Samsung Wallet User Guide & FAQs

Mobile ID Requirements	
Samsung Galaxy Phone	The United States versions of the following eSE enabled devices with Android S or later OS*: Galaxy S Series – S10 or later Galaxy Note Series – Note10 or later Galaxy Z Series – All Z Flip and Fold devices Galaxy A Series – A53, A71 or later Galaxy Xcover-Pro2 *Note: This feature may not work on international versions of the devices and on S20 FE 5G models. You can find your device information by going to Settings > About phone > Product Name
Galaxy Watch	Coming this fall!
eAccounts Mobile App	Loaded from Apple App Store or Google Play stores by searching Transact eAccounts
View user guide and FAQs	

Set-up for Samsung Galaxy Phone Users

Setting Up Mobile ID on a Samsung Galaxy Phone

1. Ensure you have the latest version of **Samsung Wallet**. Please follow the steps in the 'How do I check and update my **Samsung Wallet** app version?' section.
2. Download the **Transact eAccounts Mobile app** from the **Google Play Store**.
3. Open **Transact eAccounts**, click through the startup screens and tap **Get Started**.
4. Search for your school name and click through to the Mobile ID **login screen**.
5. Once you have successfully authenticated in Transact eAccounts, click the **Add to Samsung Wallet** button. Transact eAccounts may prompt you to **Accept** your school's Terms & Conditions. Once you click **Accept**, you will be taken to the **Samsung Wallet** app.
6. If prompted, **Accept** the Samsung Wallet Terms of Service and Privacy Policy. Continue through the prompts. Please note that it can take 30

seconds or more for the card to be added. Once your ID has been added to Samsung Wallet, a confirmation screen will appear.

Using Mobile ID on Your Samsung Galaxy Phone

- Once you have added your **Mobile ID** to **Samsung Wallet**, there is no need to turn on your screen or unlock your phone. Just tap your phone against the reader to useyour **Mobile ID**.
- To display your **Mobile ID**, open the Quick Access tab in the Samsung Wallet app and select your **Mobile 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.

  - 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 your Student ID Card Office is available from the Mobile ID menu in Samsung Wallet.

Frequently Asked Questions

Accessing Your Account

Can I use Mobile ID if my phone's battery is dead?

For eligible Samsung Galaxy phones, yes. Users can make up to 15 transactions within 24 hours after their phone powers off due to low battery.

Setting Up Your Device

How do I check the Android version on my Samsung Galaxy Phone?

1. From your device tap: Settings>About phone>Software information
2. To update, from your device tap: Settings> Software update >Download and install.

How do I check and update my Samsung Wallet app version?

1. Open the **Samsung Wallet** app.
2. Select **Menu** > **Samsung Wallet settings** > **About Samsung Wallet.**
3. Check the app version displayed on the screen.
4. Click the **Update** button, if it appears, to get the latest version of Samsung Wallet.

How do I install Samsung Wallet?

1. **Samsung Wallet** comes pre-loaded on all eligible devices. You may be prompted to update the app when you first open it.
2. If **Samsung Wallet** was uninstalled on your phone, go to the **Galaxy Store** or **Google Play Store**, search for **Samsung Wallet**, and re-install the app.

How can I display my Mobile ID details on Samsung Wallet?

1. Swipe-up from the bottom of your phone's home screen to open the **Samsung Wallet** app.
2. In the **Quick Access** tab, find your Student ID card and tap on it.
3. If prompted, authenticate with your fingerprint or PIN.

How many devices can I add?

You can add one Samsung Galaxy Phone. See the 'Securing My Account' section if you have lost a device and need to deactivate your credential.

What if I have a phone model that is listed as supported, but I don't see Samsung Wallet as an option?

Open Play Store and make sure that you have the latest version of the eAccounts app from Transact.

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 ID on my device? Can I delete and re-add it later?

Yes, you can remove your credential from Samsung Wallet and re-add it when you return.

To remove your Mobile ID, navigate to the Wallet app, tap **(…)** 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 Mobile ID.

Can I delete my Mobile ID from Samsung Wallet through the Transact eAccounts mobile app?

Yes, but we recommend the Remove Card Option directly from Samsung Wallet.

From a Samsung Galaxy :

1. Open the **Samsung Wallet** app**.**
2. Select **Quick access** and tap on your Mobile ID card.
3. Tap (**…**) in the upper right corner.
4. Select **Delete.**
5. Eligible cardholders who have not exceeded their device limit can add their Mobile ID back at any time.