

**POLICY AND PROCEDURE MANUAL**

<b>Policy Title:</b>	<b>ONECARD POLICY</b>	<b>Area of Responsibility:</b>
<b>Policy Section:</b>	<b>INFORMATION TECHNOLOGY</b>	<b>VICE PRESIDENT, COLLEGE COMMUNICATIONS &amp; COMMUNITY RELATIONS, EXECUTIVE DIRECTOR, FOUNDATION</b>
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<b>Mandatory Review Date:</b>	<b>2024 08 08</b>	<b>Page: 1 of 3</b>
		<b>Last Review Date: 2019 08 08</b>

**6.10 ONECARD POLICY**

**Introduction**

St. Clair College OneCard is governed by these terms and conditions. Please read the terms and conditions carefully, as they constitute the agreement between you and the college. The use of the words "YOU" and "YOUR" denote the person named on the St. Clair College OneCard.

By obtaining a St. Clair College OneCard, depositing funds into your St. Clair College OneCard accounts or by using St. Clair College OneCard services, you agree to and accept all of these terms and conditions. The terms and conditions are subject to change from time to time and without notice. Future changes will apply to all St. Clair College OneCards in circulation and will supersede the previous terms and conditions in effect at the time you acquired your St. Clair College OneCard. Be sure to review the terms and conditions often.

**Use and ownership**

The St. Clair College OneCard and the photo are the property of St. Clair College. They are used by College faculties, services and staff to identify you as a St. Clair College student and provide you with access to various services. You must present your St. Clair College OneCard upon request by the College or its service providers. The OneCard is entrusted to you so you have access to the multitude of services available to you with the card. See [www.stclaircollege.ca/onecard](http://www.stclaircollege.ca/onecard).

You are the only person entitled to use your card. The OneCard is non-transferable. You may not use your St. Clair College OneCard for any illegal, improper or unlawful purpose, for example, presenting your OneCard as evidence of being a student at the College while not registered as a student. Using another student's OneCard, or altering, falsifying or selling a St. Clair College OneCard is prohibited and subject to sanctions, pursuant to the Student Code of Conduct, and may also be subject to civil or criminal proceedings. You are responsible for use of the OneCard, including debits made as a result of misuse of your OneCard.

## **Refunds**

Refunds from the declining balance account may only be made upon request by the cardholder. Refund requests must be made in person at the OneCard Office and will be subject to an administration fee of \$25.

## **Inactive account**

If your OneCard remains inactive for financial transactions for a period of three calendar years, all funds remaining in your OneCard account(s) will become property of St. Clair College and will no longer be available to you, unless you advise the OneCard office in advance of the need for a refund.

## **Lost or Stolen Cards**

If your OneCard is lost or stolen, you must immediately deactivate it. You can do this online, in person at the OneCard Office or by calling the OneCard Office. **An email or voice message does not constitute proper notification for lost or stolen cards due to time delays.**

You are responsible for all transactions made on your card until it is reported lost or stolen. St. Clair College is not responsible for funds or services used with a lost or stolen card. In the event that the online service to deactivate your card is unavailable, St. Clair College is not responsible for transactions on your OneCard.

A \$20 fee is charged for replacement cards. Your account will be reactivated only after the replacement fee is paid, your student status has been verified, proof of identification presented and a new OneCard has been issued. Once a replacement OneCard has been issued, your remaining cash balances will be transferred to your new OneCard. After a OneCard is deactivated, it can only be reactivated at the OneCard office with proof of identification, and only if a replacement card has not been issued. Once a new OneCard is issued, any previous OneCards are permanently deactivated.

## **Currency**

All OneCard account funds are in Canadian dollars. Deposits in your card account at the OneCard office must be in Canadian funds. The intended amount of deposits made using a debit or credit card outside Canada may not be equivalent to the amount actually deposited due to currency exchange rates.

## **Offline transactions**

If the OneCard transaction reader is operating in offline mode, a limited number of transactions may be accepted. In such cases, transactions will be processed on your OneCard account once the reader is back online. You are responsible for all transactions made while the transaction reader is offline. If the declining balance on your card goes into a negative balance, you must bring the balance to zero by reloading your OneCard before you can use the card again.

## **Limitations on the College's Liability and Indemnity**

The College is not liable to you for any loss, inconvenience to you or to others, or any damages (including special, indirect or consequential) or expenses of any kind that may result from the use or misuse of the OneCard, or if, for whatever reason, your OneCard is not accepted or you do not have sufficient funds in your account. You agree to indemnify, hold harmless and release St. Clair College from any and all claims for losses, damages, injury, fees, expenses, charges or debts made by any party against the College arising out of the use or misuse of the OneCard.

***One Card Policy***

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**Photo for the OneCard**

The digital photo image that you submit via the St. Clair College OneCard Photo Upload website will be used to produce your OneCard student card. The OneCard is proof of identity and may provide access to other resources. If you choose not to submit your photo online, you can visit the OneCard office and have your photo taken (subject to a photo fee).

- **Background should be plain white or off-white**
- Photos must be in colour
- Face must be completely visible\*
- No hats
- High-resolution photography is strongly recommended
- **Do not have any other object or person in the picture**

\*The photo on your OneCard must be a fully uncovered face photo. Headscarves (open face) for religious reasons are permitted. If you choose not to upload your own photo, the OneCard office can take your photo in a private area with female staff present.

If you have uploaded your photo the St. Clair College OneCard Photo Upload website, in order for you to pick up your OneCard, you will need to show government photo ID. You will be asked to reveal your face in a private area with female staff present for validation.

**ID Required to get your OneCard**

To obtain your first St. Clair College OneCard, you must present one of the following pieces of identification.

PASSPORT, DRIVER'S LICENCE, ONTARIO PHOTO CARD, HEALTH CARD (with Photo)

or, you can present at least two of the following documents, one of which must include a current photo:

Certificate of Indian Status  
Canadian Citizenship Certificate  
Birth Certificate  
Social Insurance Number (SIN) Card  
Permanent Resident (PR) Card  
Nexus Card

**Replacement OneCard**

To obtain a replacement OneCard, you must present at least one piece of photo identification from the list above.