

# DolphinOne Card Online User Guide

Login using the DolphinOne Card link in myCI (pictured below)



**Channel Islands eAccounts** 5 6 Sign Off

**A** Accounts **B** Card Services **C** Profile

**1** Account Summary **2** Account Transactions **3** Board Transactions **4** Account Statements

**Dining Cash**  
Individual 0.00 USD  
[+Add Money](#)

**Dolphin Cash**  
Individual 6.46 USD  
[+Add Money](#)

**Commuter Employee Flex 20**  
Board Plan Active

**Welcome to the DolphinOne Online Kiosk**

This online service lets you manage your accounts. You can add money to your accounts, view your account activity, and make deposits to your accounts. Cardholder may quickly view their current balances for Dining Cash and Dolphin Cash here or they may select +Add Money to make a deposit. For additional information select "Help" or "Learn More" in the footer.

- Dining Cash can only be used at CI dining locations
- Incentive Cash (2.5%, 5%, 7.5%) is automatically applied to Dining Cash when \$100 or more is deposited
- Dolphin Cash can be used for printing, Cove bookstore, and CI dining locations
- Residential Flex Cash can only be used at CI dining locations and is only available to students living in student housing
- Residential Meal Plan Board can only be used at Islands Cafe and is only available to students living in student housing
- Commuter Employee Flex 20 or Commuter Student Flex 21 can only be used at the Islands Cafe. Visit the Islands Cafe cashier to sign up.

**7**

**About CSUCI DolphinOne Card**

The DolphinOne Card is CSUCI's official form of ID to be used by Students, Faculty, and Staff. It may be used to purchase print outs from campus copy machines, check out materials at the loan desk in Broome Library, and make purchases at Islands Cafe, the book store and at other campus dining services. It may also grant access to designated buildings such as offices, the campus gym, and resident halls.

Copyright © 1997-2014. Blackboard Inc. All rights reserved. Blackboard, the Blackboard logo, BbWorld, Blackboard Learn, Blackboard Transact, Blackboard Connect, Blackboard Mobile, Blackboard Collaborate, the Blackboard, and Connect-ED are trademarks or registered trademarks of Blackboard Inc. or its subsidiaries in the United States and/or other countries. Blackboard products and services may be covered by one or more of the following patents: 7,493,396; 7,558,853; 6,816,878

