

**ESTATES SERVICES
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IMPORTANT

The University Card
Notes and Guidance
For
Card Authorisers

November 2024

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The University Card Office

The University Card is administered by the University Card Office, based at The Malthouse, Tidmarsh Lane. We are a central service which deals with the production of University Cards for staff, students, visitors and retirees. The Card Office does not deal with access requests.

Please note: The University Card acts as a form of identification and should not under any circumstances be given to or used by anyone other than the named cardholder, to gain access to University buildings and facilities.

The Card Office team is solely office based and their usual office hours are Monday to Friday, 9am to 4pm.

The Card Office is not open to applicants in person. All card requests and queries must be directed to us via designated card authorisers within each department and College.

If you have any urgent card queries please email us on university.card@admin.ox.ac.uk

For security reasons, new cards will always be sent to the designated card authoriser directly or the postal address that has been supplied for each department or college. We will never send cards directly to the card applicants themselves.

Our aim is to process requests within 3 to 5 working days, unless the request has been given a specific date of change. However the process may take longer during our busiest period, July to October. We recommend making any requests with as much notice as possible, allowing us time to action them.

Applying for a Card

Who can apply for a University Card?

Anyone with an official connection to the University may apply for a card.

Card Categories – Definitions and Permissions

The card categories available, along with a description of each one are listed in **Table 1** and **Table 2**.

It is important that, where there is a choice, that only one card category is selected. A card holder can only hold one card under one card category at any one time.

Card authorisers should check the card categories carefully against the definitions and permissions which are most appropriate for the applicant's needs before generating a card request.

Table 1: Card Categories Guidance (categories available to request on the Card Request Management App)

Card Category	Card Description	Card Permissions
University Staff	<p>For anyone employed on a permanent, fixed-term contact or part-time contact</p> <p>Can be issued for up to 4 years at a time</p> <p>This category will be issued on a blue top card with 'University of Oxford' written across it</p>	<p>Primary Oxford Single Sign On account</p> <p>@unit.ox.ac.uk email address</p> <p>Standard library access (unless access to rare materials is requested upon application)</p>
Departmental Staff	<p>For anyone on casual contracts, e.g. temp agency staff, or someone working alongside but not directly for a department who requires a university email address, e.g. a consultant or a contractor</p> <p>Can be issued for up to 4 years at a time</p> <p>This category cannot be requested by a college</p> <p>This category will be issued on a plain blue top card</p>	<p>Primary Oxford Single Sign On account</p> <p>@unit.ox.ac.uk email address</p> <p>Standard library access (unless access to rare materials is request upon application)</p>
College Staff	<p>For anyone on the College payroll</p> <p>Can be issued for up to 4 years at a time</p> <p>This category cannot be request by a department/faculty</p> <p>This category will be issued on a plain blue top card</p>	<p>Primary Oxford Single Sign On account</p> <p>@unit.ox.ac.uk email address</p> <p>Standard library access (unless access to rare materials is request upon application)</p>
Academic Visitor	<p>For academics who are officially invited to departments or colleges, e.g. senior academics from other universities</p> <p>Can be issued for up to 1 year at a time</p> <p>This category will be issued on a plain blue top card</p>	<p>Primary Oxford Single Sign On account</p> <p>@unit.ox.ac.uk email address</p> <p>Standard library access (unless access to rare materials is request upon application)</p>

<p>Card Holder</p>	<p>For those who do not fit into any of the previous categories and who have less formal connections with your institution, e.g. tenants, common room members, cleaners, contactors who require building access but no university email</p> <p>This category does not come with a @unit email address</p> <p>Does not come with library access as standard</p> <p>Can be issued for up to 4 years at a time</p> <p>This category will be issued on a grey top card*</p>	<p>Primary Oxford Single Sign On account</p> <p>Usually for building access only</p> <p>*Grey top card with no library access if applicant is brand new to the university</p> <p>If the applicant has previously held a card as a student or member of staff and are switching to Card Holder status, they will keep their library access and will be issued with a blue top card</p> <p>Grey top Card Holders can apply for library access via the Bodleian Admissions Office – <i>see Bodleian Access and the University Card</i></p>
<p>Virtual Access</p>	<p>For those who are not members of the University but need to have access to certain web based facilities</p> <p>Two types of Virtual Access: Academic – e.g. external tutors Non-Academic – e.g. hospital consultants, external contractors</p> <p>This status does not come with a @unit email address</p> <p>No physical card is issued for this category</p>	<p>Primary Oxford Single Sign On account</p> <p>Access to certain web based facilities, e.g. Canvas, OxCORT: the tutorial payment system, Medical Teaching sites or college web based services like meal booking</p>
<p>Departmental Visiting Student (DVS)</p>	<p>For students who are being invited to study in an Oxford department for a short period of time and require an email address</p> <p>Should not be used for Recognised or official Visiting Students</p> <p>Usually issued for no longer than 1 year</p> <p>DTP and CDT student can be issued for up to 4 years.</p> <p>This category will be issued on a plain blue top card</p>	<p>Primary Oxford Single Sign On account</p> <p>Two type of DVS: @dept email address @visiting email address</p> <p>Standard library access (unless access to rare materials is request upon application)</p>

