To install the Bear Card (Mercer University ID) to a mobile device, or monitor Bear Card accounts, you will first need to follow the below instructions to set up Microsoft Multifactor Authentication (often referred to as MFA). This provides an additional layer of security when logging in or performing transactions on line at Mercer University. Please note that verification only through Microsoft Authenticator is supported by the University and the IT Department cannot recover any account set up with another authenticating service.

Before beginning setup, it is recommended that you download the apps pictured to add the Bear Card to your mobile device. Setup will be detailed in directions below.

If you are only setting up MFA to monitor Bear Card accounts such as Bear Bucks, you are not required to download any apps to your device.

It is recommended that you use a second screen to set up the MFA (i.e., a tablet or computer) as the app will generate a QR code that will need to be scanned using your phone’s camera. If you are only using your mobile device to set up MFA then you will need to write down the nine-digit code, and the URL (under the QR code) and manually input these items into the Microsoft Authenticator app.

To set up Multi-Factor Authentication (MFA) complete the following steps:

1. You will need to login to your university provided Microsoft 365 Account here you will sign in using your Mercer University credentials. If prompted to stay signed in select “No” and repeat this answer if the question is asked again at any later screens.
   - FACULTY AND STAFF: Use your entire Mercer email address including @mercer.edu
   - STUDENT: Use your MUID@live.mercer.edu and your MyMercer Password

2. At the Microsoft Authenticator screen you will be prompted to install the and setup the app. If you have already installed the app skip to set up. If you need to install the app select the download now hyperlink and follow its prompts. Please note that the choice to use a different authenticator app is not supported by Mercer’s IT department.
   a. If after signing in to your Microsoft 365 Account, you are directed directly to your account homescreen, look for the security info box and select update info. and select add method, and choose Authenticator app and proceed to the steps below.

3. To set up the App
   - Open the app on your device and allow all notifications this is required
   - Select add account: Work or School. (do not enter your information, you will scan a QR code)
   - Give app camera permission (camera should open to take a photo automatically after access is granted)
   - Select next on original screen (tablet/computer) proceed to the Microsoft Set up your account screen if prompted all notification.
   - Select next and show QR code.
   - Scan the QR code on the tablet/computer screen with your device’s camera if you are unable to scan the QR code select the option under it ‘can‘t scan image’ and follow the prompts there.
You are now finished with the MFA set up and can now continue to the Transact eAccounts mobile app to add the Bear Card to your mobile device.

If you have any questions or concerns you may contact the Bear Card Office during regular business hours at 478-301-2929 or email us AuxServ@Mercer.edu anytime.

See the Apple User's and Android user's guide on the Auxiliary Services website for set-up

FAQs and Concerns can also be found on the Auxiliary Services website.