WOMEN'S UNIVERSITY IN AFRICA

Addressing gender disparity and fostering equity in university education

STUDENT ID CARD REQUEST USER MANUAL

WOMEN'S UNIVERSITY IN AFRICA

Contents

Introduction

A student identity card is an official document that is used to identify students and staff members.

What is a Student ID Card?

A student identity card is an official identification document used at the institution for students.

Why Should I Have a Student ID Card?

A student identity card allows each student to be uniquely identified both on and off campus. A student with an identity card will be eligible to access other benefits such as:

a.) Access to services offered at the institution e.g. Exams, ICT, Admissions, Accounts
b.) WUA Library access, resource checkout, photocopying & printing
c.) Access to examination venues, computer labs and lecture rooms
d.) Entrance to sporting events held at various institutions around the country and region

Where Do I Get a Student ID Card?

Logon to your student portal via http://portal.wua.ac.zw to apply for a student identity card. This platform helps you to apply for your student identity card without physically being present on campus.

When Should I Apply for a Student ID Card?

All students are required to possess a student identity card within the first two weeks of semester commencement. Once a student number is allocated to you from the admissions office, an account is automatically created for your student portal. You are advised to logon to the student portal and apply for your student identity card.

How Much Does It Cost?

All new students are allocated student identity cards at no cost and each student identity card is expected to last the full tenure of the programme each student is undertaking. However, if a student misplaces, loses or needs to replace a student identity card, the student will be required to pay stipulated replacement fee as guided by university management.

How to Apply for a Student Card

This section describes and illustrates how to register and apply for a student identity card via your student portal.

Step 1. Visit Your Student Portal

From your internet capable devices e.g. smart phone, tablet, laptop or desktop visit http://portal.wua.ac.zw/ to access your student portal and you will be directed to a login page.
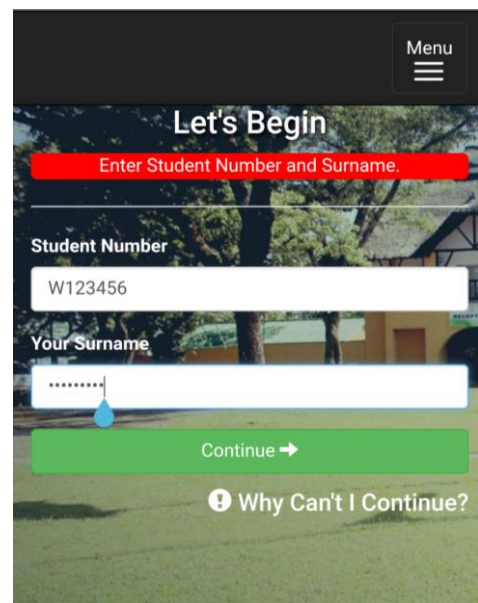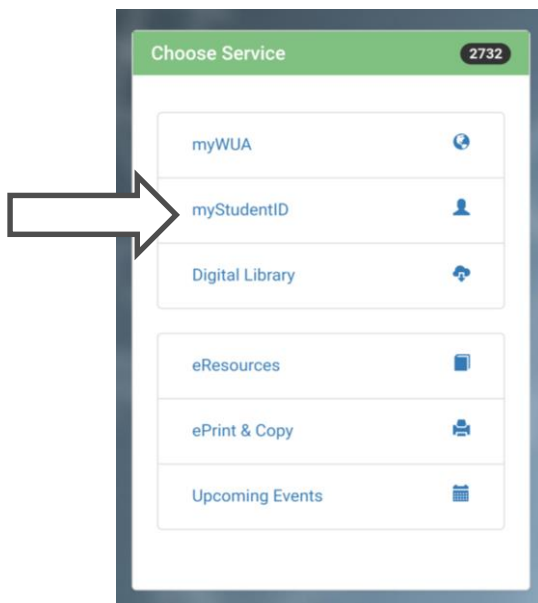
Enter your **STUDENT NUMBER** and national identity number as your **PASSWORD** in the format as shown below:

Student Number: W123456
                            (CAPITAL LETTERS and NO SPACES)

Password: 12-345678-A90
                            (CAPITAL LETTERS and NO SPACES including HYPHENS as above)

Login: Click '***Login'***

Step 2. Choose Service & Verify Credentials

- From the menu provided within click on '***myServices***'
- You are redirected to a services menu:
- From the services menu click '***myStudentID***'

- A verification page is shown, which requires you to enter your student number and surname
- Click '***Continue***'

