



UNIVERSITY CARD

- **What is the University Card?**

The University Card looks like a credit card with a photo. It contains a barcode, smart chip and encoded strip that are unique for each card.

Please note that the photograph you supplied with your application will be used for the card.

Your University card will be available for collection when you arrive at the Porters' Lodge and after the First Payment has been made. It will enable you to purchase meals in College immediately and use other University-card dependent facilities freely.

- **What does the University Card do?**

It aims to be the single card to identify University students and staff, provide access (e.g. to libraries) and allow use of services (e.g. charging for meals or photocopying). These services will vary according to the Department or College.

- **Who determines what my University Card can be used for?**

The services available through the University Card are implemented on a site-by-site basis. You can contact University Card Representative for Emmanuel College by emailing unicard@emma.cam.ac.uk

- **What do I do if I want to use my card in an additional Department or College?**

Contact the local Card Representative at the Department or College concerned.

- **What do I do if my card expires?**

If you are still eligible for a card and your Student/Personnel records are up-to-date, please fill in the details via <https://www.emma.cam.ac.uk/students/unicard/> to request a replacement card.

- **What do I do if my card is lost, stolen or damaged?**

If your card is lost, stolen or damaged, please fill in the details via <https://www.emma.cam.ac.uk/students/unicard/> to arrange for a replacement. Replacement cards will NOT be issued at the University Card office. A replacement card will be sent to your Representative within a few days and you will be notified when it can be collected in College. There is a **£10** charge for lost cards and for stolen cards (if you do not have a crime reference number). This charge will be added to your College bill.

- **I would like to change photo on my card. What can I do?**

Your University card photo can be changed for a valid reason (not on the basis of preference). If you need to change the photo on your University card, please follow the photo guidance: <https://help.uis.cam.ac.uk/service/accounts-passwords/university-cards/identity-photo-specification>. Provide the reason and email the image to unicard@emma.cam.ac.uk

- **The University Library - How to activate your card**

Show your Postgraduate Studies confirmation letter and your card to Library staff.

- **Data Protection**

The information held for the University Card will only be used by the University of Cambridge and Colleges



to confirm the holder as a member or employee of the University of Cambridge, to provide identification in the case of visitors such as short-term academic visitors, or for the confirmation of entitlement to use facilities. Your information will not be used for any other purpose unless you are notified beforehand. Your information will not be passed to any organisation outside the University or Colleges. If you have any queries please contact the University Data Protection Officer by email at data.protection@admin.cam.ac.uk.

- **The University Card Office**

Online information can be found at: <https://help.uis.cam.ac.uk/service/security/university-card>.

Please remember however, that it is quicker to contact your Card Representative via email at: unicard@emma.cam.ac.uk.

- **General terms and conditions**

The University card is issued to you from the University of Cambridge and remains the property of the University. The University Card Service reserves the right to terminate, cancel or request the return of the card at any time. The card must be returned to your Card Representative before you leave the University.

Tutorial Office
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