Frequently Asked Questions and Concerns

Bear Card

1. Receiving a SAML 2 error when attempting to log in to the eAccounts app?

The SAML 2 error is occurring because you have not completed the Multi-factor Authentication. This step must be completed to install Bear Card to mobile devices. Instructions are found on the Auxiliary Services Website under Bear Card, and Mobile Credentials. Depending on which option you choose (App or Text Message) Be sure to click “NEXT” or “SAVE” that is displayed on the additional information screen. This step needs to be completed for verification to be complete.

2. Not seeing the option to add to Apple Wallet/Google Pay?

Be sure that you have successfully completed your Multi-factor Authentication Setup.

If you are still not seeing the option to add your Bear Card to your Apple Wallet, start by ensuring that your device meets the hardware and software requirements needed to use the mobile Bear Card.

If the problem persists, contact the Auxiliary Services Bear Card Office at 478-301-2929. The Bear Card Office will guide you from this point. You may also email AuxServ@Mercer.edu if after hours.

3. When updating from a physical card to mobile can I still use my physical card?

No, physical cards will be marked frozen. This is done for the users security. As having multiple active cards increases the chances of a card being misplaced and misused.

4. How should I hold device at the reader?

*Note that readers will “read” the device before contact is made, no contact is required.*

For iPhone: The antenna that communicates with the reader is located at the top of the iphone, near the cameras. The most consistent results occur when the back of the phone is presented at the reader near/below the reader’s logo.

Note that if the top of the phone is positioned off the reader, it cannot communicate with the reader and no action will occur.

For Apple Watch: The most consistent result is when the display is presented anywhere on the reader under the logo. (Android watches are not supported.)

For Android: The antenna differs with each Android multifactor, it is recommended that the user holds the entire back of their device at the reader and move along reader until discovery of best location.

Note, that some readers may take a moment or so to communicate before action is completed. Please wait until after the reader gives a green light before attempting to open the door. If you are having consistent issues please notify the Bear Card Office so we may help troubleshoot the cause at 478-301-2929 during business hours or email us at AuxServ@Mercer.edu. (On campus residents please contact Residence Life or Lofts Management first)

5. I have a new device and when attempting to add my Bear Card I get an error message saying I’ve exceeded my device limit.

In your iCloud account make sure you have removed your old device from your device list. After the old device is removed you should see the option to add to Apple Wallet when you log back into the eAccounts App. (This can be done from your settings by selecting your Apple ID and also by signing into your iCloud account on-line.)
6. After changing to mobile, will any access I have be on mobile?
   Yes! Any access, meal plan, or Bear Bucks, information will automatically be on your mobile card and ready for use.

7. How many Apple devices can I add? How many Android devices can I add?
   Users may add one phone (either Android or iPhone) and one Apple Watch (Android watches are not supported.)

8. Can I request a physical card instead of Mobile?
   Physical cards will be printed by request only. The first printed card will be free, any printed card after will be $35 to replaced regardless of lost/stolen/damaged.

Microsoft Authentication (MFA)

1. Receiving a SAML 2 error when attempting to log in to the eAccounts app?
   The SAML 2 error is occurring because you have not completed the Multi-factor Authentication. This step must be completed to install Bear Card to iphone. Instructions are found on the Auxiliary Services Website under Bear Card, and Mobile Credentials. Depending on which option you choose (App or Text Message) Be sure to click "NEXT" or "SAVE" that is displayed on the 'additional information screen. This step needs to be completed for verification to be complete.

2. Why should I add a second Phone number?
   In instances where a user loses contact with their primary phone, such as loss, theft of device, or a new number issued. The secondary number will be how access to the Microsoft Account is re-established.

4. Do I need to keep the MFA app on my phone after set up?
   While you do not need to keep the Authenticator App on your device in order to use the mobile Bear Card, you will need it when you login to your Bear Card Account on-line or when login to the eAccounts App.

5. Do I need to keep the eAccounts app on my phone after set up?
   If you are setting up your Mobile Credentials, yes the app needs to be on your device. If not it is not required but is recommended.

6. I have a new device/new carrier and even though i backed up Microsoft Authenticator App, its not working.
   The connection has been changed and you will need to set up the App again.

If you are having difficulties setting up MFA please contact the Bear Card Office at 478-301-2929 during business hours or email AuxServ@Mercer.edu
Transact eAccounts

1. Not seeing the option to add to Apple Wallet/Google Pay?

Be sure that you have successfully completed your Multi-factor Authentication Setup.

