

INSTRUCTION SHEET

Student ID Card



BE WHAT YOU WANT TO BE
cqu.edu.au

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, as the card will reflect your study load at the time of printing.

How do I apply for a Student ID Card?

Applying for a Student ID Card is simple. You can do this online through the MyCQU Student Portal. First, you must sign in with your student number and password.

A quick link to the online form can be [found here](#). Once signed in, you will arrive at the below page.

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)

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



Should you lose or severely damage your card before expiry you will need to pay a \$10 replacement fee. Payment can be processed on the [Replacement Student ID Card payment page](#).

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.

Photo Requirements

Browse to where your photo is saved

- 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](#)

Submit once you have selected your photo

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.

My Student ID Card has expired

If you still require a Student ID Card, simply apply for a new card by following the above process.

I've lost/damaged my Student ID Card

Should you lose or severely damage your Student ID Card before it expires, you will need to pay a **\$10 replacement fee**. Payment can be processed on the [Replacement Student ID Card payment page](#).

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 sat@cq.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](#).