**8** Help **9** Learn More

**A** **1** Account Summary **2** Account Transactions **3** Board Transactions **4** Account Statements

**B** **10** Lost Card **11** Activate Card

**C** **12** Personal Information **13** Alert Preferences **14** Saved Payment Methods

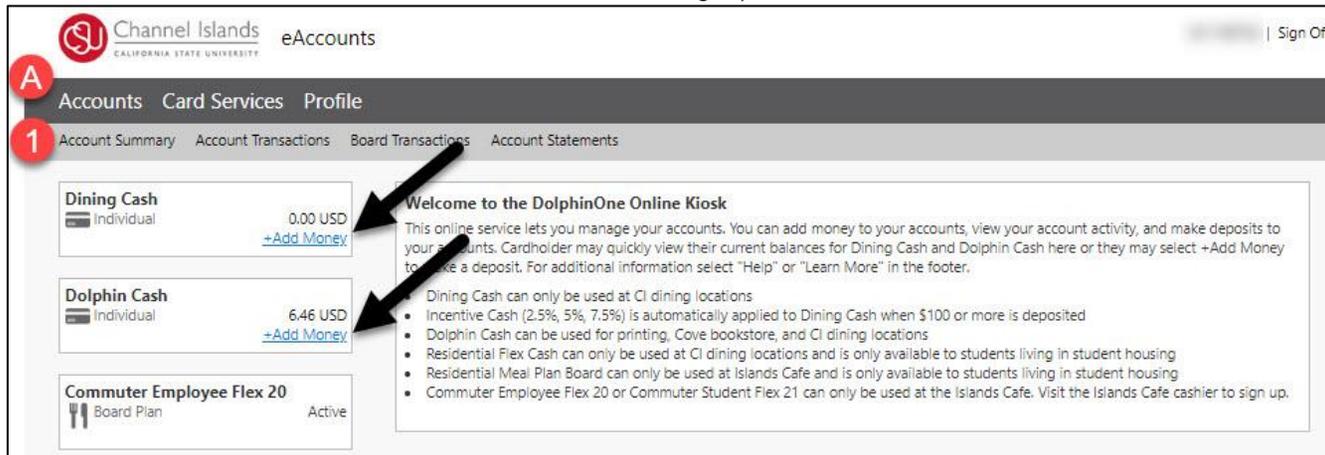
# DolphinOne Card Online User Guide

**Service**

A. Accounts-> Accounts Summary

**Purpose**

1. The Accounts Summary (pictured below) is the default home page. It reflects all accounts on the left (e.g. Dining Cash, Dolphin Cash, and/or Specific Board Plan). Cardholder may quickly view their current balances for Dining Cash and Dolphin Cash here or they may select +Add Money to make a deposit.
  - Dining Cash can only be used at CI dining locations
  - Incentive Cash (2.5%, 5%, 7.5%) is automatically applied to Dining Cash when \$100 or more is deposited
  - Dolphin Cash can be used for printing, Cove bookstore, and CI dining locations
  - Residential Flex Cash can only be used at CI dining locations and is only available to students living in student housing
  - Residential Meal Plan Board can only be used at Islands Cafe and is only available to students living in student housing
  - Commuter Employee Flex 20 or Commuter Student Flex 21 can only be used at the Islands Cafe. Visit the Islands Cafe cashier to sign up.



# DolphinOne Card Online User Guide

**Service**

A. Accounts-> Account Transactions

**Purpose**

2. Account Transaction page (pictured below) allows cardholder to specify what account (Dining Cash, Dolphin Cash, or Residential Flex Cash) and type of transaction (credit or debit) that they would like to view within a specified timeframe. End user must select search button for the transactions to appear.

The screenshot shows the 'Account Transaction Report' interface. At the top left is the Channel Islands logo and 'eAccounts'. Below is a navigation menu with 'Accounts' (highlighted with a red 'A') and 'Account Transactions' (highlighted with a red '2'). The main section is titled 'Account Transaction Report' and includes the instruction 'Search transactions by account, type, period, amount and/or location.' The search filters are: 'Account' (dropdown menu with '<All>'), 'Transaction Type' (dropdown menu with '<All>'), 'Transaction Period' (date range from 12/30/2019 12:00 AM to 1/31/2020 12:00 AM), 'Amount Range' (two input fields separated by 'to'), and 'Location' (text input field). A 'Search' button is located at the bottom right, with a black arrow pointing to it.

