

my.Clemson FAQ

252 Michael Belanger April 24, 2024 [Support & Services](#)

[How do I use TigerOne Mobile ID on my Apple device?](#)

Please visit the [TigerOne Mobile ID for Apple](#) page for setup instructions and troubleshooting steps.

[How do I use TigerOne Mobile ID on my Android device?](#)

Please visit the [TigerOne Mobile ID for Android](#) page for setup instructions and troubleshooting steps.

[Enroll in 2FA \(Duo\)](#)

To register your device and for further instructions, visit <https://ccit.clemson.edu/cybersecurity/how-to/duo-authentication/> .

[Remove Mobile ID from iPhone](#)

1. Open Wallet app on your iPhone.
2. Scroll to the TigerOne Mobile ID and select it.
3. Tap on the options button in the top right corner.

4. Scroll down and tap on **Remove This Card**.

[Remove Mobile ID from Apple Watch](#)

1. Open Watch app on your iPhone.
2. Select **Wallet & Apple Pay**.
3. Scroll to the TigerOne Mobile ID and select it.
4. Scroll down and tap on **Remove This Card**.

[Remove Mobile ID on a lost Apple device](#)

If you lose your device and cannot remove your TigerOne Mobile ID, visit [iCloud.com](https://icloud.com) , select **Account Settings** , select the lost device, then on the Apple Pay section select **Remove All** . This action will remove all cards from your Apple Wallet on that device (not just your TigerOne Mobile ID).

[Remove Mobile ID from an Android Device](#)

Simply delete the [Cbord GET Mobile app](#) from your device.

[Adding TigerOne Mobile ID on multiple iPhones](#)

TigerOne Mobile ID will only be available on one iPhone and one Apple Watch paired to the phone using the same iCloud account.

[Transfer a TigerOne Mobile ID to another Apple Device](#)

Visit the [TigerOne Online Office](#) to begin the reset procedures.

- If you are transferring from an Android device to another Android device, select **Reset Android Mobile ID** . After five minutes, go to the GET Mobile app on your new device and select the **Add ID to phone** button.
- If you are transferring from an Apple device to another Apple device, select **Reset iPhone Mobile ID** or **Reset Apple Watch Mobile ID** . After five minutes, go to the my.Clemson app on your new device and select the ID icon in the top menu and you should now be able to add the Mobile ID to your new Apple device.
- If you are transferring from an Apple device to an Android device or vice versa, select **Switch Mobile ID to Android** or **Switch Mobile ID to Apple** and follow the instructions provided after selection.

[Cannot see the Add to Wallet button, or cannot add TigerOne Mobile ID](#)

Visit the TigerOne Mobile ID FAQs at <http://www.clemson.edu/campus-life/tigerone/mobile-id.html> or contact the TigerOne Office at TigerOneCard@clemson.edu .

[Search for a building on the Map](#)

1. Click on the **Map** module.
2. Click on the arrow in the upper right hand corner of the Map frame to toggle the Map menu.
3. Type the name of the building in the search bar to find the building.

4. Click on the name of the building to be taken back to the Map to view the location Pin for the building and the pop-up window with the building information.

[View your active Canvas Courses](#)

1. Login to Canvas using your Clemson username and password.
2. Click on the tab titled **Courses** on the left side of the screen.
3. A list of your courses that you're actively registered for will appear.
4. Click **All courses** to view all courses or select one course to view.

[Make a Tiger Transit ride request](#)

1. Click on the **Transit** module.
2. Click on the **Tiger Transit Request** link.
3. The first time you will be asked to install Transloc (click Install, Open, Grant Permission, Allow). Subsequent times you will be asked to open Transloc.
4. Login and complete a profile, fill out your ride request.

[View Clemson sport schedules and previous results](#)

1. Click on the **Athletics** module.
2. Pick a sport and click on the link.
3. Choose either **News**, **Schedule**, or **Results** tabs.

[View the locations of various points of interest on the map](#)

1. Click on the **Map** module.
2. Click on the arrow in the upper right hand corner of the Map frame to toggle the Map menu.
3. Under each category, pick the points of interest relevant to your needs.
4. Switch back to the map to see the pins of the chosen point of interest.
5. Click on the individual pins on the map to review additional information.

[Find students and other members affiliated with the university](#)

1. Click on the **Directory** module.
2. Type in the name, username, or phone number of the user to search.
3. Pick from the list of users found in the directory based on the search terms.
4. Log in to be able to see a more detailed page of information on the user.

[Find users by phone, department, affiliation, or major](#)

1. Click on the **Directory** module.
2. Click the **Advanced Search** button.
3. Fill in the form with the appropriate information.
4. Click **Search** in the bottom right corner.

[View official Clemson Twitter posts](#)

1. Click on the **Campus Life** module.
2. Click on **Social Media** link.
3. Pick from the list of posts made by the chosen Twitter page.
4. Clicking an individual Twitter link will take you to its Twitter page.

[Read news related to Clemson](#)

1. Click on the **News** module.
2. Pick from the list of news types.
3. Click on an article to be taken to a new window displaying article's full content.

[Add events to your calendar](#)

1. Click on the **Events** module.
2. Either search for an event by name or select the intended audience group.
3. Select an event.
4. Click the **Add To Calendar** button at the top to download the event and add it to your schedule.

[Dial numbers relevant to an emergency or service provided by Clemson](#)

1. Click the **Safety** module.
2. Click on the number most relevant to your emergency.
3. The phone number will automatically be dialed after answering a prompt message.

[View the food available at dining halls](#)

1. Click on the **Campus Life** module.
2. Select a dining hall from those listed under the Dining Hall section.
3. Menus will be opened in another page.

