

Albany State University Ram Card Photo Troubleshooting Guide

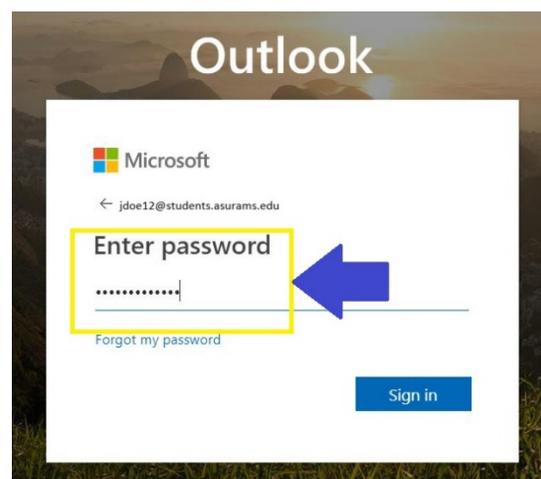
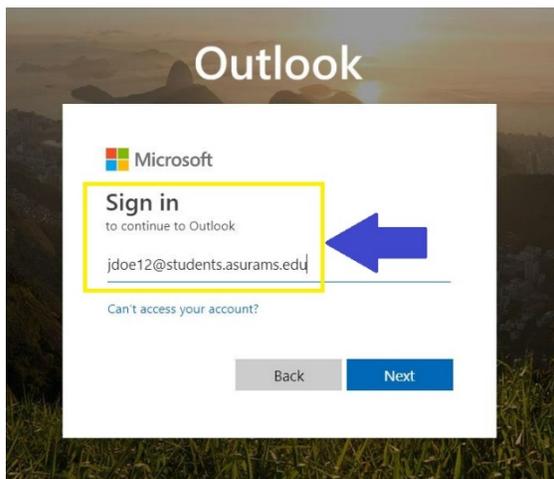
1. Enter your ASU user credential and password:



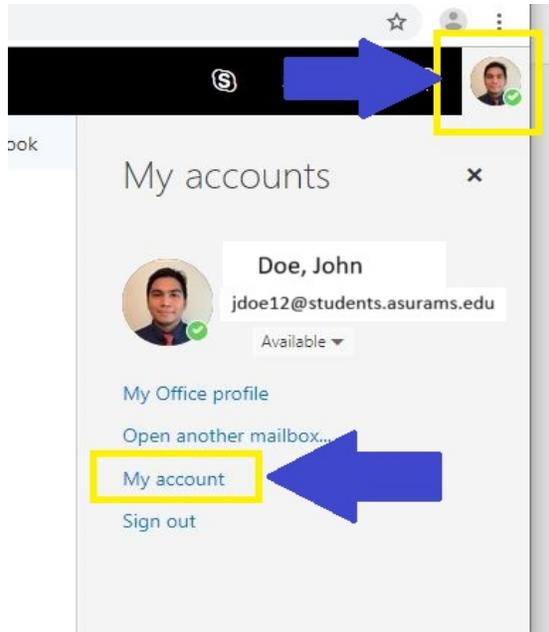
2. If unable to Login In due to password failure, follow instructions below:

Update Your Login Information

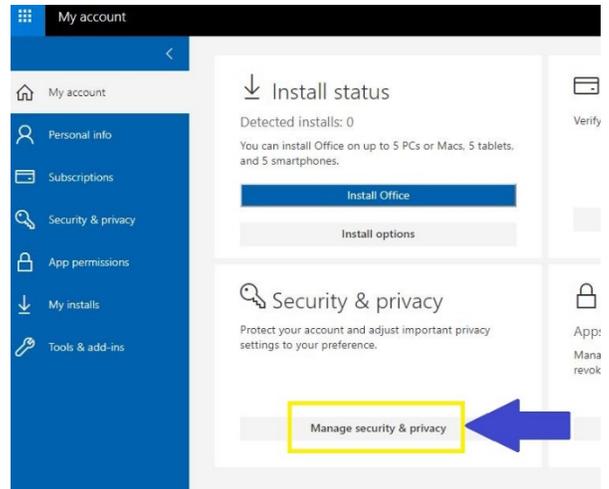
- A. Log in to your email account at <https://outlook.office365.com>



