What You Need to Know...

The VCUCard is the official identification card for the Virginia Commonwealth University and Health System. While on the Monroe Park or MCV campuses, all students, faculty, and staff are required to carry their VCUCard.

Please read all of the following instructions before submitting your photo. If a suitable photo is successfully submitted in a timely manner, your VCUCard will be printed and waiting for you when you arrive on campus!

**Please note, if you currently have an ID issued to you and wish to update your photo, a replacement fee will be assessed**

What Will I Use My VCUCard For?

Your VCUCard is much more than your ID. It will provide you with easy access to residence halls, libraries, bus systems, meal plans, and much more! It can even be linked to your Wells Fargo Checking account!

RamBucks, a prepaid, stored-value account, is part of your VCUCard and is the convenient, cashless way to pay on and off campus. Use it for whatever you need, whenever you need it! You can make online deposits, check your meal plan and debit balances, and even check your transaction history online! Learn all about VCUCard and the RamBucks program at vcucard.vcu.edu.

General Photo Requirements

Any image submitted to the VCUCard Office will be used for identification purposes only. VCUCard reserves the right to refuse any image that does not adhere to the standards outlined below.

- All submitted images must be in a JPEG file format
- Pixel size must be larger than 120 x 90
- The file size should be between 15 KB and 1 MB
- The image must be in color
- Taken within the last 6 months to reflect your current appearance
- There must be a space between the top of your head and the top of the photo
- Your entire head and shoulders must be visible
- You must show a valid government issued photo ID to pick up your VCUCard
Picking the Right Photo...

Your photo is a vital part of your Photo Submission process. We want the best YOU displayed on your VCUCard, so stay within the image guidelines listed below.

If you have any questions or concerns regarding your photo, please contact one of our offices during normal business hours.

The Image Must:

- Be in color
- Clearly identify YOU from head to shoulders
- Have no noticeable reflections or glares, especially from glasses
- Have a solid white or off-white background
- Have normal contrast and lighting
- No graduation caps, gowns or costumes are allowed

You Must:

- Be the only person in your photo
- Face forward, looking directly into the camera (no side profiles)
- Have no red eye
- Have nothing touching your face such as hands, props or other distractions
- Not make any gestures or inappropriate facial expressions
- Not wear a hat or sunglasses
- Not wear jewelry or garments that obstruct the view of your face

FOR THE RECORD

VCUCard follows U.S. Passport image guidelines as outlined by the United States Department of State. You can visit their website for further information.

www.state.gov

Unacceptable Images...

Now that you know what we look for when we issue you a VCUCard, take a look at some examples of photos that would be rejected. Can you identify what is wrong with these images without reading the captions?

- Nice hat! But hats and sunglasses are not acceptable.
- This would be okay, but the background is not a solid color!
- This is an inappropriate facial expression and the hands are obstructing the face.
- Nice smile, but it seems there is someone else in the photo.
- Better...but side profiles are not acceptable.
Step-by-Step...

**STEP 1**
Logging In

First you will need to log into our Online Card Office website at https://vcu.netcardmanager.com/.

You will need your eID and Password provided to you by the university.

If you have any problems logging in, please contact the Technology Services Help Desk at 804.828.2227.

**STEP 2**
Choosing Your Photo

First, notice the navigation plane on the left side bar. You will use this to navigate your way around the Online Card Office website.

Click on the Submit ID Photo on the left side bar.

**STEP 3**
Changing Your Submitted Photo

After following the instructions outlined in step 2, you have the option of submitting a different photo.

Notice that by selecting a different photo, the original photo will be deleted.

**STEP 4**
Logging Out

Lastly, you will need to log out of the Online Card Office. Click on the LOG OUT button on the left side panel.

Now the only image remaining is the photo that will be accepted.

After logging out, be sure to close the browser window completely.

**READY TO GET STARTED?**

Click HERE to log into our Online Card Office website.

Remember, if you have any questions or concerns, you can always contact one of our offices during normal business hours for further assistance!