



# ONLINE REQUEST PROCESS

To complete this online process, you must have an active status with the University or you must have completed a New Student or Employee Orientation. All other V OneCard requests should be submitted via email to [cardservices@utrgv.edu](mailto:cardservices@utrgv.edu) or in person at one of our office locations.

NOTE: For replacements, a fee of \$12 will be billed to your online student bill. Employees can make payment with credit card online through the [V OneCard Marketplace Store](#) or with cash/check at the Bursar's office prior to visiting the V OneCard Office.

## To request your new/replacement V OneCard:

### 1. Login to my.utrgv.edu



Login to **myUTRGV** portal and click on the **V OneCard GET Portal** icon on the Applications menu. This process can only be completed through the V OneCard GET website, not through the GET Mobile App.

### 2. Upload your ID Photo

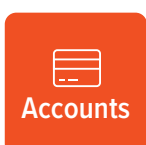


To upload a photo or If you would like to update an existing photo, you can do so by selecting the **"Upload ID Photo"** link on the Quick Links menu. Otherwise, go to step 3.

Photos submitted that do not meet the outlined policies will not be accepted and will need to be resubmitted. The photo should be similar to a Passport photo.

### 3. Submit your Request

**SKIP if you want to pick up your card on-campus**



**ATTENTION: IF YOU ARE ATTENDING A NEW STUDENT ORIENTATION, DO NOT COMPLETE THIS STEP. YOUR ID CARD WILL BE ISSUED TO YOU AT YOUR SCHEDULED ORIENTATION.**

*To avoid delays with processing your ID card, please do not complete this step until your photo has been submitted and approved by the V OneCard Office.*

Go back to the **Accounts** homepage and click the **"Online V OneCard Request"** link on the Quick Links menu and read the request procedures. In the message box at the bottom of the page, provide the following information:

1. Title your message with "Online V OneCard Request"
2. State the reason for your request
  - ID Replacement
  - New Student Orientation
  - New Employee Orientation
  - Other (describe)
3. Provide your student or employee ID number
4. Postal Delivery - provide your current postal mailing address

All requests will be processed in the order they are received. A confirmation email will be sent from Campus Card Services once your V OneCard has been mailed to you.

Please contact us at:

[cardservices@utrgv.edu](mailto:cardservices@utrgv.edu)

956.665.7276

[utrgv.edu/vonecard](http://utrgv.edu/vonecard)

**UTRGV**

Auxiliary Business Services