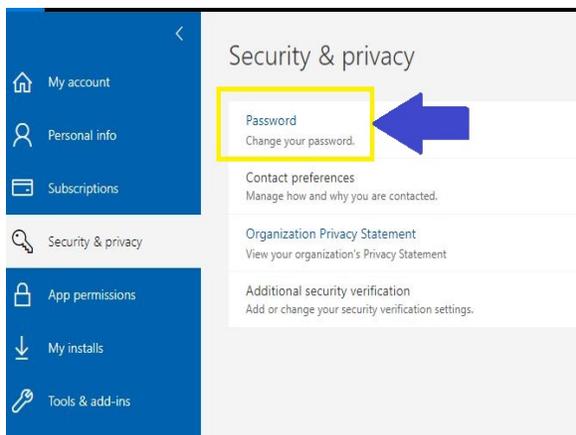
B. Click on your profile picture > My Account as shown below:



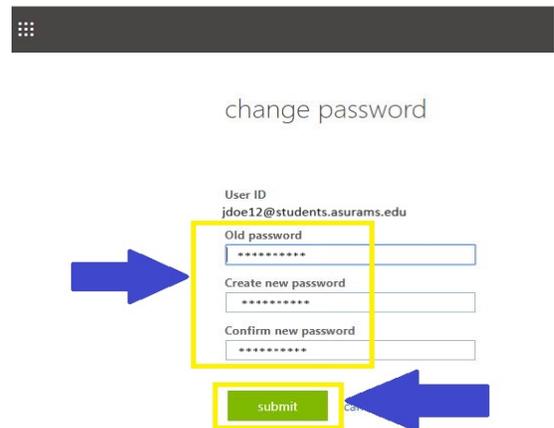
C. Select 'Manage security & privacy'



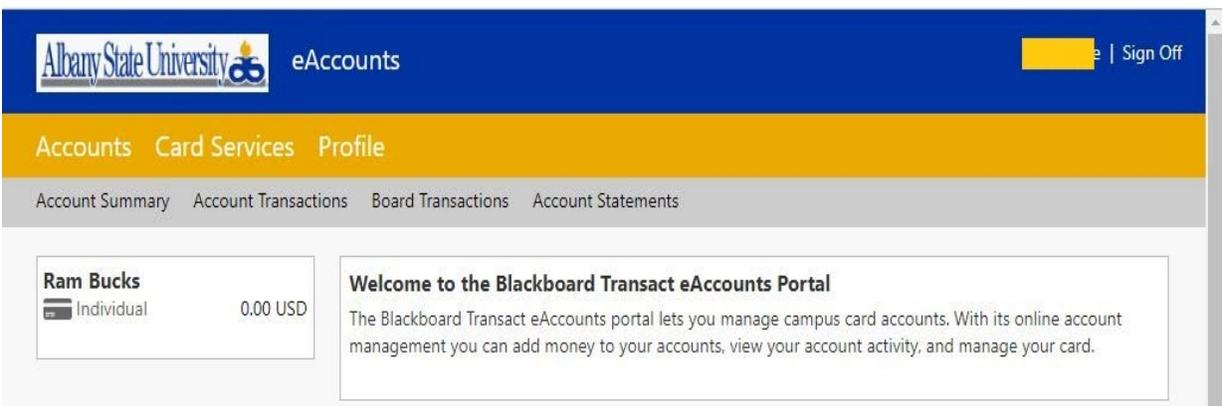
D. Select 'Password'



