

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.