

# Helpsheet:

## Deakin Card

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### About Deakin Card

Deakin Card is the ID card issued to all students and staff of Deakin University which identifies cardholders as a member of the Deakin University community. MIBT student cards are also recognised as Deakin Cards.

### Using your Deakin Card

As well as being used for identification and library borrowing, at the cardholder's option a Deakin Card may be loaded with money and used (instead of cash) to pay for various goods and services on campus. It can be used to pay for

- IT computer lab printing\*
- Photocopying, Library printing, Microfiche
- Food@deakin outlets
- Selected on-campus gyms/fitness studios
- Internet usage\*
- Selected DUSA outlets
- Selected vending machines
- University retail and food outlets

*\*Refer to other helpsheets for Deakin Card questions specific to IT printing or Internet usage.*

### Loading money onto your Deakin Card

Money can be loaded onto Deakin Card at any reload station on campus. A list of these locations is shown on the Deakin Card website. Go to <[www.deakin.edu.au/studentlife/deakincard/](http://www.deakin.edu.au/studentlife/deakincard/)> and select **How to load money**. If a reload station is out of order or you want to pay using coins/eftpos/credit card this can be done at Deakin Central or at the campus finance office. See the *Loading money onto Deakin Card: common problems* section following for further information.

### If your card is lost or stolen

Cardholders are responsible for immediately reporting a lost, stolen or misplaced card. This can be done online by going to <[www.deakin.edu.au/studentlife/deakincard/](http://www.deakin.edu.au/studentlife/deakincard/)> and selecting **Report a lost/stolen card**. Alternatively you can contact 1800 450 503 to report the card missing. Replacement cards are issued by Deakin Central. Any money remaining on the lost / stolen card will be transferred to the replacement card.

### Statements

A statement of transactions can be obtained anytime from the Deakin Card website. Go to <[www.deakin.edu.au/studentlife/deakincard/](http://www.deakin.edu.au/studentlife/deakincard/)> and select **View your transaction history**.

### Withdrawing money

You cannot withdraw cash using Deakin Card - once money is loaded onto Deakin Card, it can be accessed by paying for services only. See also the *Leaving the University* section, following.

### Fees and interest

Deakin Card does not pay interest on balances, and there are no fees charged for using Deakin Card. You cannot use Deakin Card to obtain credit.

### Leaving the University

If you officially leave the University, you should apply for a refund of any money held on your Deakin Card. Go to <[www.deakin.edu.au/studentlife/deakincard/](http://www.deakin.edu.au/studentlife/deakincard/)>, select **Terms and Conditions** and then select section **2.7 Refunds** for further information. Alternatively, contact the Deakin Card Office.

## Loading money onto Deakin Card: common problems

### If your card is being rejected from the reload machine

Check that your Deakin Card is inserted correctly. Insert the card face up, with the Deakin logo in first. The magnetic strip on the back should be face down on the left hand side.

If you are still having problems, your card may be faulty - the magnetic strip may be damaged. If this is the case, a new card will need to be issued at Deakin Central.

### If the reload machine won't accept your money

Check to see if green arrows are flashing in the area where your note should be inserted. If they are not, there may be a foreign object jammed in the note reader, Please contact Deakin Card on 1800 450 503. In the meanwhile, payments can be made at Deakin Central or at your campus cashier's office.

If the machine takes your note and then rejects it, check the condition of your money. The note reader checks weight, size, thickness etc. of notes and if the note is very old or too damaged it may be rejected. You may need to try a new note, or try a couple of times. Alternatively you can make a payment at Deakin Central or the campus finance office.

### If a strange message appears when you try to load money

Call Deakin Card on 1800 450 503. Have as much detail as possible on hand in regards to your problem, including your name, student/staff number, campus, a brief description of the problem and a number you can be contacted on.

### No receipt printed or you have lost your receipt

If you want to see your transaction, you can look up your account on the Deakin Card website at <[www.deakin.edu.au/studentlife/deakincard/](http://www.deakin.edu.au/studentlife/deakincard/)>. Select **View your transaction history** and you will be able to request an immediate online statement for the dates you require. This statement can then be printed out.

## Visitors to the University

Visitor Cards are available for visitors to the university. They can be used at all the same locations as Deakin Card except for network printing and Internet billing.

Visitor Cards can be purchased at reload machines for \$5. These cards are pre-loaded with a value of \$3 and can be reloaded as required.

Deakin students and staff should not purchase a Visitor Card, but should use their Deakin Card instead.

## Need more information?

The Deakin Card website contains more information on where your Deakin Card can be used, latest news and offers as well as a current version of the Terms and Conditions. The site also enables you to view your transaction history or report your card as lost or stolen. Go to <[www.deakin.edu.au/studentlife/deakincard/](http://www.deakin.edu.au/studentlife/deakincard/)>.

## Getting Help

For help with the IUS system or printing in the IT laboratories, contact the IT Service Desk on ext. 72400, or via the website located at [www.deakin.edu.au/its/servicedesk/](http://www.deakin.edu.au/its/servicedesk/) .

For assistance with Deakin Card itself, contact the Deakin Card office on 1800 450 503.