



Unified Mobile Credential FAQs

Note: All press inquiries/interview requests must be referred to
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Objective: Establish a **Unified *Mobile* Credential** as the preferred alternative to the physical CarolinaCard for the Columbia campus by **August 2026**.

1. What is the Unified Mobile Credential and why is it needed?
 - a. Students have indicated that they would prefer a digital version of their student ID, and the Unified Mobile Credential allows the existing functions of the physical CarolinaCard to be applied to and used with mobile technologies such as cellular phones and wearables, enabling more effective and seamless use with all CarolinaCard needs.
2. When will the Unified Mobile Credential become available?
 - a. Work on implementing the Unified Mobile Credential is already well underway, and we are targeting that it will be fully implemented at the Columbia campus at the beginning of the Fall 2026 semester.
3. Who can use the Unified Mobile Credential?
 - a. Any student, faculty, or staff member at the Columbia campus during the initial release, with system campuses to follow at a later date.
4. How much does this project cost?
 - a. While there is an initial and recurring cost to implement and maintain a mobile credentialing functionality, the University has committed to ensuring that any cost associated with the Unified Mobile Credential not be passed on to the student population.
5. Who is creating the Unified Mobile Credential?
 - a. The University's Board of Trustees approved a contract with Transact Campus to develop a partnership in the creation of the Unified Mobile Credential.
6. How does the Unified Mobile Credential work?

- a. The Unified Mobile Credential functions in the same way as your current, physical CarolinaCard, just on your phone. Similar to using a digital ticket to a concert or boarding pass for a flight, your Unified Mobile Credential will be available in your phone's digital wallet. Instead of holding your CarolinaCard up to a card reader to enter your residence hall or parking garage, or when swiping at a dining facility for your meal plan, you will simply hold your phone up to the same card readers to gain access or purchase meals.
 - b. All existing use cases and features of the physical CarolinaCard such as proximity reading, barcodes, picture ID, access-related configurations, ticketing, dining/purchasing, etc. will also be utilized by and supported with Mobile Credentials.
- 7. Where can I use the Unified Mobile Credential?
 - a. The Unified Mobile Credential can be used at any location where your current CarolinaCard can be used, to include off-campus merchants and restaurants.
- 8. Can I still use my physical CarolinaCard?
 - a. While "Mobile First" will be the preferred and prioritized credentialing method for the University moving forward as the Unified Mobile Credential allows for more efficient and secure use of the CarolinaCard, students, faculty, and staff will have the option to continue using their physical CarolinaCard.
- 9. When will physical CarolinaCards be phased out?
 - a. The last term that physical CarolinaCards will be mass distributed to new students, faculty, and staff will be Spring 2026. Mobile Credentials will be the default CarolinaCard for new students, faculty, and staff starting Fall 2026.
 - b. Existing physical CarolinaCard holders will retain functionality of their CarolinaCard until they are provisioned a mobile credential.
- 10. Can I use both the Unified Mobile Credential and my physical Carolina Card?
 - a. To ensure the integrity of the technology and security of students, faculty, and staff, only one credential can be provisioned and used at a given time.
- 11. What happens if my phone dies?
 - a. The technology being utilized for the Unified Mobile Credential allows for uninterrupted use of your CarolinaCard functions, even if your phone or device where you are utilizing your credential dies or becomes inoperable.
- 12. What happens if I lose my phone?
 - a. In the event that you either lost your phone or obtained a new phone, the same procedures you would follow if you lost your physical CarolinaCard would apply for the Unified Mobile Credential.
- 13. How can I get the Unified Mobile Credential?

- a. While work on implementing the Unified Mobile Credential is already well underway, more information such as how students, faculty, and staff can be provisioned their Unified Mobile credential, as well as other details, will be available in the coming weeks and months as the project progresses towards its deployment for the Columbia campus.