

Titan Card Guidelines

TitanCard Issuance Process and Guidelines

To receive a TitanCard, you will be asked to present proof of identification, in person, at Titan Central, located in Reeve Union. Only original documents will be accepted. There is a \$20.00 fee to obtain a TitanCard.

Patrons will be asked to present a valid government issued ID, from the following list:

- US/Foreign Passport or Passport Card
- US State Driver's License or Identification Card
- US Military Identification Card, including Military Dependent's ID Card
- US Coast Guard Merchant Marine Card

If you do not have one of the forms of valid government ID mentioned above, you may alternatively present two forms of ID from the following list:

- High School Photo ID
- Credit Card with Photo
- Social Security Card
- Certified UW Transcript
- Certified Birth Certificate
- Certified Marriage License
- Military Discharge DD214

Preferred Name

UW Oshkosh offers a “preferred name” option for students. Preferred name is a service for students who wish to be known by a name other than their primary/legal name. The preferred name will populate through the following systems: Student Center, Class Rosters, D2L, and the TitanCard. Students are only allowed to change their first and middle name to a preferred name. The preferred name will be located on the front of the TitanCard and the legal name will be on the back of the Titan Card.



Students who want their preferred name on their TitanCard are asked to complete the [Preferred Name Change form](#). Once the preferred name is approved and has been entered into Titan web, the student will print off a screenshot of the Names page and bring it to Titan Central to receive their Preferred Name TitanCard. There is no cost to update a current TitanCard to a Preferred Name TitanCard as long as the cardholder surrenders their previous TitanCard. There will be a \$20.00 fee charged if the cardholder does not have their original TitanCard or if the Preferred Name TitanCard has to be replaced.

Photos

Every TitanCard must have a current photo. In order to maintain a current, up to date database for identification purposes, a new photo will be taken each time a new or replacement card is made.

All photos will be:

- Taken in full-face view directly facing the camera.
- Taken in clothing that you normally wear on a daily basis.
- Taken with no hats or head coverings unless worn daily for religious purposes. Your full face must be visible and the head covering must not cast any shadows on your

face.

- Head coverings are only acceptable due to religious beliefs, or with approval by Titan Central manager on a case-by-case basis, provided the head covering does not:
 - Obscure a full front view of the face.
 - Display any graphic design other than the overall pattern of the fabric or material.
 - A person wearing a traditional facemask or veil that does not permit adequate identification is not acceptable.
- Special accommodations will be made to obtain such picture.
- Taken with no headphones, wireless hands-free devices or similar items.
- Glasses may be worn if they do not obscure the face and/or prevent an accurate picture from being taken. Tinted glasses or sunglasses will not be allowed.

Replacement Cards

A replacement card will be provided at no charge under the following circumstances:

- Name change (must be verified with Registrar/PeopleSoft)
- Change of university status (i.e., student to staff & CAPP student to UWO student)
- Defective card (at the discretion of Titan Central Manager)
- Preferred Name (when the current TitanCard is surrendered)

Care for Your TitanCard

To protect your TitanCard, treat it with the same care as you would your driver's license or a credit card. Damaging or altering the card is prohibited including, but not limited to, punching holes in or affixing stickers to the card. It is best not to store the TitanCard next to a credit/debit card with a chip inside as this could deactivate the technology within the TitanCard. The cardholder is responsible for replacement costs when a card becomes damaged and is unusable. Titan Dollars will transfer to the cardholder's new card. The cost of a replacement TitanCard is \$20.

Lost/Stolen Cards

The University of Wisconsin Oshkosh is not liable for the TitanCard after it has been issued. The authorized cardholder should immediately report loss or theft of a TitanCard to Titan Central or they can do so on-line by going to the this [webpage](#) and following the instructions provided. The cardholder is liable for Titan Dollars spent until Titan Central receives notice that the card is lost. If you find your card, you must physically bring it to Titan Central to remove the hold. Otherwise, a replacement card may be obtained from Titan Central with a valid government issued photo ID (see TitanCard Issuance process and guideline). The cost for a new TitanCard is \$20.

Period of Validity/Card Security

The TitanCard is valid throughout the cardholder's length of registration/employment at the University (exception applies to authorized guests). The TitanCard is the property of the University of Wisconsin Oshkosh, which reserves the right to revoke its use or any accounts at

any time. The TitanCard may only be used by the person to whom it is registered and is not transferable. If an unauthorized user presents a TitanCard to a cashier, the card will be confiscated. The University reserves the right to close any account that has been inactive for a period of 12 months.