Frequently Asked Questions

Basics

Storage and Handling of the Chip-Card

The CampusCard you received should always be treated and stored carefully because of its multifunctional purpose (integrated chip, TRW imprint). It is recommended to always keep your CampusCard inside the slipcover that comes with it. Mechanical pressure (bending or curving the card) is to be avoided. Non-observance can lead to damage and malfunction of the card. In case a replacement card is issued, the costs are to be paid by the user of the CampusCard if he or she is responsible for the damage.

Which individual-related data is saved on the CampusCard?

The following informations are visible on the surface of the CampusCard:

- Last Name, First Name
- Matriculation number
- Semester ticket
- Library number / Barcode
- Access number

The following informations are saved on the MIFARE-chip:

- Matriculation number
- Library number
- Access number
- PKZ (Status: Student, Staff, Guest)
- Semester ticket Information (valid from / to)
- Period of Validity

How do I receive my card?

The application of the CampusCard automatically happens when the application papers arrive at the Jade University, except if it is an application for a replacement card.

What does "validate" mean?

Validation means that information about the general validity period of the CampusCard as well as the imprint Semesterticket with the indication of the validity area is printed on the TRW strip of the card front at a self-service machine (validator/validating machines).

The validating machines can be found here:

- at the study location in WHV: Main Building
- at the study location in OL: Main Building
- at the study location in ELS: Weserstraße 52

Can I validate my semester ticket in Oldenburg too, even tho I am a student in Wilhelmshaven?

The student IDs and semester tickets of the Jade University can be validated at every location of the university, irrespective of where you study. This is due to a comprehensive system.

How is the semester ticket pictured on my card?

The semester ticket function of the CampusCard is pictured on a TRW film on the left of the front side. The period of validity is always supplied with a start date and a terminal date for making sure that the semester ticket is only used as long as legitimate.

Out of which components is my card made?

The CampusCard of the Jade University is made of PVC plastic with ISO standard/credit card (86 x 54 x 0.76mm). A MIFARE chip and TRW film are also manufactured.

What is a TRW film?

The TRW (thermo-re-writable) film is a component of the CampusCard. There is a two-centimetre wide stripe applied on the front side, which allows reapplying the current data (e.g. semester ticket info, general validity).

How many times can I validate my CampusCard?

The rewritable TRW-film can be applied up to 500 times.

How do I activate my library card?

The CampusCard can be activated as a library card in the libraries of the respective study location.

Please contact the library staff for help.

What requirements must the picture for the CampusCard have?

A color passport photo or application photo with a maximum size of 10 MB in jpg or jpeg format can be used, provided that the complete head is visible on the picture.

The use of photos photographed or copied from identity cards (ID card, passport,..) is prohibited.

How can I upload my picture for the CampusCard?

When applying for matriculation, the picture can be uploaded directly in Jade eCampus. While doing so, the browser Mozilla FireFox should be used on the PC, since other browsers - as well as cell phones - may cause problems.

If you would like to upload a picture later in the process, you can do it as described in the following: A later upload is possible with the following steps: After logging in to Jade eCampus, go to StudienService via the tab "My course of studies". After switching to the "My data" tab, click on "Edit your data". Now scroll to the bottom of the page. There you will find the section "Upload picture". After uploading, press the "Save".

What does the CampusCard cost?

The first CampusCard you receive is free. If you need a replacement card, you may be asked to pay fees (e.g. if you are responsible for the damage).

Loss

How do I lock the card?

If your campus card gets lost or is not fully functional anymore, the owner should go and get it locked in his or her vested interest as soon as possible. You can initiate the lock in the following locations:

- in Wilhelmshaven - Computing Center
- in Oldenburg - Computing Center
- in Elsfleth - Computing Center

You can also request a card blocking via our Servicedesk. Please indicate "card loss" as the reason and the indication whether a new card is necessary or the studies will be terminated.

How do I get a replacement card?

The issuing of the replacement card only happens after a successfully initiated lock.

When **Requesting a new CampusCard:** This requires a written Request for replacement card.

When **termination of studies:** This requires the written

Card blocking by request
. No new CampusCard will be generated, only proof of discharge will be handed.

The issuance of a replacement card in case of own fault is <u>chargeable</u> and costs 15.00 EUR. Any remaining balance (purse) will be controlled by the Studentenwerk Oldenburg in a separate process.

How do I get the remaining money?

