

Google Wallet - Mobile Jacket Card FAQ's

What is the Mobile Jacket Card?

Mobile Jacket Card in Google Wallet lets your Android Phone take on the functionality of your Jacket Express Card. Anywhere you can use a card, you will be able to use your Android phone instead.

What do I need to get started?

1. Android Phone
2. Set up MFA (Multi-Factor Authentication)— the solution BW uses to confirm identity and generate secure passwords: <https://www.bwtechcheck.com/connect>
3. The latest version of the **GET Mobile** app for adding your Jacket Express Card to Google Wallet.

What are the eligibility requirements to use your Jacket Express Card via Google Wallet?

- Must be an active Baldwin Wallace University faculty, staff, or student.
- Must have a profile picture on file with Campus Access Services.

What are the Device Requirements?

NFC must be enabled Android Phone running Lollipop 5.0 or higher (most phones sold in the past five years). Mobile Jacket Card on Android wearables are not supported at this time.

How do I add my Jacket Express Card to Google Wallet?

- Download Google Wallet (if you don't already have it).
- Download GET Mobile App (if previously installed, uninstall & re-install).
- Select the School – Baldwin Wallace University
- Login with/BW User ID & password
- Create a PIN (once Pin is created, the Get App will automatically open)
- In the GET Mobile App, on the top of the screen under your photo, click **Add to Google Wallet** (This will add your Jacket Express Card into Google Wallet. The Process may take a few minutes. Once the card has been added you are ready to use the Mobile Jacket Card.)

Can I use my Mobile Jacket Card without unlocking my phone?

- By default, your Android Jacket Card can be used without unlocking your phone, but the phone must be powered on and “awake” (display active).
- You can change this setting by turning on “Require device unlock for use.” This allows your card to be used only when the phone is unlocked by accessing your Jacket Card in your Google Wallet.

Can I use Google Pay for my Jacket Card if my phone has a dead battery?

Your Android phone must have battery power, be powered on and “awake” on to use the Mobile Jacket Card.

How many devices can I use my Jacket Card within Google Wallet?

You can use your Mobile Jacket Card via Google Wallet on one Android phone device using the same credentials.

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I am not able to add my Jacket Card to Google Wallet. Who can help me?

Contact Campus Access Services at 440-826-2410 or jacketcard@bw.edu during business hours: Monday – Thursday 7a.m. - 7 p.m., Friday 7 a.m. - 3 p.m., or the IT Help Desk.

What happens if I lose my Android device? If I find it afterward?

Contact Campus Access Services at 440-826-2410 (during normal) business hours to deactivate the card in your Google Wallet.

Can I use the Jacket Card in Google Wallet without a cellular signal?

The Jacket Card in your Google Wallet can be used even if your phone does not have network connectivity, as the Card is stored on your device.

If you are having any difficulty using your Mobile Jacket Card to complete a transaction, contact Campus Access Services at 440-826-2410 (during normal) business hours: Monday – Thursday 7a.m. - 7 p.m., Friday 7 a.m. - 3 p.m.

Does having my Jacket Card in my Google Wallet cost anything?

No. The service is provided at no additional cost.

Is a Jacket Express Card photo required?

Yes, a photo is required for eligibility.

Is this just for students?

Faculty, staff, and students are eligible as long as they meet all device and software requirements.

How do I use Jacket Express Card on my account from my phone?

The same way you have always used your plastic card -- simply tap the reader with your phone instead of your card.

What is required to authenticate to the GET Mobile app?

You will be required to log in with your BW ID and Password to add the JE Card to your digital wallet.

What if I have a passcode on my phone, will I have to enter it every time?

If you have not enabled the “require device unlock for use” setting you do not need to authenticate via passcode, fingerprint, etc.

If you have enabled the “require device unlock for use” setting you will be required to authenticate via passcode, fingerprint, etc. each time you access your Mobile Jacket Card using your Google Wallet.

Note: The “Require device unlock for use” setting is turned off by default.

How do I use my Jacket Express Card or Dining Dollars currency on my account from my phone?

Using a Jacket Express Card— Once you have set up your Jacket Card in your Google Wallet, you can tap your device on the payment terminal.

Will it work with off-campus merchants?

Yes, you can use your Android device at off-campus merchants that support Jacket Card purchases.

Who can assist if my Mobile Jacket Card does not work for building/dorm access?

For assistance with building/dorm access issues, contact Campus Access Services during business hours: Monday – Thursday 7a.m. - 7 p.m., Friday 7 a.m. - 3 p.m. Outside of business hours, contact Safety and Security at 440-826-2336.

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Additional Questions

Campus Access Services 440-826-2410 or jacketcard@bw.edu

The Jacket Express Card Disclosure Statement can be found at <https://my.bw.edu/Campus-Life/Your-Campus/CAS/Pages/BW-Student-Jacket-Express-Card-Account-Terms-and-Conditions.aspx>