To Ensure Problem Free Use of Your Card
To ensure problem free use of your card the following precautions should be taken:

- DO NOT bend or fold;
- DO NOT subject to heat (e.g. car dashboard);
- DO NOT subject to strong magnetic fields (e.g. leaving card on speakers, TV or microwaves);
- DO NOT pass through a washing machine;
- DO NOT punch holes in the card;
- DO NOT pass through other card systems such as bank ATMs;
- DO NOT store your CSU Card with your mobile phone.

What to do with Any Previous Card
A new CSU Card replaces any earlier card issued to you.

Once you are sure that your new card has the building access privileges you require, any previous card should be destroyed.

Library Services Using Your CSU Card
Library borrowers require a CSU Card to access CSU collections. Students may borrow from other University libraries, collections in person, for further information on this scheme see www.csiro.au/division/library/aboutpublications/guides/mla.htm

Travel Concession Card
On behalf of the New South Wales Rail Corporation and NSW State Transit Authority, the University issues Student Travel Concession stickers to full-time internal domestic students for concession travel in NSW. A new NSW Transport concession sticker is required at the commencement of each year.

A full list of conditions of use, eligibility and application are available through the CSU Card website http://www.csiro.au/csu-card

Your CSU Card as an Identification Card
Your CSU Card is your primary identification card for Charles Sturt University. It is required for entry to examinations. You may be required to present your card for access to other University facilities and services.

Your CSU Card as a Building Access Card
Most University buildings have electronic access control and security systems fitted. Student cards have automatic access to student computer facilities and 24 hour zones. To activate your CSU Card for access, your CSU Card will need to be taken to a CSU Card Hotspot. You will need to return the card to the Hotspot periodically (approximately each 30 days) to maintain your access to certain areas.

Your CSU Card as a Financial Transaction Card
Your CSU Card can be used to hold value and make purchases on campuses from University operated retailers, schools, buses, and more. You can use your card to make purchases utilising your CSU Card account wherever you see the following signs displayed:

Your CSU CARD can be used here.

You can add value to your CSU Card Account by visiting the EFTPOS Loaders in the Learning Commons, where transfers can be made from your EFTPOS Cards (debit and credit).

You can add value via the Web at CSU’s online payments page
https://payments.shop.csiro.au

You can add value utilising BPAY through your financial institution. Visit the CSU Payments page for more information on these payment options.

You can view your CSU Card Account details online at the CSU Card Holder Portal.
http://www.csiro.au/csu-card

Here you can set or change the PIN on your account, view your current balance, view transactions on your account, and lock your card if it is lost or stolen.

It is your responsibility to ensure your account has funds available when you make a purchase. Your CSU Card is NOT a credit card. You must maintain a positive balance in your CSU Card Account.

If your CSU Card account is overdrawn, the negative balance is treated as a debt to the University and may affect your ability to access results or University services.

You cannot make cash withdrawals from your CSU Card Account. It is the card holder’s responsibility to use the funds in the account prior to leaving the university.

CSU Card Signature Panel
To sign the card, use a pen suitable for writing on CDs and DVDs.
Troubleshooting
If you have queries about a transaction or have difficulty using your card, please contact Student Central.

Expiry Date of CSU Card
Staff and Student cards do not have an expiry date printed on the card. If an outside organisation requires you to demonstrate that you are a current student then you should print off a statement of enrolment using the CSU Online Student Banner system.

Secure Your CSU Card
Keep your CSU Card in your possession at all times. Do not loan your CSU Card to a friend to use. Cashiers and University officers will only accept the ID that belongs to the cardholder.

You should set a PIN on your CSU Card for your own security. The PIN controls access to certain functions. You can set your PIN by visiting the EFTPOS Loaders in the Libraries or Learning Commons, or by accessing the CSU Card Online Portal at www.csu.edu.au/csucard

General Conditions of Use of the CSU Card
Your card should be carried with you when you are on a campus of the University and must be shown when requested by any University officer. You must present the card when sitting an examination conducted by the University.

CSU Cards are not transferable. When a card is used to access facilities, services or concessions, the use of the card is considered an agreement by the holder to be bound by any rule or condition applying to the respective facility, service or concession. Card holders cannot lend their card or permit other people access to facilities or services using the card. If your CSU Card is found in the possession of any person other than the authorised holder, it will be confiscated and may be cancelled.

You are liable for any losses resulting from use of your CSU Card for transactions or building entry, attributable to the fact you delayed to report that your card has been lost, stolen or misused. Cards reported lost or stolen are unable to be used again, if recovered after a new card has been issued. Whoever has possession of the card will be able to access the attached account. TREAT THE CARD AS THOUGH IT WERE CASH AT ALL TIMES.

CSU Card privacy statement
The CSU Card stores only limited data in the memory chip. This data includes your name, student number, library Unilink number, internal identification numbers used by the Unicard system and Banner (CSU Student/Finance system), Cardex number (building access number) and the card serial number. All data is encoded and encrypted and special security codes are required to unlock the respective data sectors in the microchip.

With the exception of the Unilink library data, CSU will not share any information with outside organisations and will not sell or release any information regarding your usage or purchases. Within CSU, data is exchanged between University systems in the normal course of business.

Conditions of Issue and Use and answers to Frequently Asked Questions are available at http://www.csu.edu.au/csucard

Your CSU CARD can be used here.