

Instructions for Setting Up Your Access A-State ID

Please make sure to do the following steps in order to ensure your Access A-State ID is setup properly.

- 1. Register for eAccounts**
- 2. Submit Photo and Government Issued ID Online (New Students, Faculty/Staff)**
- 3. Upload Access A-State ID to Mobile Device**

Note: If you already have your plastic Access A-State ID, you do not need to submit another photo. Make sure to complete step 1 and then go to step 3.

Register for eAccounts

This must be done from a desktop pc, laptop or desktop view on a smartphone.

All photos and Government Issued ID's are required to be submitted online.

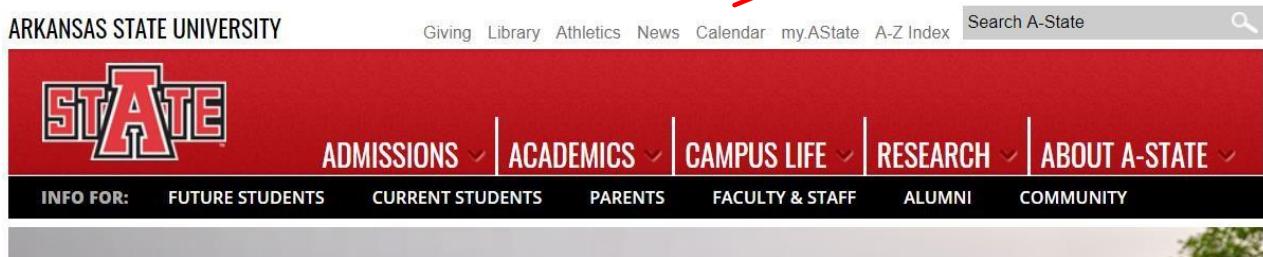
Your Access A-State ID proclaims you as a member of the A-STATE community and is your key to access essential campus services.

You will also be **required to submit an official government-issued photo ID** when you submit your photo online.

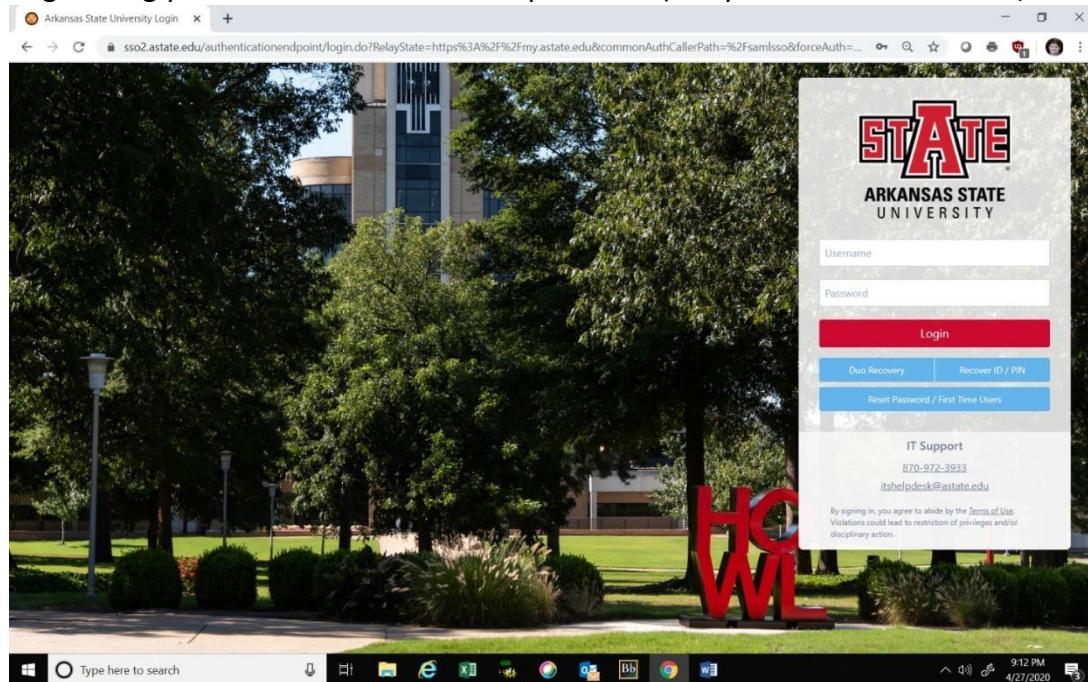
Ready to submit your photo? To login you will need your A-STATE user name and password. All communications will be sent to your A-STATE email account. Be sure to check your student email account to verify the status of your Access A-State ID.