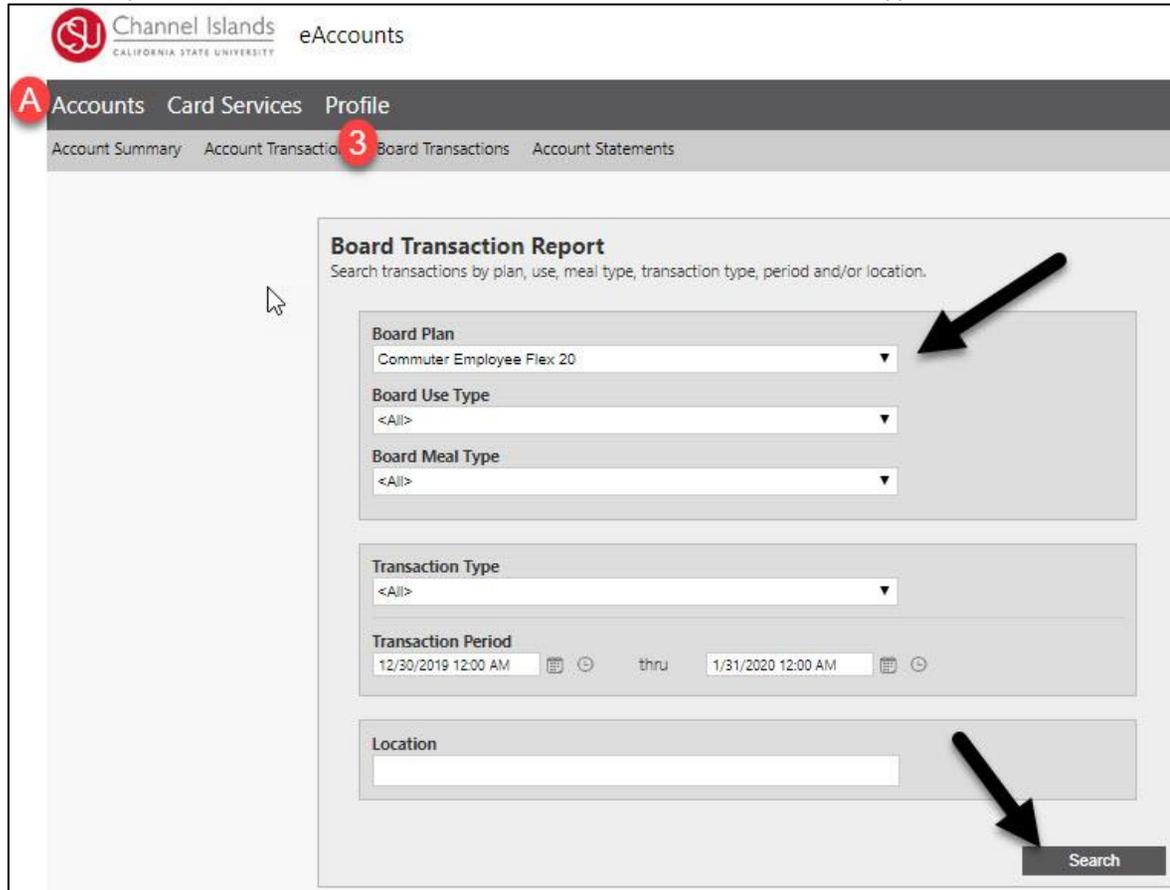
# DolphinOne Card Online User Guide

**Service**

- A. Accounts-> Board Transaction Report

**Purpose**

- 3. Board Transaction page (pictured below) allows cardholder to search transactions by plan. End user must select search button for the transactions to appear.



