User’s Guide:
Bear Card in Apple Wallet
April 4, 2019
Bear Card in Apple Wallet is available to all enrolled students and current employees. Now you will be able to use your iPhone and Apple Watch to conveniently access your Bear Card accounts and services by simply holding your iPhone or Watch near the same reader where you use your physical card. Along with your physical card, you may add Bear Card services to one iPhone device and one Apple Watch device. A complete list of available services can be found at the end of this document.

Throughout this document, card will refer to a virtual Bear Card in your Apple Wallet for iPhone and/or Apple Watch.

Contact Information:

BearCard Office
1501 Mercer University Drive
Business Hours: Monday-Friday, 9 A.M. – 5 P.M.
(478) 301-2929 – Macon Campus
(678) 547-6144 – Atlanta Campus
Email: Bearcardsupport@mercer.edu
http://mercer.edu/auxiliary/bear-card/
Getting Started:

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Adding Your Bear Card to Apple Wallet on the iPhone and Apple Watch

**iPhone and Apple Watch Instructions:**

1. Open eAccounts Mobile App on your iPhone
2. Tap “Continue to Sign In” and login with your My Mercer credentials
3. Approve the Microsoft Azure (See FAQ #4)
4. You can now view your account balances and meal plans
5. Tap on the picture icon in the upper left corner to access “Campus ID”
6. Tap “Add to Apple Wallet” and select the device if asked
   a. Either iPhone and/or Apple Watch can be added and the order they are added does not matter
7. On the “Add Card” screen tap “Next” in the upper right corner
8. Tap “Agree” on the lower right corner on the Terms and Conditions page
9. Wait until the notification at the top of the screen verifies your card has been added to the Wallet and tap “Done” in the upper right corner
a. After you have added a device, when you go back to the account and meal plan page, the picture icon in the upper right corner now displays your Bear Card photo

10. Verify your card is in your Apple Wallet
   a. iPhone: Tap “View in Apple Wallet” at bottom of the screen
   b. Apple Watch: Open Watch app on your iPhone → Select Wallet & Apple Pay → Select Bear Card.
   c. Your card in Apple Wallet will default to Express Mode for both iPhone and Watch allowing you to use your card at a reader without a passcode, Touch ID or Face ID.
      i. iPhone 6 and iPhone 6 Plus does not support Express Mode and you will need to open the Wallet app, select your Bear Card, and authenticate to use.

11. Your card will include your photo, MU classification of Student, Faculty or Staff, any Bear Card account balances and your College or Department employed

12. Tapping (...) in the lower right corner of Bear Card in Apple Wallet will display additional information related to your Bear Card, including any additional account balances not displayed on the front.

**Adding your Bear Card to Apple Wallet on a second device**

1. Repeat steps 1-5 for login to 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, tap the \(\text{} \) in the upper right corner of your Bear Card display
4. Tap “Add or Remove Campus ID from Wallet”
5. Choose your second device to add your Bear Card.
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.

**Removing Your Bear Card from Apple Wallet on the iPhone and Apple Watch**

1. From iPhone:
   a. Navigate to the Wallet app
   b. Tap (...) in the lower right corner of your card
   c. Scroll to the bottom and select Remove Card
d. Eligible cardholders who have not exceeded their device limit can add their Bear Card back at any time

2. From Apple Watch:
   a. Navigate to the Watch app on your iPhone
   b. Scroll down and select Wallet & Apple Pay
   c. Tap on Bear Card
   d. Scroll to the bottom and select Remove Card
   e. Eligible cardholders who have not exceeded their device limit can add their Bear Card back at any time

