to immediately notify the Campus Card Center as well as mark the card as lost in Transact eAccounts. ID cards are used to access physical locations on campus as well as use student and employee meal plans.

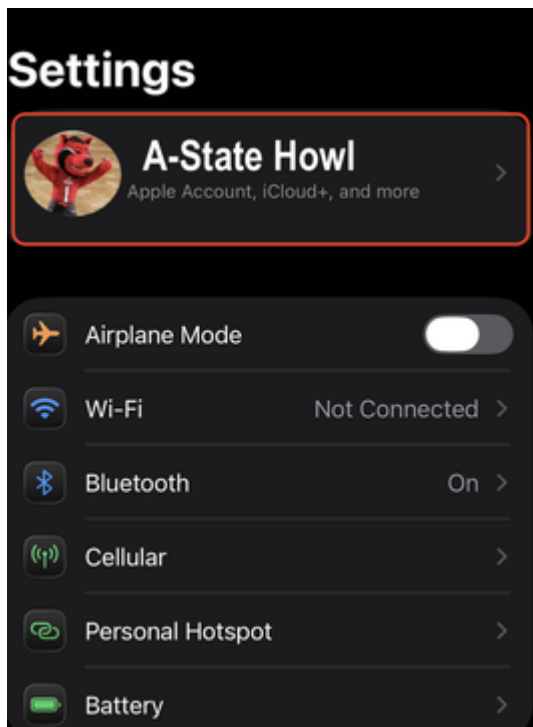
Having Trouble Logging into AstateSecure?

If you are having trouble getting onto the university's Wi-Fi on your apple devices, your device may be trying to push other passwords to sign in even if you're using the correct A-State credentials. Therefore, you must un-sync your iCloud passwords to be able to sign into AstateSecure successfully.

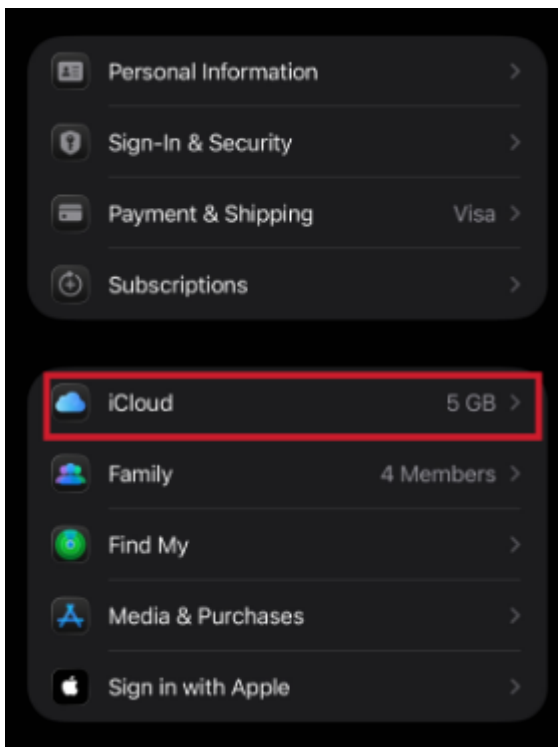
First, make sure you aren't connected to any other A-State Wi-Fi options. If you are, make sure to forget the network for those options. Once this has been done, follow the steps below to un-sync your passwords.

Step 1: Open the settings app on your apple device.

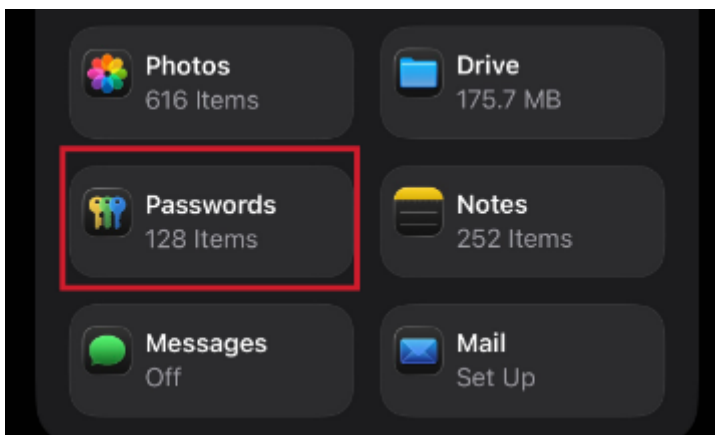
Step 2: Tap your name at the top of the screen that shows your apple account, iCloud+, and more.



