Eagle Card Services Policies and Procedures

Eagle Card Services
Mission Statement

The Coppin State University Eagle Card office is committed to providing Coppin State University with the highest quality, single card system that allows our students, faculty and staff convenient and efficient access to all card-related services. Our staff is dedicated to providing the campus community with courteous, timely, and efficient service while seeking new, expanded uses of the card through improved and advanced technology.

The Eagle Card is a vital part of life at Coppin State University. The Eagle Card provides identifying data about a person, full name, classification student/staff, and a photograph. The official identification card for Coppin State University permits access to facilities and special events, and can be used to purchase goods and services throughout the University. The Eagle Card provides access to many university services: library privileges at the Parlett L. Moore Library use of the Wellness Center at the PEC, in addition to free or reduced admission to cultural and athletic events. The Eagle Card offers safe, convenient and flexible spending power on campus, which allows cashless access to goods and services campus wide. The declining balance is similar to a debit account; funds deposited into this account are accessible throughout the campus. For additional information and terms and conditions, refer to the Eagle Card Agreement.

Students, faculty and staff also have the ability to deposit money into their Eagle Card declining balance account to assist in achieving the ultimate goal of becoming a cashless campus.

Eagle Card Replacement Fee - A $30.00 fee will be charged to replace lost, stolen or damaged Residential cards, $15 for commuter students, faculty and staff. Cards damaged due to normal wear, as determined by the University, will be replaced without cost. In order to protect you from unauthorized use of your card, we limit the maximum number of cards issued to any individual to ten (10).

The NEW EAGLE CARD
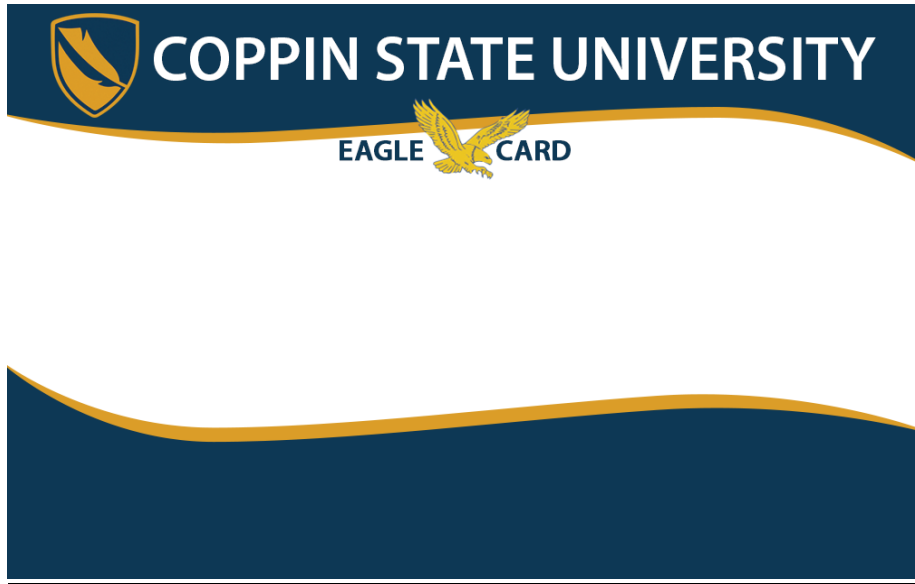
Obtaining an Eagle Card

Students MUST be registered for classes at Coppin State University and bring a driver's license or other form of valid photo ID in order to obtain an Eagle Card. The instructions to view the schedule on a mobile device are below. The Eagle Card OneCard account is a general purpose, prepaid, declining balance purchase plan. The Eagle Card office administers all OneCard account financial activities. Upon the initial deposit, the Eagle Card will establish an electronic balance in the cardholder's name. All sale transactions are debited from the OneCard account electronically. The cardholder shall be responsible for observing the debit transaction at the time of the sale and for monitoring the current account balance. Each individual is responsible for managing his/her account. An Eagle Card OneCard account is like cash – **it must be protected.**

There are no transaction charges. No interest is earned. This card is not a credit card. Purchase returns will be credited to OneCard accounts only. Cash refunds and withdrawals will not be permitted. Purchases will not be permitted with a malfunctioning card. There are no limitations on the number of times the OneCard account may be used or the dollar amount of any transaction, so long as the purchase amount does not exceed the balance of the OneCard account.

