DOWNLOAD THE MOBILE ID APP

- Download the CBORD Mobile ID app from the Apple Store or Google Play for free. Then, tap Open.

App Requirements & Phone Settings

- Apple (iPhone, iPad, iPod Touch) - iOS 8.0 or later
- Android - OS 4.3 or higher
- Connect to WVU.Encrypted Wi-Fi
- Turn Location Services On

AUTHENTICATE & AUTHORIZE YOUR DEVICE

1. Tap Allow to let Mobile ID access your location while you’re using the application.

2. Select the drop-down arrow next to the Server URL field. Scroll to the bottom of the list and select West Virginia University. Then, tap Authenticate my device.

Note: If you are unable to select West Virginia University from the list, enter https://mymountaineercard.wvu.edu or mymountaineercard.wvu.edu in the Server URL box.
3. Enter your WVU Login credentials and tap Login. When entering your username, don’t include @mix.wvu.edu. If you forget your password, go to login.wvu.edu.

4. You will be prompted to confirm your identity using Duo two-factor authentication. You will need to either send and receive a push notification on your phone, or send and enter a code. If you use a Duo token instead of the app, push the button to receive a code and enter it. To learn more about two-factor authentication, go to twofactor.wvu.edu.

Note: If you opt to send yourself a push notification, you may find that the push won’t work and you will continually be prompted to enter your WVU Login credentials. To avoid this, open the Duo app on your phone and click the key icon to receive a code. Then, tap Enter a Passcode and enter the code you received from the Duo app. Contact the IT Service Desk if you need help.

5. Tap Authorize to allow Mobile ID to run and sync with your account. Tap Allow to receive Mobile ID notifications and alerts.