How to Upload Your Photo Documentation for Your UConn Husky One Card (Web - Section I and Mobile Device - Section II)

Overview of the Husky One Card

It is the goal of the University to enable students, faculty and staff to access many services on campus using their Husky One Card (the UConn ID card). The Husky One Card is the official UConn ID and is currently used to access many of the facilities on and around campus, including the Recreation Facility. The Husky One Card also serves as the University Library Card and should be used for printing on campus.

In addition, all Husky One Cards have been set up with a Husky Bucks account. Husky Bucks is a dollar for dollar debit-like account that is accessed using the Husky One Card. After students, faculty and staff deposit money into their Husky Bucks account, they can present their Husky One Card as a form of payment to purchase goods and services on and off campus.

I. Online Photo Submission (via the Web)

To upload your photo for your Husky One Card via the Web, follow the steps below:

1. Sign into your Internet Browser.

2. Go to http://onecard.uconn.edu/ and click on the "Cardholder Login" button on the right side of the homepage.
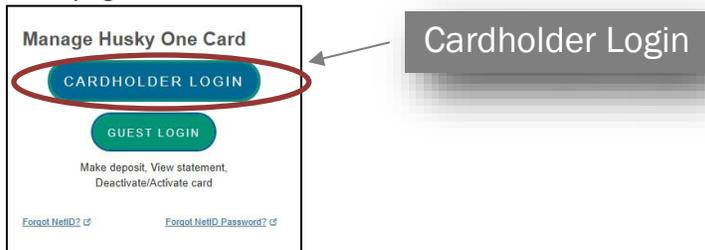
3. You will be brought to the NetID login page. Enter your NetID and password, and then click "Login".

4. As you are logging in, you will see the following:

5. In the menu bar, under the "Navigate" section, click on the link labeled 'Photo Upload'.
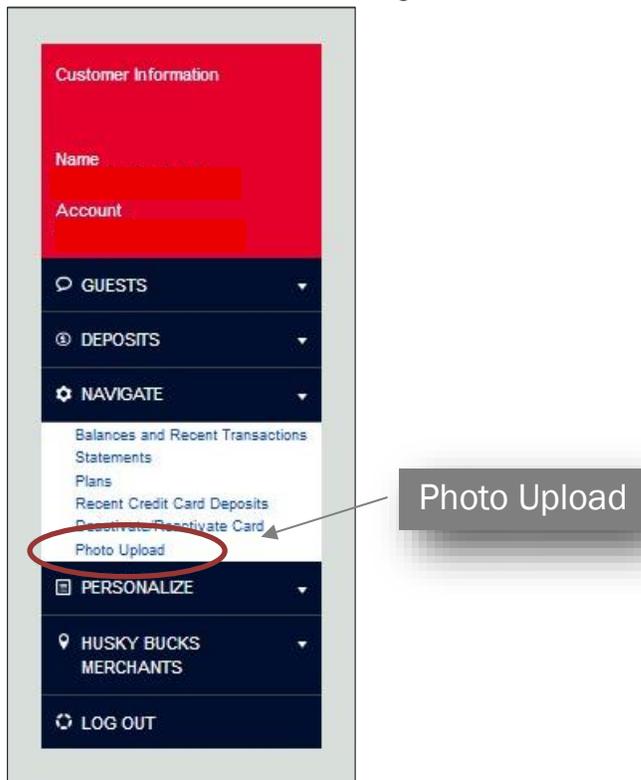
6. Read through the Cardholder Agreement, then scroll to the bottom of the screen and click on "Agree"[1].

7. *Step One: Uploading a Government Issued ID -* You will now be prompted to upload a photo of your government issued ID. Click on "Choose File" to find the photo of your government issued ID to upload in JPEG or PNG format, **PDF files and files with HEIC extension will not upload properly and cannot be accepted**. (Files in HEIC format must be converted to JPEG or PNG format in order for the files to upload properly through the online photo submission portal.)

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[1] You must agree to the Terms and Conditions (also known as the Cardholder Agreement) before you can receive a Husky One Card.

Select the JPEG file and click 'Open'. The title of your file will now appear next to the "Choose File" button. Select "Upload Government-Issued ID".

