

Students

Electronic Payments with your Unicard 2017/2018 Frequently Asked Questions

What is the Unicard?

The Unicard is your Student Card. It is multifunctional and is used for registration, ID, library, Students' Union, car park access, room access and cashless payments for catering. Using your Unicard on campus is fast and convenient.

Who will receive the Unicard?

All current University students will receive a card. To be able to use it to make payments, you just need to get it **encoded** by a member of staff at the Student Hub in the Science Centre or one of our Information Points at our Centres of Excellence on Blackheath Lane in Stafford and Shrewsbury.

When will I receive my Unicard?

Your Unicard is actually your student card. If you are a new Full Time student you will receive your card when you complete your Face to Face enrolment. Part Time students will have their cards posted out to them once they have completed online enrolment and uploaded a photograph. Just remember that you will need to take your card to one of our Information Points to have it 'encoded' by a member of staff before you can use it to make payments around campus.

NB - If you receive a bursary you can have your card encoded after you have chosen to receive the bursary allocation onto your card.

How can funds be loaded on to the Card?

Once you have had your card encoded by a member of staff at an Information Point, go online and log in (using your University username and password) to the 'Card Management' section. <https://unicard.staffs.ac.uk>

You will then be able to transfer money to your Card or even send an email invite to family members or friends who may want to add funds for you.

How much money can I put on my Unicard?

If you are receiving a bursary/scholarship, your card is topped up to £200 each night, whilst the funds are available to do this.

There is no limit to how much of your own funds you can add to your card.

Spending

What can I use my Unicard for?

- Food and Drink in the University and Union outlets on Campus
- Gym membership and individual sessions and bookings
- Club and Society membership and insurance
- Tickets for Union social events, trips and tours
- Food, stationery, merchandise and essentials in the Students Union shops
- Put it towards the cost of University halls of residence
- Purchase books via the Library
- Purchase items from the Art Shop

How can I check the balance on my Unicard?

You can check your balance via the Card Management section of the Unicard Portal <https://unicard.staffs.ac.uk>

To login you will need to use your University Username (this is the first part of your university email address and password).

What happens if I lose my Unicard?

Funds placed on your Unicard are available like cash so it is the student's responsibility to safeguard the card as they would cash.

If you think you may have lost your Unicard, you should 'Hotlist' it **immediately** by using the web portal by going to <https://unicard.staffs.ac.uk>. Once you have 'Hotlisted' your card you will be protected against any future transactions being made on the card.

What happens when I Hotlist a card?

Once you hotlist your card, your Unicard will automatically be cancelled. You will then need to go to the Student Hub or an Information Point where a new card will be issued. If you subsequently find your card you need to take it to the Hub or Information Point where it can be removed from the hotlist.

Remaining monies on your card will be transferred onto your new card but this won't happen until the following day.

What do I do if I want to query a transaction I don't think I made?

The system we are using for Unicard transactions has a full audit trail. If you have a concern about any transactions made on your card these can be queried by contacting Financial Services at Stoke.

What happens if I withdraw or intermit?

If you are in receipt of a bursary/scholarship and leave the University (withdraw or suspend your study), we will not seek to recover payments already allocated but we would not make any further payments.

For those students who suspend their studies, the Unicard will be reactivated when the student recommences study on their course.

Once you have formally notified the University of your Withdrawal or Intermission at the time of which you leave your course of study, you will have 4 weeks from which to spend any remaining money, after which any remaining money will be removed from your card.

If you have loaded your own money on to the card, please contact Financial Services to make arrangements to have any remaining funds transferred back to you.

If I don't spend all of the money this year, can it roll forward into next year?

Yes, there is currently no limit as to how much money can be rolled forward to the following academic year. The remaining balance will remain on your Unicard and will be available for you to continue to spend.

Please note; Once bursary students have chosen to have their allocation on their Unicard they cannot then change it to pay accommodation or tuition fees. However, if you remain eligible and receive a bursary again the following academic year you will be given the choice of how you use your new allocation.

How secure is the Unicard?

The University is satisfied that the system it has in place behind the card is secure and fully audited. However, like any payment card system it is the responsibility of the card holder to safeguard the card to prevent unauthorised use, and to hotlist should they ever be concerned they have lost or misplaced the card. It is important that the photograph you use

for your card is as up to date as possible at the time of upload as this will be used for security also.

How do I get my card encoded so that I can use it to make payments?

You need to go to the Student Hub in the Science centre Leek Road Stoke on Trent Campus or Information Points at our Centre of Excellence on Blackheath Lane in Stafford and Shrewsbury. A member of staff will then encode your card.

NB. If you receive confirmation that you have been awarded a bursary and, if applicable, have chosen the Unicard option via the e:vision portal, you then need to take your student card to the Student Hub or an Information Point to have it encoded. Your first payment will be loaded onto your card the day after it has been encoded.

Queries If you have a query that is not answered in these Frequently Asked Questions, please email unicardqueries@staffs.ac.uk.