Instructions for registering for eAccounts and submitting your photo online:

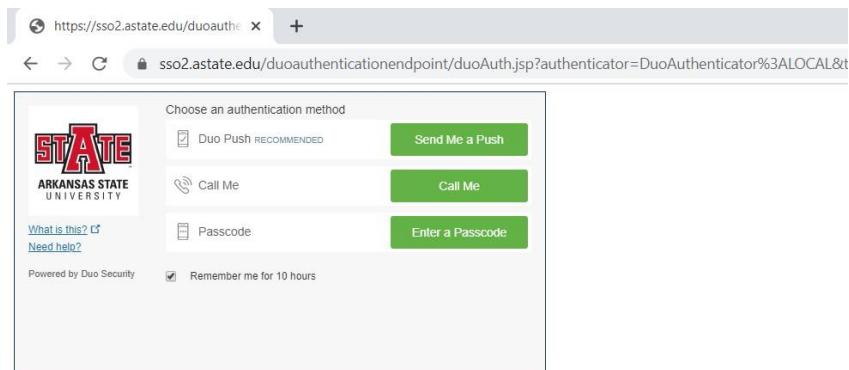
1. Go to www.astate.edu, click on my.AState



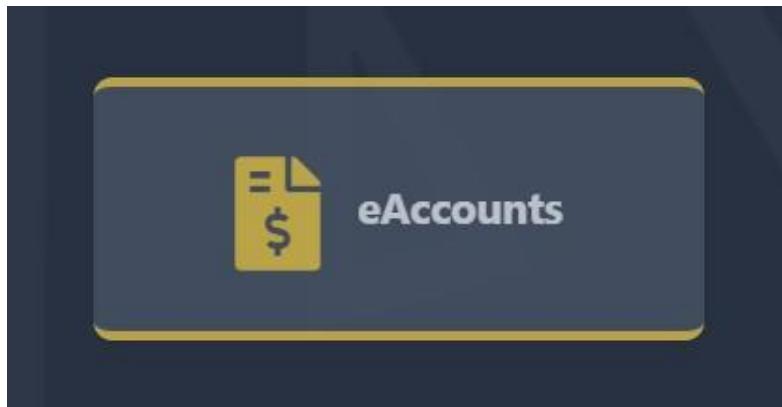
2. Login using your A-State username and password (use your full email address).



3. Choose how you would like to receive your push notification from DUO



4. Once logged into my AState, scroll down till you find the eAccounts Icon. Click on the icon.



5. The first time you go to eAccounts, you will need to register. You will only be required to register this one time. **Make sure to enter a 7 in front of your id number.**

A screenshot of a web application. At the top, there is a red header bar with the "STATE" logo on the left, the "eAccounts" logo in the center, and "slee@astate.edu | Sign Off" on the right. Below the header is a grey navigation bar with "Accounts Profile" on the left and three tabs: "Personal Information", "Transaction System Registration" (which is highlighted in blue), and "Saved Payment Methods". The main content area has a white background. It features a title "Transaction System Customer Registration" and a subtitle "Enter your Transaction System Customer information to link your accounts." Below this is a form titled "Customer Information". It contains two fields: "Registration Status" (which is currently empty) and "Customer Number" (with the placeholder text "(Enter '7' then your Campus ID number, ex 710101010)"). At the bottom right of the form is a dark grey "Register" button. A vertical red arrow points from the top of the "eAccounts" icon in the previous image down to the "Transaction System Registration" tab in this screenshot.

6. After clicking on the Register button, you will see a confirmation that you are registered.

You have successfully linked your transaction system customer information to your account.

Transaction System Customer Registration
Enter your Transaction System Customer information to link your accounts.

Customer Information

| | |
|--|------------|
| Registration Status | Registered |
| Customer Number (Enter "7" then your Campus ID number, ex 710101010) 710077555 | |

Register

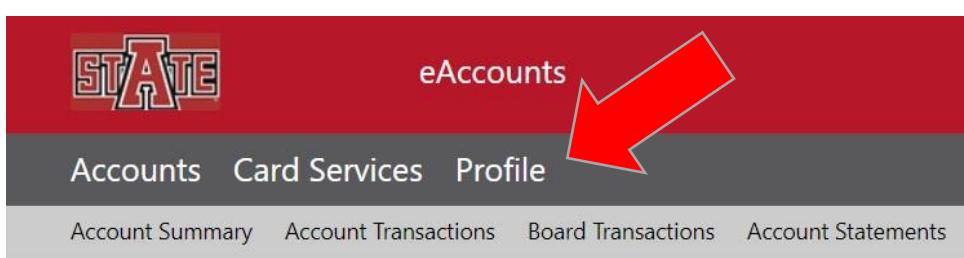
- Once registered, everytime you login thereafter, you will see the following screen.

