

# Photo Upload FAQ and Tips



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## Having difficulties with the site? Try submitting [directly from your phone.](#)

In addition to our detailed requirement guide, we have a few tips to help ensure your photo is approved the first time.

- Background must be solid white or off-white
- Passport style (with a smile), color and taken in the last 6 months
- Best practices use a phone to access our system
- Ensure there are no other objects in the background



## I am having difficulty uploading my photo.

Unaltered, unfiltered, uncropped photos typically work best. Here are a few other tips:

- **If you have challenges from your desktop, [open the photo upload site from your phone.](#)**
- Take a new photo that is not zoomed, cropped or edited in any way (you will have opportunity to edit within the program)
- Government ID information needs to be clearly readable by our staff who review submissions. Take a close up photo of your ID that is again, not zoomed (just get really close).
- Your photo from your government ID identification should include your First Name and Last name

*\*Photo rejection emails will indicate the specified reason we were not able to approve the photo. Still having issues? Contact us at [ONEcard@ualberta.ca](mailto:ONEcard@ualberta.ca)*



## My photo was approved. When can I pick up my ONEcard?

Please refer back to your photo approval email which was sent to your ualberta email address for card pick up details. Card pick up will depend on your current campus relationships. Please see the [ONEcard website](#) for additional information or our guide for [New Students](#).

**I have 2 pieces of government issued non-photo ID. How do I submit this online?** Take a close up (not zoomed) photo of both pieces of identification together and submit this as one image. (See example to the left)

## I want to change my photo. Can I do this after I have submitted one already?

Once a photo is submitted it is sent for printing and you are not able to upload a new one. If you wish to update your photo and reprint your card after distribution, you can certainly do this. There is a \$15 fee to exchange your card and reprint it. Please contact us - We can remove the image and allow you to upload another photo of your choice.

