

WESCARD FAQ'S

HOW DO I....

Add Middletown Cash – Middletown Cash can be added in the WesCard Office, Room 111 North College with cash or a check payable to Wesleyan University WesCard or on line with a VISA, MasterCard, American Express or Discover **credit card as we do not accept debit cards** at the eAccounts website:

<https://wesleyan-sp.blackboard.com/eacconts/>

Check My Balances- go to the eAccounts website mentioned above and sign in with your username and password for your WesPortal. Link yourself to the Blackboard Transact System, go out and back in again and you will be able to see your balances for Meal Plan Points, Additional Meal Plan Points and Middletown Cash. This information is available 24 hours a day.

Get a Replacement ID Card –Your first WesCard that you received upon entering the University is at no cost to you. If the need arises for a replacement due to the WesCard being lost, damaged or stolen there is a replacement cost of \$ 20.00 which is billed to your student account. Go to the WesCard Office, Room 111 North College and fill out the form. The ID card will be made while you wait.

Add Additional Meal Plan Points – Go into WesPortal/Offices + Services/WesCard/Add Meal Points to select the \$ 25.00 increment you want. These additional meal plan points will be billed to your student account and will be added to your card within 48 hours for you to use.

Use Middletown Cash at the Bookstore or Computer Store-You need to tell the cashier that you want to use your Middletown Cash.

Caring for Your WesCard- Please treat your WesCard just as you would your credit or debit card or driver's license. Do not damage it in any way that will prevent you from gaining access to buildings with a card reader.

Please Don't Do the Following:

Damage the card in anyway by crimping, bending, twisting, cracking, punching a hole in it, re-laminating it, using it as an ice scraper, machine washing or drying it, or leaving it in direct sunlight or expose to extreme heat, open flame or clothes irons as the ability to access buildings is on the inside of the card and will stop immediately. Do not leave in silicone sleeve attached to telephone when using a wireless charger as both the card and sleeve will burn through.

Don't place the WesCard on stereo equipment, computers, or near any magnetic fields, including placing the card next to a credit card in your wallet magnetic stripe to magnetic stripe as this will demagnetize both the credit card and your WesCard. Do not place tape over the magnetic stripe (don't allow anyone else, including campus departments, to do so either).

WHAT TO DO IF....

You Have a Question about Your Meal Plan or Middletown Cash or Have a Laundry Machine Malfunction – Contact Cathy Rizza in the WesCard Office at 860-685-3253 or crizza@wesleyan.edu

You Lose Your ID Card at Night, on the Weekend or When the WesCard Office is Closed- Go to the Public Safety Office where they can give you a temporary access card and a form to be able to eat until the WesCard Office is open. You must come to the WesCard Office on the next business day when the office is open to get a replacement.

Turn Over For Cathy's Top Ten List Of Most Asked Questions