TigerOne Mobile ID for Apple

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How to set up your iPhone or Apple Watch for card access to replace your TigerOne card at Clemson.

**SETUP**
Visit the TigerOne Online Credential Selection module to select your mobile device type and upload your photo. On your supported device, download the Cboard GET Mobile app from the App Store. Open the Get app and select Search All Institutions. Select Clemson University in the school list. Log in using your Clemson credentials, and then complete the DUO authentication. Create a PIN. Select the Add to Apple Wallet button. Then select whether you would like to add the TigerOne Mobile ID to your iPhone or Apple Watch. You may add the ID to both device types. Agree to the Terms and Conditions. The ID will now be available in your Wallet. You do not need to keep the GET app for functionality of the TigerOne Mobile ID.

**HOW TO USE TIGERONE MOBILE ID FOR IPHONE**
Tap the phone's top to the reader. The top of the iPhone is where the NFC antennae is located. You do not need to wake up the phone as long as express mode is activated. You can check that Express Mode is on by clicking the information button on the top right of your TigerOne ID in the Wallet app. Some phone cases can block the use of NFC. If your Mobile ID is not reacting, try removing the case to ensure this is not the cause of the issue.

**HOW TO USE TIGERONE MOBILE ID FOR APPLE WATCH**
Tap the face of the watch to the reader. You do not need to wake up the watch as long as express mode is activated.

**TIPS**
Compatible on iPhones running iOS 12 or later. Compatible with Apple Watch Series 1 and later devices running WatchOS 5 or later. iPhone XS, iPhone XS Max, iPhone XR, and higher models of iPhone have the battery reserve mode. If these model phones have a dead battery, the Wallet function still works for a few hours. If the user has a new phone or watch and needs to change devices: Go to the Settings app on your iPhone. You can do this on the old or new device. Click on your name on the top of the menu. Scroll down to the list of devices and select the OLD iPhone or Apple Watch (you can see the model version under the name). Scroll down and select Remove All Cards. Once the cards are removed (this may take a moment), install the Cboard GET Mobile app and follow the directions to re-add the TigerOne to the Wallet above. You can also see this web page for more information on TigerOne Mobile. If you have more questions, email ITHELP@clemson.edu or call 864-656-3494.

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