Welcome to the ASTATE OneCard eAccounts Portal

The ASTATE OneCard eAccounts portal lets you manage campus card accounts. With its online account management you can add money to your Express Dollars accounts, view your meal plan, flex dollars and Express Dollars account activity, and manage your card. To request a refund of Express Dollars or Book Money, please fill out and submit the [Express Dollars Refund Request Form](#).

Online Photo & Government Issued ID Submission

- A photo will not be able to be uploaded unless you complete the registration.
- Click “Profile”



10. “**Click to submit a new photo**”, will appear on the middle of the page, Click there.

11. You will now see this screen.



Photo Requirements

- ✓ Should be cropped slightly above head to shoulder
- ✓ Should be taken against a plain, white background
- ✓ Must be a color photo
- ✓ Must not include sunglasses or hat. Wear prescription glasses if normally do so
- ✓ Must be positioned directly facing the camera
- ✓ Eyes should be open and looking at the camera
- ✓ Do not send photo with glare on glasses or with shadows around the face
- ✓ Eyes should be open and visible

Please Submit a New Photo.



12. Here you can upload a new photo, the photo requirements are listed on the left side of the screen and here below.

- Should be cropped slightly above head to shoulder
- Should be taken against a plain white background
- Must be a color photo
- Must not include sunglasses or hat. Wear prescription glasses if normally do so
- Must be positioned directly facing the camera
- Eyes should be open and looking at the camera
- Do not send photo with glare on glasses or with shadows around the face
- Eyes should be open and visible

CORRECT AND INCORRECT PHOTO SUBMISSION EXAMPLES



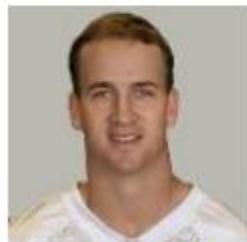
INCORRECT!
No Hats or Sunglasses



INCORRECT!
Busy/Dark
Background
Not Looking at
Camera



INCORRECT!
Multiple People
in Photo



CORRECT!
GREAT PICTURE!

13. You will next be prompted to upload a photo of a government issued photo ID (ex. Driver's License or Passport). Copies of the government issued id's are not kept. These are deleted as soon as verified.
14. Approval from Campus Card Center will be given shortly afterward, if not accepted an email will be sent out with the reason why it was not accepted.

Setting Up Your Mobile Device for Access A-State ID

Apple Instructions

To set up your Access A-State ID on your Apple iPhone or Watch, follow the steps below. In order to set up for the Mobile Credential, you will be required to upload your photo through the online portion of eAccounts from your desktop/laptop or desktop view on your smartphone, download eAccounts and set up multifactor authentication, if you have not already done so.

1. Go to the App Store and download and install the Transact eAccounts app on your iPhone.



2. Swipe through the four screens and tap **Get Started**



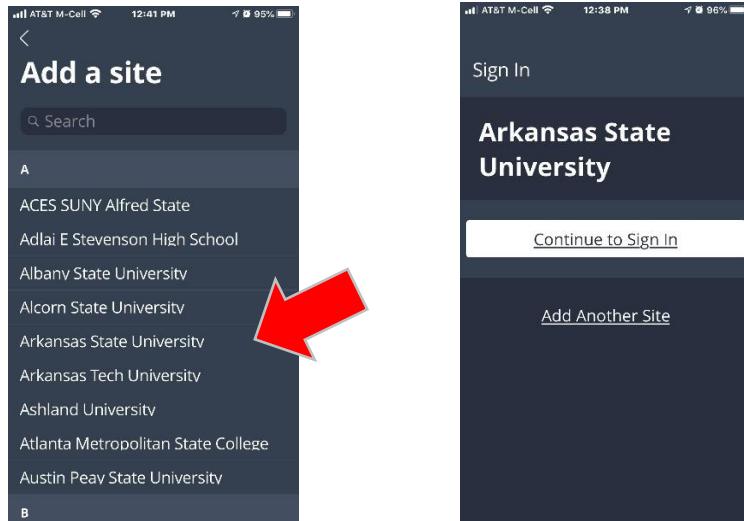
ID CARD

View your campus ID and add it to
Apple Wallet.