The credit balance can be refunded by the Studentenwerk Oldenburg in its own procedure. To do this, you can apply for a refund online: https://www.jade-hs.de/swo-refund

Important! Since the balance check can take up to four weeks, you can enter a different e-mail address for payment notification in the event of imminent exmatriculation.

Feedback

Do I have the semester ticket during the transition periods?

Yes, the validity of the semester ticket imprint can be shown for two consecutive semesters (e.g.: from 01.09.2010 to 28.02.2011). In this case, the validation of the card should be done after the full re-registration before the departure.

The semester ticket imprint is related to two consecutive semesters (Validation takes place in the current semester after the re-registration phase).

When is the update of the semester ticket possible?

As early as ten days after the end of the re-registration period, it is possible to update the semester ticket for the coming semester.

Error Indications

I receive a message saying "Registrierung fehlgeschlagen" (ENG:"registration failed") when I try to print at a MFD (multifunctional device)

In this case, there might be a problem with the chip number of your CampusCard. Its purpose is to allocate the print order to the user. Please visit the computing center and ask for help.

"Löschkarte, gehe zu Terminal..." (ENG: "Delete card, go to terminal...")
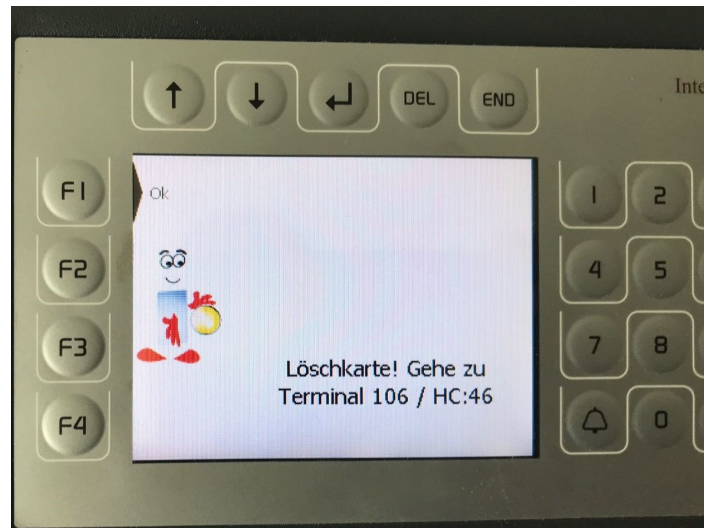
This indicates that the card has a block on the wallet. Blocking the wallet will cause the card to be rejected at all machines that communicate with the wallet (upgraders, rebookers, printer terminals, washing machines, cup machines, canteen checkouts, etc.).

In this case, the card must be returned to the last place of use (machine, cash register, terminal or cup machine) to unblock it.

HC-Equipment groups:

- 14 Controlling of the waching machine e.g.: WM9880Lan
- 26 Vending e.g.: VT2880 - cup machines
- 32 Cash upvaluer PC e.g.: AddVaue bar
- 37 InterCard mini checkouts
- 38 InterCard checkouts (e.g. canteen checkouts, TL1 checkout)
- 42 InterCard BGS client - machine for library fees
- 43 Personalisation (CMS, ICMS) - card production
- 44 Card tool / card editor smart.EDIT
- 46 smartONE copier- and print terminal (Overview about the copier- and print terminal)
- 47 nline upvaluer (smartUP Bar / EC)
- 48 nline devaluer (smartMOVE, -TAX, ..)

"Card no longer valid" or "Card date expired".

I get the feedback that when printing via the multifunction devices my "Karte nicht mehr gültig" (ENG: "card is no longer valid") or also when rebooking plotter quota the info that the "Kartendatum abgelaufen" (ENG: "card date has expired").

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Please come to the university computing center for further troubleshooting.

Printing and Copying at the multifunctional devices

Can I print from my personal Notebook on the multifunctional devices?

Yes, the virtual queues can be linked to the notebooks via WLAN without any problems. However, printing to the multifunction devices requires an account at Jade University. Further information and instructions can be find here.

I get a "Registrierung fehlgeschlagen" (ENG: "registration failed") message when printing on MFG....

This could have to do with the chip serial number: This is used to assign print jobs to individual users. Please go to the computing centre and ask for help.

For how long will the printing jobs be saved?

All print jobs are given an " incoming time stamp" and are available for pickup in the queue for 72 hours. After 72 hours the printing jobs will be deleted.

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