Step 3. Account Registration & Authorization

If your account is not automatically created, you are required to self-register and create your account.
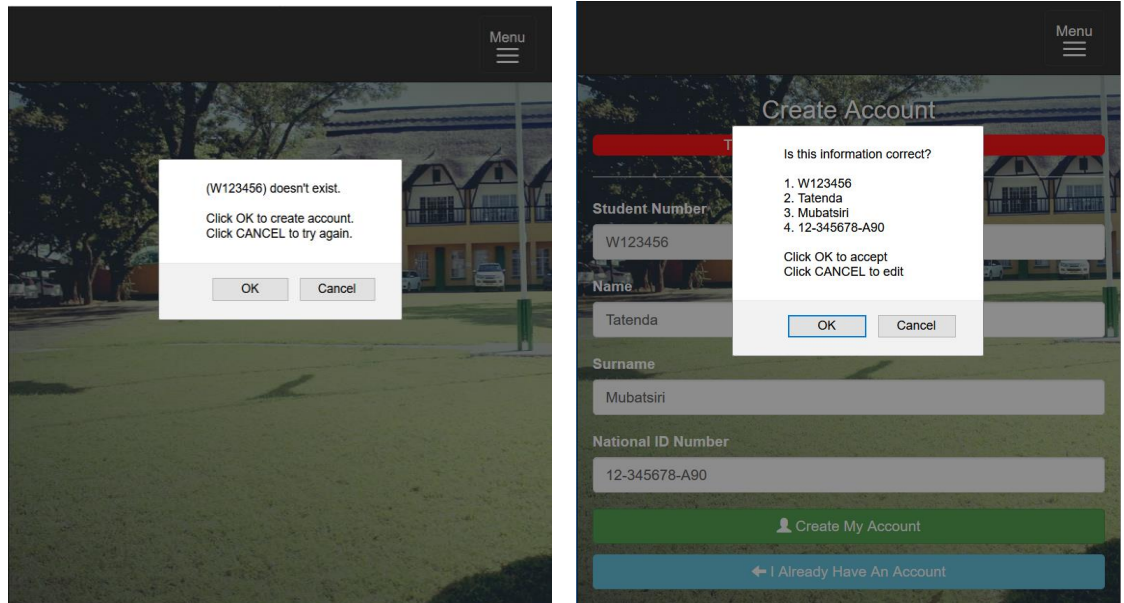
- When you click '**Continue**' and you receive the notification that your account does not exist:
  - Verify that the student number displayed in the notification is yours and is in the correct format before proceeding to create the account.
  - If you made a mistake, click '**Cancel**' and try logging in again with the correct details.

- If you have accepted to create your account, you are presented with a form that requires your details.

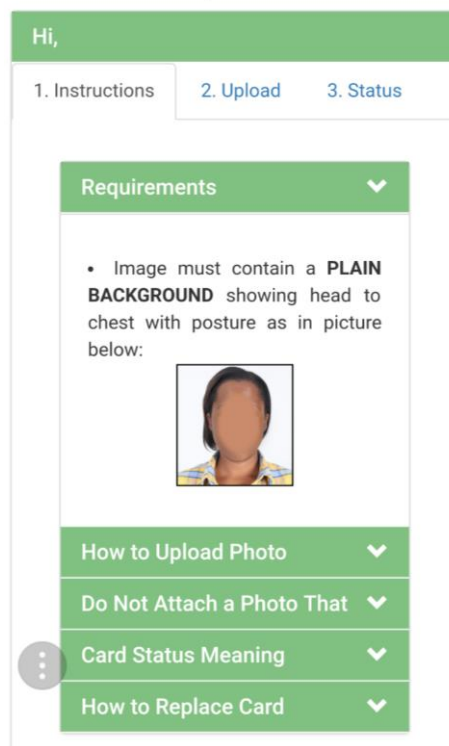- Fill in the form and click '**Create My Account**'

NB: When your account is created, a notification will be sent to an administrator to verify the account, hence it will not automatically allow you to login. Authorization of an account usually takes between 5 – 15 minutes. Your patience is greatly appreciated during this process. ☺

