Ordering a Student ID Card

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WHAT IS A STUDENT ID CARD?

A Student Identification (ID) Card is **required** in order to access CQUniversity campus facilities and to sit your formal examinations. It can also be used to access certain student benefits outside the University.

Your Student ID Card is a non-course specific form of photo identification that includes your full name, student number and mode of study e.g. internal or external, full-time or part-time.

Please note that a Student ID Card can only be generated **after** you have successfully enrolled for the term. Enrolment must be completed **before** submitting your request or your request will be rejected, as the card will reflect your study load at the time of printing.

APPLY FOR A STUDENT ID CARD

If you are a new student, you will need to apply for a Student ID Card.

Applying for a Student ID Card is simple. Visit MyCQU at my.cqu.edu.au and log in with your Student ID and password.

Once logged in, the MyCQU Checklist is available from the *Today* view. Select *Request your Student ID Card* and then *Start Now*.

If this doesn't appear in your Checklist, navigate to the *Support* view and select *Student Forms*. Type *Student ID Card* in the search box to bring up the form.

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It is listed under the *General* heading.

Click the icons to select 'New Card', 'Pick up' or 'Post it to me'.

STUDENT ID CARDS | VACATION WEEK

REQUEST A STUDENT ID CARD

Student ID Photo:
You must supply an ID photo to the University after accepting an offer.
This photo will be used to produce your ID Card.

Please complete the form below to request an ID Card.

Student Information

Your information will be here.

Is this a new or replacement ID Card?   New Card

How would you like to receive your new Student ID Card?   Post it to me

Your information will be here.

Photo Requirements
- Passport photo equivalent, ie head and shoulders, light background, directly facing the camera, no hats or sunglasses
- Dimensions of 120 pixels wide x 160 pixels high
- 24 bit colour image (.jpg file only)

New Card

Post it to me

The next step is to select your location and then upload a photo.

From this page, use the 'Browse' option to locate the photo on your computer.

Browse to where your photo is saved

Photo Requirements
- Passport photo equivalent, ie head and shoulders, light background, directly facing the camera, no hats or sunglasses
- Dimensions of 120 pixels wide x 160 pixels high
- 24 bit colour image (.jpg file only)
- **See camera operator guidelines**

Browse

Submit Request

Submit once you have selected your photo

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Please note that the photo you submit must meet the photo requirements below:

- Passport photo equivalent, i.e. head and shoulders, light background, directly facing the camera,
- Must be naturally coloured, and cannot be black and white or have any filters applied,
- Must not be retouched or digitally altered in any way,
- No hats or sunglasses and no hair covering your face,
- Photos must be taken on a phone or a camera (not a webcam),
- Photo needs to be saved as a **jpg** file (this is the default format for most phones and cameras).

When you have selected your photo, click 'Submit Request'.
You will receive a 'Processing' message with information about your request.

If and when your request is approved, you will see this screen to confirm it has been mailed or is ready for pick up.

Current Status   **Approved** (on 21/02/2017)

Your ID card has been approved and should be ready to be picked up at your chosen location in 3 business days.
Once collected please press the I have recieved my ID Card button below.

[I have recieved my ID Card]

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Renew an Expired Student ID Card

If you are a continuing student and your Student ID Card has expired, you can renew it free of charge.

Visit the online Request a Student ID Card form.

Click the icons to select 'Replacement Card', 'Pick up' or 'Post it to me'.

The next step is to select your location and then upload a photo.

From this page, use the 'Browse' option to locate the photo on your computer.

Please note that the photo you submit must meet the photo requirements below:

- Passport photo equivalent, i.e. head and shoulders, light background, directly facing the camera,
- Must be naturally coloured, and cannot be black and white or have any filters applied,
- Must <u>not be</u> retouched or digitally altered in any way,
- No hats or sunglasses and no hair covering your face,
- Photos must be taken on a phone or a camera (not a webcam),
- Photo needs to be saved as a **jpg** file (this is the default format for most phones and cameras).

When you have selected your photo, click 'Submit Request'.

You will receive a 'Processing' message with information about your request.

If and when your request is approved, you will see this screen to confirm it has been mailed or is ready for pick up

Request a Replacement Student ID Card

Should you lose or severely damage your card before expiry you will need request a replacement ID and will need to pay a $10 replacement fee.

To request a replacement ID and to process payment visit the Replacement Student ID Card payment page.

Complete your details and select add to cart.

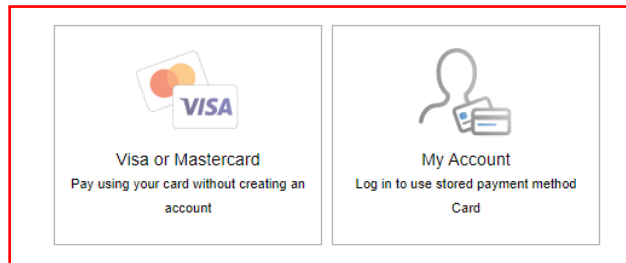Check if your student details are correct and if they are, select Process Payment.

Select your preferred payment method and follow the prompts to complete the payment.

Payment Method

This is a list of different ways you can pay for your selections. To proceed, please select one of the following.

Once payment has been made, your Student ID Card will be processed and made available to you by your nominated method – collection from one of the listed campuses or posted to the address we have on record for you.

If your Student ID Card was stolen, the replacement fee will be waived upon receipt of the police incident documentation provided when you reported your stolen property. A copy of this should be emailed to **studentengagement@cqu.edu.au** from your student email account, with your name, student number and Student ID Card documentation written in the subject line.

Who do I contact?

Should you have any questions regarding your Student ID Card or how to get one, please **contact us**.