

Mobile ID FAQ

I keep getting a “Denied not within distance” error.

- Ensure location services are enabled for Mobile ID.
- With Mobile ID open walk away from the door to an open sky area then walk back. This should update your location in the app and allow you to open your door.

The app is hanging up on me or will not process my transaction.

- Close the app completely and reopen it.

There is no sticker on the location I want to use.

- If there is no sticker, then this is a location that is not enabled for Mobile ID. Please refer to the “What is Mobile ID?” Flyer for more information. Remember Mobile ID is a **SUPPLEMENT** to your JACard **NOT a replacement. You must ALWAYS have your JACard with you.**

I cannot authenticate my device.

- Make sure you are using your JMU EID and password. If you are sure that you are using the correct information call the JMU Help Desk (540.568.3555) and ensure that your EID is not locked.
- If after contacting Help Desk you still cannot authenticate please email us at MobileID@jmu.edu
- You can only authenticate a device once every 30 days. **As of July 1, 2018, if you want to authenticate a device before the 30 days are up there is a \$20.00 fee and you must visit the main Card Services office in SSC.**

I have questions or feedback what do I do?

- Please email us at MobileID@jmu.edu with any questions or comments you have.

I lost my phone what do I do?

- Go to <http://cardweb1.jmu.edu>
- Login with your JMU EID and Password
- Click the “Report Lost Phone” on the left of the page
- Click “Yes”
- If you find your phone you will have to re-authenticate it to use it for Mobile ID again.

I have a new phone what do I do?

- Follow the install procedures on the “What is Mobile ID?” flyer and activate your new phone. This will automatically deactivate your old device. If it has been less than 30 days since your last activation, please see “I cannot authenticate my device”.