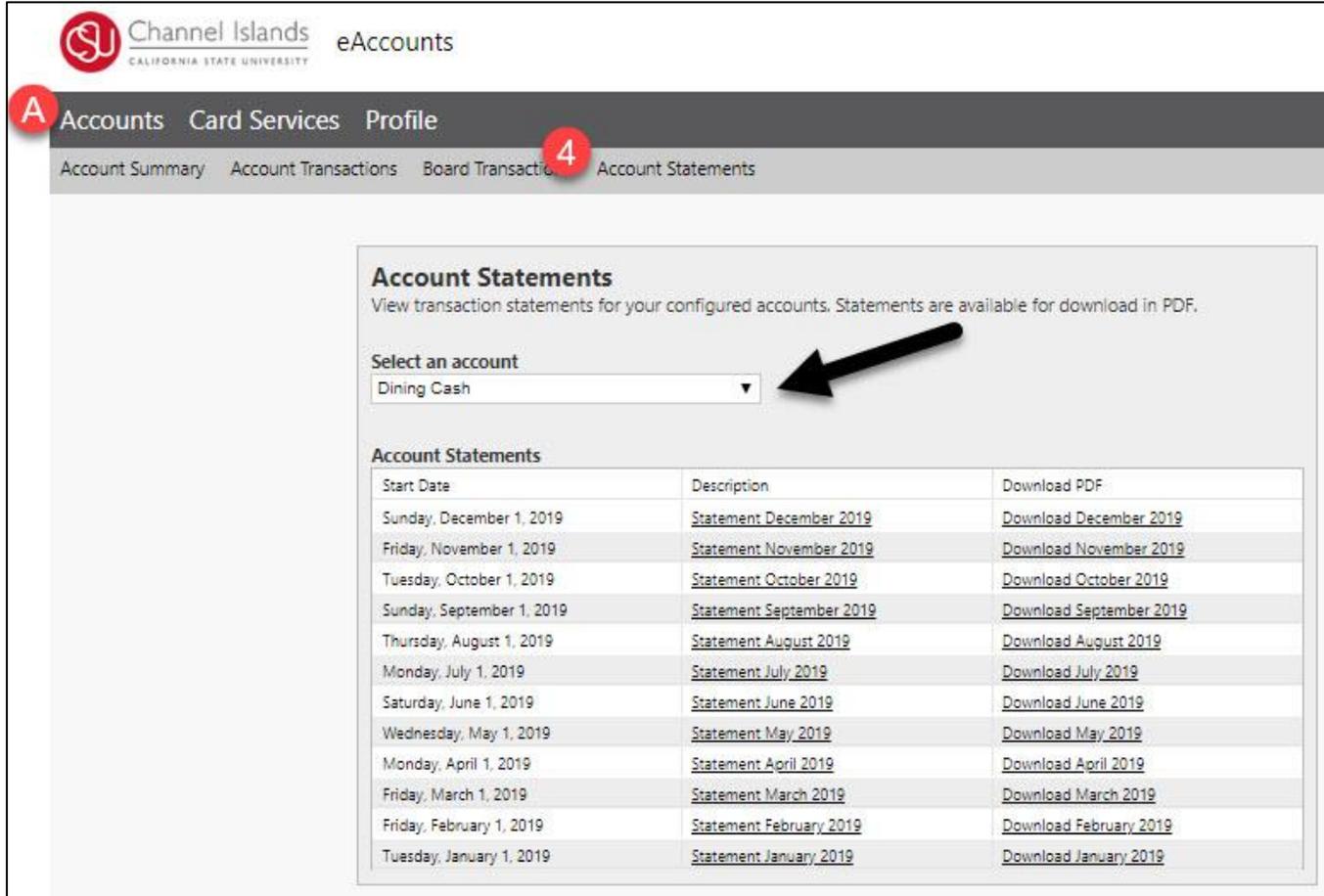
# DolphinOne Card Online User Guide

**Service**

A. Accounts-> Account Statements

**Purpose**

4. Account Statement page (pictured below) allows cardholder view transaction statements for their accounts. Statements are available for download to PDF.



**Account Statements**  
View transaction statements for your configured accounts. Statements are available for download in PDF.

Select an account  
Dining Cash

Start Date	Description	Download PDF
Sunday, December 1, 2019	<a href="#">Statement December 2019</a>	<a href="#">Download December 2019</a>
Friday, November 1, 2019	<a href="#">Statement November 2019</a>	<a href="#">Download November 2019</a>
Tuesday, October 1, 2019	<a href="#">Statement October 2019</a>	<a href="#">Download October 2019</a>
Sunday, September 1, 2019	<a href="#">Statement September 2019</a>	<a href="#">Download September 2019</a>
Thursday, August 1, 2019	<a href="#">Statement August 2019</a>	<a href="#">Download August 2019</a>
Monday, July 1, 2019	<a href="#">Statement July 2019</a>	<a href="#">Download July 2019</a>
Saturday, June 1, 2019	<a href="#">Statement June 2019</a>	<a href="#">Download June 2019</a>
Wednesday, May 1, 2019	<a href="#">Statement May 2019</a>	<a href="#">Download May 2019</a>
Monday, April 1, 2019	<a href="#">Statement April 2019</a>	<a href="#">Download April 2019</a>
Friday, March 1, 2019	<a href="#">Statement March 2019</a>	<a href="#">Download March 2019</a>
Friday, February 1, 2019	<a href="#">Statement February 2019</a>	<a href="#">Download February 2019</a>
Tuesday, January 1, 2019	<a href="#">Statement January 2019</a>	<a href="#">Download January 2019</a>

## DolphinOne Card Online User Guide

**Service**

- A. Accounts-> 9-10 digit number
- A. Accounts-> Sign Off
- A. Accounts-> About CSUCI DolphinOne Card
- Site Info-> Help

**Purpose**

- 5. Pictured in the upper right corner of the Account window (pictured on page 1), this number should match the number on the cardholder’s DolphinOne card.
- 6. Pictured in the upper right corner of the Account window (pictured on page 1), this allows the cardholder to log out of their DolphinOne Card Online kiosk account.
- 7. Pictured in the footer (pictured on page 1), this summarizes how the DolphinOne card is used on campus.
- 8. Appears in the footer (referenced on page 1 of this guide and pictured below). This link will navigate end users to a page where they can access the Request Help Form and Refund Request Form.



