UNIVERSITY OF COLORADO COLORADO SPRINGS

MOBILE ID

YOUR MOBILE ID

Your Lion OneCard…now on your iPhone, Apple Watch and Android phones!

The new **Lion OneCard Mobile ID** is available to all enrolled students and current employees. Tap your iPhone, Apple Watch or Android phone at readers across campus to conveniently access your Lion OneCard. You'll still have your physical card, and now you can add your Lion OneCard either to one iPhone and one Apple Watch, or one Android phone. A complete list of services can be found at the end of this document.

Mobile ID Requirements	
iPhone	iPhone SE, iPhone 6, iPhone 6 Plus or later
	iOS 12 or later
Apple Watch	Apple Watch Series 1 or later
	Watch OS 5 or later
Apple ID	Signed into iCloud. If two devices are used, both must be signed into same iCloud account.
Android Phone	Version 6.0 or later
eAccounts Mobile App	Loaded from Apple App Store or Google Play stores by searching eAccounts

Getting Started

Minimal set up is required to use your Mobile ID. Most users can begin using their Lion OneCard on their phone in minutes. An approved photo is required.

(once the student does the below photo submission using the URL's below, can it jump them back to this instructional page?)

Photo Submission/Preparation

1. Once you have received your UCCS Credentials, please submit your photo to be displayed on your Lion OneCard:
   a) Please review our photo requirements: https://travel.state.gov/content/travel/en/passports/how-apply/photos.html
      1. Upload a photo for your Lion OneCard Mobile ID: https://eacct-uccs-sp.transactcampus.com/eAccounts/AnonymousHome.aspx Photos will generally be approved within 1-2 business days.
2. If you haven't done so already, set up your UCCS Credentials and multi-factor authentication login: https://kb.uccs.edu/display/KB/First+Time+MFA+Prompt

Set-up for iPhone and Apple Watch Users

Setting Up Mobile ID on iPhone or Apple Watch

1. Download the **eAccounts Mobile app** from the **App Store** to your phone.
2. Open **eAccounts.** Click through the startup screens and tap **Get Started**.
3. Search for **University of Colorado Colorado Springs** and click through to the **Lion OneCard login screen**.
4. Enter your **UCCS Credentials** to authenticate your device. If you have not set up your UCCS Credentials, please see 'Photo Submission/Preparation' above.
5. Once you have successfully authenticated in eAccounts, click the **Add to Apple Wallet** button to add your Lion One Card to Apple Wallet. You can add your student ID to one iPhone and one Apple Watch.
   a) Click **iPhone** and continue through the prompts (Next, **Agree** to Terms & Conditions).
   b) When the process is complete, the app will send a notification to verify your Lion OneCard Mobile ID has been added to Wallet.
   c) Tap **Done** in the upper right corner to return to the Home screen of the app.
   d) You can now add your Apple Watch using the same process.

Adding Your Mobile ID to Apple Wallet on a Second Device

1. Repeat steps 1-5 to login to the **eAccounts Mobile App**.
2. Ensure your second device is signed into the same iCloud account as the first device.
3. From the Campus ID screen in eAccounts, tap the ⓘ in the upper right corner of your Transact Mobile Credential display.
4. Tap **Add or Remove Campus ID from Wallet**.

5. Choose your **second device** to add your Transact Mobile Credential.
6. On the **Add Card to Wallet** screen, tap **Next** in the upper right corner.
7. Follow the onscreen instructions to complete adding your card.

Using Mobile ID on Your iPhone

Your iPhone or Apple Watch must be turned on, but it does not have to be connected to a network. For iPhones 6S, iPhone 6S Plus and later, Express Mode allows you to use your Lion OneCard without unlocking the device with a passcode, Touch ID, or Face ID. Just tap your device against the reader to recognize your Lion OneCard On iPhone XS, XS Max, and XR Express Mode with power reserve is available for up to five hours after the device's battery needs to be charged.

On an iPhone 6 and 6 Plus, you can use it by double-clicking the Home button, then tapping your default payment card and selecting your student ID. Rest your finger on Touch ID to authenticate and hold the top of iPhone 6 or 6 Plus near the contactless reader.

- To display your Lion OneCard Mobile ID, open Apple Wallet and select your Lion OneCard from your saved cards.

- To add funds to your accounts in the eAccounts app, first save a payment method at the eAccounts website at :
  https://apps.apple.com/us/app/transact-eaccounts/id1493974212
    o Make a deposit via your desktop or mobile browser.
    o After completing the deposit, there will be an option to save your credit card information.
    o Once you have added the card information on the eAccounts website, that card will be available in the eAccounts app for future deposits. If you have already used eAccounts to access your Mobile ID, you will need to sign out and back in to update the saved payment information.