Get Started

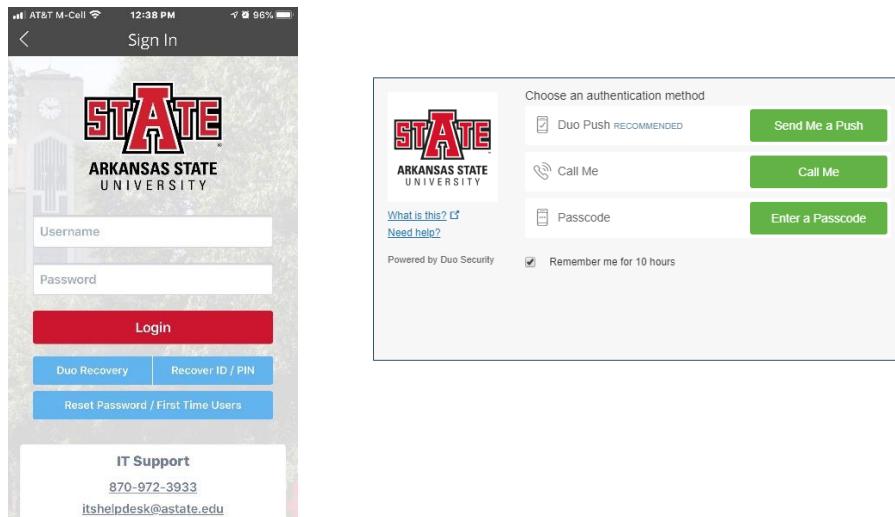
3. Search for **Arkansas State University**

Select Arkansas State University and then Continue to Sign In



4. Log in with your A-STATE username and password.

Continue with the DUO two-step authentication process and choose the method (i.e. push Notification, Phone Call or Text Message you wish to use). Complete the process by going to your phone and approve the request for verification.



Once you verify you will see your Express Dollars and Flex Dollars balances if applicable.



5. To continue, click **Add to Apple Wallet**. If you are adding an iPhone and an Apple Watch, it does not matter which one is first.
6. Choose either **iPhone** or **Watch**.
7. Tap **Next** to continue.
8. Next, tap **Agree** on the lower right corner on the Terms and Conditions page to add the card to the Apple Wallet.
9. It will take a minute or so before you see the notification verifying that your credential has been added to the Wallet. When completed, tap **Done** in the upper right corner.
10. After you have added a device, you will see the eAccounts screen. Your Access A-State photo will now appear in the upper left corner. If you are not adding an Apple Watch at this time, you are done. You can now view your Access A-State ID in the Apple Wallet. See tips below for using your mobile credential.

Adding an Apple Watch

11. To add an Apple Watch, click **Add to Apple Wallet** next to Apple Watch.



12. At the "Add Card to Wallet" screen, tap **Next** to continue.

13. Next, if prompted, tap Agree on the lower right corner on the Terms and Conditions page to add the card to Apple Watch.

14. It will then take a minute or so until you see the notification verifying that your card has been added to the Wallet. When completed, tap Done in the upper right corner.

You can now view your Access A-State ID on your Apple Watch. See the tips below for using your Apple Watch.

Tips for using your Access A-State ID on your iPhone or Apple Watch:

- Hold the top back of your iPhone or the face of your Apple Watch near the reader.



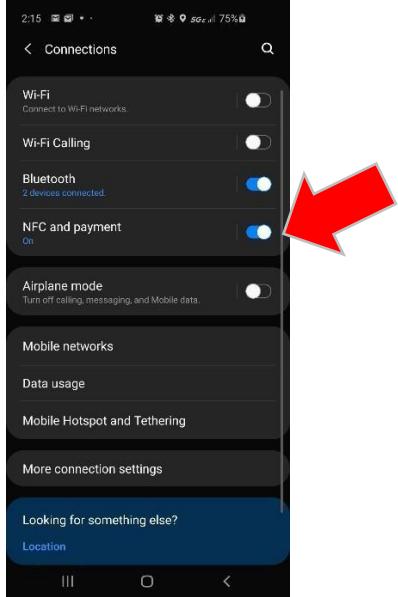
- If you have an iPhone later than the 6 or 6 Plus, your ID is set to Express Mode. This means that you can simply tap your iPhone at a reader without a passcode, Touch ID or Face ID. If you are prompted for a passcode, tap the code to access your phone.
- Hold the top of your iPhone or the display of your Apple Watch within a few centimeters of the middle of the card reader until you feel a vibration. You will also see “**Done**” and a checkmark on the display.
- If you are using an iPhone 6 or 6 Plus, double-click the Home button, then tap your default payment card and select 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.
- Your iPhone or Apple Watch must be turned on, but it doesn't have to be connected to a network. You do not need to validate with Face ID, Touch ID, or your passcode, and you do not need to wake or unlock your device or open an app.
- To display your Access A-State ID, open Apple Wallet.
- To see your A-State ID number, go to Apple Wallet, tap your Access A-State ID, then tap the three dots (...) in the lower right corner and scroll down to ID#.
- Tap (...) in the lower right corner of the Access A-State ID in Apple Wallet for contact information for the Access A-State Campus Card Center.