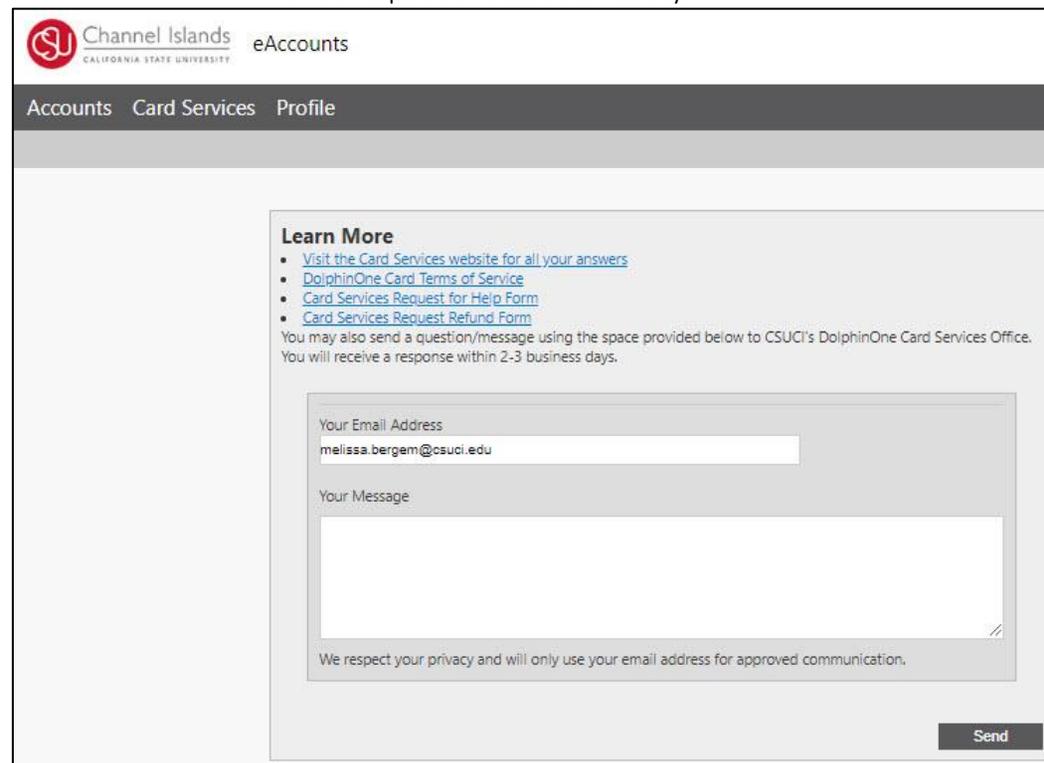
# DolphinOne Card Online User Guide

## Service

Site Info-> Learn More

## Purpose

9. Appears in the footer (referenced on page 1 of this guide and pictured below). This link will navigate end users to a page where they can access the DolphinOne Card Services website, Terms of Service, Request for Help Form, Refund Request Form, and/or send a question/message to the Card Services office. Response time is 2-3 business days.



The screenshot shows the Channel Islands eAccounts website. At the top left is the Channel Islands logo and the text 'Channel Islands CALIFORNIA STATE UNIVERSITY'. To the right of the logo is the text 'eAccounts'. Below this is a navigation bar with the links 'Accounts', 'Card Services', and 'Profile'. The main content area features a 'Learn More' section with a list of links: 'Visit the Card Services website for all your answers', 'DolphinOne Card Terms of Service', 'Card Services Request for Help Form', and 'Card Services Request Refund Form'. Below the links is a paragraph: 'You may also send a question/message using the space provided below to CSUCI's DolphinOne Card Services Office. You will receive a response within 2-3 business days.' Underneath this is a contact form with two fields: 'Your Email Address' (containing 'melissa.bergem@csuci.edu') and 'Your Message' (a large empty text area). At the bottom of the form is a 'Send' button. A privacy notice at the bottom of the form reads: 'We respect your privacy and will only use your email address for approved communication.'

