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New Mexico State University

MOBILE CREDENTIALS FAQs

Your NMSU ID Card is now on your phone!

Add your Mobile ID Card to Apple Wallet or Google Pay and use it all around campus.



Download the Transact eAccounts app to get started.
Works with iPhone, Apple Watch, and Android phones.





**NEW MEXICO STATE UNIVERSITY
MOBILE AGGIE ID**

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AGGIE ID

Your Aggie ID Card...now on your iPhone, Apple Watch and Android phones!

The new Aggie 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 Aggie ID.

Mobile ID Requirements	
iPhone	iPhone SE, iPhone 6s 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; NFC enabled device capable of supporting Google Pay or Samsung Pay.
eAccounts Mobile App	Loaded from Apple App Store or Google Play stores by searching Transact eAccounts

Getting Started

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

STEP 1 - Photo Submission/Preparation (If you previously submitted a photo for an Aggie ID, please proceed to Step 2a or Step 2b)

1. STEP 1 - Photo Submission/Preparation (If you previously submitted a photo for an Aggie ID, please proceed to Step 2a or Step 2b) if you haven't done so already, set up your myNMSU Username and Password at <https://myaccount.nmsu.edu/activation> and multi-factor authentication at <https://infosec.nmsu.edu/2fa/>
2. Once you have received your myNMSU Username and Password, please submit your photo to be displayed on your Aggie ID:
 - a) Upload a photo for your Mobile Aggie ID:
<https://idcard.nmsu.edu/how-to-submit-your-photo-for-your-nmsu-id/>
 - b) The photo will generally be approved within two business days.

STEP 2a - Set-up for iPhone and Apple Watch Users

Setting Up Mobile ID on iPhone or Apple Watch

1. Download the Transact eAccounts Mobile app from the App Store to your phone.
2. Open Transact eAccounts. Click through the startup screens and tap Get Started.
3. Search for <Institution name> and click through to the Aggie ID login screen.
4. Enter your myNMSU Username and Password to authenticate your device. If you have not set up your myNMSU Username and Password, please see 'Photo Submission/Preparation' above.
5. Once you have successfully authenticated in eAccounts, click the Add to Apple Wallet button to add your Aggie ID 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 Aggie ID 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.

NOTE: Adding Your Mobile ID to Apple Wallet on a Second Device

1. Repeat steps 1-5 to login to the Transact 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 Transact 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.

STEP 3a - 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 Aggie ID without unlocking the device with a passcode, Touch ID, or Face ID. Just tap your device against the reader to recognize your Aggie ID. 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.

- To display your Aggie ID Mobile ID, open Apple Wallet and select your Aggie ID from your saved cards.
- To add funds to your accounts in the Transact eAccounts app, first save a payment method at the Transact eAccounts website at <https://idcard.nmsu.edu/eaccount/>
 - 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 Transact eAccounts website, that card will be available in the Transact eAccounts app for future deposits. If you have already used Transact eAccounts to access your Mobile ID, you will need to sign out and back in to update the saved payment information.

NOTE: Contact information for the Aggie ID Office is also available from the Aggie ID menu in the Apple Wallet.

STEP 2b - 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 Transact eAccounts Mobile app from the Google Play Store to your phone.
5. Open Transact eAccounts, click through the startup screens and tap Get Started.
6. Search for NMSU and click through to the Aggie ID login screen.
7. Enter your myNMSU Username and Password to authenticate your device. If you have not set up your myNMSU Username and Password, please see 'Photo Submission/Preparation' above.
8. Once you have successfully authenticated in eAccounts, click the Add to Google Pay button to add your Aggie ID 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.

STEP 3b - Using Mobile ID on Android

- You do not need to unlock your phone, but the screen must be awake to use your Aggie ID. 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 Aggie ID, open the Transact eAccounts app and select the View in Google Pay icon.
- To add funds to your accounts in the Transact eAccounts app, first save a payment method at the Transact eAccounts website: <https://idcard.nmsu.edu/eaccount/>.
 - 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 Transact eAccounts website, that card will be available in the Transact eAccounts app for future deposits. If you have already used Transact 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 Aggie ID Office is also available from the Aggie ID menu in Google Pay.

Using Your Mobile ID Around Campus

Where can I use my Mobile Aggie ID?

- Door Access (Undergraduate student spaces)
- Laundry
- Libraries
- Dining Hall
- Bookstore
- Frenger Food Court
- Activity Center

FREQUENTLY ASKED QUESTIONS

I am not having success adding my Mobile Aggie ID to my device. Who can help me?

- Contact the Aggie ID Office at: 575-646-2306 or idsvs@nmsu.edu

How do I change or recover my school login password?

- Instructions can be found at <https://help.nmsu.edu/>.

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

- Instructions can be found at <https://help.nmsu.edu/>.

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

- No, your physical Aggie ID will cease to function after you have added your Mobile Aggie ID to your device. Remember, the Mobile ID is a privilege and benefit of being part of the NMSU 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 Aggie ID 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 Transact eAccounts mobile app installed. Do I need to update?

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

How do I update the Transact eAccounts mobile app?

- On your device, visit the App Store or Google Play Store and search Transact 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 Mobile Aggie 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 Mobile Aggie ID 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 Mobile Aggie ID, 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 Mobile Aggie ID, 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 Aggie ID.

Can I delete my Mobile Aggie ID from Apple Wallet or Google Pay through the Transact 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 Transact eAccounts:

1. Open the Transact 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 Aggie ID?

- Name information on the Aggie ID comes to us from Banner 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 Aggie ID 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 Aggie ID Office at 575-646-4835 or idsvs@nmsu.edu.

My balance is different on my device than in Transact 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 Transact eAccounts and your device. The Transact eAccounts app will display the most current information.

Why do I have a negative balance on my Aggie ID/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 Aggie ID. 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 Aggie ID.

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

- As with your physical Aggie ID, your Mobile ID will become inactive when you no longer meet eligibility requirements. If you transfer to another participating program or department at NMSU, 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 Aggie ID Card Office at 575-646-4835 or idsvs@nmsu.edu to notify us to deactivate the Aggie ID Mobile ID. Be sure to specify whether the physical card, watch, and/or phone version of the card should be deactivated. Any device not specified to be suspended will remain active.
- If applicable, identify the fraudulent activity by contacting the Aggie ID Office 575-646-4835 or idsvs@nmsu.edu.
- In the Transact 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 Transact 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 Transact 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 Transact 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

Transact 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.
 - 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. You will see your assigned Meal Plans and the status of the plan.
 - vi. 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.
 - i. We recommend you always sign out of eAccounts by tapping Sign Out.
 - ii. 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.)
 - iii. Add another site from the list should you have access to eAccounts through enrollment at another school.