

All Falcon OneCards are University property and are subject to card terms and conditions. To protect your card, treat it with the care as you would a driver's license or credit card. Cards that are cared for properly, should last for several years. Cardholders are available in the OneCard Office.

### **Damaged OneCard:**

Cards that have been damaged through "normal wear and tear" will be replaced at no charge. Damage from "normal wear and tear" includes damage caused by swiping the card through card reader devices. Examples of this type of damage include, but are not limited to:

- Horizontal or vertical wear on the magnetic stripe
- Horizontal breakage of the card along the magnetic stripe caused from the card reader devices
- Picture faded beyond individual's recognition
- Peeling and flaking beyond usability (i.e. magstripe no longer swipes)

### **Do Not:**

- Use a wireless charger while your card is attached to your phone
- Mark or bend your card
- Punch holes in your card
- Gouge the magnetic strip on your card
- Use your card as an ice scraper
- Put a magnet next to your card
- Add stickers to your card

### **Improper Use/Care of the OneCard:**

A \$20 replacement fee will be charged for OneCards that have become damaged due to misuse or improper care. Examples include, but are not limited to:

- Burning or bubbling on card
- Vertical/horizontal gouges on magnetic stripe
- Bent or curling cards
- Vertical break of card or ragged vertical/horizontal break
- Abnormal marks including teeth marks
- Equipment damage (such as from a washer or dryer)
- Damage from wireless phone charger

If your card is lost or stolen, deactivate it immediately at the OneCard website or by calling Campus Safety at 262-243-4344. If you find someone else's ID, please return it to Campus Safety.

*The card should be in the cardholder's possession at all times and presented upon request to any University official. Although the card is issued to individuals, the card remains the property of the University and is non-transferable.*

## **Concordia University Wisconsin Student ID Card Terms and Conditions**

The purpose of this policy is to define the rights and requirements of eligible cardholders of the Falcon OneCard. This policy applies to any individual who requests and/or receives an official CUW identification card.

### **Official Identification**

The Falcon OneCard is the official identification card of CUW and is issued based upon the individual's primary affiliation with the University. The name appearing on the Falcon OneCard will be the cardholder's official name of record with the University. At any given time, an individual can only have one active Falcon OneCard. Students shall show their identification card when requested to do so by CUW officials performing their duties and who identify themselves and state the reason for their request.

The Falcon OneCard remains the property of CUW at all times and the University governs all uses of the card. The card is not transferable; only the person pictured on the front is allowed to use the card. Unauthorized use, sharing, alteration or duplication for any purpose will result in immediate confiscation of the card and may result in disciplinary or legal action. Falcon OneCards become invalid upon termination of affiliation with the University and must be surrendered upon request.

### **Cardholder Responsibilities**

Upon use of the Falcon OneCard, the cardholder agrees to the terms and conditions herein. The cardholder is responsible for use of the card in accordance with the instructions at all locations where the card is accepted. The cardholder is responsible for maintaining a valid Falcon OneCard that is in proper working condition. Meal plans are accessed through the Falcon OneCard. The card must be presented at the time of purchase/delivery and shall be the only means of accessing the participant's account.

Cardholders who have a F00# may obtain information regarding their Falcon OneCard account usage, including the amount of funds remaining on the account, recent transactions, or where the account was used, and any new amounts added to the account by accessing [https://secure.touchnet.net/C20619\\_oneweb/](https://secure.touchnet.net/C20619_oneweb/) or the ID Card App.

All questions and disputes regarding Falcon OneCard points can be directed to the [Sodexo office](#).

### **Photographs**

As this is an identification card, a full facial photograph is required. The photograph of the applicant's facial features must not be obscured by hair, by any article of clothing,

by headwear, or by eyewear. Initial Falcon OneCards will be issued only after the applicant has proven his/her identity by presenting a government issued photo ID card, such as a passport, military identification, a license, or a valid state identification card. This photograph will be used for identification purposes across all campus offices and systems.

### **Disclosure to Third Parties**

The University will not release the cardholder's photograph outside the University, unless permitted or required by law, or with the cardholder's permission. The OneCard Office reserves the right to disclose the cardholder's photograph and/or a copy of the information maintained on their account to University officials who have a legitimate educational need and/or concern of the well-being of the cardholder. A third party connects to the OneCard system to provide the online account management feature. The third party is prohibited from using this data in any manner, except to provide the online account management program to the University.

### **Proper Card Care and Card Replacement**

It is the card holder's responsibility to take good care of their Falcon OneCard. Storing the card in a protective card case will lessen the risk of damage to the magnetic strip on the back of the card. A \$20 replacement charge will be assessed for a non-functioning Falcon OneCard that is determined to be caused by improper care and handling. The charge will automatically be assessed to a card holder presenting a non-functioning card that has been tampered with (including but not limited to hole-punched, gouged, bent, and broken with a vertical or ragged break) regardless of the overall condition of the card. Any cards broken due to the use of a wireless phone charger will be charged the replacement fee.

If a Falcon OneCard is non-functioning as a result of normal use caused by swiping the card through authorized equipment, the OneCard Office will replace it for free. The non-functioning card must be surrendered at the time of replacement. Upon issuance of a replacement card, previous accesses and balances will be transferred to the new Falcon OneCard.

### *Name Change*

If you need to get a card replacement due to a name change, the OneCard Office will replace it at no charge. All name changes must be [processed through registrar's office](#) BEFORE requesting a replacement ID. The card with the previous name must be surrendered at the time of replacement. Upon issuance of a replacement card, previous accesses and balances will be transferred to the new Falcon OneCard.

### *Photo Change*

It costs \$20 for a photo change to be applied to your physical card. Any photos submitted online do not result in the creation of a new Falcon OneCard. To request a new Falcon OneCard, please visit the OneCard Office.

### **Lost or Stolen Cards**

The University is not liable for lost or stolen cards. The cardholder is responsible for unauthorized transactions resulting from the loss or theft of his/her card.

Lost or stolen cards should be immediately deactivated through the ID card app, at [https://secure.touchnet.net/C20619\\_oneweb/](https://secure.touchnet.net/C20619_oneweb/) or by calling Campus Safety (262-243-4344). The \$20 replacement fee is assessed for a lost or stolen card. A stolen ID card may be replaced for free if a police report regarding the stolen item is shown at the time of card replacement.

If the card is found or recovered, and provided that a replacement card has not already been issued, the cardholder can reactivate the card by visiting IT or the OneCard Office. Cards will not reactivate over the phone.

If the card is found or recovered and a replacement card has already been issued, the cardholder should shred it or bring the old card to the OneCard Office.

The University may change any or part of these terms and conditions and will notify University cardholders by email and/or other University communication avenues at least 30 days before the change is to become effective, and by posting the new Policy and cardholder responsibilities on the OneCard website. The use of the Falcon OneCard on or after the effective date of change means that the cardholder accepts and agrees to the change. Prior notice need not be given where immediate change in the terms and conditions is necessary to maintain or resolve the security of the account. Changes can be found at <https://www.cuw.edu/FalconOneCard>.