Setting Up Your Mobile Device for Access A-State ID

Android Instructions

To set up your Access A-State ID on your Android device, follow the steps below. In order to set up for the Mobile Credential, you will be required to upload your photo through the online portion of eAccounts from your desktop/laptop or desktop view on your smartphone, download eAccounts and set up multifactor authentication, if you have not already done so.

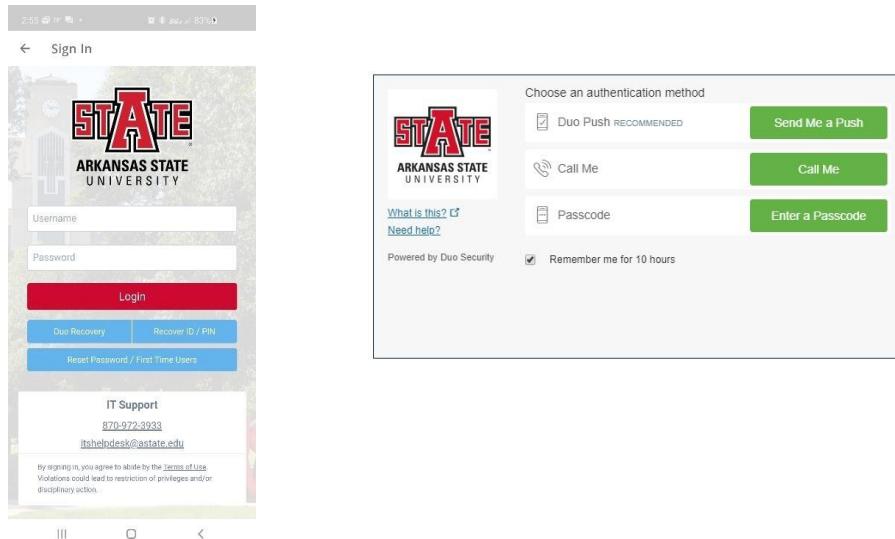
1. Enable **NFC** on your phone in your **Settings** menu. NFC settings can be found in different areas of the **Settings** menu, depending on your device. A common location is **Connected Devices>Connection Settings**. (If not found there, use the **Search** option on the top right to double check.)



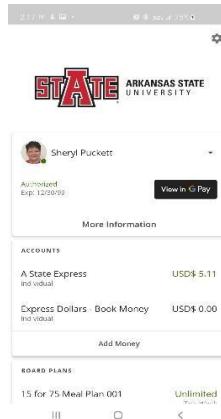
2. Toggle the NFC setting to On.
3. Open **Google Pay** and make sure it is enabled as the default payment application. If the app prompts you to add a credit card, you can bypass that screen and return to the **Google Pay** home screen.
4. Download the **Transact eAccounts** app from the **Google Play Store** to your phone and look for this eAccounts icon.



5. Open **eAccounts**, click through the startup screens and tap **Get Started**.
 6. Search for **ARKANSAS STATE UNIVERSITY** and click through to the **Access A-State login screen**.
-
7. Log in with your A-STATE username and password.
Continue with the DUO two-step authentication process and choose the method (i.e. push Notification, Phone Call or Text Message you wish to use).
Complete the process by going to your phone and approve the request for verification.



Once you verify you will see your Express Dollars and Flex Dollars balances if applicable.



8. Once you have successfully authenticated in eAccounts, click the **Add to Google Pay** button to add your Access A-State ID to Google Pay.
9. Continue through the prompts.
10. Next, **Accept** the Arkansas State University Terms & Conditions
11. Next, **Accept** the Google Pay Terms of Service
12. The next screen will confirm that the ID has been added to Google Pay.

You can now view your Access A-State ID in Google Pay.
See the tips below for using your Android Phone.

Tips for using your Access A-State ID on your Android Phone:

- Hold the top back of your Android Phone near the reader.



- You do not need to unlock your phone, but the screen must be awake to use your Access AState ID on your Android phone. 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 Access A-State ID, 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 app in the my AState portal.
 - 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 Credential, you will need to sign out and back in to update the saved payment information.

Contact information for the Access A-State Office is also available from the Access A-State menu in Google Pay.

Other Questions? Check our Access A-State ID FAQ website for more information or contact the Access A-State Campus Card Center at access@astate.edu.

Look for these stickers on devices where your Access A-State ID can be used.