Step 4. Read Instructions & Upload Your Picture

Once an account has been created and you have been verified by the system you will be able to:
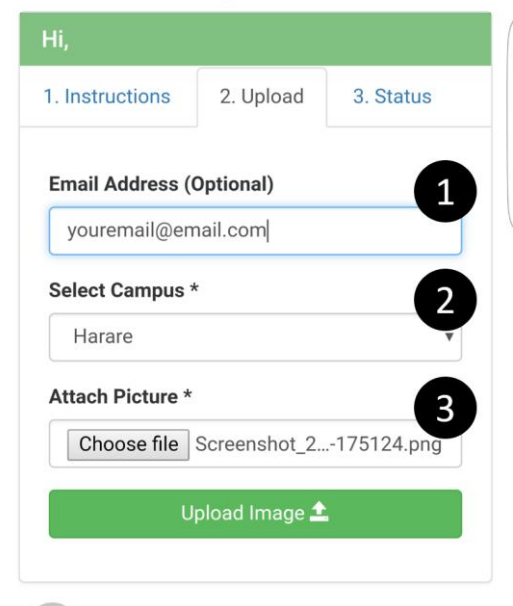
- Read instructions required for the picture you shall upload
- Upload a picture
- View current status of your student identity card or
- Request for a replacement card if need be.

- Once logged in, an '*Instructions*' page is shown and you are required to read through all the instructions to avoid inconveniences and delays in having your student identity card printed.

- To upload a picture for your student card, go to tab '*2. Upload*' and fill in the form provided, which requires your:
    - *Email address*
    - *Campus*
    - *Picture from your device*
- Click '*Upload Image'* to submit your details.

Step 5. View Card Status
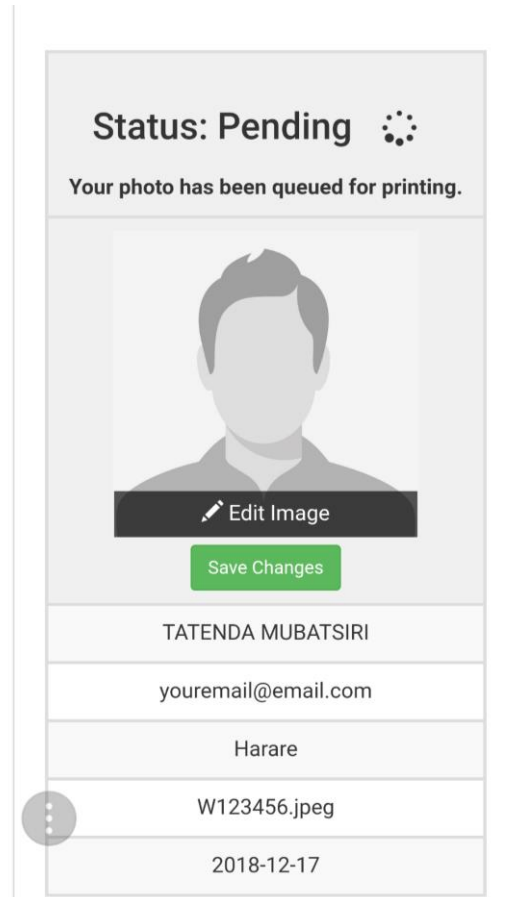
- Your registration will be submitted promptly and you will be presented with a success message and redirected to the '*3. Status'* tab, which immediately shows your submitted information.
- If for any reason you had selected the wrong picture, you can click '*Edit'* and choose a different picture whilst your profile status is in the '*Pending'* state.

NB: Once you have completed this process, your registration has been received. An administrator will review your information and print your student identity card if the picture you submitted has met requirements stated or whether a resubmission is required.

How Do I Replace a Card?

Types of Replacement

i.   Replacement

This option is available for students that need to replace a lost, misplaced or stolen student identity card. Replacement of a card is considered when the card is lost before the end of a student's programme duration e.g. 2 years, 4 years etc.

- Click on the '**2. Replace'** tab and choose option 1 **'Replacement'** to replace a lost student card.

- After choosing option 1, notice that you are presented with a request form
- If you have paid the replacement fee at the cash office using cash or swipe, enter the receipt number in the textbox provided and click '***Send Request***' or
- If you want to pay the replacement fee via Ecocash, click the '***Pay Now Via Ecocash***' button, which will run the USSD code for Women's University in Africa and require your Ecocash pin for verification.
- From the confirmation message received, enter the confirmation code in the textbox provided as shown in the image above and click '***Send Request***'

ECOCASH SHORTCODE

*151*2*3*59166*AMOUNT*6325340#

NB: *AMOUNT being the replacement fee*

ii.   Rejoined

You should select this option if you need to replace your student identity card only if you had deferred due to reasons stated in your deferment letter submitted to the academic registry department. However, having resumed lectures with the university, note that your intake will have changed and a valid & current student identity card is required to be printed for you.

