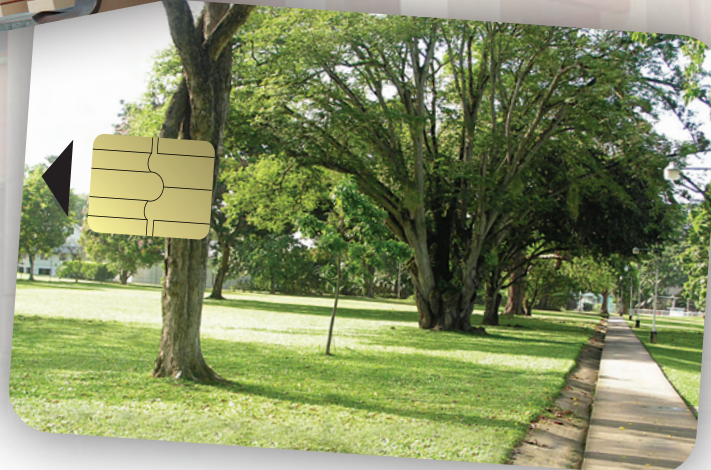




UWI

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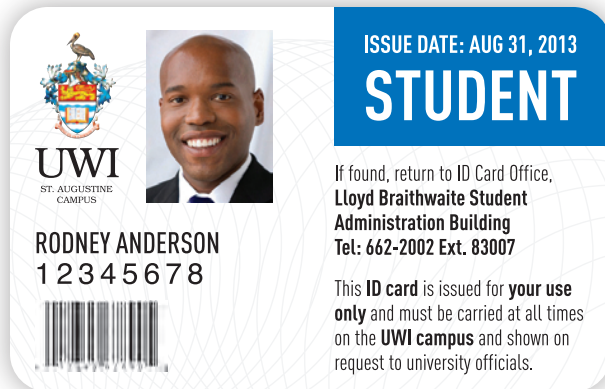


THE NEW UWI ID CARD

FAQS

The NEW UWI ID Card **FAQs**

THE NEW UWI ID CARD will provide easier access to a wide range of campus services such as borrowing books at the Library, using the gym at SPEC, exam validation prior to entry into exams and access control to certain secure locations of the campus.



What's different about the printed information on the ID Card?

With the new card, less of your personal information is visible, making it more difficult for anyone to use your personal information in an attempt to steal your identity.

Who is eligible to receive a UWI ID Card?

There are 5 categories of ID cards that will be available for eligible members of the University community:

1. **STAFF** (All staff members, permanent, temporary and contract employees)
2. **STUDENTS** (All students, full-time, part-time and evening)
3. **ALUMNI** (All registered financial members of the Alumni Association)
4. **RETIREEES** (all retired staff members)
5. **VISITORS** (any member of the campus community who does not belong to one of the other categories but requires access to campus services)

NOTE: Please refer to the UWI ID Card Policy online at http://sta.uwi.edu/idcard_policy for additional details.

Is there a fee to obtain the new UWI ID card?

Yes. The new ID card fees are:

	INITIAL	RENEWAL	REPLACEMENT
STAFF	FREE	FREE	TT\$180
STUDENT	TT\$120	TT\$120	TT\$180
ALUMNI	TT\$180	TT\$180	TT\$240
RETIREEE	TT\$180	TT\$180	TT\$240
VISITOR	TT\$180	TT\$180	TT\$240

As a returning student do I need to change my ID Card every academic year?

No, validation is automatic once financially cleared.

Will returning new students be issued a new ID Card?

Yes, however they will utilise their old ID card for the academic year 2013-2014 once financially cleared until mid semester when they will receive the new ID card.

When is the expiry date of my card?

Instead of an expiry date, your new ID card has an issue date. Your new ID card is valid for a maximum of seven (7) years. The renewal fee after seven (7) years is in effect, once you return the original ID Card.

Is the The University of the West Indies ID Card transferrable?

UWI ID Cards are not transferable. Anyone who uses a loaned ID Card to attempt to access services will be denied access to the services and the ID card will be confiscated by the service personnel. Both the borrower and lender may be subject to disciplinary action by The University of the West Indies, St. Augustine.

What technologies are on the new ID Card?

The UWI ID Card contains three different technologies:

- **CONTACTLESS CHIP** (for building and secure area access)
- **CONTACT CHIP** (for access to services such as borrowing books and accessing the gym)
- **BARCODE** (for access to services that do not use the contact chip)

What services can I access using my ID Card?