Printing Class Schedule (PC or Mobile Device)
- To print class schedule go to: www.eaglelinks.coppin.edu
- Sign in with the CUS username and password
- On the Menu located on the left, go to "Enrollment" then "My Class Schedule"
- Select the semester and click continue
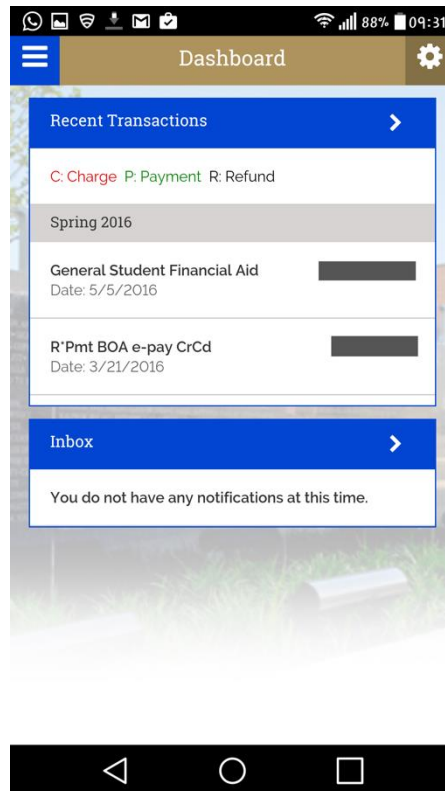- Print your class schedule to present to the Eagle Card Representative
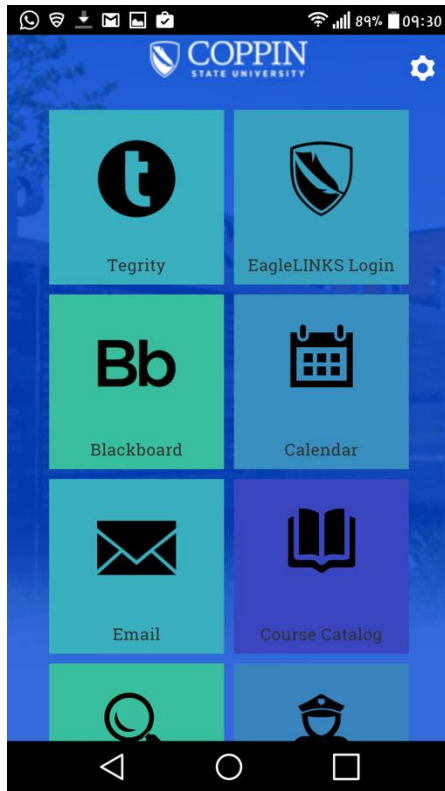
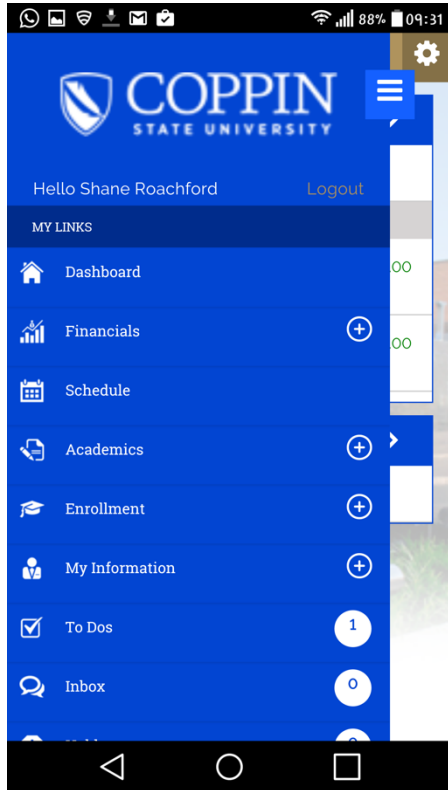## Displaying Class Schedule via Mobile Device
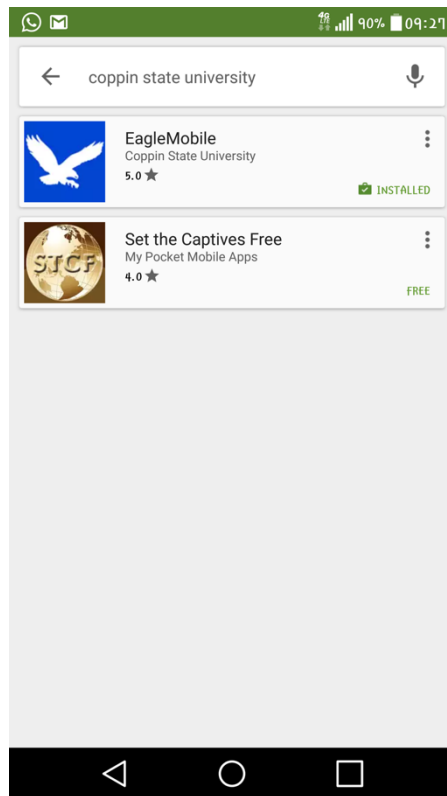
On your Android or Apple Device go to the app store. Search Coppin State University & Download "Eagle Mobile"
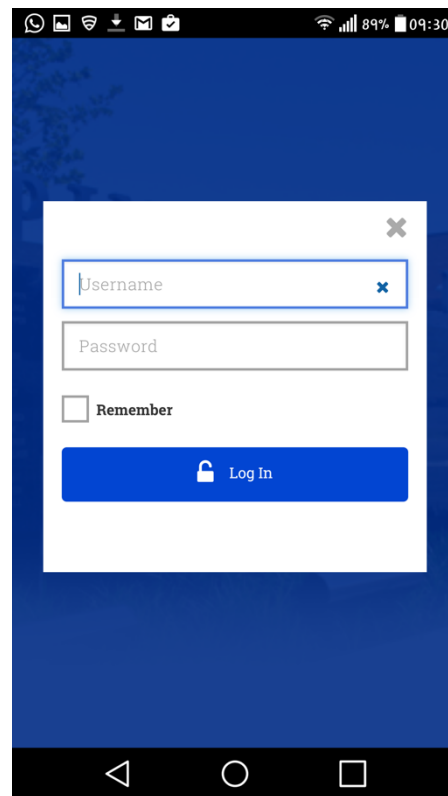
Open "Eagle Mobile" App & log in in with your CSU username and password.