Examples of government issued IDs include, but are not limited to:

- State Issued Driver's License
- State Identification Card
- Military Identification Card
- Passport/Visa
- Permanent Residence Card
- High School Photo ID **with a** Social Security Card
- College Photo ID **with a** Social Security Card

8. *Step Two: Uploading your UConn One Card Photo* - You are now on the Photo Upload page. Listed are the guidelines for submitting a photo. **Please adhere to these guidelines to minimize the possibility of your submitted photo being rejected.**

Photo Upload Guidelines

- JPEG format, color photo (no black and white)
- No larger than 1000 x 1600 pixels
- At least 300 x 400 pixels
- File size can be no larger than 2048 KB
- Resolution must be at least 72 dpi
- Photo must be from the top of shoulders to top of head with some blank space above the head
- Looking straight ahead (no profile or ¾ angle)
- No hats, caps, decorative scarves, or sunglasses
- No copyrighted photos or proofs
- No animals or props
- No photo filters
- Solid light background
- No shadows on face
- A straight face or smile – no funny faces, please

**NOTE: If your photo does not accurately represent you, you will be asked to retake your picture in the One Card Office before we issue your card to you.

9. Type in the email address you most frequently use (preferably your UConn email). **This is the email we will use to communicate with you regarding your submitted photo.**

10. UConn Students, Faculty, Staff, etc. will be given the option to select "**Mail Card**" or "**Pick up at Storrs Campus**."
    - UConn non-residential students: all One Cards will be mailed by default to the mailing address listed in the Student Administration System. (For this reason, we request that all mailing addresses in the Student Administration System be reviewed at the time of photo documentation upload to ensure that it is up-to-date to avoid any delays in receipt of the One Card.)
    - UConn Storrs/Stamford residential students: will be mailed their One Cards up until 2-weeks prior to move-in.
    - UConn Faculty, Staff, Affiliates, etc.: should send a detailed email to onecard@uconn.edu with the appropriate mailing address if they request their One Card to be mailed.
    - All UConn patrons may also opt to make an in-person appointment at onecard.uconn.edu to pick up their One Card at the Storrs campus.

11. Click on "Browse" to find the head shot photo you want to upload. Select the JPEG file you want to upload and click 'Open'. The title of your file will now appear next to the "Browse" button.

12. Click on the "Upload Photo" button. This will upload your photo for the next step – cropping.

13. *Step Three: Cropping your Uploaded Photo* – Crop Image by moving the image around in the photo box or by adjusting the photo utilizing the + and – symbols. Once you have sized and positioned the photo in the cropping box as appropriate, click on the green "Cropping" icon. **You should crop your image leaving some space above the top of your head to just below your shoulders.**

14. Click on the "Crop & Save Photo" button below your photo and then "Confirm" to finish submitting your head shot photo.

Crop Your Photo

Photo saved successfully.

No Photo Available

Confirm
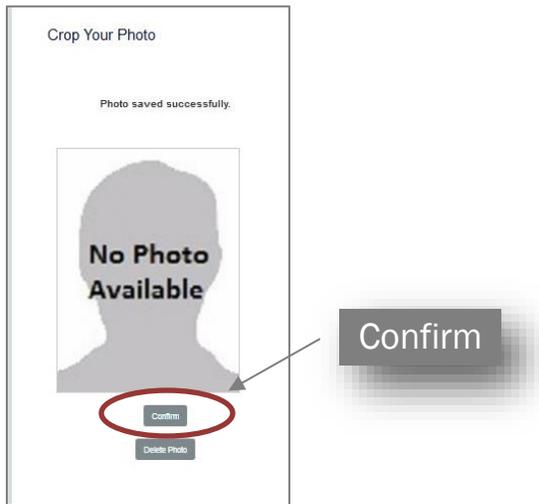
15. You should now be receive a "Photo Submitted" screen once you have completed the online photo submission process.

Photo Submitted

Your photo has been successfully submitted and will be reviewed within two business days. It will have a status of "Pending" until it is reviewed. Once action is taken on your photo (approved or rejected), you will receive an email.

Did you know your Husky One Card has a Husky Bucks account on it? Husky Bucks are required for printing and copying on campus. Want to get a jump on getting ready for the fall semester? Make a Husky Bucks deposit now! Thank you, One Card Office

16. If you log back into the "Photo Upload" portal, you will then see "Status: Pending" below "Most Recently Uploaded Image:" at the bottom of the upload page until your head shot photo has been reviewed. ==="Status: Pending" means that it has not yet been "Approved" nor has it been "Rejected" and may still be waiting for approval on the administration side.==

UPLOAD PHOTO

Status: Pending

Most Recently Uploaded Image:
Status: **Pending**
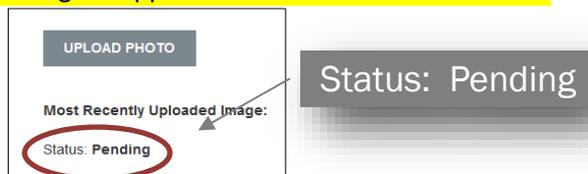
17. The Husky One Card office will review your submission and approve or reject the photo documentation (with a reason as to why), and will then send you an approval/rejection email at the email address you provided on the form. If your photo was rejected, please resubmit another one.

