ONLINE REQUEST PROCESS

In response to current health safety protocols and recommendations related to COVID-19, we are providing a way to request a replacement V OneCard online through the V OneCard GET Portal.

To complete this online process, you must be an actively enrolled student or active employee. Requests for student employee badges must be submitted through the Student Employee Badge Request Form. Fees will be temporarily waived for V OneCards issued during the COVID-19 crisis.

To request your replacement V OneCard:

1. Logon to my.utrgv.edu

Logon to the myUTRGV portal. From the Applications menu click on the V OneCard GET Portal link to get logged in via Single-Sign On.

2. Update your ID photo

If you would like to update your photo or if you don't have one in the card system, you can upload it from the GET Portal. Otherwise, go to step 3. From the GET homepage, click the "Upload ID Photo" link on the Quick Links menu. 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

After you have uploaded your photo, 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
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. If you have any question, you may contact us by email at cardservices@utrgv.edu or by phone at 956-665-7276.