

ID CARD UPGRADE FAQs

Property Services Staff ID Card Replacement Frequently Asked Questions

Q. Do I need to have a new photo taken?

A. You can choose to update your photo if you like, or continue to use the existing one.

Q. I am currently WFH or am on leave, can I collect my card when I return?

A. Yes. You only require your card to access buildings or printing services. You can collect your new card when you are next on campus.

Q. I don't have a card now, do I have to come and get a new one?

A. No. If you work remotely or don't come to campus, you don't need a card. Cards will not be mailed out.

Q. Can I keep an old card?

A. Your old card will be disabled but if you would like to keep it for sentimental reasons, that is fine. Otherwise return the old card when you collect the new one and we will recycle it.

Q. I usually work at Lismore but am working at another campus, is this okay?

A. You can collect your new card from any campus.

Q. Can a colleague collect my new card on my behalf?

A. No. You must present to a collection location to receive your new card. No one is allowed to collect these on your behalf.