Go to "Eagle LINKS Login" and click on the menu bar in the upper left corner

Go to "Schedule" and use the side arrow keys on the calendar to scroll to a date that shows your class, then present to the Eagle Card Representative

- Picture ID Requirements
  - Caps or any type of other headgear are not allowed, except for religious purposes
  - No Sun Shades
  - Prescription glasses can be worn but may have to be removed if glared

Managing Your Eagle Card Account

Lost, Stolen, or Misplaced Cards

The cardholder is responsible for immediately reporting a lost, stolen, or misplaced card to the Eagle Card office in the Talon Center during business hours (410-951-3570) are Monday - Friday, 9 a.m. - 5 p.m. or register online at www.coppin.campuscardcenter.com. Sign up to manage your account and have access 24 hours/day, 7 days/week.

- A replacement fee of $30.00 will be charged to residential students with residential access for lost, stolen, misplaced, or damaged cards.
- A replacement fee of $15.00 will be charged to commuter students, faculty, adjunct and staff.

The cardholder is responsible for all financial activity including accrued minus amounts generated by the use of his or her card, and agrees to pay for that activity.

 If the Eagle Card is lost or stolen:

- The cardholder may have unlimited responsibility for unauthorized purchases if he or she does not report the loss to the Eagle Card office. Any card being used by an unauthorized user, anyone other than the person depicted on the card, shall be confiscated and turned in to the Eagle Card office. A penalty fee of $30.00 will be charged to the card owner who allowed the unauthorized usage.