II. Online Photo Submission (via Mobile Device)

Uploading your One Card Photo via the Mobile Website

1. Sign into your Internet Browser.

2. Go to http://onecard.uconn.edu/ and click on the "Cardholder Login" button under "Manage Husky One Card."
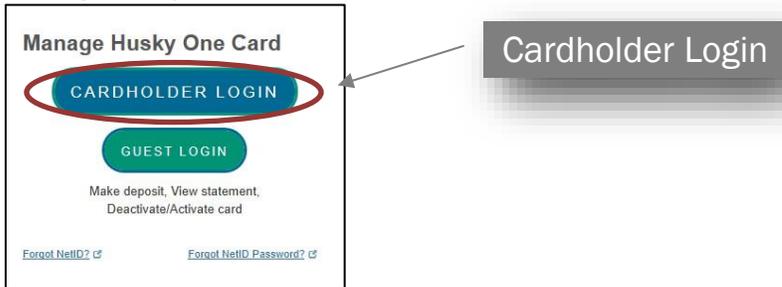
3. You will be brought to the NetID login page. Enter your NetID and password, and then click "Login."

4. As you are logging in, you will see the following:
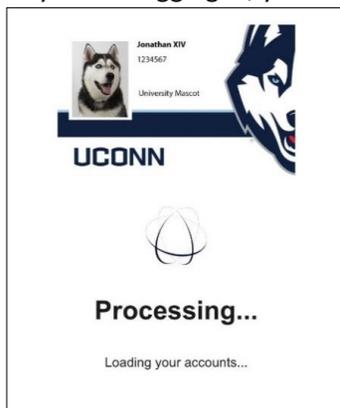
5. Once you have successfully logged in, you will be brought to the Main Page. At this point you will need to click the "Menu" bar.

Menu Bar

6. The "Menu" will now be expanded, showing your information – Name and Account (last 4-digits of your PeopleSoft Number) along with options for you to choose from.

Menu Bar (expanded view)
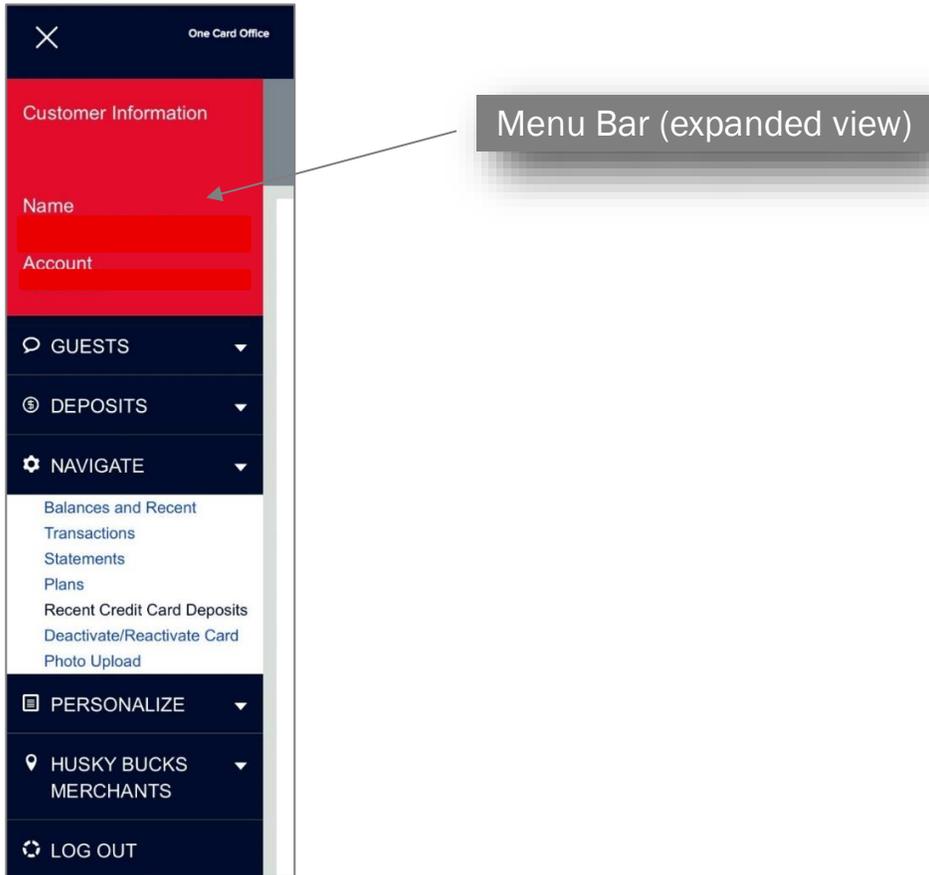
7. Scroll down the menu options and choose 'Photo Upload' under the "Navigate" section.