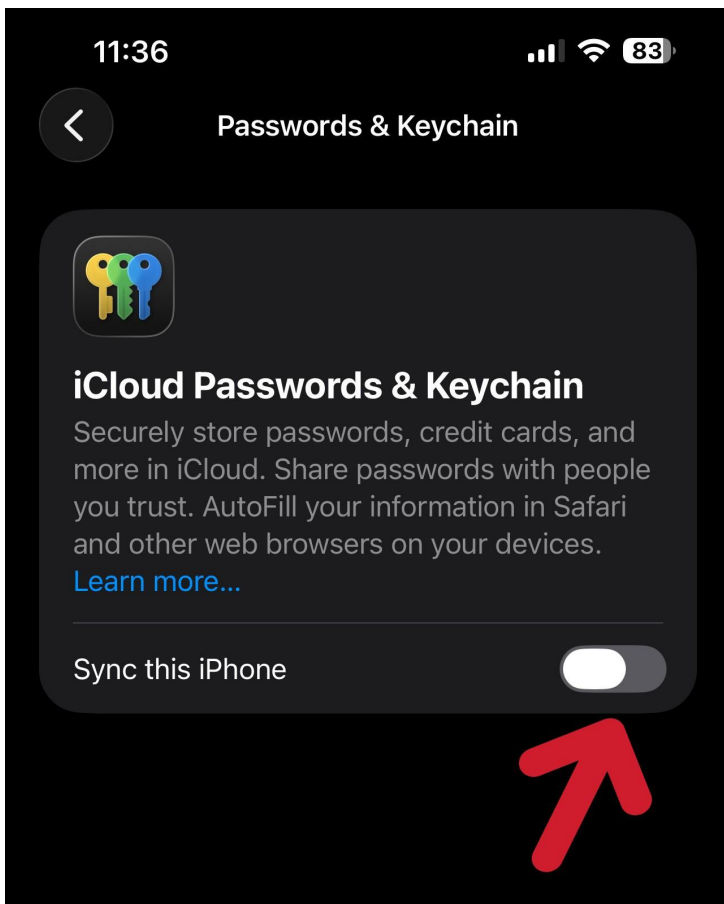
Step 3: Tap the iCloud option.



Step 4: Tap the Passwords section on the screen.



Step 5: Tap the toggle for "Sync this iPhone" to turn it off.



Step 6: Now go to the Wi-Fi settings on your apple device that you're using, and sign into AstateSecure using your A-State credentials.

Step 7: Once the device is connected, you may follow steps 1 - 5 to turn password sync back on.

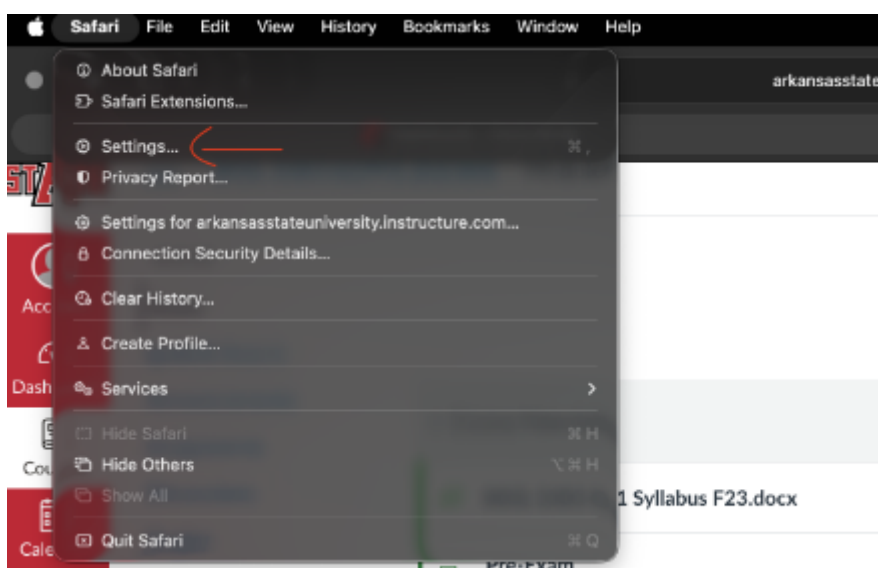
Are you having trouble accessing Cengage, Pearson, or any other website you're supposed to be using for a course on Canvas?

If you are experiencing these issues, you may need to enable pop-ups to get access to these websites.