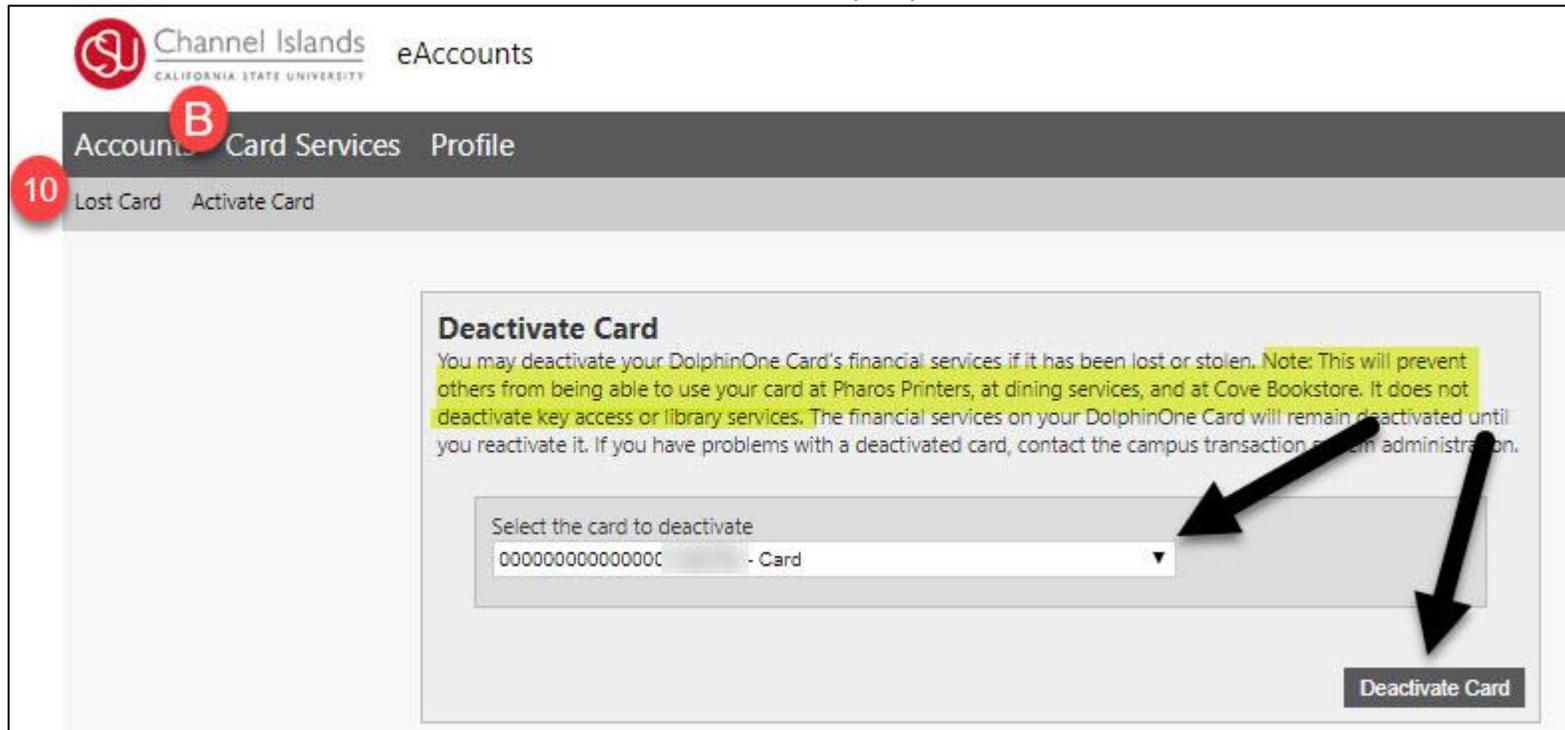
# DolphinOne Card Online User Guide

Service

B. Card Services->Lost Card

Purpose

10. A place where cardholders may go to deactivate the financials on their card. NOTE: This deactivation does not automatically turn off library services and building access. Please contact those services too to ensure that the card is completely deactivated.