For a more in-depth view of the IT entitlement for each status, please [click here](#) to visit the University Card and IT Services Entitlements page.

Table 2: Card Categories not available on the Card Request Management App

Card Category	
Student	Undergraduate, Graduate, Visiting and Recognised Students that follow a different application process via the Student System. The Card Office cannot make any amendments student information other than amending end dates.
Congregation	Applications are managed by the Congregation Membership, click here for further information.
Retiree	For members of University Staff and College Staff who have retired in post. For further information on the application process, click here to visit the Retiree page.

[The Card Request Management App](#)

The Card Request Management App is the platform on which new cards under the card categories in **Table 1** can be requested by the designated card authorisers within the departments and colleges. It is also used to request replacement cards for current cardholders, e.g. renewals, damaged, lost or stolen cards and also to submit leaver requests.

The card categories in **Table 2** cannot currently be made via the Card Request Management App so for each of these types of card request, please continue to use the existing card application processes.

Renewal/damaged, lost and stolen requests for Undergraduate, Graduate, Visiting and Recognised Students must be made via email.

We can only action a card request/application that has been made by a designated card authoriser. We do not accept requests directly from card holders or unauthorised contacts.

For more information about the Card Request Management App, please [click here](#).

For the App login link and guidance for designated card authorisers, please [click here](#).

For help with making new card requests, please [click here](#).

Each team on the Card Request Management App should have a lead user. To add and remove users from your team, the lead user will need to complete the following form:

[Add or remove users in your Card administration team](#)

A lead user can also update team details, such as team name, lead user, team mailbox, postal address but complete the following form:

[Update your Card administration team details](#)

Renewing a staff or visitor card

To renew a staff or visitor card, you will need to place a request via the Card Request Management App. Generally searching by Card number is the quickest and easiest way for the Card Office to locate a card record.

On the App, you will be asked to supply the card holder's name and either the card number or date of birth. There are over 100,000 records on the card database and even the more uncommon names can be difficult to identify so we recommend providing both the card number and date of birth on your request.

You must always give the exact end date of the new contract or length of stay. If you are requesting a renewal for a permanent member of staff, the new end date should be 4 years from the date on their current card.

If the current photo on record is over 8 years old, the request will be rejected and you will be asked to resubmit it with a new up-to-date photo before a new card can be issued.

If the card holder has both a department and college affiliation on their card record, the Card Office will need to verify the continuation of the second affiliation before issuing a new card so these request make take longer to process.

Once you have requested a new card and have received confirmation a new card has been issued, the previous card is likely to become deactivated as of the following day so you will need to contact the card holder and ask them to hand in the old card as soon as the new card is available to collect. **It is the authoriser's responsibility to ensure that the previous card is handed in and destroyed securely before the new card is released to the card holder.**

The card number will remain the same when a new card is issued upon a renewal request.

Renewing a student card

Renewal request for students on matriculated courses should be made via email by designated student card authorisers within the student's college. Students should not apply for a renewal through their department unless they are on a course where no college membership is applicable.

The new end date requested should be in line with the date that is recorded on their student record. If the new end date needed is beyond the date on their student record, a reason for the extension will need to be given when making the renewal request.

The student's card number will remain the same if a new card is issued upon a renewal request. If the renewal is for a very short period only (i.e. between a week and a month) you can request for the record to be extended only but no new card issued.

If a student record is showing as completed, their card record cannot be extended any further.

Transfer requests

A transfer request can either be for a card holder who is changing departments, or a card holder who is changing card categories. For staff/visitors, a transfer request need to be made via the Card Request Management App.