If you are still not seeing the option to add your Bear Card to your Apple Wallet/Google Pay, start by ensuring that your device meets the hardware and software requirements needed to use the mobile Bear Card.

If the problem persists, contact the Auxiliary Services Bear Card Office at 478-301-2929. You may also email AuxServ@Mercer.edu if after hours. The Bear Card Office should be able to guide you from this point.

2. The eAccounts App says that my card is active in the Apple Wallet, but the Apple Wallet is saying that my card is "being activated", how can I fix this?

You will need to be either connected to WiFi or on cellular data in for the card to properly communicate with BlackBoard and the readers. It is recommended that you go to your Settings > Cellular Data > Apple Wallet and ensure that your Apple Wallet is allowed to use your Cellular Data.

3. My account balance(s) are not displaying?

eAccounts will only display funds over $0, if your balances are $0 they will not display until funds are added.

If Apple Watch account balance is not synced with iPhone and eAccounts balance, check to see if your device is in Airplane Mode or any other service disruption has occurred.

If you have available funds that are not displaying please contact the Bear Card Office at (478) 301-2929 or email AuxServ@Mercer.edu

4. Why is my MUID/Classification not listed under my picture?

If your MUID/Classification is not listed under your ID photo in eAccounts please notify the Bear Card Office at 478-301-2929 during business hours or email us at AuxServ@Mercer.edu.

5. I already have the eAccounts app on my phone before installing mobile, do I need to update it?

Yes, you will need to be sure you have the latest version of the app. You can do this by going to the App Store/Google Play and searching eAccounts. The store will prompt you to install any updates.

6. How do I freeze/lock my lost card in eAccounts?

Note: Once a user marks a card lost in Card management, the user cannot reverse this status through the App or On-line site. The user will receive an error message of "sorry, something went wrong to contact site administrator”. The user must come to the Bear Card Office during regular business hours so identity can be verified.

- Login to eAccounts and tap the settings symbol in the upper right corner on the home page for the Account Settings Page.
- Under security “Card Management” will be listed select the arrow to the right. note that any cards the user has previously will be listed.
- Only active cards will have the toggle open to mark a card as lost, any others (such as previous lost cards) will have a grayed-out toggle.
1. How should I hold device at the reader?

*note that readers will “read” the device before contact is made, no contact is required.*

For iphone: The antenna that communicates with the reader is located at the top of the iphone, near the cameras, because of this the most consistent results occur when the back of the phone is presented at the reader near the reader’s logo.

Note that if the top of the phone is positioned off the reader, it cannot communicate with the reader and no action will occur.

For Watch: The most consistent result is when the display is presented at the reader under the logo.

Also note that some readers may take a moment or so to communicate before action is completed. Please wait until after the reader gives a green light before attempting to open the door. If you are experiencing consistent issues please notify the Bear Card Office so we may help troubleshoot the cause at 478-301-2929 during business hours or email us at AuxServ@Mercer.edu (on campus residents please contact Residence Life or Lofts Management first)

2. Why am I not seeing the option to add my Bear Card to my Apple Wallet?

If you have successfully completed your Multi-factor Authentication setup and you are still not seeing the option to add your Bear Card to your Apple Wallet, start by ensuring that your device meets the hardware (6s or later) and software requirements (most recent non-beta IOS) needed to use the mobile Bear Card.

If you continue to not have the option please contact the Bear Card Office at 478-301-2929 during normal business hours. or email AuxServ@Mercer.edu

3. How do I verify my iPhone device version?

From your device tap Settings, then General, and then About. All of your devices information should be listed.

4. How do I verify and/or update my iPhone software version?

From your device tap: Settings, then tap General, and then tap Software Update. If the iOS version listed is lower than the current non-beta released version, you will need to update.

To update, from your device tap: Download then Install. Your pass code may be required. Your device will display the estimated download time. After all updates you should be able to return to the Transact eAccounts app and see the option to add to Apple Wallet

5. How do I verify my Apple Watch device version?

The Series number of your Apple Watch can be found on the back of the Watch.

Note: The Series 0 Watch is not eligible for this program.

6. How do I verify and/or update my Apple Watch software version?

Detailed instructions can be found on the Apple website.

First the user will need to insure their iphone is updated to the latest non beta released version of iphone ISO.

Note that after the watch OS 6 update you will be able to update from the Apple Watch itself by navigating to the Settings App and Selecting General, and then Software Update.

Older versions before OS 6 will update from the Apple Watch App on the user’s iphone.

