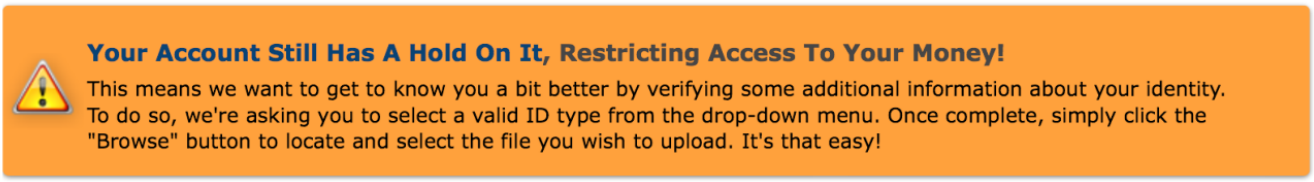
Identity Verification

If you see this message when you log-in to your HigherOne Account (asuone.com), it means you have chosen OneAccount 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are the money leftover from Financial Aid grants, scholarships, student loans, or reimbursement money from your withdrawn classes.*

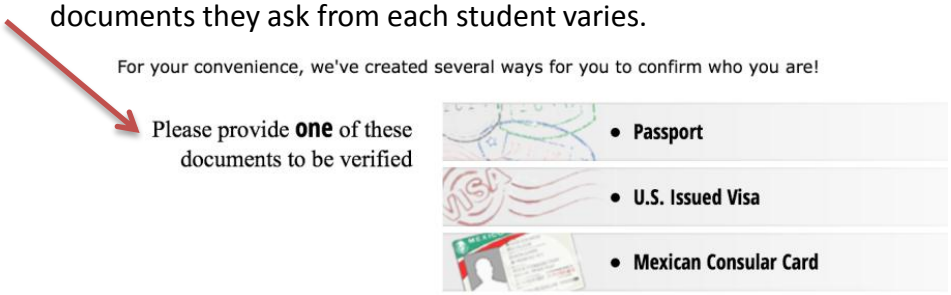
If you have your own personal bank account that you would prefer to use as your refund preference/option, you may change your refund preference following the instructions on the link below:

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

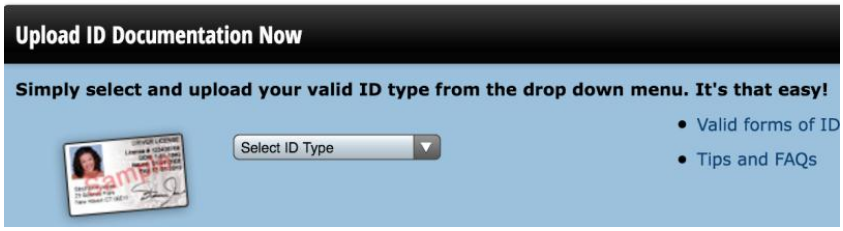
Now, if you want to continue to use OneAccount as your refund preference/option, that means you are opening a checking account with HigherOne and your OneCard ID will turn into a debit card. Just like any other bank, when you open an account with them, they will require some documents from you to verify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

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

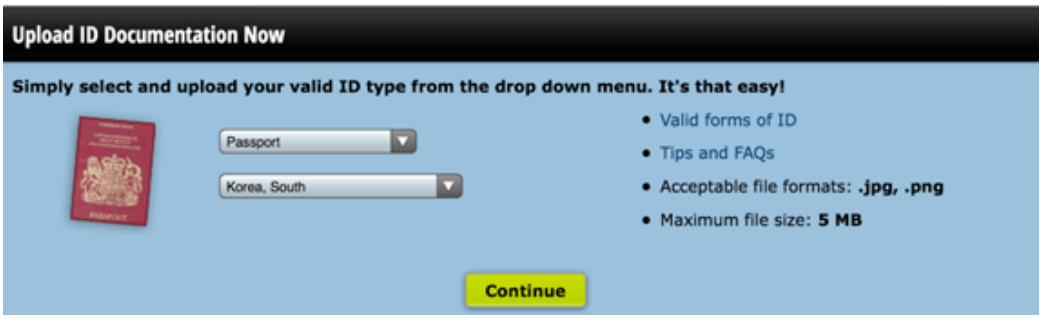
1. Login to **asuone.com**
2. Please read the list of documents that HigherOne requires from you to upload or submit because the documents they ask from each student varies.



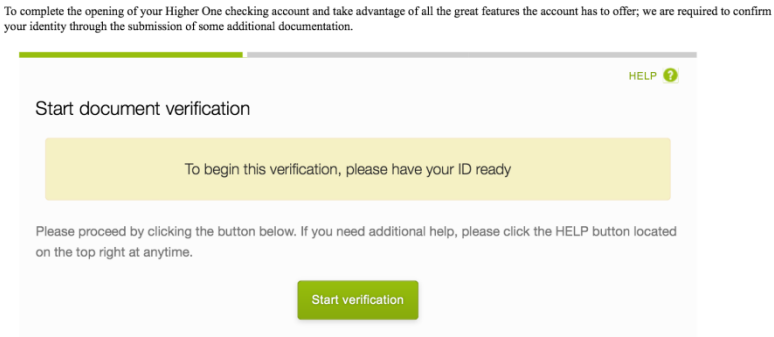
Some students may be asked to upload a photo of their social security card and driver's license/state ID.



