Mobile ID Troubleshooting

Mobile ID does not replace your UR ID. You must have your ID card on you at all times.

Restrictions and Alternatives

- Mobile ID is a smart phone app that is only available for modern versions of iOS and Android
- In the event that you are unable to open your door you may contact dispatch and request a temporary access code
- Information regarding this process and be found here

My room does not display in app

- Mobile ID only works on Resident Hall rooms with wireless locks
- It does not currently work with UFA, Law, Atlantic, Pacific, or Bostwick

My app will not process my request

- Completely shut down the app and reopen it
- If the app is still not working uninstall and reinstall

I cannot authenticate my device

- Make sure you are using your correct NetID and password
- If it has been within 30 days since your last activation, visit the One Card Office to update, fees may apply
- Email onecard@richmond.edu requesting assistance

I lost my phone

- Login into onecardweb.richmond.edu with your NetID and Password
- Click 'Report Lost Phone', Click 'Yes'
- If you find your phone, re-authenticate through the app

I have a new phone

- Follow the original install instructions on the Mobile ID Setup page
- As only one device can be active at a time, your old phone will deactivate
- If it has been within 30 days since your last activation, visit the One Card Office to update, fees may apply

Contact onecard@richmond.edu if you have any questions

Monday–Friday, 8:30 am–5:00 pm

Closed on University holidays

Summer hours may vary

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