



HWS ONECARD POLICY AND CARD HOLDER RESPONSIBILITIES

The purpose of this policy is to define the rights and requirements of eligible card holders of the HWS OneCard. This Policy applies to any individual who requests and/or receives an official HWS OneCard. The Online version of OneCard uses and other info located here <https://www.hws.edu/offices/onecard>

Official Identification

The HWS OneCard is the official identification card used on the Hobart and William Smith campus. The issuance of the active HWS OneCard will be based upon the individual's primary affiliation with HWS and the name appearing on the HWS OneCard will be the card holder's name of record with HWS. At any given time, an individual can only have one active HWS OneCard. Students shall show their identification card when requested to do so by HWS officials performing their duties and who identify themselves and state the reason for their request. The only person approved to hold and/or use an HWS OneCard is the person whose identity is on said HWS OneCard.

The HWS OneCard is governed by and remains the property of HWS. The card is not transferable; only the person pictured on the front of the HWS OneCard will be allowed to use the card. Unauthorized use, sharing, alteration, or duplication for any purpose will result in immediate confiscation of the card and may result in disciplinary or legal action.

Key Uses of the HWS OneCard

- Chosen Meal Plan Execution (via Atrium) at Dining Facilities and Cafes
- Snack Money (via Atrium) – Used for on-campus food purchases
- Door access to different areas around campus and the community
- Library access, online and in-person
- Access to athletic and recreational facilities
- Faculty/Staff/Student Identification

Card Holder Responsibilities

All individuals requesting a HWS OneCard must agree to the terms and conditions of this policy. The card holder is responsible for the card's use in accordance with the instructions at all locations where it is accepted. The card holder is responsible for maintaining a valid HWS OneCard that is in proper working condition. The card holder may be required to sign a receipt for goods received. If the point-of-sale terminal is equipped to provide a receipt, the card holder will either receive a receipt as a matter of course or upon request. It is the card holder's responsibility to ensure that the receipt is correct.

Card Holder Rights

- Card holders may review their HWS OneCard account, report their card lost or found, upload a new photo for review by accessing the HWS OneCard website (<https://myOneCard.hws.edu>).
- Card holders may ask for a new OneCard to be printed or have their card's functionality tested by visiting the Student Engagement Center which is located on the second floor in the Scandling Center.

Proper Card Care and Card Replacement

It is the card holder's responsibility to take good care of the HWS OneCard. Storing the card in a protective card case will reduce the risk of damage to the magnetic strip on the back of the card. A **\$35** replacement charge will be assessed for a non-functioning OneCard determined to be caused by improper care and handling. The charge will automatically be assessed to a card holder presenting a non-functioning card that has been tampered with (including but not limited to hole-punched, gouged, and broken with a vertical or ragged break) regardless of the overall condition of the card. If a HWS OneCard is non-functioning because of normal use caused by swiping the card through authorized equipment, Student Engagement will replace it at no charge. The non-functioning OneCard must be surrendered at the time of replacement.

Upon issuance of a replacement card, all benefits and access will be transferred to the new OneCard.

What to do about a Lost or Stolen Card HWS OneCard

Deactivating or Reactivating a Lost OneCard

There are several ways to report a lost card

- **In Person:** You may stop by the Student Engagement Center during business hours to report a lost or stolen card and a new card may be issued right away.
- **By Phone:** You may call Student Engagement during business hours, or Campus Safety after hours. Your card will be deactivated while you are on the phone.
- **Online:** Use your HWS username and password to log into (<https://myOneCard.hws.edu>) and select "I Lost My Card". This will lock your card so that no one may use it.

Reactivating a Reported Lost Card

Should you find your lost card, or have it found and returned to you, if you have not had a new card issued to you, you may reactivate your found card on the web site (<https://myOneCard.hws.edu>). You may also bring the card in person to the Student Engagement Center or Campus Safety for reactivation. If you have had a new card issued and you find your old card, destroy the old card and just use the new one.

Closing your HWS OneCard Account

A HWS OneCard becomes invalid upon termination of affiliation with Hobart and William Smith and must be surrendered upon request. All accounts will be closed automatically. Any refunds will be managed via the processes associated with the office who issued the funds.