

# Chatham University Identification (ID) Card

*Date: September 15, 2021*

Every new Chatham faculty, staff, and students must obtain an ID card. Once they are registered for classes or with their respective department, the Office of Student Affairs (OSA) will issue the ID card. Faculty, staff and students should obtain their IDs before beginning their employment or classes.

## Office of Student Affairs Location and Contact Information and Office Hours:

Office of Student Affairs

1<sup>st</sup> Floor Woodland Hall (near the IT Helpdesk)

Office Hours: Monday – Friday (9:00 a.m – 5:00pm)

ID Hours: Monday – Friday (10:00 a.m. – 4:00 p.m.)

Phone – (412) 365-1286

Email – [osa@chatham.edu](mailto:osa@chatham.edu)

## ID Printing Hours

The Office of Student Affairs, located in Woodland Hall across from the IT Help Desk, will print IDs on a walk-in basis **between the hours of 10am and 4pm**, when there is a not a mask mandate in effect on campus. When masking is required indoors, we are unable to take ID photos on a walk-in basis due to the inability to socially distance with our ID machine setup.

During the first two weeks of the semester, we typically see a higher volume of students and staff coming in for new and replacement IDs. As a reminder, we only have one ID printer, so if staff is occupied at the machine, they will assist you as soon as they are able. We appreciate your patience.

## ID Online Submission Form

**\*PLEASE NOTE: On a temporary basis due to the ongoing pandemic, all individuals are asked to submit online ahead of time for their ID. You will receive an email once it has been printed with instructions for pickup. Thank you in advance for helping us reduce traffic to our front office.**

The Office of Student Affairs will accept photos and signatures submitted ahead of time for ID printing and pickup [via this link](#). Photos and signatures must adhere to the following guidelines and be submitted at least 48 hours in advance of pickup:

**GOOD: Suggestions for a successful photo submission.** *Your submitted photo should be very similar to a Passport Photo.*



- 1: Take a new and current photo
- 2: Stand in front of a plain white background such as a plain white wall
- 3: Face completely forward and look at the camera
- 4: Take a head shot - do not go below your shoulders
- 5: Take a solo picture with no other people in the shot

Practices to avoid when uploading a picture:



- 1: Do not use a photo from a social networking site such as Facebook or Twitter
- 2: Do not stand outside
- 3: Do not wear a hat or sunglasses
- 4: Do not take a picture by pointing the camera at the mirror
- 5: Do not apply filters to your photo submission.

## **Student ID Photo Guidelines:**

- Photo must be submitted or printed in color
- Cardholder's full face must be directly facing the camera
- Photo must be a headshot (from the chest up)
- Cardholder should use minimal facial expression or a natural smile with both eyes open
- Hats or head coverings that obscure hair or hairline, unless worn for religious purposes, should not be worn
- Headphones, wireless hands-free devices or similar items should not be worn
- Dark glasses or non-prescription glasses with tinted lenses are not acceptable unless needed for medical reasons (a medical certificate may be requested)
- Glare from glasses may be avoided by slightly tilting glasses downward
- Photos submitted online should have been taken within the last six months to reflect cardholder's current appearance

When picking up an ID card submitted in this way, you must present another valid form of ID to confirm identity. For security, we are unable to mail ID cards. They must be picked up in person from a trained Student Affairs staff member.

## **Affirmed Name Policy**

Students may request an ID card that reflects their affirmed name by first submitting the Affirmed Name form to the Office of Student Affairs. Once approved, this information will be updated in University systems and the ID card can be issued with the affirmed name.

For the full policy, see the [Affirmed Name Form](#).

## **IDs for Large Groups**

If you have a group of incoming students, online students, or other visitors that will come in at once for IDs, we ask that you **provide a list of names and ID numbers** in advance, as well as a **date and window of time** in which you expect the group to arrive.

This helps us to input information into the system early, speeding up the process. It also helps ensure that we have appropriate ID-trained staffing in the office at the time of arrival.

Large groups **must come to the office in person** for their student IDs. If you would like to schedule a distribution of IDs to students who submit online photo submissions, you must schedule this in advance with our office, as IDs must be issued by Student Affairs staff.

## **IDs for Faculty/Staff**

If you are a new Faculty/Staff member looking to get your ID, please bring the **purple/green slip** from Human Resources with you to the office. Due to confidentiality, our staff is unable to look up your staff ID number for you and must have this number from HR in order to issue your photo ID.

## **Usage of ID**

### **ACCESS:**

#### **Access to Campus Buildings**

Chatham students, faculty and staff can use their Chatham ID card with Basic Access to enter the Carriage House Lounge area, the AFC, and the 24-hour Lounge in the JKM Library.

HOW TO USE: Chatham ID cardholders swipe their cards in front of the ID card reader and access is granted for all authorized cards.

#### **Access to Eastside Campus**

Chatham students, faculty, and staff can use their Chatham ID card (with special access added) to enter the Eastside Campus building. Those who need access should request it from the Student Affairs staff at the time that their ID is being printed, or at the time that the access becomes necessary, with 24-hour advanced notice if possible.

HOW TO USE: Chatham ID cardholders swipe their cards in front of the ID card reader and access is granted for all authorized cards.