Your new ID Card would eventually give you access to the campus and any other services you are registered for or entitled to such as the gym, swimming pool, library, secure areas on campus, examinations, health services and more.

Where can I get more detailed information about the UWI ID Cards?

The UWI ID Card policies are available on The University of the West Indies, St. Augustine website for download at http://sta.uwi.edu/idcard_policy This policy outlines the issuance, use, maintenance and rules governing the UWI ID Card.

What should I do if my card is lost or damaged?

- Immediately contact the **ID Card Office, The Lloyd Braithwaite Administration Building, Ground floor via telephone 662-2002 ext 83007 or email: IDCard.Help@sta.uwi.edu**
- All cardholders are required to complete the ID Card Replacement form prior to having a replacement card issued.
- Once the form is completed, the ID card will be reissued at the ID Card Office.

What should I do if my card is stolen?

- Immediately report the card as stolen to the **ID Card Office via telephone 662-2002 ext 83007 or email: IDCard.Help@sta.uwi.edu and UWI Estate Police/ National Police and obtain a police report.**
- All cardholders are required to complete the ID Card Replacement form prior to having a replacement card issued.
- Present a police report which lists the ID Card as one of the items stolen, and the ID card will be replaced free of charge.
- If you do not have a police report, the card replacement fee must be paid prior to receiving a replacement ID card

What should I do if I find a lost ID card?

Return all lost ID cards (staff, student, alumni, retiree and visitor) to the **ID Card Office, Lloyd Braithwaite Student Administration Building, Ground floor telephone 662-2002 ext 83007 between the hours of 8:30am and 4:30pm Monday to Friday.**

I have just replaced my lost/stolen ID card. When will it be activated?

The ID card will be activated immediately once issued. However, access to services using the ID card such as Library access, gym access and access control (if available at your location), will vary based on how frequently those systems are updated.

SERVICE	AVAILABILITY
ACCESS CONTROL	Contact your designated Access Control Co-ordinator to enrol the new card in the access control system (if available at your location)
LIBRARY	Library receives nightly updates. If you do not have access after that period , contact Library Systems Unit
GYM	Gym receives updates immediately. You should be able to use the gym as soon as your card has been replaced. If you do not have access after that period, contact the ID Card Office.
EXAMINATIONS	Examination validation system receives updates immediately. You should be able to access your assigned Examinations venue as soon as your card has been replaced. If you do not have access after that period, contact the ID Card Office.

What happens if I try to use a replaced card?

The replaced card will be deactivated and will not be able to access any services. The card will be kept by the service personnel and sent to the ID Card Office. All replaced cards which are subsequently found will be destroyed.

My department has a visitor/contractor/consultant who needs access to secure areas/library services/gym access. What do we do?

Your visitor must be registered at the ID Card Office in order for a Visitor ID card to be issued. Your Head of Department must provide written authorisation, via the Visitor ID Card Request Form for a visitor ID card to be issued. The photo and details about the person, such as duration of visit and type of access for this visitor, will be captured in our ID card database. This information can be accessed by Security Services to verify the identity of any person who holds a visitor ID Card. The visitor ID card must be returned upon completion of the assignment to the ID Card Office. Failure to do so will result in the respective department being charged the replacement fee.

Why is there no picture of the cardholder on the visitor card?

The Visitor ID card allows the cardholder to access ID card services to campus users who are not staff members, students, alumni or retirees. These cards are issued for a short period of time and must be returned to the ID Card Office upon completion of your assignment. These returned cards are reissued to different visitors and a history of all visitors is kept on our ID Card database.

How do I care for my card?

The cardholder is responsible for keeping the card safe and in good condition.

To maximise the life of the ID card, it is recommended that you:

- **Do not punch holes in the card, bend it excessively, or insert a wet card into any card reader**
- **Do not damage or cover the contact chip with any foreign material such as paint, stickers, etc.**
- **Do not put your card on electronic equipment with magnetic fields such as stereo equipment**
- **Keep your card on the lanyard, in the protective sleeve**
- **Keep your card away from heat sources such as dryers and irons**

I have more questions? Who can I contact?

For additional queries, please contact the
ID Card Office, 662-2002 ext 83007
or email: IDCard.Help@sta.uwi.edu