

University of Ulm Chip Card Handout

Card functions:

- University ID (students, staff, faculty, and other University members)
- Guest ID
- Library ID
- Card key for the computer labs and other facilities
- Identification at the self-service terminals
- Electronic purse
- Copy card

Functions at the self-service terminals:

- Change your PIN and super PIN
- View chip data
- Update the thermo-chromic strip and chip data
- Change your address (students only)
- Change kiz account passwords (students only)
- Purchase additional print quota (students only)

Which card do I need?

University members, particularly University employees, receive a University ID; this group also includes preclinical faculty members and staff. University guests, e.g. visiting scientists and scholarship holders, should contact their department to obtain a guest ID. If you are neither a guest nor a member of the University and wish to use certain University services, e.g. library services, you must apply for a kiz service card. University Clinic staff members require a kiz service card. There are further types of IDs, e.g. for alumni, but no application for these IDs is necessary. Enrolled graduate students do not require an additional chip card if they become University employees.

How do I apply for a chip card and for how long is the card valid?

Please submit the proper application form at the appropriate issuing office (see page four). The initial ID is issued to students and other University members free of charge. In accordance with the University's Fines and Fees Policy, a replacement card, e.g. due to loss, will cost 15€. University departments will be charged for the replacement of their guest cards. Replacement due to a technical defect is free of charge. Chip cards are usually valid for one semester or one year and are renewable. Visit a self-service terminal to renew or update your chip card. Expired chip cards may still be used to pay fees, but you will not be allowed to add any more value to the card or use it to get a discount.

What do I need to know about the electronic purse?

The most important thing to remember is that the stored value on the card is equivalent to cash. If a card is stolen or lost, any unused value is non-refundable, since a dishonest person can also use it for payment. An account number stored on the chip uniquely identifies you within the system. Only with your permission can any connection be made between payments and personal information, such as your name or student number. If you are issued a new card due to change of name or a defective card, unused value can be transferred to the new card. In that case, please report the value amount to the issuing office and bring the initial card with you. Student Services (*Studentenwerk*), which operates the payment system,

is responsible for the transfer. At the self-service terminals you may check the last loading and payment transactions; only Student Services has access to further details. You can use your chip card at any Student Services facility, e. g. in the cafeteria at the Ulm University of Applied Sciences. Aside from using it to photocopy (see below), the card is also accepted by kiz (library fees, binding fees, print quotas, and computer products) and the precision manufacturing facilities *WWF (Wissenschaftliche Werkstatt Feinwerktechnik)* and *WWE (Wissenschaftliche Werkstatt Elektrotechnik)*.

How do I take proper care of my card?

It goes without saying that you are expected to protect your card from damage and wear. Avoid bending and exposing the card to excessive heat. Keep the surface of the card clean and free from marks and writing; do not modify it in any way. Damage thus caused is your responsibility, and you will be obliged to pay for a replacement. If properly cared for, the card should last for many years.

What should I do if the card has a defect?

If the card reader at an access-controlled door does not respond to your card, this is an indication that the card is defective. Other hardware devices, such as the self-service terminals, may give an error message. Please contact the issuing office for a replacement. If you are at fault for the defect, you will be charged for the replacement. Any unused value on the card can be transferred to the replacement card (see above).

What should I do if I lose my card?

It is in your own interest to immediately report the loss to the issuing office. You may turn in the appropriate form by postal mail, fax, e-mail, or in person (at the issuing office). If you wish to send an e-mail, please include all the information asked for on the appropriate form. The forms are located at: www.uni-ulm.de/chipkarte. To prevent misuse, you will need to identify yourself with acceptable ID or provide the original super PIN issued with the card.

What personal information is printed or stored on the card?

The following information is printed on student IDs: first and last name (in the case of multiple first names, the first one), name affixes, student number, faculty name, expiration date, ULUB number, and a photo. The cards for other University members (e.g. staff and faculty) contain all of the above information except a student number and faculty name. The following information is stored on the chip: student number (or, alternatively, a serial number), version number, expiration date, PIN, super PIN, ULUB number, and data pertaining to the payment system, in particular the user group (discount level). Guest cards are not personalized.