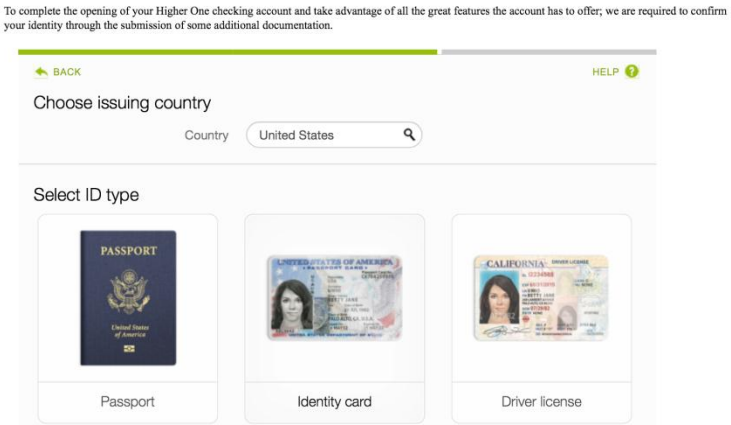
3. If 2 or more documents are required, upload them one at a time. Select the ID Type that you want to upload first. Then click "**Continue**".



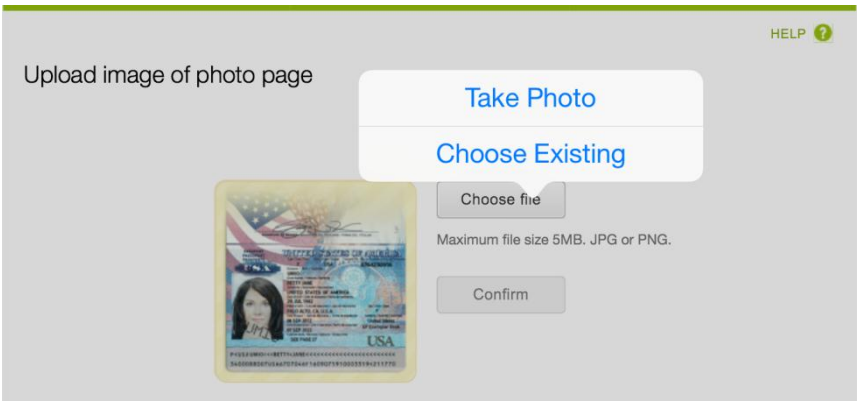
4. Click "**Start verification**" button.



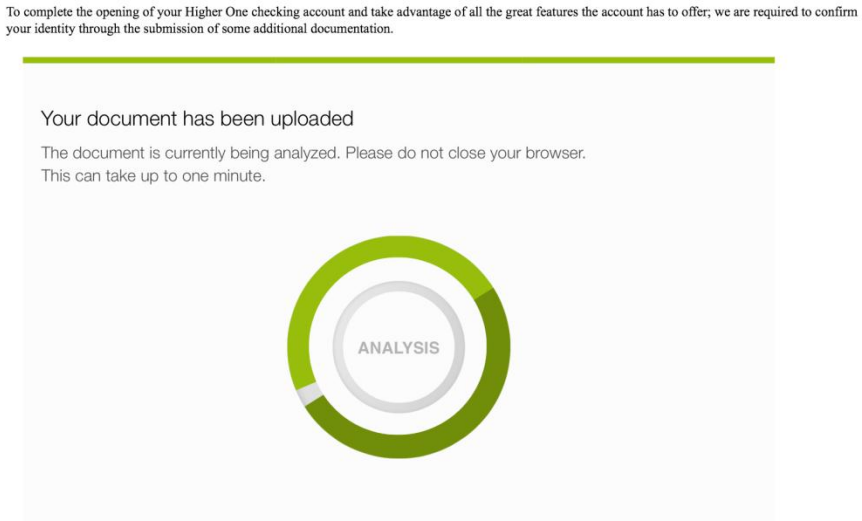
5. Choose issuing country, then select ID type.



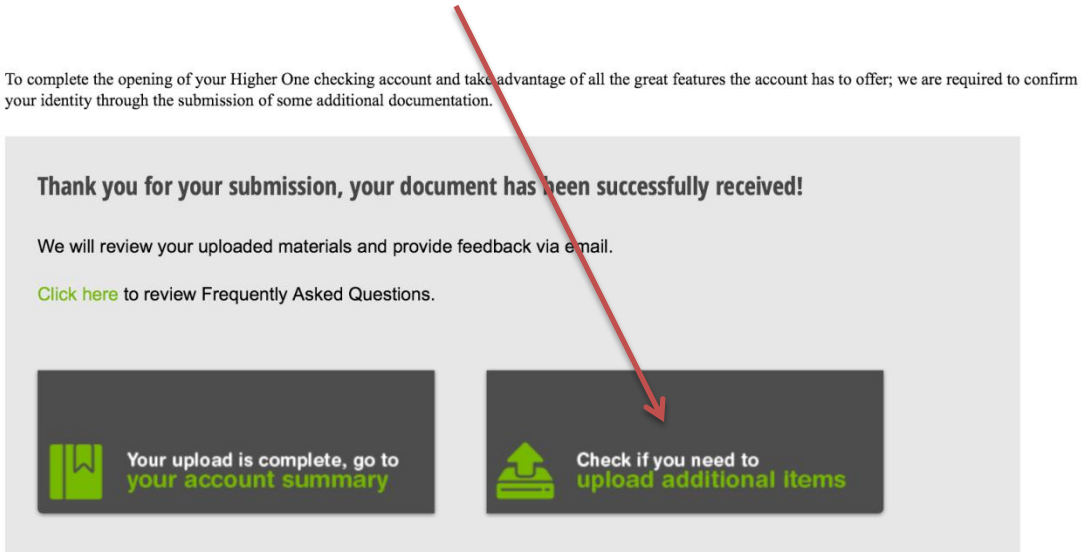
6. Here, you will have an option to upload an existing photo or take a new photo of your document. After uploading the photo of the document, click **Confirm**.



7. You will see this on your screen while your document is being uploaded.



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.



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.