- Click on the '*2. Replace'* tab and choose option 2 *'Rejoined'* if you need a current and valid student identity card.

- You are required to choose your current programme and enter your current intake e.g. if have resumed lectures in **BSc. Degree in Social Work intake 6**
- You should select the respective programme**.**
- Click '*Send Request*' to submit the request

iii.   Reapplied

You should select this option if you need to replace your student identity card if you have completed a programme with the university and have started a new programme e.g. a student that graduated in **BSc. Degree in Management & Entrepreneurial Sciences** has reapplied and commenced lectures in **MSc. Degree in Business Administration** or changed from one programme to another due to reasons stated to the academic registry department.

- Click on the '**2. Replace'** tab and choose option 3 **'Reapplied'** if you need a current and valid student identity card for the new programme being undertaken

- You are required to state your previous, current programme and the current intake you commenced lectures in e.g. if you have graduated with a **Diploma in Social Work** and have reapplied for a **BSc. Degree in Social Work** intake **6**
- You should select the respective programmes and state the intake in the intake textbox.
- Click '**Send Request**' to submit the request

How Do I Know My Student ID Card Has Been Printed?

An email notification will automatically be sent to the email address you provided on registration of the student identity card when your card is printed or check for your student identity card progress from the '*3. Status*' tab as shown below:
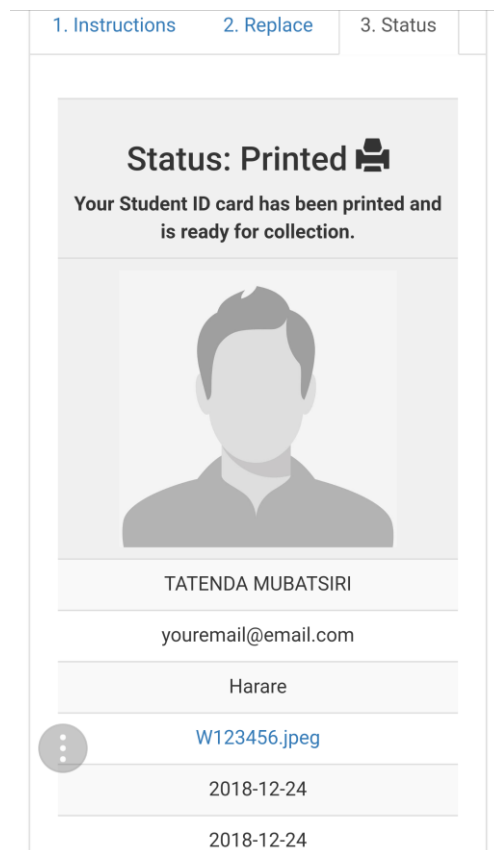
- If your card has been processed, its status will display as such, showing:
  - Status
  - Your full name
  - Email address *(if provided)*
  - Download link to you picture
  - Date picture was submitted
  - Date Card was printed
- Optional Fields include:
  - Edit option if the card is in the pending or resubmit state
  - Receipt number provided on replacement request
  - Programme Codes and intake supplied on replacement requests

NB: *Optional fields appear in different states of the student identity card being processed.*

Where Do I Collect My Student ID Card?

Once your student identity card is printed you can collect it from your respective campus branch:

Harare

Physical Address	Office	Days	Time
549 Arcturus Rd, Manresa, **Harare**	Computer Lab 2	Monday – Friday	08:00 – 16:30 hrs.
	Main Gate Entrance Guard Room	Monday – Friday	16:30 – 18:30 hrs.
		Saturday & Sunday	08:00 – 16:00 hrs.

Mutare

Physical Address	Office	Days	Time
Mutare Teacher's College Chimanimani Road **Mutare**	Administrator's Office	Monday – Friday	08:00 – 16:30 hrs.
	TBA	Saturday & Sunday	TBA

Marondera

Physical Address	Office	Days	Time
WUA Academic Complex 1515 Pine Street, **Marondera**	Administrator's Office	Monday – Friday	08:00 – 16:30 hrs.
	TBA	Saturday & Sunday	TBA

Bulawayo

Physical Address	Office	Days	Time
5th Floor Charter House Cnr Leopold Takawira/Fort Street **Bulawayo**	Administrator's Office	Monday – Friday	08:00 – 16:30 hrs.
	TBA	Saturday & Sunday	TBA

NB: Student ID Cards for Mutare and Bulawayo will be delivered via courier services on a date determined each semester. Students are advised to submit their student identity card applications by the end of the first 14 days of semester commencement to avoid inconveniences.