

MOBILE BLUE DEMON CARD

Your Blue Demon Card...now available in Apple Wallet, Google Wallet, and Samsung Wallet!

The **Blue Demon Card** is available to all enrolled students and current employees. Tap your iPhone, Apple Watch, Samsung Galaxy, or other eligible Android phones at readers across campus to conveniently use your **mobile Blue Demon Card**. Your **mobile Blue Demon Card** works just like your physical card, and now you can add it to your preferred digital wallet.

Getting Started

Minimal set up is required to use your **mobile Blue Demon Card**. Most users can begin using their mobile card on their phone in minutes. An approved photo is required and you must be either a current student or employee to be eligible.

Photo Submission/Preparation

1. Once you have received your BlueKey login credentials and registered for BlueKey multi-factor authentication (or MFA), please submit your profile photo to be displayed on your **mobile Blue Demon Card**:
 - a) Please review our [profile photo requirements](#)
 1. Upload a photo for your **mobile Blue Demon Card**: <https://depaul-sp.transactcampus.com/eAccounts/ProfilePersonalInformation.aspx>
Photos will generally be approved within two business days (depending on demand and time of year).
2. If you haven't done so already, set up your [BlueKey login credentials](#) and [BlueKey MFA](#).

User Guides

To access the full User Guide & FAQs for each of the available digital wallets, please use the links below:

- [Apple Wallet](#)
- [Google Wallet](#)
- [Samsung Wallet](#)

Using Your Mobile ID On and Around Campus

Where can I use my mobile Blue Demon Card?

- Door Access
- Libraries
- Dining Services
- Bookstore
- Parking
- Printing & Copying
- Ticketed Athletic Events
- Entrance into Ray Meyer Rec Center

How do I update information on my mobile Blue Demon Card?

Name information on the mobile Blue Demon Card comes to us from the university's core business systems and needs to be updated there. Students should contact the Registrar's Office. Faculty and staff should contact their HR representative to request updates. Once changes are completed, the updates will sync to the mobile Blue Demon Card on your phone within 48 hours.

Why are my account balance(s) not displaying?

- Account balances are currently only displayed on Apple & Samsung Galaxy devices
- If your account balances are \$0, they will not display until funds are added.
- If you have available funds that are not displaying, please close and re-open the app or web page. If they still don't appear, get in-person support with the

Genius Squad at go.depaul.edu/geniussquad or online assistance with the Help Desk at helpdesk.depaul.edu, email: helpdesk@depaul.edu, or call: (312) 362-8765.

Why do I have a negative balance on my mobile Blue Demon Card (Demon Express, iPrint, or meal plan)?

A negative balance can occur if you make a transaction when a retail device is offline. When the device comes back online and the transaction is posted, you will see a negative balance if there are not enough funds in your account to cover the transaction.

I used my credit card at a participating retail location when I meant to use my mobile Blue Demon Card. What can I do to correct my payment source?

Return to the location of the sale and ask the store to issue a credit card refund, then process the transaction against your Blue Demon Card.

I am graduating or leaving the University. What happens to my Mobile ID?

As with your physical Blue Demon Card, your Mobile ID will become inactive when you no longer meet eligibility requirements. If you transfer to another participating program or department at DePaul, your credential will stay active and update accordingly.

Frequently Asked Questions

I am not having success adding my mobile Blue Demon Card to my device. Who can help me?

Get in-person support with the Genius Squad. View locations and hours at go.depaul.edu/geniussquad or online assistance with the Help Desk at helpdesk.depaul.edu, email: helpdesk@depaul.edu, or call: (312) 362-8765.

How do I change or recover my BlueKey login password?

View [password reset instructions](#).

How do I activate and install the BlueKey multi-factor authentication (or MFA)?

View these instructions to [register for BlueKey MFA](#).

Do I still need my physical Blue Demon Card?

We recommend you retain your physical Blue Demon Card in a secure location as a back-up should you lose a device.

Can I still use my physical Blue Demon Card once I have created my Mobile ID?

Yes, your physical Blue Demon Card will continue to function after you have added your mobile Blue Demon Card to your device. Remember, the Mobile ID is a privilege and benefit of being part of the DePaul community. Anyone found to be misusing their physical card or Mobile ID will be subject to the applicable Code of Conduct or HR policies regarding fraud and/or misconduct.

I already have the Transact eAccounts mobile app installed. Do I need to update?

Yes, you will need to install the updated version of the Transact eAccounts mobile app.

How do I update the Transact eAccounts mobile app?

On your device, visit the App Store or Google Play Store and search Transact eAccounts. The store will prompt you to install any required updates.

My balance is different on my device than in Transact eAccounts?

Confirm your device is not in Airplane Mode or experiencing any other service interruption. Updates cannot be made when there is no connecting service to sync data between Transact eAccounts and your device. The Transact eAccounts app will display the most current information.

Securing Your Account

What should I do if I lose my card or device, or if I believe there has been fraudulent use of my credential?

- During Help Desk hours (<https://go.depaul.edu/helpdeskhours>), contact the Help Desk at (312) 362-8765 to notify us to deactivate your mobile Blue Demon Card. 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. You can also contact the Information Security team about any suspected fraud at security@depaul.edu.
- In the Transact eAccounts app:
 - Click the settings gear in the upper right corner.
 - Select the Card Management option.
 - Choose the credential you want to deactivate and toggle it off.
 - You will receive a confirmation email. Only the selected card will be deactivated. All other credentials will remain active.
- In the Transact eAccounts web version:
 - Select Card Services
 - Select Deactivate Card
 - Select the credential to deactivate and click on “Deactivate Card”
 - You will receive a confirmation email. Only the selected card will be deactivated. All other credentials will remain active.
- Additional instructions for Lost/Found Apple devices and Find My iPhone are located at <https://support.apple.com/en-us/HT201472>
- Additional instructions for Lost/Found Samsung devices and SmartThings Find are located at <https://smarthingsfind.samsung.com/>

How do I reactivate my credential if I find my lost device?

To reactivate a found device that was suspended, perform the following steps:

In the Transact eAccounts App:

- Click the settings gear in the upper right corner.
- Select the Card Management option.
- Choose the credential you want to reactivate and toggle it on.
- You will receive a confirmation email. Only the selected card will be reactivated.

In the Transact eAccounts Web Version:

- Select Card Services
- Select Activate Card
- Select the credential to reactivate
- You will receive a confirmation email. Only the selected card will be reactivated.