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

For security reasons the Bear Card balances will not display with this feature.
8. I’m concerned about being locked out if my iPhone’s battery dies.

Beginning with models Xs, XS Max and XR (and those after) power reserve is available for up to five hours. This is usually indicated by the screen displaying a battery symbol with a red line. Therefore, as long as this symbol is present the Bear Card will still function. Older versions do not have this feature, the user will need to monitor the battery charge on their device.

9. If I choose, how do I change back from mobile to physical card?

For security purposes, you will need to come to the Bear Card Office during business hours to “freeze” your mobile and “unfreeze” your physical card. If you do not have a physical card you may request one printed, and if a fee is due you will be notified before the card is printed.

For emergency issues such as lost or stolen device (with no chances of recovery) follow the steps below to remove your card from iCloud. Be sure to read all warning prompts when following these steps. Also, detailed instructions can be found on the Apple Website and the Auxiliary Services website in the Apple User’s Guide:

- Login to icloud https://www.icloud.com
- Follow in screen prompts for access.
- On iCloud dashboard, select Account Settings
- Find device.
- To remove cards and unregister the device tap the X on the right of the device name.
- Read the warning popup and select remove.
- After a few moments you should see all cards are removed.

10. I have a new device/new carrier and even though I backed up Microsoft Authenticator App, it’s not working.

The connection has been changed and you will need to set up the App again.
1. Why am I not seeing the option to add my Bear Card to my Google Pay??
   If you have successfully completed your Multi-factor Authentication setup and you are still not seeing the option to add your Bear Card to Google Pay, start by ensuring that your device meets requirements (Version 5 or later) needed to use the mobile Bear Card. Also be sure that the NFC is turned on in your settings. If you continue to not have the option please contact the Bear Card Office at 478-301-2929 during business hours or email us at AuxServ@Mercer.edu

4. How should I hold device at the reader?
   *note that readers will "read" the device before contact is made, no contact is required. *

   Because the location of the antenna that communicates with the reader varies from android manufacturer, it is best to present the entire back of the device at the reader and adjust for best results.

   Please note that some readers may take a moment or so to communicate before action is completed. Please wait until after the reader gives a green light before attempting to open the door. If you are experiencing consistent issues please notify the Bear Card Office so we may help troubleshoot the cause at 478-301-2929 during business hours or email us at AuxServ@Mercer.edu
   (on campus residents please contact Residence Life or Lofts Management first)

2. I’m concerned about being locked out if my phone’s battery dies.
   Android users will need to monitor their device for battery charge.

3. If I choose, how do I change from mobile to physical card?
   For security purposes, you will need to come to the Bear Card Office during business hours to "freeze" your mobile and “unfreeze” your physical card. If you do not have a physical card you may request one printed, and if a fee is due you will be notified before the card is printed.

   For emergency issues such as lost or stolen device (with no chances of recovery) follow the steps below to remove your card from google pay. Be sure to read all warning prompts when following these steps.
   **From Google Pay:**
   - Open Google Pay.
   - Select your Campus ID from the available cards.
   - Touch the three dots in the upper right corner of the screen.
   - Select Remove ID.
   - Confirm Remove ID selection.

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

5. Android user getting a Google error that states, “something went wrong, to save your ID, you will need to start over from the ID management app”.

   This is the result of a user having an outdated version of Google Play Services (GPS) on their device. To resolve the issue the user needs to manually update GPS by following the steps below:
   - On your Android phone, open the Settings app.
   - Tap Apps & notifications. See all apps.
   - Scroll down and tap Google Play Services.
   - Scroll down and tap App Details.
   - Tap Update or Install.

   Once the update is complete, the user should be able to go back to the eAccounts application and add the Bear Card to device.
Google Pay:

1. Android user getting a Google error that states, “something went wrong, to save your ID, you will need to start over from the ID management app”.

   This is the result of a user having an outdated version of Google Play Services (GPS) on their device. To resolve the issue the user needs to manually update GPS by following the steps below:
   - On your Android phone, open the Settings app.
   - Tap Apps & notifications. See all apps.
   - Scroll down and tap Google Play Services.
   - Scroll down and tap App Details.
   - Tap Update or Install.

   Once the update is complete, the user should be able to go back to the eAccounts application and add the Bear Card to device.

2. I have a new device/new carrier and even though I backed up Microsoft Authenticator App, it’s not working.

   The connection has been changed and you will need to set up the App again.

If you have further issues with google pay please contact the Bear Card office at 478-301-2929 during business hours or email at AuxServ@Mercer.edu