    - Disclosure of Account Information to Third Parties

    - The OneCard office will not disclose account information to third parties, including parents.

Deposits & Refunds

Deposits into the Eagle Card OneCard Account can be made in the Cashier's window in the Miles Connor Administration building or the Add Value Stations (Tawes, Talon Dining Hall, and Mail & Print). No minimum deposit is required. Deposits made in the Cashier's window will be loaded to the OneCard after the receipt is taken to the Eagle Card office. Deposits may be made at Add Value Stations (AVS) by using bills of $1, $5, $10, or $20 these deposited funds are available immediately.

Refunds

Account balances will carry over to subsequent semesters. A student cardholder may apply, in person or in writing, for a refund at the end of the semester in which the student graduates, or at any other time during the semester if the student officially withdraws from enrollment at Coppin State University. A processing fee of $25.00 will be charged to card holder. It is recommended the cardholder spends all funds before leaving the campus. Refunds will be paid by check and processed by the state of Maryland within approximately six to eight weeks of notification.

Faculty, Adjunct and Staff

The Eagle Card gives faculty, adjunct and staff a method of payment for services campus wide, as it does for students. It serves as a campus debit card.

The Eagle Card is the official ID and on-campus debit card for Coppin State University in Baltimore, Maryland. **The Eagle Card is property of the University and should be carried with the cardholder at all times. It is not transferable.** Only the person pictured on the ID card will be allowed to use the card. Altering or lending this card will subject the cardholder to disciplinary action.

The Eagle Card is a multipurpose card, serving as the official ID card and as an on-campus debit card. All CSU students, faculty, adjunct, and staff are required to have the Eagle Card with them while they are on campus. If the card will be used for identification only, there is no requirement to deposit funds in the Eagle Card account.

Use of the Eagle Card includes, but is not limited to, the following:

Talon Dining Commons, Eagle's Nest C-Store, Parking & Transportation, Barnes & Noble Bookstore, Cashier's Office, Mail & Print, copiers, Wellness Center, Concessions Stands, Grille Works, Einstein's Brothers Bagels, Subway, Student Activities, laundry facilities, and snack and vending machines.

These terms and conditions are subject to change without notice.

## Retail and Dining Point Account Terms and Conditions:

1) Declining Balance and Dining Dollar Accounts - the Cardholder, acknowledges that they have activated these accounts by making a deposit into the debit account, and agrees to be legally bound to the terms and conditions. The Declining Balance and Dining Dollar account features of the Eagle Card are optional and are debit accounts which do not provide credit. Meal Plans are not refundable and must be used by the end of the spring semester.

2) Deposits – All receipts for deposits may be made through the Cashier using a credit card or cash must be taken to Eagle Card Services. Those funds will be loaded to the declining balance account.

3) Nature of Accounts - Retail and Dining Point Accounts are non-transferable. The Cardholder is responsible for purchases and debits made to the accounts except as defined below under Section 5) Point Transfers. Cardholder agrees, upon request, to provide additional identification and/or sign a receipt for goods and services to assure proper use of the OneCard. This includes, but is not limited to, non-electronic or manual transactions for goods and services where a card reader is not available. Coppin State University reserves the right to determine hours of operation and prices for the goods and services available for purchase with the OneCard.

4) Refund Policy - Cardholders may close their account at anytime. To close the account, Cardholder must make the request in writing to eaglecard@coppin.edu.

