

# User Guide

## CSU Card

In 2008 all CSU students and staff will receive a new photo ID known as the CSU Card.

CSU Cards contain a contact-less “Mifare” microchip and an antenna that enables access to a number of services across CSU. Such services currently include:

- Identification on CSU campuses;
- Entrance to examinations;
- NSW Travel concession card (restrictions apply)
- Dining Hall meals for on-campus students;
- Access to buildings, including 24 hour computer labs;
- Borrowing materials from the library;
- Payment for photocopying (available April 2008)

During 2008 and 2009, additional services allowing cards to be used at campus shops, vending machines and food outlets will become available.

### Obtaining your CSU Card

Commencing internal students will be issued with their CSU Card during Orientation by Student Administration. Continuing internal or on-campus students will be able to collect their CSU Card from Student Administration. All Distance Education students will receive their CSU Cards via the post.

### Cost of CSU Card

For students, staff, contractors, and some Community cards, the first CSU Card is issued FREE.

Students are required to pay a replacement fee if a card is lost or damaged due to lack of care. After seven years a new card is available for no charge.

Community cards which include Library borrowing privileges by members of the public include fees.

### To ensure problem free use of your card:

Decoded or damaged CSU Cards may be rejected by card readers. This will suspend your privileges until a new card is obtained.

To ensure problem free use of your card:

- DO NOT bend or fold;
- DO NOT subject to heat (eg car dashboard);
- DO NOT subject to strong magnetic fields (eg 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

### Secure your card

Keep your 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.

Your CSU Card cannot be held by any CSU area for any reason. Your card is the same as cash in many areas or in cases of providing access to buildings, it is your details that are logged as using the facility or service.

### 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.

All students (Internal and Distance Education) and non-CSU Library borrowers require a current CSU Card to borrow from the Library.

### CSU Card privacy statement

The CSU Card stores only limited data in the memory chip. This data includes your name, student number, library Unilinc number, internal identification numbers used by the Unicard system and Banner (CSU Student/Finance system.), Cardax 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 micro chip.

With the exception of the Unilinc 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.

### What to do with your previous card

Your new CSU Card replaces any earlier card issued to you which should now be destroyed. Previous cards which provided access to buildings should be retained until you are certain that your new card has been updated with the correct building access privileges.

### CSU Card Signature Panel

To sign the card, use a pen suitable for writing on CDs and DVDs. Alternatively, suitable pens will be available at all Campus Libraries and Student Administration Counters.

### Cardax obtaining access to building

All student computer centres, Learning Commons and several buildings on most campuses have an electronic

access control and security system fitted; the University uses the Cardax brand. All new buildings and building refurbishments will have Cardax fitted to all external doors as minimum.

Student cards have automatic access to student computer facilities and do not need to have their cards activated.

### Library services using CSU Card

All tertiary institutions allow use of their collection within their library. Most university libraries allow borrowing upon presentation of your current CSU Card and proof of current enrolment. Some libraries charge fees. You must use these other libraries in person as postal service is not provided.

### Computer Laboratory 24 hour access

New student cards automatically have access to all CSU on-campus 24 hour computing facilities.

### Travel Concession Card

On behalf of the **NSW 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.csu.edu.au/services/csu-card/travel-concession.html>

### Card Security

Your CSU Card is not transferable, and if it is found in the possession of any person other than the authorised holder, it will be confiscated and may be cancelled.

Your CSU Card should be kept secure, and you are liable for any losses resulting from unauthorised building entry or transactions, 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 Ownership

Your CSU Card remains the property of Charles Sturt University. You must return your CSU Card to the University immediately if asked to do so, or upon cessation of your association with CSU.

### Cancellation of Card Services

The University may cancel any of its services available to you in connection with your card in accordance with University policies and procedures.

### University's Liabilities

To the extent permitted by law, the University's liability is limited to replacing faulty cards.

Each card holder is responsible for managing the funds on their CSU Card's electronic account and for reducing the balance to a zero before final departure from the University.

The University does not accept liability for lost, stolen, user damaged or destroyed cards, nor for the loss of monetary value through unauthorised use of your CSU Card. Until reported lost or stolen any liability for card use is the card holders.

The University is not liable from any loss you may suffer arising from any malfunction of the card system, or if a card reader or terminal equipment is unavailable for use or unable to be used.

To the extent permitted by law, the University is not liable for the availability, quality or fitness for purpose of any of the services not provided by the University or any goods or services purchased with your card not provided by the University.

The University is not liable to you if a system participant fails to accept your card. Possession of a CSU Card does

not empower any staff member or card holder to act as an agent for the University.

### Expiry date of CSU Card

Staff and Student cards do not have an expiry date printed on the card. Instead University electronic systems will maintain your status based on your enrolment if you are a student or your ongoing association with CSU for other card types.

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.

### Trouble Shooting

If you have queries about a transaction please contact the Service Desk on 84357 or via the IT Services Quick Link at [my.csu](http://my.csu.edu.au)

### Conditions of Issue and Use and Frequently Asked Questions are available at

<http://www.csu.edu.au/csu-card>

To find out how to replace a lost or damaged card

- If you lose or damage your card, please contact your administrative campus Student Administration Office immediately. A fee of currently \$25.00 is payable for a replacement card. You can apply for a replacement card via the Web (credit card details required) or by enclosing the appropriate fee and forwarding your request to your Student Administration Office.
- In the following circumstances a new CSU Card will be issued at no charge:
  - Card has been stolen and a copy of a Police report is supplied;
  - Your name has been changed and a copy of the marriage certificate or other supporting government documentation is supplied;
  - The card is in good physical condition but the data in the card no longer works.