### **Access to Specific Buildings and Rooms**

Upon approval, Chatham students, faculty, and staff may require special access to certain rooms, labs, and buildings. Those who need access should request it from the Student Affairs staff at the time that their ID is being printed, or at the time the access becomes necessary. Doing so with 72-hour advanced notice is greatly appreciated. Students may need to provide proof of their need to access special spaces, such as a copy of their class schedule or a note/email from their faculty member or respective supervisor.

### **Access to Residence Halls**

A student's ID card is their access into the residence halls. Students should keep their ID cards with them at all times. All undergraduate resident students have access to their respective residence halls only.

HOW TO USE: Students swipe their cards in front of the ID card reader and access is granted for all authorized cards.

- **Access issues** – For issues relating to housing and on-campus needs, residents can call the following contacts depending upon the circumstance.
  - Emergency and after-hours situations:
    - Shadyside On-Call\* – 412-951-0003
    - Eden Hall On-Call\* – 412-439-3332
    - Public Safety\*\* – 412-365-1230

\*Note: On-Call staff, via Residence Life, will house temporary cards for specific halls and apartments. These active cards can be signed out in after-hours cases and returned during normal business hours when proper cards can be issued.

\*\*Note: Public Safety can open the door for residents on a needs-only basis.

### **Access to Shuttles and Private Buses**

Chatham students, faculty, and staff may use their Chatham ID cards to access the following:

- The Chatham Eastside and Eden Hall Shuttles (show to driver). The Live Shuttle Tracker can be accessed [here](#) for up-to-date schedule information.
- The University of Pittsburgh buses and shuttles (show to driver)
- SafeRider Privileges via The University of Pittsburgh (show to driver)

\*Note: Schedules and information relating to shuttle, private bus services, and SafeRider can be found in the Transportation section of the Chatham University Student Handbook.

## **Public Transportation**

Chatham students, faculty and staff may use their Chatham ID card to board any Port Authority Transit (PAT) bus, light rail vehicle or the Duquesne and Monongahela Inclines for free. This TAP service provides unlimited rides to Downtown, Pittsburgh and throughout nearly all areas of Allegheny County.

HOW TO USE: Chatham ID cardholders can scan their Chatham ID cards upon entering the Port Authority Transport vehicle for their ride using the same procedure as a ConnectCard:

- Simply tap your Chatham ID to the orange pad on top of the fare box. A green light and a single beep indicate that the card has been accepted.
- **Technical Issues** - In the rare occurrence of a technical glitch leading to declined public transportation access, a rider can do the following depending upon the circumstance:
  - Notify the driver that Chatham University has an active agreement with Port Authority and show the driver their valid Chatham ID card with valid expiration date, and permission to stay on the ride should be granted.
  - Visit the OSA during regular business hours to have their Chatham ID card replaced. \*
- **Lost or stolen cards** – If an ID card is lost or stolen, Chatham ID cardholders should visit the OSA during regular business hours to have their Chatham ID card replaced. (\*)

**\*Note:** Newly issued ID cards can take up to 5 business days to be activated in the PAT system.

- **Emergency Access** – Chatham ID cardholders who need immediate access to the bus system should do the following if this issue arises:
  - *After-hours* – Call the Office of Residence Life’s On-Call at 412-951-0003 to sign-out an active temporary ID card, which will provide temporary public transport access until the Chatham ID card is activated. Temporary ID cards must be returned once regular ID cards are working.
  - *During normal business hours* – Visit the OSA or call 412-365-1286 to arrange to sign-out an active temporary ID card, which will provide temporary access until the Chatham ID card is activated.

## **Meal Plans:**

Chatham students, faculty, and staff can have meal plans and dining dollars added to their ID cards. This is normally processed between Student Accounts and Dining Services (Parkhurst).

- **Replaced ID Issue** - When Chatham ID cardholders who previously had a meal plan on their lost, stolen or expired ID card obtain a new ID card, Dining Services (Parkhurst) needs to be notified in order for dining funds to be manually moved over.

## **Printing on Campus:**

Your Chatham ID card allows you to access printers & scanners on campus. To use the printer, send your print jobs to FollowMe. Then, tap your ID to the scanner at the front of the machine you would like to print to. Print jobs follow your ID, not a specific machine, so you are able to tap to use any Chatham printer and retrieve your job. For a detailed guide on printing using these procedures, see the guides on MyChatham Documents and Forms for printing on a [Mac](#) or on a [PC](#).

### *First time use*

To use your card with the printer, you must first associate your ID with your Account. Follow the instructions [in this guide](#) to associate your ID. Please note: If we reprint your ID, you will need to associate the new card with the printer again.

## **ID Card Replacement:**

(\* ) If an ID card is lost or stolen, Chatham ID cardholders should visit the OSA during regular business hours to have their Chatham ID card replaced.

If a Chatham ID card expires, or in the rare occurrence of a technical glitch leading to declined access, students can visit the OSA during regular business hours to troubleshoot and have their Chatham ID card replaced.

**In most circumstances**, a replacement fee of \$25.00 will be charged, which can be paid via cash, check, credit card, or charged to their student account.

Thank you for reviewing these ID policies and procedures. If you have any questions after reviewing this document, please feel free to contact the Office of Student Affairs by email at [osa@chatham.edu](mailto:osa@chatham.edu) or phone at 412-365-1286.