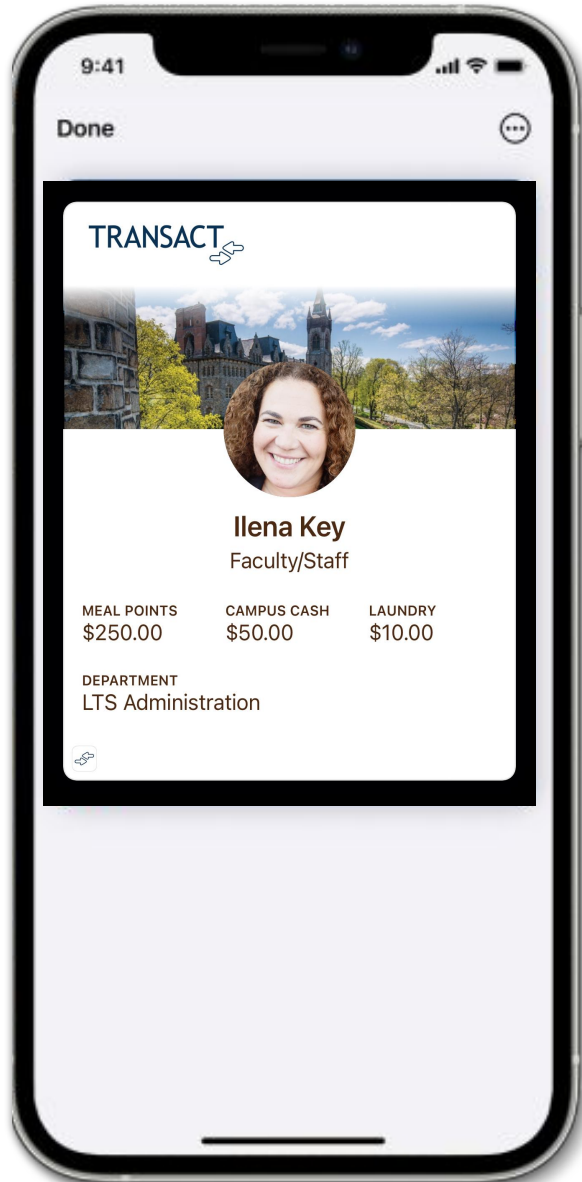




Lehigh Pass

Your device. Your campus.

Your personal pass to Lehigh



- Mobile First campus
- Building Access
- Meal Plans
- Mobile Ordering
- e-Market (virtual storefronts)
- Campus Cash
- Event check in

Implementation

Steering Committee and Campus Stakeholder Committee Formed.

Project Sponsor:

- Chris Cook

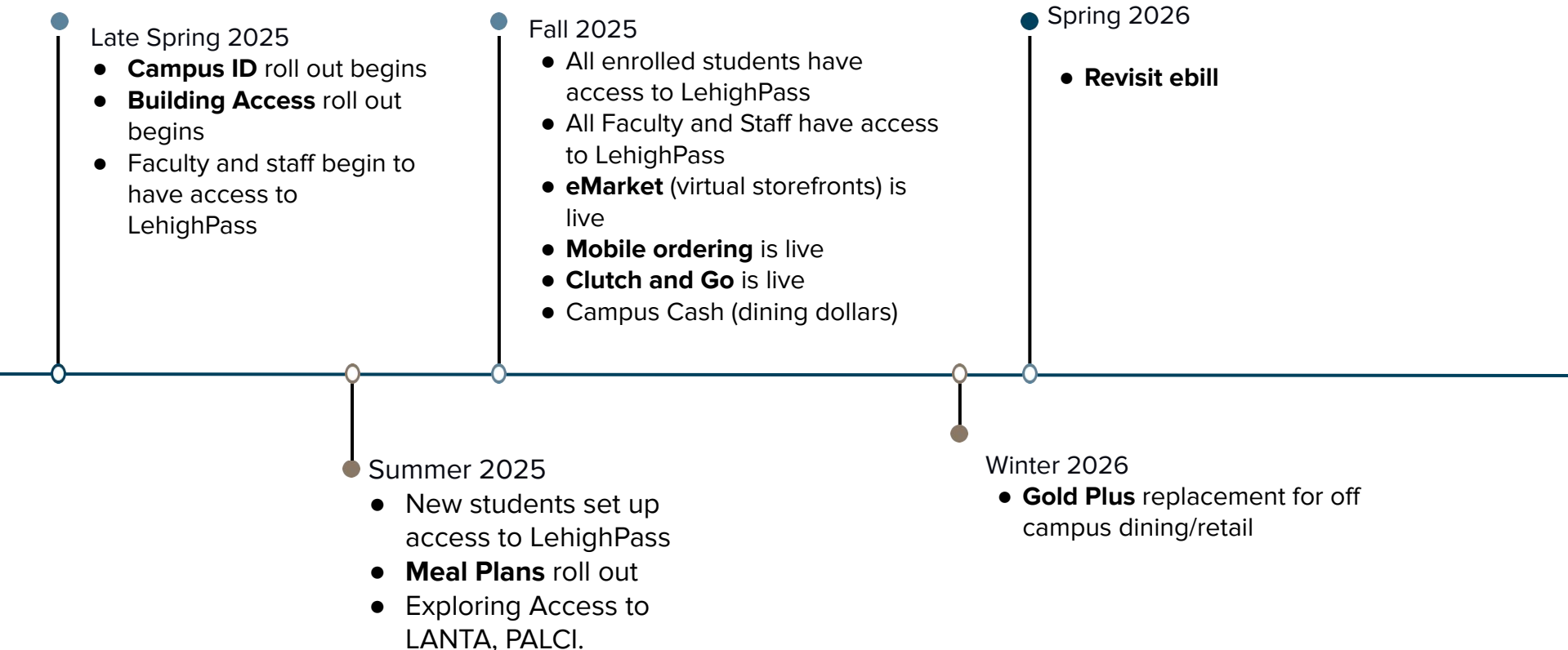
Project Executive Team:

- Mark Ironside (Business & Auxiliary Services)
- Ilena Key (LTS)
- Steve Lewis (LTS)
- Jen McEvoy (LTS)
- Jen Mertz (Admission & Financial Aid)
- Jason Schiffer (Campus Safety)

Communications: Hillary Kwiatek (F&A)

Project Timeline

Anticipating project roll out over the next several months



Introducing The Lehigh Pass to campus: Communications Plan

Key Audiences

- Students (current & incoming)
- Faculty
- Staff

Key Messages

- Improve user experience by becoming a mobile first campus (Org of the Future)
- Streamline tasks on campus
- No more need for plastic cards
- Phasing in components of system over the next six months to a year

Key Channels

- Email
- Website
- In-person meetings/events
 - Senior leadership, ERAC, Faculty Senate, Student Senate,
- Multimedia - social/video/The Perch
- Campus signage (digital and print)
- Brown & White, Lehigh News

Timeline

- In person overviews have begun
- High-level overview email and website to be sent to campus in near future
- Additional comms summer through fall and as pieces come on line.

Mobile Credential Transition By the Numbers

2024 ID Card Printing

New/Reprinted Including First
Year Students

4,415

Lost/Reissued Cards

1,096

Total ID Cards Printed

5,511

2024 ID Card Printing

Cost Per Card

\$6.00

Time Per First Year Card

7 - 10 minutes

Time Per

Lost/Reissued/Reprinted Card

2 - 5 minutes

2025 Lehigh Pass Process

Total Estimated Card Printing
Cost Savings

\$33,600

Potential Time/Staffing
Savings

One (vacant) FTE

FAQ

Q: How do I get the Lehigh Pass?

A: To activate your Lehigh Pass, you will download the Transact eAccounts Mobile App available at the Apple App Store or on Google Play. From there you will be guided in connecting to your single sign on to verify your identity and uploading your photo.

Q: Will this work on both IOS (apple devices) and Android?

A: Yes

Q: What if I don't have a mobile device?

A: This isn't a problem. Lehigh community members without devices will be able to use a physical card instead. Anywhere you can use the mobile credential, you will be able to use a physical card.

Q: Will the campus community get to keep both a physical card and a mobile credential?

A: No, if you have a mobile credential the physical card will be disabled.

Q: I'm an international student and want to use the mobile Lehigh Pass but won't have a phone right away. What should I do?

A: You will be provided a temporary physical Lehigh Pass until you are able to set up your mobile Lehigh Pass.

Q: What if I lose my phone/watch?

A: If you lose your phone, notify the IDEAL office (or Lehigh University Police after business hours) immediately. You can be furnished a temporary physical ID until you locate your phone or obtain a new one.