E. Complete the password reset fields and Submit

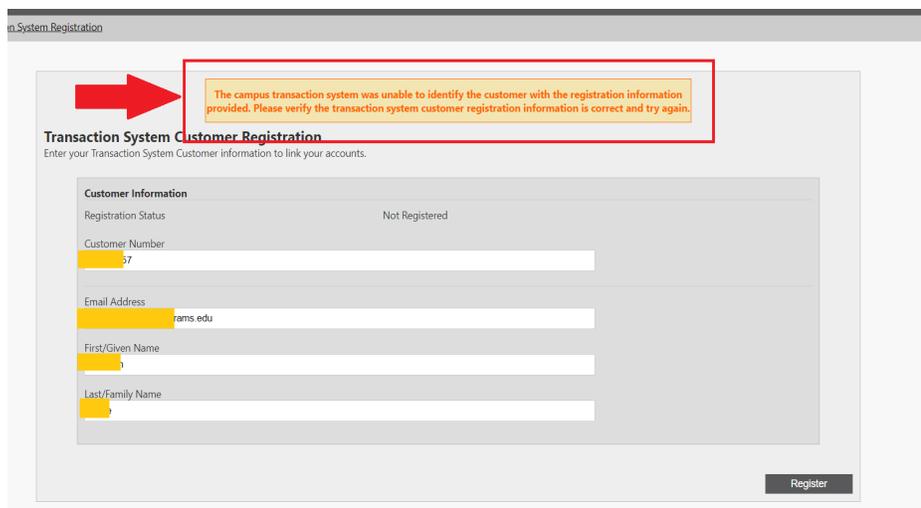


3. Reattempt to Log In using your **NEW** ASU user credential and password:



If the screen below appears after logging in

1. Call the Helpdesk at 229-500-HELP(4357) or
2. Send an email to Helpdesk@asurams.edu with the subject: "e-Account"



Albany State University

Ram Card Photo Online Submission Guide

Disclaimer:

Known Issues

1. IE may not work well -
 - a. Note: Submitting photos from an Internet Explorer Browser may require that you add onlinephoto.transactcampus.net to your trusted sites.
 - b. If using Internet Explorer to submit a photo, first submit the photo then close all instances of your browser and re-click the invitation link."
2. Recommended Browser: Currently Online Photo Submission works best with Google Chrome.

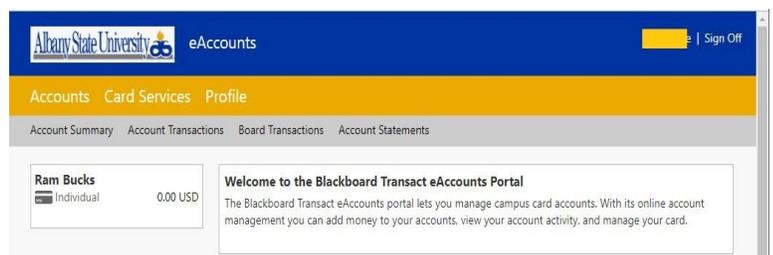
Step 1: Log-in To Upload Your Picture Using the Link Below:

Click the e-Account Log in Link: <https://www.asurams.edu/photo>

A. Enter your ASU user credential and password:



B. Successful login will redirect to the page below:



Step 2: Reminder of Accepted Photos

Accepted Photos

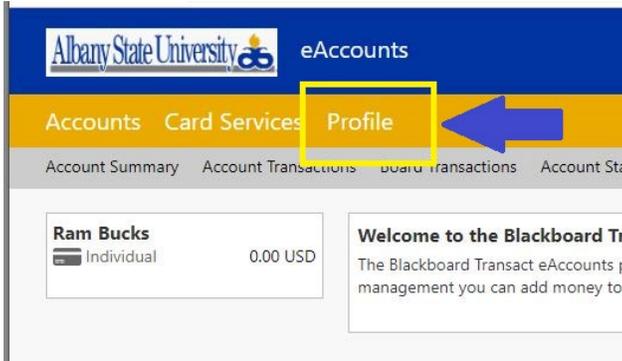


NOT Accepted Photos

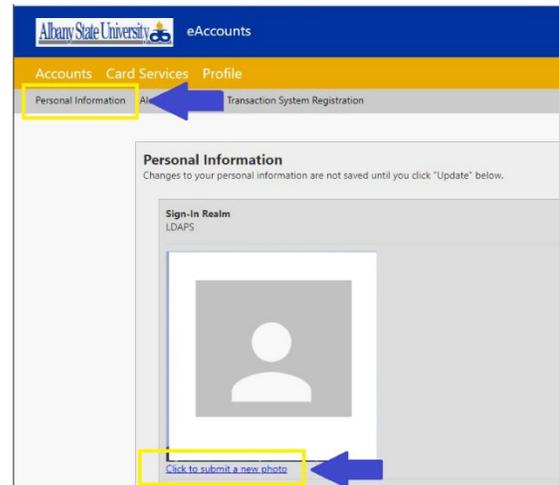


Step 3: Upload Your Photo

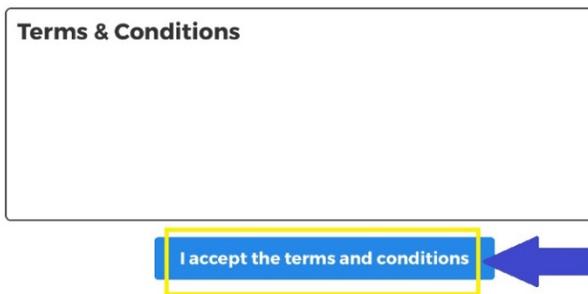
A. Click On "Profile"



