What can I do if card readers do not recognize my device when I tap it?

Tell Me

1. Try the following steps if your device is not recognized by a card reader:
   - Turn your phone on if it is off
   - Wake up your phone by tapping the power button
   - Aim the screen at the reader; turn the device around and aim the back of the phone at the reader
   - Unlock your screen
   - Remove any cards that may be attached for your case
   - Remove your case

Related FAQs

- Who can help me with 49er Mobile ID?
- Why can’t I double-tap the side button when my iPhone is locked to see my spending account balances in Apple Pay?
- Where can I use 49er Mobile ID on campus?
- What should I do if I lose my device, or if I believe there has been fraudulent use of my credential?
- What should I do if 49er Mobile ID is not working?