Photo Upload
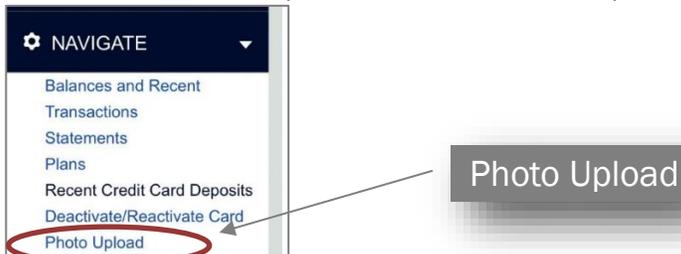
8. Read through the Cardholder Agreement Terms and Conditions, then click on "Agree"[2].

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[2] You must agree to the Terms and Conditions (also known as the Cardholder Agreement) before you can receive a Husky One Card.

AGREE

9. *Step One: Uploading a Government Issued ID* - You will now be prompted to upload a photo of your government issued ID. Click on "Choose File" to find the photo of your government issued ID to upload in JPEG or PNG format, **PDF files and files with HEIC extension will not upload properly and cannot be accepted**. (Files in HEIC format must be converted to JPEG or PNG format in order for the files to upload properly through the online photo submission portal.)

Choose File

Upload Government-Issued ID

Select the JPEG file and click 'Open'. The title of your file will now appear next to the "Choose File" button. Select "Upload Government-Issued ID".

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ID Distribution Method

13. Click on "Browse" to find the head shot photo you want to upload. Select the JPEG file you want to upload, (at this point you will also be given the chance to take a photo). The title of your file will now appear next to the "Browse" button.

Browse

Upload Photo

14. Click on the "Upload Photo" button. This will upload your photo for the next step – cropping.

15. *Step Three: Cropping your Uploaded Photo* - Crop Image by moving the image around in the photo box or by adjusting the photo utilizing the + and – symbols. Once you have sized and positioned the photo in the cropping box as appropriate, click on the green "Cropping" icon. **You should crop your image leaving some space above the top of your head to just below your shoulders.**

Cropping Tools

Crop & Save Photo

16. Now you may select "Confirm."
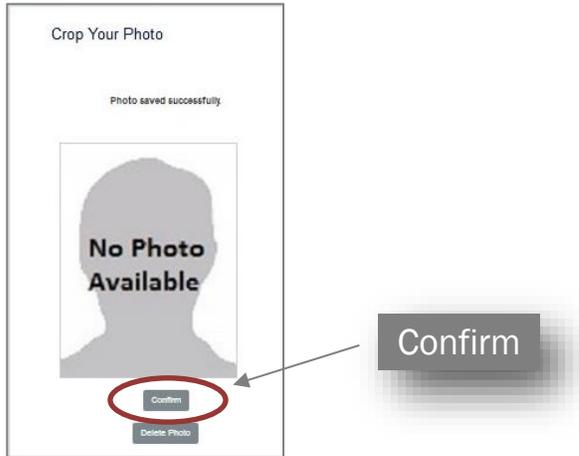
17. Above your submitted photo you will see a status "Status: Pending" until your head shot photo has been reviewed. <mark>"Status: Pending" means that it has not yet been "Approved" nor has it been "Rejected" and may still be waiting for approval on the administration side.</mark>

18. The Husky One Card office will review your submission and approve or reject the photo documentation (with a reason as to why), and will then send you an approval/rejection email at the email address you provided on the form. If your photo was rejected, please resubmit another one.