- Refunds for purchases made with Retail or Dining Dollars will only be issued as a credit to the point account used for the purchase.
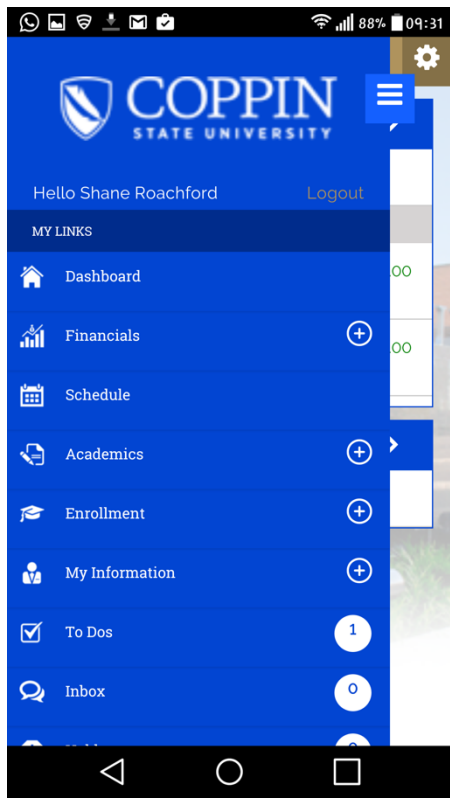
Go to "Schedule" and use the side arrow keys on the calendar to scroll to a date that shows your class, then present to the Eagle Card Representative

- **Picture ID Requirements**
  - Caps or any type of other headgear are not allowed, except for religious purposes
  - No Sun Shades
  - Prescription glasses can be worn but may have to be removed if glared

Manage your Eagle Card
Accounts
- Declining Balance
  - Funds can be added to this Eagle Card account to purchase goods and services on campus.
- Dining Dollars
  - Funds will be added to this Eagle Card account as a bonus for purchasing meal plans
  - Funds can be utilized at Grille Works, Einstein's Bagels, Concession Stand, and the Dining Hall
- Checking Account Balance
  - Utilizing the Add Value Machine you can determine your Eagle Card Balance
  - Call or visit the Eagle Card Office on 2nd Floor, Talon Center - 410-951-3570.

Adding Funds

- Adding Funds
  - Cashier's Office
    Please inform the cashier that you would like to add money to your Eagle Card account.
    Remember to get your receipt from the cashier (must have receipt).
    Take the receipt to the Eagle Card Office (2nd Floor Talon Center).
    The funds will be added to the Eagle Card account.

Cash and Credit
 Location: Cashier Booth
 Miles Connor Administration Building
 2nd Floor
 410-951-3691
 Monday - Friday: 8:30-4:30

Add Value Machine

    Insert the Eagle Card into the Cash Value Center Terminal.
    Insert bills only (the terminal does not give change).
    Remove Eagle Card when the amount of
    money added displays on the screen.
    You have the option to print/not print the receipt.

Cash Only

    Location: Cash Value Center (Terminal)
    Tawes Center
    1st Floor (across from Subway)

Cash Only

    Location: Cash Value Center (Terminal)
    PEC, Mail & Print Services
    Room 179 (Lot H Entrance)
    Monday – Friday: 7:00-5:30

Cash Only
Location: Talon Center
Dining Hall (Terminal)
Monday – Friday: 7:00-8:00
Saturday and Sunday 10:00-8:00

Coppin State University Eagle Card Policy

The Eagle Card offers safe, convenient and flexible spending power on campus, which allows cashless access to goods and services campus wide. The declining balance is similar to a debit account; funds deposited into this account are accessible throughout the campus. As a condition of using the Eagle Card, a campus member to whom the Eagle Card was issued, referred to hereinafter as the "Cardholder" agrees to abide by the Eagle Card Policies and Terms and Conditions se for the herein.

The Eagle Card is the property of Coppin State University, is issued by the University to the Cardholder only, and is non-transferable. Use of the Eagle Card may be revoked at the University's sole discretion for violation of University policies. Faculty and staff must relinquish the card upon separation from the University. Access privileges of the Eagle Card will be deactivated when student, faculty, staff, or other user separate from the University.

Student Cardholders may use the Eagle Card while enrolled as a Coppin State University student. Employee Cardholders may use the Eagle Card while employed by the University. The Eagle Card must be presented upon request at the time of use to obtain services or to verify official University status.

The Eagle Card is to be used only by the person to whom it is issued. Only the Cardholder can present the Eagle Card for purchases, meal plan use, access to buildings, events, or for use of University resources for which they are eligible. The Eagle Card will be confiscated if presented by someone other than the Cardholder.

