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# Cards and chips

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CU ID Card confirms that you are a part of the university - whether as a student, employee or member of another faculty or workplace.

It comes in a form of a chip card with a photo, personal data and a barcode. The cards are colour-coded [according to the type](#) .

## What do you need advice on?

CU ID Cards

Types of Cards

- [Charles University Student Card](#)
- [Cards for Disabled Students](#)
- [Charles University Employee Card](#)
- [Charles University External Service User Card](#)
- [CU Alumni Club Membership Card](#)
- [Lifelong Learning Program Participant Card](#)

How can I order a card?

- You can order a card simply online in the [Student and Employee Card Portal](#) .
- Detailed step-by-step instructions can be found [here](#) .
- The CU student card can be ordered only after enrolment for study. If you attended the enrolment, but you still cannot order the card, contact the study department of your faculty.

Student and Employee Card Portal

- Only **Charles University students** and people with an **occupational legal relationship to Charles University** can sign up for the [Student and Employee Card Portal](#) . Students at other universities, freelancers, members of the Alumni Club must arrange their requirements in person at [CU Card Issue Centres](#) .
- The Portal provides users with an overview of the currently issued cards, the possibility **to apply for a new card**, to block/activate the card and, in the case of CU ISIC, ITIC or ALIVE licensed cards, to digitally extend the licence with online payment.
- If you have a problem logging into the Portal, the information is not displayed correctly or you want to claim goods purchased in the Portal, enter a request on [ServiceDesk](#) .

Where can I pick up my card?

- Issue is provided by [CU card issuing centre](#) . In CU card issuing centre, you can also get a [Central Authentication Service \(CAS\)](#) password with your card, which you can use to log into, for example, the [Study Information System](#) or to set up an [Eduroam](#) password.
- More information on log in to the CAS system can be found [here](#) .

What can I use my card for?

You not only use your CU card as a proof that you are part of Charles University, but you can also use it in [libraries](#) (you need physical CU ID card with you) or in [dormitories and refectories](#) .

In addition, the card can also be used for other purposes:

- applying student and employee benefits under [ISIC, ITIC nebo ALIVE](#) .
- identifying when using university services (e.g. printing, entry to buildings - depending on the possibilities of a particular faculty or workplace)

Problems in the production of the card

Important contacts to deal directly with your requests - CU Point - [Information Services Department](#) .

How to proceed if your card is damaged?

- In case of damage to your card, ask for a duplicate to be issued at the [CU card issuing centre](#) .
- Issuance of a duplicate **cannot** be arranged online.

I have lost my card. What should I do?

- If you have lost your card or it has been stolen, it is necessary to mark the card as lost, on the [Student and Employee Card Portal](#)
- Subsequently, it is necessary to visit the [CU card issuing centre](#) in person. The issuance of a duplicate **cannot** be arranged online.

I need to change the details on my card. How to proceed?

- Changes in personal data must first be reported to the **Study Department** (students) or the **HR Department** (employees).
- Subsequently, you can resolve the exchange/issue of a new card in person at the [CU card issuing centre](#) .

Information for faculties

- Possibility of [booking the CU card issuing centre](#)
- [Procedure for issuing cards and passwords](#)

Chips

Access chips

Electronic entry security is managed by the [ICT](#) in cooperation with faculties. The access chips (e.g. in the form of a pendant) are intended specifically for **employees** or **freelancers** and their distribution and activation is always handled by the respective workplace.

**Students use their university card with a chip to enter**, and separate access chips are not issued to them.

Frequently Asked Questions (FAQ)

**What to do if there is a problem with the production of the CU card?**

- Important contacts for the direct handling of your requests - UK Point - [Information Services Department](#) .

**Can I have more than one CU card?**

- A CU student card can only be issued once, but in some cases you may have more than one card – for example, if you are both a student and an employee of Charles University. Each card has a different color and performs a different function (student, employee, external, etc.). When using, you need to be careful which one you choose.

**How long does the card last and do I have to renew it over time?**

- The validity of the card is limited in time – usually until the end of your studies or employment. For ISIC/ITIC licensed cards, it is necessary to renew the validity each year by means of a validation mark. If you continue to attend university, you will keep your pass and its validity will be extended.

**Other frequently asked questions** about CU ID cards can be found on the CU Point website in the [FAQ section](#) , which is continuously updated.

Support, Helpdesk

For further questions, please contact [ServiceDesk](#) .

Important links

- The introduction and use of cards at Charles University is governed by [Rector's Measure No. 36/2025](#) .
- Student and Employee Card Portal - [General Terms and Conditions](#)
- Student and Employee Card Portal - [Information on the processing of personal data](#)
- [CHANGE in student fares PID](#)