Identity Verification

If you see this message when you log-in to your BankMobile Account (asuone.com), it means you have chosen BankMobile Vibe Account as your “refund preference/option” during the activation process of your OneCard.

*Refunds are the money leftover from Financial Aid grants, scholarships, student loans, or reimbursement money from your withdrawn classes.

If you have your own personal bank account that you would prefer to use as your refund preference/option, you may change your refund preference following the instructions on the link below:

http://www.angelo.edu/content/files/20517-to-change-refund-preference-to-other-bank

Now, if you want to continue to use BankMobile Vibe Account as your refund preference/option, that means you are opening a checking account with BankMobile and your OneCard ID will turn into a debit card. Just like any other bank, when you open an account with them, they will require some documents from you to verify your identity.

Please use your mobile phone or tablet with a camera when following the instructions below.

1. Login to [asuone.com](http://www.angelo.edu/content/files/20517-to-change-refund-preference-to-other-bank)
2. Please read the list of documents that BankMobile requires from you to upload or submit because the documents they ask from each student varies.

For your convenience, we've created several ways for you to confirm who you are!

Please provide one of these documents to be verified

- Passport
- U.S. Issued Visa
- Mexican Consular Card

Upload ID Documentation Now

Simply select and upload your valid ID type from the drop down menu. It’s that easy!

- Valid forms of ID
- Tips and FAQs

Some students may be asked to upload a photo of their social security card and driver’s license/state ID.
3. If 2 or more documents are required, upload them one at a time. Select the ID Type that you want to upload first. Then click “Continue”.

4. Click “Start verification” button.

5. Choose issuing country, then select ID type.

6. Here, you will have an option to upload an existing photo or take a new photo of your document. After uploading the photo of the document, click Confirm.
7. You will see this on your screen while your document is being uploaded.

To complete the opening of your Higher One checking account and take advantage of all the great features the account has to offer, we are required to confirm your identity through the submission of some additional documentation.

Your document has been uploaded
The document is currently being analyzed. Please do not close your browser.
This can take up to one minute.

8. When document is successfully uploaded, you will see the message below. If you need to upload additional document(s), click the button on the right, then repeat step 3-7.

Thank you for your submission, your document has been successfully received!
We will review your uploaded materials and provide feedback via email.
Click here to review Frequently Asked Questions.

If you need further assistance, please come by the OneCard office at 1825 Johnson St. or call us at (325) 942-2331 during office hours, Monday-Friday, 8 a.m. to 5 p.m.