Contact information for the Lion OneCard Office is also available from the Lion OneCard menu in the Apple Wallet.

Set-up for Android Users

Setting Up Mobile ID on Android

1. **Enable NFC** on your phone in your **Settings** menu. NFC settings can be found in different areas of the **Settings** menu, depending on your device. A common location is **Connected Devices>Connection Settings**. (If not found there, use the **Search** option on the top right to double check.)
2. Toggle the **NFC** setting to On.
3. Open **Google Pay** and make sure it is enabled as the default payment application. If the app prompts you to add a credit card, you can bypass that screen and return to the **Google Pay** home screen.
4. Download the **eAccounts Mobile app** from the **Google Play Store** to your phone.
5. Open **eAccounts**, click through the startup screens and tap **Get Started**.
6. Search for **University of Colorado Colorado Springs** and click through to the **Lion OneCard login screen**.
7. Enter your **UCCS Credentials** to authenticate your device. If you have not set up your UCCS Credentials, please see 'Photo Submission/Preparation' above.
8. Once you have successfully authenticated in eAccounts, click the **Add to Google Pay** button to add your Lion OneCard to Google Pay.
   a) Continue through the prompts (Next, **Accept** the <Institution name> Terms & Conditions).
   b) Next, **Accept** the Google Pay Terms of Service.
   c) The next screen will confirm that the ID has been added to Google Pay.

Using Mobile ID on Android

- You do not need to unlock your phone, but the screen must be awake to use your Lion OneCard Tap the power button to wake the screen and tap your phone against the reader. Note, the antenna location may vary by device, although it is often in the middle of the phone. As a result, you may have to adjust the orientation of your phone against the reader to have your mobile credential recognized.
- To display your Lion OneCard open the **eAccounts app** and select the **View in Google Pay** icon.

To add funds to your accounts in the eAccounts app, first save a payment method at the eAccounts website:
https://play.google.com/store/apps/details?id=com.blackboard.transact.android.v2

- Make a deposit via your desktop or mobile browser.
- After completing the deposit, there will be an option to save your credit card information.
- Once you have added the card information on the eAccounts website, that card will be available in the eAccounts app for future deposits. If you have already used eAccounts to access your Mobile ID, you will need to sign out and back in to update the saved payment information.

Contact information for the Lion OneCard Office is also available from the Lion OneCard menu in Google Pay.

Using Your Mobile ID On and Around Campus

Where can I use my Lion OneCard Mobile ID?

https://liononecard.uccs.edu/where-can-i-use-my-lion-onecard

(can we also put this section in the LOC website FAQ's titled "Mobile ID Questions")

Frequently Asked Questions

I am not having success adding my Lion OneCard to my device. Who can help me?

Contact the Lion OneCard Office at: **lionone@uccs.edu** or UC Info Desk: 719-255-3450

How do I change or recover my school login password?

To change your password, follow the instructions here: https://kb.uccs.edu/display/KB/Update+Password

To recover your password, follow the instructions here: https://kb.uccs.edu/display/KB/Lost+or+Forgotten+Password

How do I activate and install the multi-factor authentication?

Instructions can be found at https://oit.uccs.edu/services/identity-and-access/MFA

Do I still need my physical Lion OneCard?

We recommend you retain your physical Lion OneCard in a secure location as a back-up should you lose a device.

Can I still use my physical Lion OneCard once I have created my Mobile ID?

Yes, your physical Lion OneCard will continue to function after you have added your Lion OneCard Mobile ID to your device. Remember, the Mobile ID is a privilege and benefit of being part of the UCCS community. Anyone found to be misusing their physical card or Mobile ID will be subject to the applicable Code of Conduct or HR policies regarding fraud and/or misconduct.

Accessing Your Account

Why can't I double-tap the side button with my phone locked to see my balances in Apple Pay?

When using Express Mode (iPhone 6s or later), your Lion OneCard will not be displayed with other cards in Apple Wallet for security reasons.

Can I use Mobile ID if my phone's battery is dead?

If you have any of the iPhone XS, XS Max or XR models, yes. Express Mode with power reserve is available for up to five hours when your phone needs to be charged. (For more details, see https://support.apple.com/en-us/HT208965.) Android phones and other iPhone models (iPhone 8 and earlier) do not offer this feature.

Setting Up Your Device

How do I check my iPhone device version?

1. On your device, go to Settings>General>Software Updates.
2. If your device is running iOS 12.2 or later, you're ready to use the Mobile ID.
3. If not, tap Download>Install. You may need to enter your passcode to start the update.

4. Once the download is complete, follow the instructions on your phone to finish upgrading to the latest version of iOS.

How do I check my Apple Watch device and/or software version?