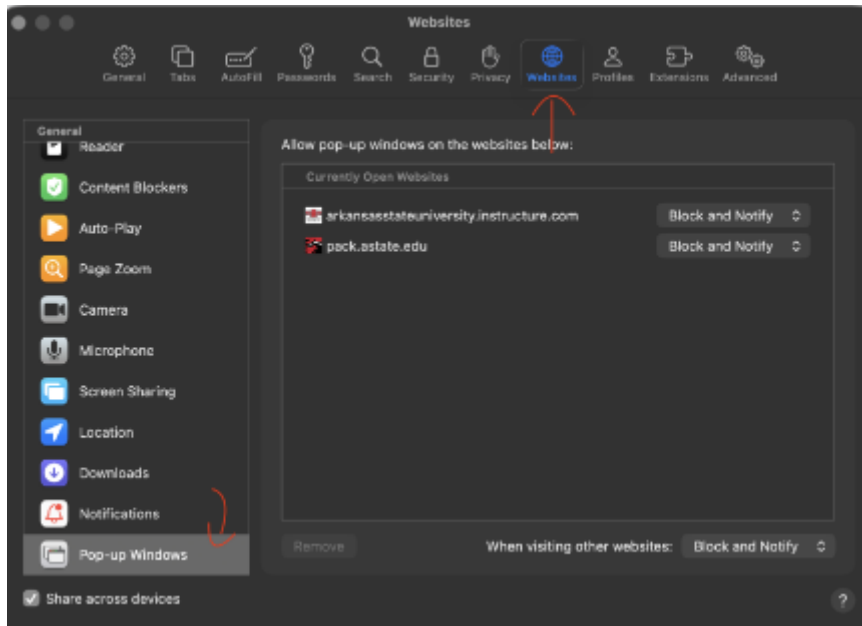
First, make sure you're using the web browser for Pack Portal and Canvas. If you have the Pack Portal app, you may need to uninstall it from your computer to stay in the web browser. Once you're on Canvas and in your course, follow the steps below.

On Safari:

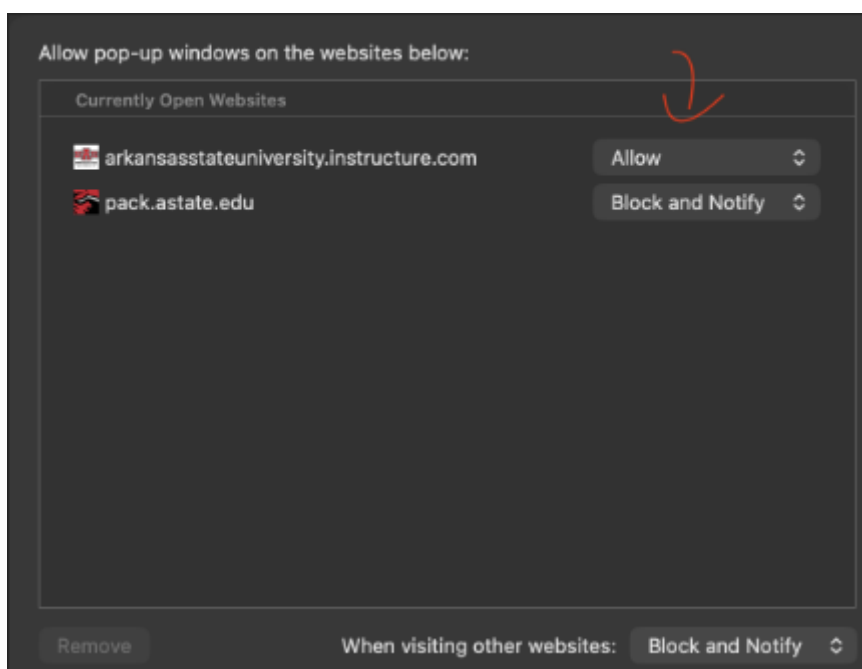
Step 1: Go to the top menu at the top of the screen and click "Safari." Then you click "Settings" to see more options.



Step 2: Next, you'll click the "Websites" icon at the top. Once you do that, you'll click the "Pop-up Windows" tab on the left of the screen.



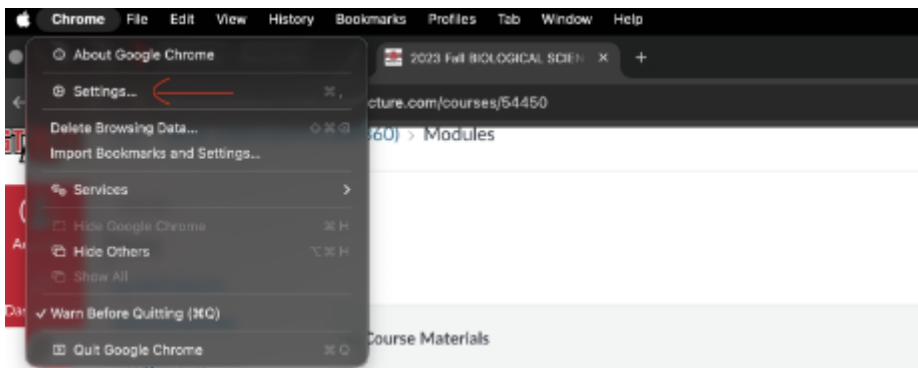
Step 3: You should see a list of websites below to allow pop-ups. This is where you'll find Cengage or any other website that you're using. You'll click this box and select "Allow."



