

Your New Cougar Card

The University of Houston is changing the official ID card for all students, faculty and staff. Your new Cougar Card will have a new look and continue to have all of the individualized campus privileges that you have come to enjoy such as meal plan and building access. The new card will not contain any 3rd party banking information so you can feel confident wearing or presenting your Cougar Card. As part of this initiative, we will also be reviewing our records for any cards that need to be deactivated, which is important as we focus on ways to continue making the UH campus a safe place for our students, faculty, staff and guests.

We will begin making this transition as early as May 2009; starting with current faculty and staff as well as new incoming students. The new Cougar Card will be produced with photos that are on file in the card system. New students who participate in orientation sessions sponsored by the Dean of Students will receive their new Cougar Card at that time.

For faculty and staff, the Cougar Card will be distributed through the College/Division Administrators. We will schedule time for faculty and staff without photos on file to come to the Cougar Card Office to have their picture taken. This scheduling will be done by College/Division.

The production of the new Cougar Card for current students will begin immediately following completion of faculty and staff cards. For current students, distribution will occur from the Cougar Card Office directly to each student upon presentation of a valid government issued ID.

When each student, faculty and staff receives their new Cougar Card, they will be required to activate the new Cougar Card through a web site. The web site address will be provided with the new card. Activating the new Cougar Card will deactivate the old Cougar 1 Card.

Your Cougar Card @ a Glance

What CAN your new Cougar Card do?

- ✓ Official identification for students, faculty, and staff
- ✓ Verification of current student enrollment
- ✓ Verification of current faculty/staff employment
- ✓ Meal Plan/Cougar Cash Accounts
- ✓ Flex Accounts
- ✓ Academic and non-academic building access
- ✓ General campus computing/printing lab access
- ✓ Specific college computing/printing lab access
- ✓ Residential housing laundry facilities
- ✓ Specific library functions
- ✓ Semester book loan functionality
- ✓ Campus Recreation and Wellness Center access

What CAN'T your new Cougar Card do?

- ✓ Function as a traditional debit card

What actions do I need to take?

- ✓ Activate your new Cougar Card upon receipt
- ✓ Retain your Higher One card if you use the banking functions
- ✓ Activate your new Higher One card if you will use the banking functions

Just the FAQs

Q. Who does this change effect?

A. This change effects faculty, staff and all currently enrolled students.

Q. Why are we making a change to the ID card?

A. The University is separating the Higher One black card from the University ID card; this necessitates a re-carding of the entire campus with the new Cougar Card. The Cougar Card will not contain any 3rd party banking information so you can feel confident wearing or presenting your new UH ID card. As part of this initiative, we will also be reviewing our records for any cards that need to be deactivated, which is important as we focus on ways to continue making the UH campus a safe place for our students, faculty, staff and guests.

Q. What do I need to do prior to receiving my new Cougar Card?

A. There is nothing you need to do prior to receiving your new Cougar Card

Q. What do I do once I receive my new Cougar Card?

A. Once you receive your new Cougar Card, you will be required to activate the Cougar Card, activation will take 24 hours, please DO NOT DESTROY your old red ID card until you are sure the new Cougar Card has been activated. If you have a black Higher One card you will need to keep this card for your banking functions and/or refund choices.

Q. How do I activate my new Cougar Card?

A. In order to activate the new Cougar Card, you will be required to login to a secure website to input your new card number. Your new card will have a sticker attached directing you to the website. The website will have instructions to follow for activating your new Cougar Card. Activation will take 24 hours.

Q. What information will I need to activate my new Cougar Card?

A. In order to activate your new Cougar Card, you will need your new Cougar Card number (located on the back left hand corner of the card) and you will need the old UH ID number from your current card, whether that is the black card or the red card, which is located on the front of the card.

Q. What happens after I activate my new Cougar Card?

A. Your existing ID card will be deactivated within 24 hours of activating your new Cougar Card.

Q. If I have a red UH ID card, will I need a new Cougar Card?

A. Yes, every student, faculty and staff will receive a new Cougar Card.

Q. Will my old red card expire?

A. Yes, you will have thirty days to activate your new Cougar Card. If you do not activate your new Cougar Card within that time period, your old card will cease to function. In other words, any privileges on your old card, such as dorm and building access, library privileges, meal plans, etc., will stop working.

- Q. What will the new Cougar Card look like?
A. The new Cougar Card will have a new design, it will have a red background with white lettering, and the front of the card will contain a picture, the card holder's name and classification (faculty, staff, student, or special program).
- Q. Will all of the current functionality of my current red ID card be transferred to my new Cougar Card?
A. Yes, any functions that existed on your old red ID card will be transferred to your new Cougar Card upon activation. Your new Cougar Card IS NOT a debit card.
- Q. Will any cash balances on my current red UH ID card be transferred to my new Cougar Card?
A. Yes, any cash balances (cougar cash, flex account, and/or printing allocations) on your current red UH ID card will be transferred to your new Cougar Card.
- Q. Where do I go if I have any more questions about the new Cougar Card?
A. If you have additional questions, you can call the Cougar Card Office at 713.743.CARD or come by our office.
- Q. Where is the Cougar Card Office located?
A. University Center, Room 279; hours of operation are 8:00AM – 5:00PM Monday – Friday.
- Q. What will be the role of Higher One and the Higher One card after separating from the University ID card?
A. Higher One will continue to be the university's vendor for certain university disbursements including student refunds. For more information about your Higher One card and account, please go to www.cougarone.com or contact Higher One at 1-877-663-2684.
- Q. What if I use the black Higher One card as both my UH ID card and my banking card?
A. Upon activating the new Cougar Card, the on-campus functionality currently on the black Higher One card will be transferred to the new Cougar Card. However, you can still use your Higher One card at point of sale terminals on campus for purchases as a traditional debit card. For more information about your Higher One card and account, please go to www.cougarone.com or contact Higher One at 1-877-663-2684.
- Q. After I activate my new Cougar Card, who do I contact if I have questions regarding my Higher One bank account?
A. For more information about your Higher One card and account, please go to www.cougarone.com or contact Higher One at 1-877-663-2684.
- Q. What will happen to my black Higher One card after I activate my new Cougar Card?
A. If you have an active Higher OneAccount for banking, your black Higher One card will remain active for your refunds and banking. At some point in the future, Higher One will send a new Higher One refund card in the mail at no cost to any person who has an active Higher One account. If you are interested in opening a Higher One account, please go to www.cougarone.com to request a Higher One card.