The Eagle Card is issued for campus debit accounts (Retail and Dining). Cardholder may activate these accounts by making a deposit into the accounts at the Cashier's Station (Administration Bldg. 2nd FL, Suite 203). Usage of this account is acknowledgement and acceptance of terms and conditions governing the use of Retail and Dining Dollars. The Terms and Conditions are available at the Eagle Card website or upon request.

Privacy Disclosure: Coppin State University will use this information (including your picture) to issue you an Eagle Card (identification card, access card and debit card), and for inclusion in the University's computerized records. Without this information (other than your picture), the University would not be able to issue you the Eagle Card, which allows you to receive certain University services.

Where to use my Eagle Card

Venue	Location	Declining Balance	Dining Dollars
Talon Dining Commons	Talon Center	✓	✓
Eagle Nest C-Store Market	Talon Center	✓	
Parking & Transportation	Talon Center	✓	
Grille Works	Tawes Center	✓	✓
Barnes & Noble	Tawes Center	✓	
Subway	Tawes Center	✓	
Mail & Print	PEC	✓	
Concession Stands	PEC	✓	✓
Einstein Bros. Bagels	HHSB	✓	✓
Child Development Center	HHSB	✓	
Laundry (Residential Students only)	Residence Halls	✓	
Parlette Moore Library	CSU Campus		

Library Access off campus
The Eagle Card can be presented at any School Library in the University System of Maryland.

Residential Hall Access

Every residence hall on campus is equipped with a Coppin State University access reader.
Students use their Eagle Card to gain entry to their residence hall 24 hours a day.
This is an all-encompassing identification card that virtually eliminates the need to carry cash on campus.

Residential Students Laundry Information

The Laundry devices in Dedmond and Daley Hall accept the Eagle Card as the form of payment for laundry services. These devices do not accept cash. Funds can be directly loaded the account at any add value stations on campus. The Campus Cashier accepts cash and credit card deposits, the receipt must be taken to Eagle Card Services for loading. The charge to wash/dry is $1.00 additional time may be added to the dryer in $0.25 increments.

BLACKBOARD - Adding a Cardholder

A. How to Add a New Cardholder Record in the Host
1. Log into the host at www.card-smith.com/dvh using your unique username and password
2. Click 'Cardholder' on the left navigation bar (LNB)
3. Click 'New' on the LNB
4. Input:
Student ID = ID
First Name= as it appears on the card
Last Name = as it appears on the card

5. Click Submit
6. Cardholder will be added and you will be at the Account Summary screen

Section I – Basic Cardholder Maintenance

A. How to Query a Cardholder Record via the Administrative Interface
1. Log into the host at www.card-smith.com/dvh using your unique username and password
2. Click 'Cardholder' on the left navigation bar (LNB)
3. Click 'Search' on the LNB **Section I – Basic Cardholder Maintenance**

4. Click 'Edit Card'

5. Click on the desired cardholder record from the Cardholder Search Result list. **Section I – Basic Cardholder Maintenance**

B. How to View the Full Card Number Assigned To A Cardholder

1. Log into the host at www.card-smith.com/dvh using your unique username and password
2. Query the cardholder (see **How to Query a Cardholder Record via the Administrative Interface)**
3. Click 'Manage Cards'
4. Click 'Edit Card'
5. Full Card Number & Security Code are displayed

C. How to View Transactions

1. Log into the host at www.card-smith.com/dvh using your unique username and password
2. Query the cardholder (see **How to Query a Cardholder Record via the Administrative Interface)**
3. Click 'View Transactions'
4. Click on the Transaction Id to get detail
5. Detail will display, click 'Go Back' to Account Summary when finished reviewing
D. How to View Account Details
1. Log into the host at www.card-smith.com/dvh using your unique username and password
2. Query the cardholder (see **How to Query a Cardholder Record via the Administrative Interface)**

