

**University Administration
FAUcard Service Office**

Room: 0.051
Halbmondstraße 6–8, 91054 Erlangen

For questions regarding the FAUcard for students:
studierendenkarte@fau.de

Multifunctional student ID FAUcard

Dear students,

With this letter we are sending you your FAUcard, your student ID. You can find many more details about the FAUcard under www.card.fau.de/studierendenkarte/. Below we will introduce its most important functions.

1. The 'student ID' function (only valid for the printed validity period)

The front of the FAUcard, which contains your name, your student registration number and your photo, is your student ID. The validity period of the ID is also printed on the rewritable strip on the card. If your enrolment at FAU continues beyond the validity period printed on your card, you will need to update your card by using one of the validation stations the University has set up in various central locations (see www.card.fau.de/aktualisierung.shtml) in Erlangen and Nuremberg. The updating process takes approximately 30 seconds and can be undertaken as soon as you have re-registered for the next semester. This process also serves to extend the usability of the card's electronic purse (see below, Point 3).

2. The library card function (valid after accepting the terms of use of the University Library)

The library card function is implemented via the bar code and numerical code of the University Library on the back of the FAUcard. An FAUcard is required in order to lend and return books at the University Library. In order to be able to use your card in the University Library, you must accept the General Terms of Use of Bavarian State Libraries (Allgemeine Benutzungsordnung der Bayerischen Staatlichen Bibliotheken; ABOB) online. For more details, see www.card.fau.de/studierendenkarte/funktionen.shtml#Bibliotheksausweis. Please note that your FAUcard is only activated the working day (in exceptional cases two working days) after you accepted the Library's terms of use.

3. The electronic purse function (valid according to the printed validity period)

The FAUcard's chip contains an electronic purse which you can use to pay in all Student Services facilities and at all University copiers. The electronic purse can be credited at all cash-to-chip machines in Student Services restaurants and cafeterias and the University's central photocopying areas. Use of the electronic purse is tied to the validity period printed on the card and must be updated by you at certain intervals (see above, Point 1). Should you leave the University (e.g. after successful completion of studies or when transferring to another university), Student Services will reimburse you the remaining credit. For more information on the electronic purse, visit <http://www.card.fau.de/studierendenkarte/funktionen.shtml#Geldboerse>.

4. The electronic access control function

Many doors (e.g. those of the students' computer pools) and parking barriers at the University can be opened by holding the FAUcard to a card reader terminal. In order to have your FAUcard activated for the use of a certain door or parking barrier, please ask your local access control manager. If you do not know who the responsible system manager is, please contact the University Administration's Section G3.

5. Return, damage, loss, locking of the FAUcard

The FAUcard is property of Friedrich-Alexander-Universität Erlangen-Nürnberg. Students must return it to the University upon de-registration. The first card as well as a replacement after a name change are free. Should you lose your FAUcard, please lock the payment, library and access control functions online without delay and request the issue of a replacement card (see www.card.fau.de/studierendenkarte/sperrren_und_ersatzkarte.shtml). In case of loss of the card, replacement cards are subject to a €15 replacement fee. The same amount is also charged for replacement of the photograph or for replacement of damaged cards, provided that the damage is the result of improper use. Please note that the FAUcard must be handled with the same care as debit or credit cards due to its special chip and surface technology.

6. Contact/support

For all questions or requests regarding the FAUcard (e.g. locking card functions, replacement, return), please contact the FAUcard Service Office. These are the addresses and office hours:

- In Erlangen, Halbmondstraße 6–8, Room 0.051
Office hours Monday, Wednesday and Friday 10:00 a.m.–12:00 a.m.
- In Nuremberg, Lange Gasse 20, Room 2.119, Office hours: first and last Thursday 10:00 a.m.– 12:00 a.m.

as well as by telephone under +49 (0)9131 85 24050 and via e-mail at studierendenkarte@fau.de.

With kind regards

The FAUcard Team

Last updated: January 2019