**eAccounts Mobile App Features**

1. **Bear Bucks deposits**
   a. Saved Payment: eAccount mobile app deposit requires a Saved Payment option be created in advance.
      i. From https://auxiliary.mercer.edu/bear-card/deposits/
      ii. login using your My Mercer login and Microsoft Azure
      iii. Click “+Add Money” link under the Bear Bucks display toward the upper left of the screen
      iv. Complete a deposit transaction and the Saved Payment option will be available at the completion of the deposit confirmation under the “Receipt for Account Deposit” page by checking “Save this payment method for future use” and typing in an alias name for this payment card option.
         1. You may also check “Set as default” for future deposit transactions
      v. Click the “Save” button
      vi. Under “Profile” along the top bar is “Saved Payment Methods” where you can review and delete your saved payment(s)
      vii. You will now be able access the eAccounts Mobile App deposit option
   b. eAccount Mobile App deposit
      i. Open eAccounts Mobile App on your iPhone
      ii. Tap “Continue to Sign In” and login with your My Mercer credentials
      iii. Approve the Azure request (See FAQ #4)
      iv. You can now view your account balances and meal plans
      v. Tap on the “Accounts” section for Bear Bucks 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 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 eAccounts Mobile App on your iPhone
      ii. Tap “Continue to Sign In” and login with your My Mercer credentials
      iii. Approve the Azure Multi Factor Authentication request (See FAQ #4)
      iv. You can now view your account balances and meal plans
      v. You will see your assigned Meal Plans under “Board Plan” and the status of the plan
      vi. Tap on a Board Plan listed for additional information including usage

3. Additional Features
   a. After logging in tap 🔄 in the upper right corner on the home page for the Account Settings Page
      i. We recommend you always sign out of eAccounts by tapping “Sign Out”
      ii. Verify Saved Payment method(s) but cannot add or delete from the mobile app. That must be completed at https://bearcardoffice-sp.blackboard.com/eAccounts/AnonymousHome.aspx
      iii. Add another site from the list should you have access to eAccounts through enrollment at another school

FAQ’s:

1. I am not having success adding my Bear Card to Apple Wallet. Who can help me?
   Contact the Bear Card Office at (478) 301-2929 or email Bearcard_support@mercer.edu Business hours are Monday-Friday from 9am-5pm.

2. How do I verify my term enrollment status?
   a. Current Students: Financially cleared and your schedule is confirmed for the term plus your enrollment.
   b. Orientation Students: Registration for a Mercer Orientation session plus an approved photo submittal
   c. Employees: Current Payroll employment date

3. I need to change or recover my My Mercer password?
   Instructions can be found at http://it.mercer.edu/faculty/security/pwhelp.htm
4. How do I activate Microsoft Azure and install and activate Azure mobile app?
Instructions can be found at http://auxiliary.mercer.edu/bear-card/multi-factor-authentication.cfm

5. Does it matter if I approve Azure by either dragging down the display and selecting Approve or tapping the display and selecting Approve?
Either method will successfully complete Azure authentication.

6. How do I verify my iPhone device version?
Tap - Settings → General → About

7. How do I verify and/or update my iPhone software version?
a. From your device tap: Settings → General → Software Update
   i. If the iOS version listed is lower than the version listed in the chart above, you will need to update
   ii. To update, from your device tap: Download → Install → Passcode may be required. Your device will display the estimated download time.

8. How do I verify my Apple Watch device version?
a. The Series # for your Apple Watch can be found on the back of the Watch
b. Note: The Series 0 Watch is not eligible for this program.

9. How do I verify and/or update my Apple Watch software version?
Instructions can be found at https://support.apple.com/en-us/HT204641

10. Will I need to activate my iPhone or Apple Watch for the Spring term?
As long as your MU enrollment for the Summer / Fall 2019 term meets eligibility requirements, devices you have activated will remain current.

