VCUCard: Guidelines & Instructions

Photo Submission Guidelines

General Information

Any image submitted to the VCUCard Office will be used for identification purposes only. VCUCard reserves the right to refuse any image that does not adhere to the standards outlined in this document. If you currently have a VCUCard and are seeking to replace your image, you may be subject to fees. Please visit vcu-card.vcu.edu to read the VCUCard Terms & Conditions regarding replacement cards.

VCUCard follows U.S. Passport image guidelines as outlined by the United States Department of State. You can visit their website for more information at www.state.gov.

Submission Requirements

Your photo is a vital part of your Photo Submission process. We want the best YOU displayed on your VCUCard, but we also want to be sure we can clearly identify you. If you do not adhere to these guidelines, your image will be rejected and you will need to choose a more appropriate image to re-submit.

Meeting the Deadline

The coordinator for your orientation will inform you when Photo Submission is available. You must submit your photo at least two business days prior to your scheduled orientation date, allowing enough time for VCUCard staff to review your photo. Once your image is uploaded, you will receive an email confirmation with further instructions.
How To Take Your Photo

Consider the following requirements:

- Be the only person in your photo without any props
- Do not wear sunglasses, hats, graduation caps, gowns or costumes
- Face forward (no side profiles)
- Have a clear view of your face
- Have a solid white or off white background
- Keep your hands at your side
- Look directly into the camera (don’t look down or to the side)
- Take your picture within 6 months of your submission

Image Specifications

Required properties for your photo:

- Be a JPEG file format
- Be in color
- Be in portrait orientation
- Be larger than 600 x 800
- Have a file size between 15KB and 1MB
- Have no noticeable reflections or glares, especially from glasses
- Have no red eye
- Have normal contrast and lighting

Use the silhouette below as a guideline for uploading your image:

*Important:*

*If you use an iPad, iPhone or any other mobile device to take your picture, you must unlock the orientation (prior to capturing the image) in order for your photo to upload correctly.*

*Your image must upload exactly the way you see it in this example.*
Rejected Photo Submissions

Your image can also be rejected! You can choose to re-submit a more appropriate image, within the allowable time frame. Photos are not typically approved on the same day they are submitted.

Examples of Unacceptable Images

Backgrounds & Surroundings
The background in this image appears to be a classroom with many objects. We require all images to have a solid white or off-white background. Please refrain from using doors or walls with textures/patterns and from taking pictures outside.

Headwear & Eyewear
Hats, scarves and other head coverings are not allowed. Sunglasses are not permitted on the face or on top of your head; prescription non-tinted glasses are acceptable. We need to identify both your eye and hair color.

Expressions & Gestures
This is an inappropriate facial expression and the hands are touching the face. Relax, keep your hands by your side and give the camera a simple smile!

Cropping a Self-Portrait
Please refrain from cropping yourself out of a group photo. If there is any indication there is another person in your image, it will be rejected. Also, be sure to center your image and not crop out the top of your head.

Head Position & Profile Portraits
Your body and head should be facing directly toward the camera, with your eyes looking into the camera. Professional photos, such as senior class photos are often rejected for this reason.

Top 10 Most Common Rejected Photo Reasons
1. Image is too distant from the face
2. Background is not solid white/surface
3. Image is too dark
4. Top of the head is cut off
5. Image is a professional profile/senior photo
6. Someone else is in the photo
7. Photo is in landscape orientation
8. Shadow cast across the face
9. Face is not centered
10. Image is too bright/faded/overcolored
Upload Your VCUCard Photo

After you read all the guidelines outlined in this document, you can get started by logging into the VCUCard Online Card Office by visiting:

myvcucard.com

Get Help

Please read the Photo Submission Instructions for a step-by-step walkthrough for uploading your VCUCard photo. You can find these instructions or other information regarding your VCUCard and the submission process on our website at vcucard.vcu.edu.

Contact Us

If you still find you need assistance using photo submission you can contact us during normal business hours, at anytime through email, or by submitting a ticket on the helpIT Center website at ts.vcu.edu/helpit.html.

VCUCard Offices

Monroe Park Campus
Technology Administration Building
701 West Broad Street, Lobby
Hours: Monday - Friday 8:00 am - 5:00 pm
Phone: 804.827.CARD (2273)
Fax: 804.828.8855

MCV Campus
Sanger Hall
1101 East Marshall Street, Room B1 - 018
Hours: Monday - Friday 8:00 am - 4:30 pm
Phone: 804.628.CARD (2273)
Fax: 804.828.8854

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