1. The Series # for your Apple Watch can be found on the back of the Watch.
   a. Note: The Series 0 Watch is not eligible for this program.
2. Instructions for verifying and/or updating your Apple Watch software version can be found at https://support.apple.com/en-us/HT204641.

What if I have questions about my Apple ID or iCloud?

Information can be found at https://support.apple.com/apple-id or https://support.apple.com/icloud.

How do I verify and/or update my Android phone device version and software?

1. From your device tap: Settings>About Phone>Software Information
   a. To update, from your device tap: Settings >General >Software Update >Download >Install >Passcode may be required. Your device will display the estimated download time.

I already have the eAccounts mobile app installed. Do I need to update?

Yes, you will need to install the updated version of the eAccounts mobile app.

How do I update the eAccounts mobile app?

On your device, visit the App Store or Google Play Store and search eAccounts. The store will prompt you to install any required updates.

How many devices can I add?

You can add either one iPhone and one Apple Watch, or one Android phone on your account at a time. See the 'Securing My Account' section below if you have lost a device and need to deactivate your credential.

How do I add my Lion OneCard ID to my new iPhone or Apple Watch?

First remove the pass from your old device from Apple Wallet. Once removed, go to the e-accounts app on your new iPhone and follow the steps to add to Apple Wallet.

Managing Your Account

Do I need to reactivate my devices each term?

No. As long as your enrollment status meets our eligibility requirements, devices you have enrolled will remain current. For security purposes, we may deactivate devices that have not been used for an extended period. You can re-enroll those devices whenever you wish.

What if I am away from campus for the semester and I don't want my Lion OneCard on my device? Can I delete and re-add it later?

Yes, you can remove your credential from Apple Wallet and re-add it when you return.*

To remove your Lion OneCard navigate to the Wallet app, tap **(…)** in the lower right corner of your card and select **Remove Card**.

To remove your Apple Watch credential, navigate to the Watch app on your Phone, scroll to the bottom and select **Wallet & Apple Pay**. Tap on **your Lion OneCard** scroll to the bottom and select **Remove Card**.

*To add credentials back onto your device, you must meet eligibility requirements and not have exceeded the device limit for your <Card name>.

Can I delete my Lion OneCard Mobile ID from Apple Wallet or Google Pay through the eAccounts mobile app?

Yes, but we recommend the Remove Card Option directly from Apple Wallet or Google Pay.

From iPhone:

1. Navigate to the **Wallet app**.
2. Tap **(…)** in the lower right corner of your card.

3. Scroll to the bottom and select **Remove Card**.
4. Eligible cardholders who have not exceeded their device limit can add their Mobile ID back at any time.

From Apple Watch:

1. Navigate to the **Watch app** on your iPhone.
2. Scroll down and select **Wallet & Apply Pay**.
3. Tap on **Transact Mobile Credential**.
4. Scroll to the bottom and select **Remove Card**.
5. Eligible cardholders who have not exceeded their device limit can add their Mobile ID back at any time.

From Google Pay:

1. Open **Google Pay**.
2. Select your Campus ID from the available cards.
3. Touch the **three dots** in the upper right corner of the screen.
4. Select **Remove ID**.
5. Confirm **Remove ID** selection.

From eAccounts:
1. Open the **eAccounts Mobile App** on your phone.
2. Tap **Continue to Sign In** and **login** with your school credentials.
3. Approve the multi-factor authentication request.
4. Click on your photo in the upper left corner.
5. Under **Campus ID**, click the **icon** in the upper right corner of your School ID Card display.
6. Tap **Add or Remove Campus ID from Wallet** at the bottom of the back of your School ID Card display.
7. Select device(s) to remove from your card.
8. Tap **Remove** in the pop-up box.
9. Tap on the **Remove Card notification** at the top of the screen or go to Google Pay and tap **Remove Card** displayed under the School ID Card.
10. Tap **Remove** in the pop-up box and the card will be removed from your Google Pay.

How do I update information on my Lion OneCard?

Name information on the Lion OneCard comes to us from the university's core business systems and needs to be updated there. Students should contact the Registrar's Office. Faculty and staff should contact their HR representative to request updates. Once changes are completed, the updates will sync to the Lion OneCard on your phone within 48 hours.

Why are my account balance(s) not displaying?

- Account balances are currently only displayed on Apple devices.
- If your account balances are $0, they will not display until funds are added.

- If you have available funds that are not displaying, please contact the Lion OneCard Office at 719-255-3450 or email lionone@uccs.edu

My balance is different on my device than in eAccounts?

Confirm your device is not in Airplane Mode or experiencing any other service interruption. Updates cannot be made when there is no connecting service to sync data between eAccounts and your device. The eAccounts app will display the most current information.