Who has access to chip data?

Each chip has 16 data storage sectors where read and write functions are password protected. Each function is allotted its own separate sector, which only contains information relevant to that particular function. The Library, for example, only has access to the ULUB number and the expiration date but not to the student number or the discount level.

What is a PIN or a super PIN?

The PIN is used for cardholder verification at a self-service terminal. If you enter your PIN incorrectly three times, the machine will lock your card. In that case, use the super PIN, which is issued with the card, to set a new PIN. In the event that you lose your card, you must either report in person to the issuing office or provide your super PIN to have your card cancelled.

Who knows my PIN or super PIN?

The PINs you receive when the card is issued are, naturally, stored in the chip card data management system – otherwise they would not be listed on your printout sheet. Once you have set new PINs at a self-service terminal, which we strongly advise that you do, then they are known only to you. In this case, you have only changed the data stored on the chip card. If you forget your PIN, use your super PIN (at the terminal) to set a new one. If you have also forgotten your super PIN, please contact the issuing office.

What do I need to know about data protection?

Your personal information is stored on the chip as well as in the chip card data management system. This is not an end in itself; the information is necessary to support chip card functions. In other words, our highest priority is the restricted use of data. This pertains not only to data storage but also to data processing. The most important law pertaining to data protection is the *Landesdatenschutzgesetz* (LDSG = State Data Protection Act of Baden-Württemberg). According to § 5 LDSG, you are entitled to know, free of charge, what personal data has been stored (§ 21 LDSG); and furthermore, in accordance to §§ 22 to 24 LDSG, you have the right to demand corrections, deletion, or stop the use of personal data. You are also entitled to receive information from the *Verfahrensverzeichnis* ([Public Directory of Procedures] § 11 LDSG) and raise objections to the processing of your personal data, as long as these are based on a meritable personal reason (§ 4 Abs. 6 LDSG). To claim these rights, you must file a petition. You also have the right to appeal to the *Landesdatenschutzbeauftragten* ([State Data Protection Officer] § 27 LDSG), and, if applicable, you may claim for damages (§ 25 LDSG). Together with your chip card you will receive a printout of your personal data stored in the chip card data management system as well as this handout.

How can I use my card as a copy card?

All chip cards have an electronic purse function and can be used for payment at the photocopy machines. If you are using an employee card, press “Enter” on the photocopier before you insert you card into the card reader. Employee cards can be used to make copies for work. This is not possible if Financial Services (*Wirtschaftsabteilung*) has been asked to freeze the card, or if the head of your department or institute denied such permission when the card was issued.

In addition, prepaid copy cards are available through Financial Services.

Where can I find further information?

At www.uni-ulm.de/chipkarte you will find further information, including this handout and the relevant forms. If you wish to reach the head of the chip card project (and our Help Desk), please send an e-mail to chipkarte@uni-ulm.de. Any comments, suggestions, or constructive criticism are welcome.

Issuing Offices

	Issuing Office	Office Location	Telephone 0731/50-	Fax 0731/50-
Students	Registrar's Office (<i>Studiensekretariat</i>) studiensekretariat@uni-ulm.de www.uni-ulm.de/kontakt-studiensekretariat	OE M23/M24	24444	24444
University members	ZUV Dept. I-2	Helmholtzstraße 16	25111	25177
Departments (guest IDs)	kiz	OE O26	22486	22471
Departments (prepaid copy cards)	ZUV Dept. IV-2	Helmholtzstraße 16	25059	25064
Non-University members	kiz, central library	Albert-Einstein-Allee 37	30000	

Self-service terminal locations:

- South entrance, near the main cafeteria (*Mensa*)
- North entrance
- Central library

AVM (add value machine) locations:

- South entrance, near the main cafeteria (*Mensa*)
- South cafeteria
- North cafeteria
- West cafeteria
- Cafeteria Helmholtzstraße 16
- Central library