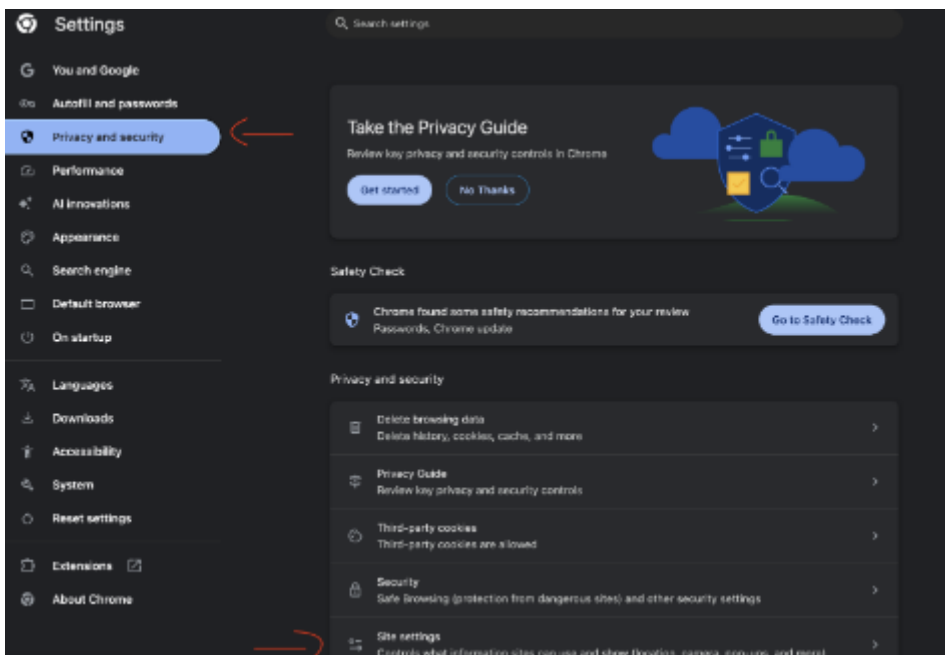
Step 4: Refresh the screen on your Safari, and you should have access to Cengage or any other website that you are using.

On Chrome:

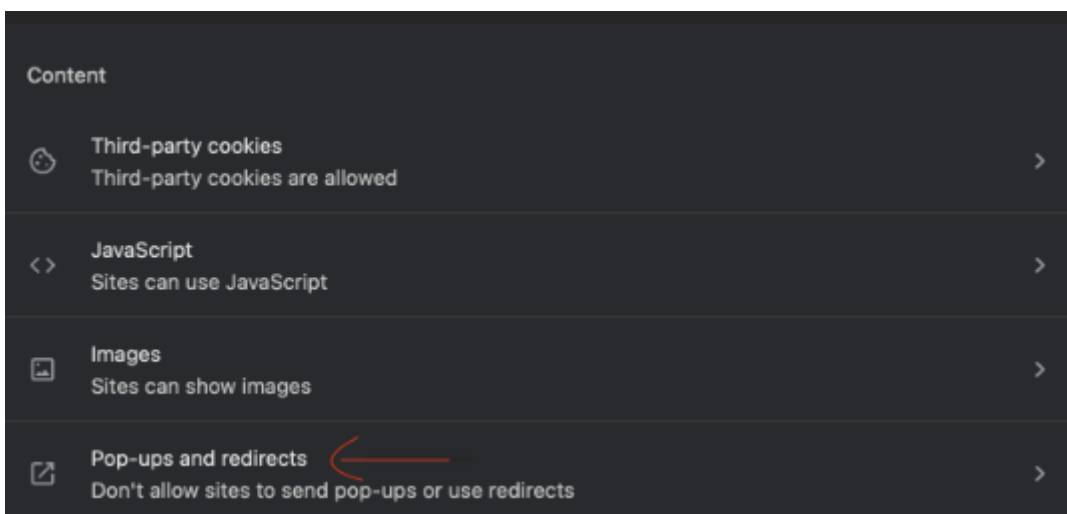
Step 1: Go to the top menu at the top of the screen and click "Chrome." Then you click "Settings" to see more options.



Step 2: Click on the "Privacy and Security" tab on the left of the screen, and click "Site settings" at the bottom of the screen.



Step 3: Once you click that, scroll to the bottom of the page to find the "Content" Section. Click "Pop-ups and redirects."



Step 4: Last, select the "Sites can send pop-ups and use redirects" option. Refresh your page, and you should have access to Cengage or an other website that you are using.

Sites might send pop-ups to show ads, or use redirects to lead you to websites you may not want to visit

Default behavior

Sites automatically follow this setting when you visit them

☒  Sites can send pop-ups and use redirects 

☐  Don't allow sites to send pop-ups or use redirects