VCUCard:
Guidelines & Instructions

Photo Submission Instructions

Your Photo Submission

Submit your photo early and have your VCUCard ready for pick-up on your orientation day! Before you begin, visit vcucard.vcu.edu to read the VCUCard Photo Submission Guidelines. It is important to read ALL the guidelines prior to submitting an image. Selecting the right photo is essential to your success with the Photo Submission process!

Visit The Website

You can manage your account 24-7 through the VCUCard Online Card Office. At anytime, you can make a RamBucks deposit, check your account balances, report your VCUCard lost or stolen, and much more! Today, you will use it for Photo Submission... login to myvcucard.com to get begin.

Logging In

You must know your eID and password to log into the VCUCard Office Online Card Office. Visit eidfinder.vcu.edu to determine your eID. Contact the helpIT Center at ts.vcu.edu/helpit/html for assistance with your eID and password.
Submitting Your Photo

Click the Photo Submission link on the right side in the Quick Links section. Notice on the submission page you should **not** have a photo displayed if you will be receiving your first VCUCard.

If you receive an error message or timeout during your session, you will be redirected to the home page; click this link to resume.

Click the Choose File button on the right to locate your image on your computer. After choosing the appropriate image, press the Upload button.

Your image should now appear as a Pending Photo Submission. **If you receive an error message, please review the Photo Submission Guidelines on our website to ensure you are using a photo that meets our specifications.**
Waiting For Review

Photos are not typically reviewed on the same day they are submitted. You are strongly encouraged to submit your photo at least 1 week prior to your orientation date, in case you need to submit more than one photo!

Reminder: the VCUCard Office reserves the right to reject any photo you submit if we do not believe it meets the standards outlined in the Photo Submission Guidelines.

Email Confirmation

You are sent an email to your VCU email account when your photo has been approved or rejected. Please check your email prior to visiting one of our offices.

Verify Your Status

You can verify the status of your submission from the same place you uploaded your photo at anytime! If your image is Pending, it has not yet been reviewed by a VCUCard staff member; please allow at least 1 business days for processing time.

If your image is listed as your Current VCUCard Photo, it has been accepted and you will pick-up your new ID during your scheduled orientation date! If you do not have an orientation, please wait at least 24-hours before visiting your primary office location for pick-up.

If you no longer see your image, your photo has been Rejected. You can view the reason for the rejection by clicking on the View Rejected Photos link.

You can submit a more appropriate photo up to 24-hours in advance, however, there are no guarantees your re-submitted photo will be accepted.

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
Get Help

Please read the VCUCard Photo Submission Guidelines for assistance with picking an appropriate VCUCard photo. You can visit vcucard.vcu.edu to find these guidelines or other information about your VCUCard and the Photo Submission process.

Common Submission Issues

Please review some of our frequent submission issues for a quick reference to your questions.

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>My image turns when uploaded</td>
<td>Unlock the orientation before taking the picture</td>
</tr>
<tr>
<td>My image won’t upload</td>
<td>Image file is corrupted - choose a different photo</td>
</tr>
<tr>
<td>I can’t log in to the website</td>
<td>Delete or reset browser history, cache and cookies</td>
</tr>
<tr>
<td>I need help with my eID</td>
<td>Contact the helpIT Center: ts.vcu.edu/helpit.html</td>
</tr>
<tr>
<td>I don’t see the link</td>
<td>Photo Submission is closed/deadline has passed</td>
</tr>
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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 at ts.vcu.edu/helpit.html to the helpIT Center.

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