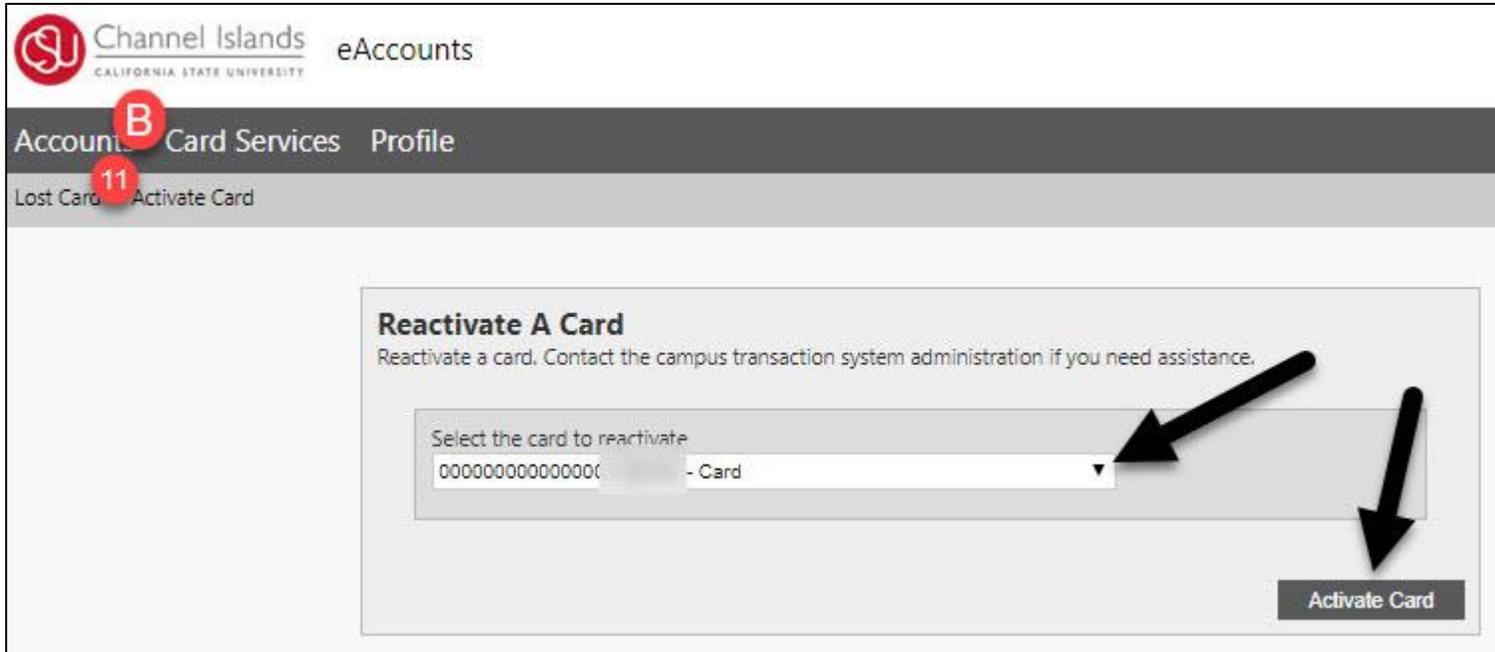
# DolphinOne Card Online User Guide

**Service**

B. Card Services-> Activate Card

**Purpose**

11. Allows cardholders to reactivate the financials on their card if their lost card is located. This window will only reflect DolphinOne Card numbers that have been deactivated.



**Service**

C. Profile-> Personal Information

**Purpose**

12. Allows cardholders to view and update their personal information that is on file for their DolphinOne Card.

C. Profile-> Alert Preferences

13. Allows DolphinOne cardholders to update their notification preferences.

C. Profile-> Saved Payment Methods

14. Allows DolphinOne cardholders to view their saved methods of payment (credit cards that have been used for previous deposits and that were saved in the system by the DolphinOne cardholder).