

# Mobile River Card

**Use your River Card on your phone or smartwatch with Apple Wallet, Google Wallet, or Samsung Wallet**

The Mobile River Card is the digital version of your official Indian River State College ID. Students and employees can tap their phone or watch at card readers across campus to pay for meals, access buildings, borrow library materials, and more—without needing their physical card.

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## How to Get Started with Your Mobile River Card

Most users can activate their Mobile River Card in just a few minutes. Here's how to set up your digital ID card:

### Step 1: Submit Your ID Photo

Before using your River Card on your phone, you must submit an approved ID photo.

- **Upload your photo:** <https://linktr.ee/IRSCStudentID>
- **Photo requirements:** <https://youtu.be/nnnXKqvF5Ig>  
Photos are typically approved within 7 business days.

### Step 2: Activate Your River Portal Account

You need your River Portal login to activate your Mobile ID.

- **Activate your account:** <https://go.irsc.edu>
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## Compatible Devices and Setup Instructions

Your Mobile River Card works with the latest versions of Apple Wallet, Google Wallet, and Samsung Wallet. You'll also need the **Transact eAccounts** mobile app.

Get detailed setup instructions:

- [Apple Wallet](#)
- [Google Wallet](#)

- [Samsung Wallet](#)

*These links lead to official guides maintained by Transact Campus and are automatically updated when features or devices change.*

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## Where Can I Use My Mobile River Card?

The Mobile River Card works everywhere your physical ID card is accepted:

- Campus dining services and cafés
  - Bookstore
  - Library services
  - Computer labs and academic buildings
  - Vending machines and printing stations
- (Last updated: October 3, 2025)
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## Frequently Asked Questions (FAQs)

### How do I update my name or personal information on my River Card?

Name and profile updates must be made through the College's systems:

- **Students:** Contact the Registrar's Office
  - **Employees:** Contact Human Resources
- Once updated, changes will appear in your Mobile ID within 48 hours.

### Why is my River Card balance not showing on my phone?

Balances are only visible on **Apple** and **Samsung Galaxy** devices. If your balance is zero, nothing will display.

Need help? Contact [auxservices@irsc.edu](mailto:auxservices@irsc.edu)

### Why do I have a negative balance?

A negative balance may occur if a transaction is made while a terminal is offline. When the system reconnects, it may post the charge—even if you didn't have funds at the time.

### I accidentally used my credit card instead of my River Card. Can I fix it?

Yes. Go back to the place of purchase, ask for a refund to your credit card, and reprocess the transaction using your River Card.

### **What happens to my Mobile ID after I graduate or leave IRSC?**

Your Mobile River Card will be automatically deactivated once you are no longer enrolled or employed. If you transfer to another IRSC program, your ID remains active and will update accordingly.

### **How do I get help if I can't add my River Card to my phone?**

Contact the Student Life River Card Office: [studentlife@irsc.edu](mailto:studentlife@irsc.edu)

### **Do I still need a physical River Card if I have a digital one?**

Yes. Keep your physical River Card in a secure location as a backup. Both cards will work, and misuse of either is subject to disciplinary policies.

### **Can I still use my plastic ID card after adding it to my phone?**

Yes. Your physical River Card will continue to function even after setting up your Mobile ID.

### **Do I need to update the Transact eAccounts app?**

Yes. Always use the latest version. Visit your app store and search for **Transact eAccounts** to download updates.

### **Why is the balance in my app different than the balance on my device?**

Your device needs internet access to sync. If your phone is offline or in airplane mode, balances may not match. The **Transact eAccounts** app shows the most current amount.

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## **Lost Phone, Stolen ID, or Account Security**

### **What should I do if I lose my phone or watch with my Mobile River Card?**

**Step 1:** Notify the River Card Office immediately:  
[studentlife@irsc.edu](mailto:studentlife@irsc.edu)

**Step 2:** Specify whether to suspend the Mobile ID on your phone, watch, or both.

**Step 3:** You can also deactivate your ID using the Transact eAccounts app or website.

## **To Suspend or Deactivate Your Mobile River Card:**

### **In the eAccounts Mobile App**

- Open the app
- Tap the settings gear icon
- Select “Card Management”
- Toggle off the appropriate card

### **In the eAccounts Web Version**

- Log in
- Click “Card Services”
- Select “Deactivate Card”

You’ll receive a confirmation email. Only the card you select will be turned off.

## **To Reactivate Your Mobile ID:**

Follow the same steps above and toggle the card back on. You will receive a confirmation email.

## **Need Help Finding Your Device?**

- [Find My iPhone – Apple](#)
- [SmartThings Find – Samsung](#)

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## **Forgot Your River Portal Login or Password?**

If you’ve forgotten your River Portal username or password, visit the official reset guide:

- [Reset River Portal Password or Recover Login Info](#)

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## **Official Wallet Guides for Students and Staff**

For the most up-to-date information about using your digital ID with your device, visit:

- [Apple Wallet](#)
- [Google Wallet](#)
- [Samsung Wallet](#)

*These resources are maintained by Transact and reflect the latest device updates.*