[Creating an appointment at Redfern](#)

1. Click on **Campus Life** module.
2. Click on **Student Health Services**.
3. Scroll down to the orange bars and select **APPOINTMENTS**.
4. Click on **Medical, Pharmacy, Radiology and Lab Services**.
5. Click on **Schedule Online in MyHealth-e** or
6. The Appointment Line phone number is provided for users to call to make their appointment.

[View Clemson posts, photos and/or videos relevant to points interest or events](#)

1. Click on **Campus Life** module.
2. Select **Social Media** under Media heading.
3. Scroll down to Clemson Media. There users can select **Facebook** , **LinkedIn** , **Instagram** or **Flickr**.

[View Clemson public webcams](#)

1. Click on **Campus Life** module.
2. Select **Webcams** under Media.

[View Clemson traditions](#)

1. Click on **Campus Life** module.
2. Under Quick Links, select **Traditions**.

[Play the Clemson WSBF radio station](#)

1. Click on **Campus Life** module
2. Under **Media** , click on **WSBF Student Radio**.
3. Click the **play** button to start streaming the radio to your device.
4. Click on one of the three Quality options to adjust for your connection speed.

[Change personal information in Clemson records](#)

Please visit the [Profile App](#) to change your personal information.

[Search the Library online Catalog](#)

1. Click on the **Academics** module.
2. Scroll down to Libraries section and click on **Search Catalog** link.
3. Enter your search term in the Library catalog search field and press enter or click **Search** button.

[View Parking Availability for metered spaces](#)

1. Click on the **Map** module
2. Click on the arrow (< or >) in the upper right-hand corner of the Map frame to toggle the Map

menu.

3. Click on **Parking** from the list of category options.
4. Select **Metered Permit** to display metered parking locations and current capacity for each location.

Here is a video: [YouTube Video on How to Find Parking at Clemson](#)

[Track buses and view "next bus" arrival time and occupancy](#)

1. Click on the **Transit** module.
2. Click on **Real Time Bus Routes** .
3. Select the desired route to display bus locations and relevant stops.
4. Click on the desired bus stop to display the approximate arrival time.
5. Click on the bus tracking icon to display the current capacity.

Here is a video: [YouTube Video on How to find a CATBus and Bus Stops](#)

[View Gameday Restroom locations and directions](#)

1. Click on the **Map** module
2. Click on the arrow in the upper right hand corner of the Map frame to toggle the Map menu
3. Click on **Gameday Restrooms** from the list of category options
4. Select the desired restroom to display location on the map
5. In the **gray bar** at the bottom of the screen click on the directions icon to access navigation to the selected restroom location

[Display Current Fike area availability](#)

1. Click on the **Campus Life** module.
2. Click on **Campus Recreation-Facility Counts** .
3. Click on **Fike Recreation Center** .
4. Select the desired area category to view current capacity for specific areas.

Here is a video: [YouTube Video on How to view availability at Fike Recreation Center](#)

[Check TigerOne balance](#)

1. Click on the **Campus Life** module.
2. Click on **Tiger One** under the Quick Links Category to open the Tiger One web interface.
3. Click on the **Menu** option at the top of the page and navigate to either Balances, History, or Statements.

[View Vending locations and directions](#)

1. Click on the **Map** module
2. Click on the arrow in the upper right hand corner of the Map frame to toggle the Map menu.
3. Click on **Vending Machines** from the list of category options.
4. Select the desired vending machine to display location on the map. Note that the closest location will be the first one in the list.
5. In the gray bar at the bottom of the screen click on the directions icon to access navigation to the selected vending machine location.

[View Printer locations and directions](#)

1. Click on the **Map** module.
2. Click on the arrow in the upper right hand corner of the Map frame to toggle the Map menu.
3. Click on **Printers** from the list of category options.
4. Select the desired printer to display location on the map.
5. In the gray bar at the bottom of the screen click on the directions icon to access navigation to the selected printer location.

[View Accessible Entryway locations and directions](#)

1. Click on the **Map** module.
2. Click on the arrow in the upper right hand corner of the Map frame to toggle the Map menu.
3. Click on **Accessible Entryways** from the list of category options.
4. Select the desired entryway to display location on the map.
5. In the gray bar at the bottom of the screen click on the directions icon to access navigation to the selected entryway location.

[View the Clemson University Academic Calendar in the my.Clemson app](#)

1. Select the **Academics** Module.
2. Select **Academic Calendar**.
3. Select the desired semester (i.e. Fall 2022) from the dropdown boxes on the top right of the module.
4. Select the Calendar or G icon to add an event to your iCalendar or Google Calendar.
5. Select **Add Semester to iCal** or **Add Semester to Google Calendar** to add the entire semester to your Calendar.

[Submit an Employee Travel Reimbursement and View existing requests](#)

Travel Reimbursement forms are moving to SAP Concur.

If your department is already using Concur, see the [Concur Travel and Expense Knowledge Transfer](#) page.

Otherwise, to use the legacy forms in my.Clemson, you can:

1. Select the **Employees** Module.
2. Select **Travel Reimbursements**.
3. Select **Online Travel Reimbursement**.
4. Select either Out of State or In State (whichever is appropriate for your request).
5. Fill in the Travel Reimbursement request form and select **Continue**.
6. Edit Mileage, Meals, and Expenses fields to reflect money spent during travel.
7. Select **Submit** , **Delete** , or **Save Draft**.
8. Return to the **Travel Reimbursements** page and select **View My Requests** to view your existing requests.

[Change your preferred first name to be displayed where appropriate across Clemson University Systems](#)

Please visit the [Profile App](#) to change your personal information.

Online URL: <https://hdkb.clemson.edu/phpkb/article.php?id=252>