

FAQs for card holders

My card has is expiring soon or already expired, what should I do?

Members of staff or visitors: please contact your department or college HR team who can submit a renewal request for you.

Students: please contact your College Office who can submit an extension request for you.

My card is damaged, how do I get a new one?

Members of staff: please contact your department or college HR team who can request a replacement for you.

Students: please contact your College Office who can request a replacement for you. If you don't have a college, please liaise with your department administrator.

I have lost my card, how do I get a new one?

Members of staff: please report your lost card to your department or college HR team and make a 'lost card' payment via the [University Online Store](#) as soon as possible.

Students: please report your lost card to your College Office and make a 'lost card' payment via the [University Online Store](#) as soon as possible. If you don't have a college, please liaise with your department administrator.

My card has been stolen, how do I get a new one?

Members of staff: please report your stolen card, along with your Crime Reference Number, to your department or college HR team as soon as possible. If you do not have a Crime Reference Number, you will need to make a 'lost card' payment via the [University Online Store](#) as soon as possible.

Students: please report your stolen card, along with your Crime Reference Number, to your College Office as soon as possible. If you do not have a Crime Reference Number, you will need to make a 'lost card' payment via the [University Online Store](#) as soon as possible. If you don't have a college, please liaise with your department administrator.

My department or college requested a new card for me, where has the card been sent?

Once the new card has been issued, it will be sent to the authorised contact at your department or college who made the request.

I am a member of staff with a department and need to have a college added to my card, who should I contact?

Please contact the college you are affiliated to, and they will request to be added to your card record.

I need building access added to my card, how do I do this?

Please contact the team who manages the access system in the building you need access to. If you don't know who this is, get in touch with the [UAS Facilities Helpdesk](#).