B. Go to Personal Information and [Click Submit a Photo](#)

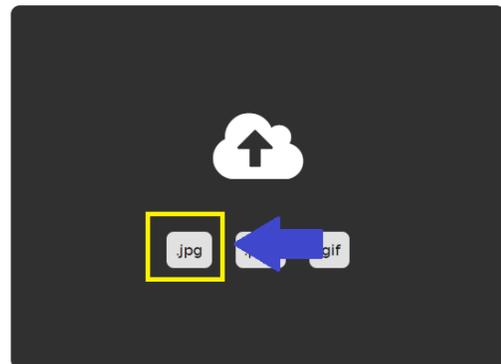


C. Accept Terms and Conditions



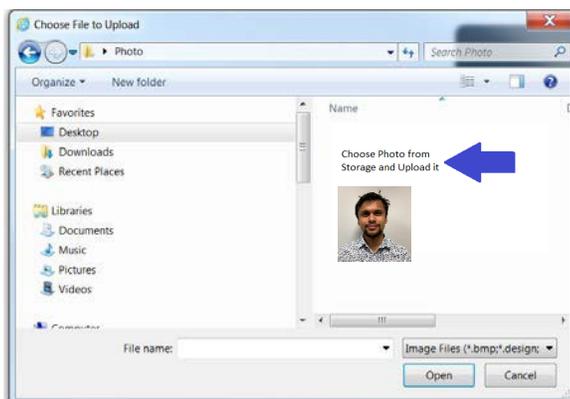
D. Submit a NEW Photo, Click Here

Take or upload your ID photo.



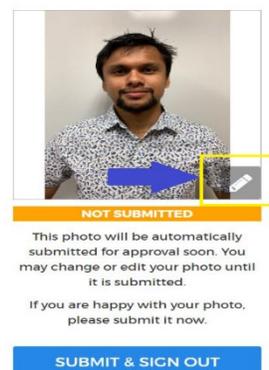
You may also edit your existing photo.

E. Upload Picture, Locate and Choose your Photo:



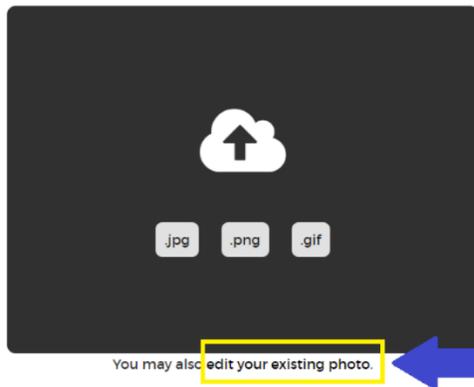
F. Review Photo, if need to Crop/Edit:

You're Almost Done!



G. CLICK THE LINK (TO EDIT)

Take or upload your ID photo.



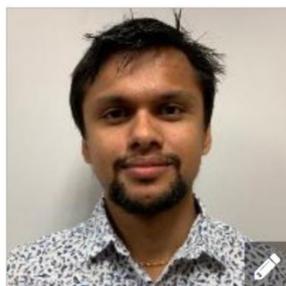
H. CROP/ADJUST IMAGE SIZE



Adjust the white boundary to make corrections to your picture as desired. When done, click save changes.

I. CLICK SUBMIT TO CONFIRM PHOTO SUBMISSION

You're Almost Done!



NOT SUBMITTED

This photo will be automatically submitted for approval soon. You may change or edit your photo until it is submitted.

If you are happy with your photo, please submit it now.



J. If you see the screen below, you have successfully submitted your picture and you should get an email through your University account confirming that.

In case you are not satisfied with your picture, go through the steps again to submit another photo.

Thank you!

Your photo has been submitted and will be reviewed soon. We will let you know via email if there is anything else you need to do.

If you have any questions, please contact **Albany State University** at Helpdesk@asurams.edu