Why do I have a negative balance on my Lion OneCard /Clyde's Cash Account?

A negative balance can occur if you make a transaction when a retail device is offline. When the device comes back online and the transaction is posted, you will see a negative balance if there are not enough funds in your account to cover the transaction.

I used my credit card at a participating retail location when I meant to use my Lion OneCard What can I do to correct my payment source?

Return to the location of the sale and request the store issue a credit card refund, then process the transaction against your Lion OneCard.

I am graduating or leaving the University. What happens to my Mobile ID?

As with your physical Lion OneCard your Mobile ID will become inactive when you no longer meet eligibility requirements. If you transfer to another participating program or department at UCCS your credential will stay active and update accordingly.

Securing Your Account

What should I do if I lose my card or device, or if I believe there has been fraudulent use of my credential?

- During regular business hours, contact the Student ID Card Office at 719-255-3450 to notify us to deactivate the Lion OneCard Mobile ID.   Be sure to specify whether the physical card, watch,

- If applicable, identify the fraudulent activity: For purchases using Clyde's Cash, or Flex, contact the Lion OneCard Office lionone@uccs.edu and report the suspected fraud. If door access was involved, e-mail: lionone@uccs.edu.
- In the eAccounts app:
  - Click the settings gear in the upper right corner.
  - Select the Card Management option.
  - Choose the credential you want to deactivate and toggle it off.
  - You will receive a confirmation email. Only the selected card will be deactivated. All other credentials will remain active.
- In the eAccounts web version:
  - Select Card Services
  - Select Deactivate Card
  - Select the credential to deactivate and click on "Deactivate Card"
  - You will receive a confirmation email. Only the selected card will be deactivated. All other credentials will remain active.
- Additional instructions for Lost/Found Apple devices and Find My iPhone are located at https://support.apple.com/en-us/HT201472

How do I reactivate my credential if I find my lost device?

To reactivate a found device that was suspended, perform the following steps:

In the eAccounts App:

- Click the settings gear in the upper right corner.
- Select the Card Management option.
- Choose the credential you want to reactivate and toggle it on.
- You will receive a confirmation email. Only the selected card will be reactivated.

In the eAccounts Web Version:

- Select Card Services
- Select Activate Card
- Select the credential to reactivate
- You will receive a confirmation email. Only the selected card will be reactivated.

APPENDIX

eAccounts Mobile App Features

1. Stored Value Account Deposits
   a. Saved Payment: eAccounts mobile app deposit requires a **Saved Payment** option be created in advance.
      i. From the eAccounts home page, **Login** using your Student login account credentials and multi-function authentication code.
      ii. Click the **+Add Money** link under the stored value account display toward the upper left of the screen.
      iii. After completing a deposit transaction, the **Saved Payment** option will be available on the **Receipt for Account Deposit** page.
         1. Check **Save this payment method for future use** and type in an alias name for this payment card option.
         2. You may also check **Set as default** for future deposit transactions.
      iv. Click the **Save** button.
      v. Under **Profile** along the top bar is **Saved Payment Methods** where you can review and delete your saved payment(s).
      vi. You will now be able to access the eAccounts Mobile App deposit option.
   b. eAccounts Mobile App Deposit
      i. Open the **eAccounts Mobile App** on your phone.
      ii. Tap **Continue to Sign In** and login with your student login account credentials.
      iii. Approve the multi-factor authentication request. (See FAQ for more information.)
      iv. You can now view your account balances and meal plans.
      v. Tap the **Accounts** section for stored value account options.
      vi. Tap **Add Money** in the top right corner.
      vii. Enter the deposit amount, tap **Next**, and then choose your payment method.
      viii. Review the deposit and tap **Submit Deposit** at the bottom.
      ix. You will see verification that the deposit was successful and the account balance will update.
      x. Funds are immediately available.

2. Meal Plans
   a. Purchased Meal Plan information is displayed on the eAccounts Mobile App.
      i. Open the **eAccounts Mobile App** on your phone.

<ol type="i" start="2">
Tap **Continue to Sign In** and **login** with your student login account credentials.
Approve the multi-factor authentication request. (See FAQ for more information.)
You can now view your account balances and meal plans.
You will see your assigned Meal Plans and the status of the plan.
Tap on a listed plan for additional information including usage.

3. Additional Features

   a. After logging in, tap in the upper right corner on the home page for **Account Settings**.

   <ol type="i">
   We recommend you always sign out of eAccounts by tapping **Sign Out**.
   You can verify Saved Payment method(s) but cannot add or delete payment methods from the mobile app. (See instructions above to add or delete payments.)
   Add another site from the list should you have access to eAccounts through enrollment at another school.