On the request, all new card information will need to be supplied including, new card category, new dept. code or college and new card expiry date needed. **You will also be asked to give a 'date of change' which should either be the last day in their previous role or if their previous card has recently expired, the date that you are making the request.**

The request will not be processed until the date that is given in the 'date of change' field or shortly after if this date falls on a weekend.

Students changing card category

Students who are still studying for an Oxford degree but also have a staff contract and are paid by a department or college **cannot** have both a student card and a staff card at the same time.

It is usually to the student's advantage to hold a student card, however it is their choice as to which card they want.

For students who are transferring to a staff or visitor position in a department or college after completing a degree, a transfer request will need to be made via the Card Request Management App including all new card information needed and the date of change.

If a student record is **not** showing as completed when a transfer request is received, it will be rejected and you will be asked to resubmit it when the student has completed or if they have confirmed to you they would like to switch their status immediately.

Once a new staff or visitor card is issue, the card holder will need to hand in their previous student card to be destroyed upon collection of the new card.

Broken or damaged cards

Requesting a replacement for a broken or damaged card will need to be made via the Card Request Management App for staff/visitors and via email for matriculated students.

When a card is physically damaged (i.e. worn, peels, split, etc.) please state this clearly in the replacement request.

If the card is not physically damaged but is not working for building access, before requesting a replacement please ask the card holder to speak to the team who manage the access system at the building they are trying to enter. If the card is not allowing access to the libraries, before requesting a replacement please ask the card holder to take the card to

the Bodleian Admissions Office at the Weston Library so that they can check the access. If the issue cannot be resolved after this, then you can request a replacement card.

The card number will remain the same when a new card is issued upon a damaged card replacement request.

Once received the replacement card should not be released to the card holder until the damaged card has been handed in. **It is the authoriser's responsibility to ensure the old card is handed in and destroyed securely.**

Lost cards

There is currently a £15 fee to replace a lost card which the card holder will need to make via the University Online Store. When a new card is issued, it will be given a new card number for security reason.

For staff/visitors, lost card requests should be made via the Card Request Management App, where you will be asked to provide an OXF reference number. Please instruct the card holder to make the £15 lost card payment as soon as possible and provide you with their OXF reference number.

Once the Card Office has received the payment notification and verified that the payment has been made, a new card will be sent to you. New cards are never sent directly to the card holder.

For students, a designated card authoriser from the student's college can send an email to the Card Office detailing the card holder's full name and student number and stating the card has been lost.

Once the student has made the payment via the University Online Store and it has been verified by the Card Office, a new card will be sent to the designated card authoriser who requested the replacement.

If the payment is received before a request is received, the new card will be sent to a designated card authoriser we have listed along with an email to confirm this.

If the lost card is found after a replacement card has been issued, it **must always** be handed in and destroyed as the card number and internal chip number will have changed.

We cannot reinstate old card numbers so if the old card is used it will cause problems to access control systems that use the University data.

The card holder will still be charged for the replacement card.

Stolen cards

Similar to lost cards, request for a replacement for a stolen card can be made via the Card Request Management App for staff/visitors and via email for students. For both methods a Crime Reference Number will need to be provided.

If a crime reference number is provided, a new card with a new card number will be sent to you free of charge. If no crime reference number is provided, the £15 lost card payment will need to be made via the Online Store.

If the stolen card turns up again after the card has been replaced it **must always** be destroyed. The card number and internal chip number will have changed and using the old card will cause problems with access control systems that use the University Card data.

Resignation from post

If someone resigns from their post of leaves earlier than expected then you must inform the Card Office by submitting a leaver request via the Card Request Management App.

It is also important for the person leaving to surrender their University Card so that you can destroy it.

Card photo requirements

The card holder's photo is printed on the University Card and may be used as verification when entering University building and facilities. **This photo must be a good likeness.**

The photo should be a passport-style portrait in line with the following requirements:

- Only contains the card holder
- A portrait containing their head and neck and is front facing (no side profiles)
- Clothing or hair coverings are not obscuring the face
- Not wearing sunglasses or hats
- Is taken against a clear, light background

For existing card holders, when a renewal or replacement card request is made and the photo on record is over 8 years old, the Card Office will request a new up to date photo is provided.

A card holder can also change their photo at the time a new card is needed (i.e. for a renewal, damaged card replacement, etc.) by provide their designated card authoriser with a new photo before a request is submitted.

However if a card holder wants a replacement card issued for a photo change only there would be a £15 charge to do so.

Dual affiliations and secondments

Dual affiliations: A card holder can only have one department and one college affiliation listed on their card record at any one time. Any additional affiliations that are needed, would need to be arranged via Central IT Services.