3. Click Account you wish to see detail on

4. Detail will display, click 'Go Back' when finished reviewing
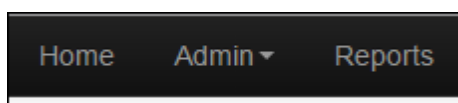
The PockeTracker Gateway (HOUSING)
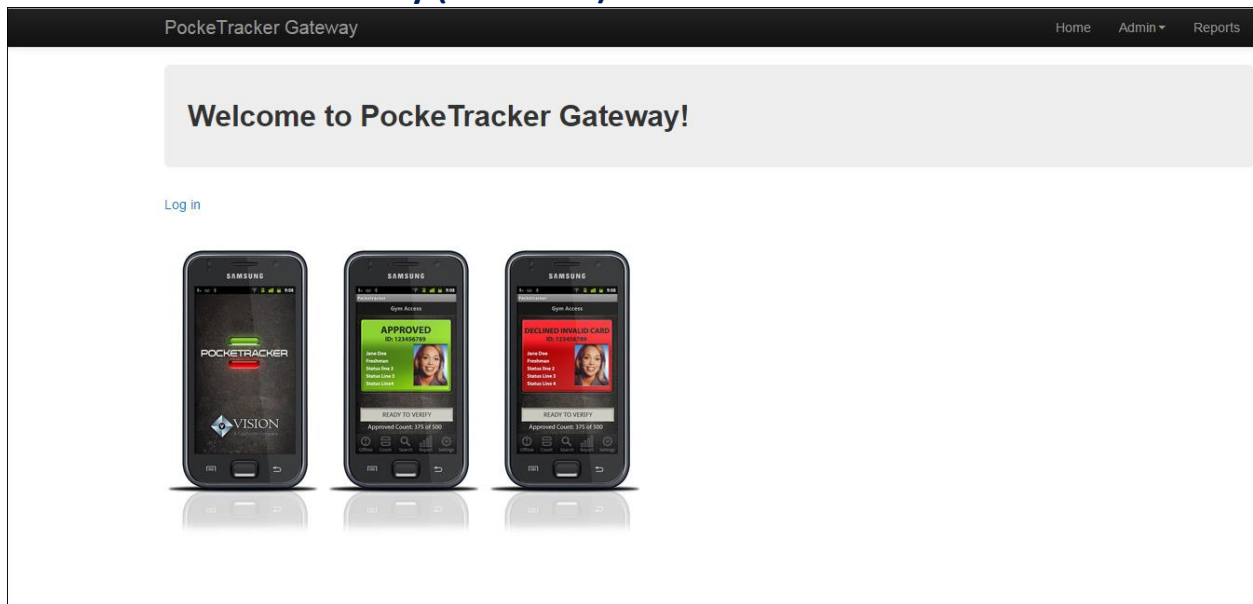
1.The Web portion of the Gateway Software is accessible through a web browser:
http://localhost/gateway
2.Click Log in, located above the images on the Welcome screen (Home page).

The top right corner of the Welcome screen contains the Navigation menu. This menu's links move from one section of the website to another.

Link Descriptions
- **Home** - returns to the Home or Welcome screen
- **Admin** - navigates to the Configuration panel
  - **Admin - Profiles** - create/updates profile information, Terminal configuration
  - **Admin - Payment Profiles** - payment profile configuration
  - **Admin - Terminals** - terminal configuration
  - **Admin - Count Management (Formerly Quick count)** - cardholders currently scanned in
  - **Admin - Manage Users** - create new, edit or delete users
  - **Admin - System Configuration** - version information, Gateway, Licensing, Reports, About
- **Reports** - Available PockeTracker reports
  - All Scans Per Profile
  - All Green Scans Within a Date Range
  - All Red Scans Within a Date Range
  - AllScans
  - AllScans Per Lookup
  - AllScans Within a Date Range

- Scans by Activity

Within a Date Range   The Admin page controls the software configuration. This includes licensing the software, configuring the Gateway service, uploading report files, creating profiles, and terminals. From this page, you can look at an error log, and view the versions of the installed software. These two features can be used when consulting with the Vision Database System Support department for any issues encountered with the software.

- **Terminal Profile** - controls the handheld configurations for each device connected to the system
- **Gateway** - controls the configuration for the Gateway Service
- **Licensing** - where the license key is input