11. Can I use the remove option under eAccounts to remove my Bear Card from Apple Wallet on the iPhone and Apple Watch?
Yes, but we recommend the Remove Card option from the Apple Wallet (see instructions for “Removing Your Bear Card from Apple Wallet on the iPhone and Apple Watch” under Getting Started above).
From eAccounts:
a. Open the eAccounts Mobile App on your iPhone
b. Tap “Continue to Sign In” and login with your My Mercer credentials
c. Approve the Azure Multi Factor Authentication request (See FAQ #4)
d. Click on your photo in the upper left corner

e. Under “Campus ID” click the 📸 icon in the upper right corner of your Bear Card display

f. Tap “Add or Remove Campus ID from Wallet” at the bottom of the back of your Bear Card display

g. Select device(s) to remove from your card

h. Tap on the “Remove” in the pop-up box

i. Tap on the Remove Card notification at the top of the screen or go to the Apple Wallet and tap “Remove Card” displayed under the Bear Card

j. Tap “Remove” in the pop-up box and the card will be removed from your Apple Wallet

k. If you meet required criteria, you can add your card back to this device at any time

12. For the Apple Watch, how do I enable Wrist Detection?
   On your iPhone, open My Watch app, tap Passcode, and make sure Wrist Detection is turned on.

13. I have questions about my Apple ID and/or iCloud?
   Information can be found at https://support.apple.com/apple-id or https://support.apple.com/icloud

14. I already have eAccounts mobile app installed so will I need to update?
   Yes, you will need to install the updated version of eAccounts.

15. How do I update the eAccounts mobile app?
   a. From your device tap: App Store ➔ Search and Select “eAccounts”

16. How many Apple devices can I add?
   You can add to one iPhone and one Apple Watch.

17. Do I still need my physical Bear Card?
   We recommend you retain your physical Bear Card as back-up should you lose a device.

18. What happens if I lose my Apple iPhone or Watch? If I find it afterwards?
   a. Instructions for Lost/Found Apple devices and Find My iPhone are located at https://support.apple.com/en-us/HT201472
   b. During regular business hours contact Bear Card Office at (478) 301-2929 to notify us to deactivate the card in the Wallet for that device. After business hours or holidays, contact MUPD at (478) 301-2970. 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.

c. To reactivate a found device that was suspended under (b) above you will need to go to the Bear Card Office during regular business hours as identity verification is required.

19. My account balance(s) are not displaying?
   a. If your account balances are $0 they will not display until funds are added.
   b. If you have available funds that are not displaying please contact the Bear Card Office at (478) 301-2929 or email Bearcard_support@mercer.edu. Business hours are Monday-Friday from 9am-5pm

20. My Apple Watch account balance is not synched with my iPhone and eAccounts balance?
    Check to see if your device is in Airplane Mode or any other service disruption has occurred. eAccounts will display your current account balance(s).

21. Why can't I double tap my side button with my phone locked like I usually would for Apple Pay to see my account balances?
    When Express Mode is on, double clicking the home button on an iPhone 8 and earlier and double clicking the side button on an iPhone X and later will not display your Bear Card in your stack of passes for security reasons.

22. Is Express Mode supported on the iPhone 6 and 6 Plus?
    No, but see 23 below for access information.

23. With an iPhone 6 or 6 Plus, how do I access Bear Card in Wallet?
    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.

24. I have a question not addressed in this document?
    Contact The Bear Card Office at (478) 301-2929 or email Bearcard_support@mercer.edu. Business hours are Monday-Friday from 9am-5pm.
    The Bear Card Disclosure Statement can be found at http://auxiliary.mercer.edu/bear-card/terms/
25. Where can I use my card with the iPhone or Apple Watch?

**Student ID Card in Apple Wallet Locations**

- ✔ Mercer Dining (Meal Plans, Dining Dollars, Bear Bucks)
- ✔ Campus Mail Services
- ✔ Check-in for Appointment locations
- ✔ Bear Print Copies
- ✔ Concessions (Five Star Stadium and Hawkins Arena)
- ✔ Libraries
- ✔ Mobile Readers (iPod, iPad, iPhone)
- ✔ Network Printing
  - Off-Campus Merchants (http://auxiliary.mercer.edu/bear-card/locations/
- ✔ vending
- ✔ Student Health Center
- ✔ Student Recreation Center(s)
- ✔ MU Facilities Access
- ✔ University Book Stores