If you are requesting an affiliation for an existing card holder where there is space on the card record to do so, e.g. a college requesting an affiliation to be added to an existing University Staff member, if this cannot be done via Central IT Services behind the scenes then please send an email to the Card Office detailing the card holder's name, card number and duration of their affiliation with you.

Currently adding affiliations to existing card holders is not available on the Card Request Management App.

Secondments: In the majority of cases, if a card holder goes on secondment they will either require continued access to their current email account or be returning to their current role once the secondment has ended.

We recommend that the department the card holder is seconded to sets up their affiliation as an additional one via Central IT Services, the card holder keeps their current card and can have any building access needed during the secondment added to this card. **So there will be no need for a new card to be requested for a secondment.**

If the secondment turns into a permanent role with the new department, then a transfer request can be submitted as normal and a new card with the new department can then be issued.

Change of name

Staff: If a member of staff changes their name officially, where appropriate it must be changed on PxD first. Once this has been changed, it should appear in the card database the following day and a request for a replacement card can be made via the Card Request Management App. If the change does not go through PxD, i.e. for casual staff or visitors, please make the request via the App and the Card Office will amend the database and issue a new card.

Students: Official name changes for students must go through ARO – Academic Records Office. Once the change has been made by ARO, the card database will be updated overnight and the designated student card authoriser at the student's college can request a new card if one is needed.

Students: Course Transfers and Suspensions

The Card Office are copied into course transfer and suspension notifications sent by ARO however as the majority of these notifications are received during our busiest time of year, we recommend that designated student card authorisers at the colleges send an email request to the Card Office when you received this notification if a new card is needed.

Email Access and SSO

If a card applicant requests access to a university email address it is important to read the information given in the **Card Categories Guidance** in **Table 1** to determine the most appropriate card category for the card applicant's needs.

Email addresses are generated by Central IT Services based on the card category and affiliation given on a card record. Email addresses are not recorded on the card database so any queries regarding these would need to be directed to IT Services.

Single Sign On (SSO) is also generated by Central IT Services overnight once a card record has been created. The Card Office do not keep a record of SSOs and do not send out information regarding SSO or SSO activation so any queries regarding this would need to be directed to IT Services.

If you have a query regarding a current card holder with an existing activated SSO or email please contact The Central IT Service Desk - see 'get support' at [Home | IT Help \(ox.ac.uk\)](#).

Bodleian Access and the University Card

University Cards and Bodleian Reader's Cards are two separate card groups that are administered by two separate offices. The University Card is issued by the Card Office and the Bodleian Reader's Card is issued by the Bodleian Admissions Office.

If a Bodleian Reader's Card has been issued before an application for a University Card is made and the Reader's Card is still valid, it **must always** be retrieved and destroyed upon collection of the University Card.

Standard Bodleian access ('S') is given to all card categories except Card Holder for those who have never been affiliated to the University in any way before. Card Holder applicants who have previously held a Bodleian Reader's Card or previous access to the Bodleian will retain their library access on a cardholder's card.

Access to rare material and manuscripts ('A') can be given when requested by a designated card authoriser.

Card Holders who have never been affiliated to the University in any way but who need library access, can take their card to the Bodleian Admissions Office at the Weston Library to

apply for access. If the Bodleian agrees to the access, they will inform the Card Office and a new card will be issued and sent to the department or college concerned for collection.

The Admissions Office is open 9.00-4.30 Monday to Friday and 10.00-1.30 on Saturdays.

Important Additional Notes

- i. Card Office can only issue cards for departments that appear on the organisational chart.
- ii. To avoid the creation of duplicate card record, a new starter card form must be completed using the applicant's full legal name. If they have a preferred name which they want to appear on their card, this can be specified in the 'Preferred name' field on the application.
- iii. If we are informed by IT Services that a duplicate record has been created and a duplicate card has been issued, we will overwrite the old record with the new card details and the duplicate record will be deleted. This will result in a new card being issue and sent out so any previous cards will need to be destroyed as they will no longer valid. The Card Office will send an accompanying email to the relevant department when this has happened so they know to expect a new card.
- iv. If a request is made for a card holder who has both a college and department affiliation, the request may take longer to action as the Card Office will need to seek confirmation from the unit who has not made the request as it whether their affiliation should also remain.
- v. **The Card Office cannot add or check building access.** Requests of this nature will need to be directed to the team who manage the access system within the building where access is needed.