
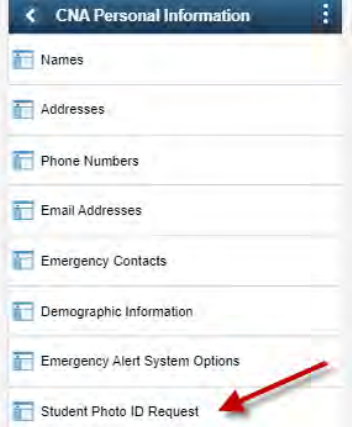
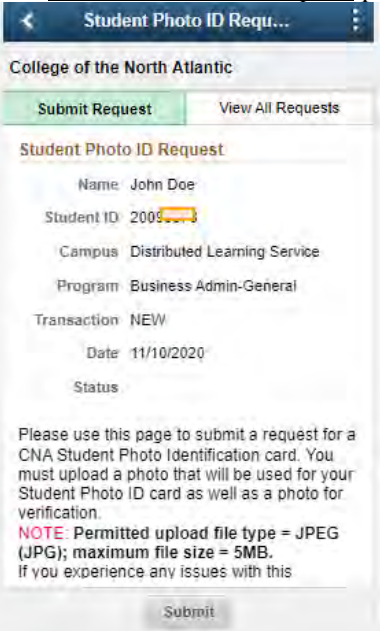




## Self Service - Student Photo ID Request

The following document outlines the steps to submit or view a **Student Photo ID Request**. If you experience any issues with the **Student Photo ID Request** process, contact the Help Desk at [SShelpdesk@cna.nl.ca](mailto:SShelpdesk@cna.nl.ca).

Step 1	<p>Log into <a href="#">Self Service</a> and click on the <b>Personal Information</b> tile</p> 
Step 2	<p>Select the <b>Student Photo ID Request</b> option</p> 
Step 3	<p>The <b>Student Photo ID Request</b> page is displayed</p> 

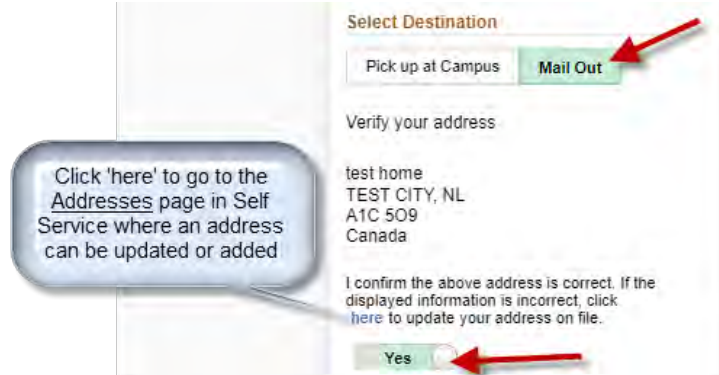
Step 4

Student Photo ID cards can be 1) 'Picked Up' at your campus or 2) 'Mailed Out'; choose one of these options

- 1) If the option to 'Pick up at Campus' is selected, proceed to next step



- 2) If the option to 'Mail Out' is selected, the address the Photo ID card will be mailed to must be reviewed and confirmed



Verify your address

- If the address displayed is correct, click 'Yes' and proceed to next step
- If the address displayed is incorrect, click the 'here' link listed in the text to go to the Addresses page to edit/add mailing address; once completed, go back to the Student Photo ID Request page to confirm the updated address and move on to the next step

Step 5

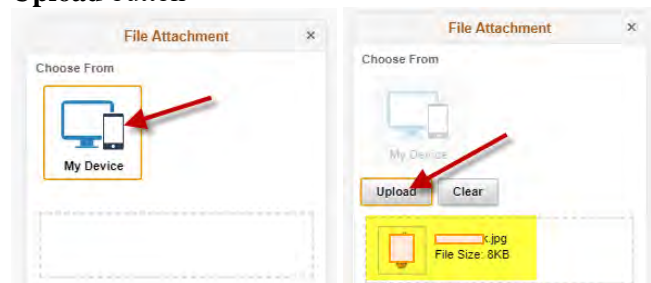
**Student Photo** – you must upload a photo that will appear on your ID card; please note the following:

- **Permitted upload file type = JPEG (JPG); maximum file size = 5MB**
- Photo must be a clear head shot photo with white background
- If you've had a previous Student Photo ID with CNA, that photo will be displayed, if the likeness is current – it can be used, otherwise a new photo should be uploaded

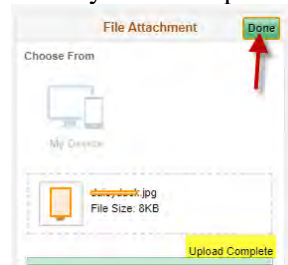
- Click the **Upload Photo** button


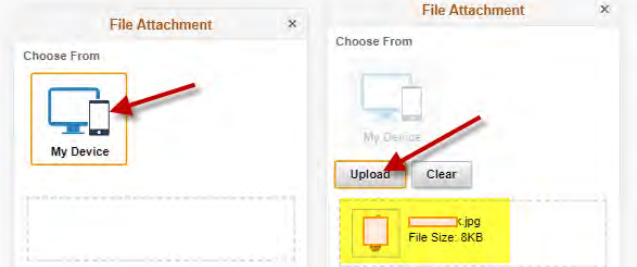
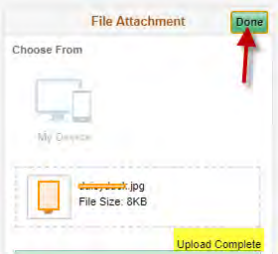
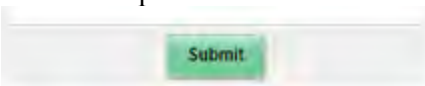


- Click the **Choose from** button to select a photo file from your device and then click the **Upload** button



- When you see: 'Upload Complete', click **Done**

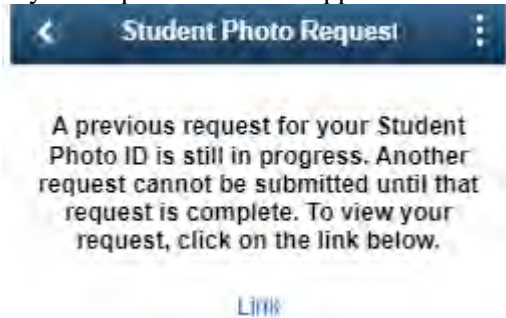
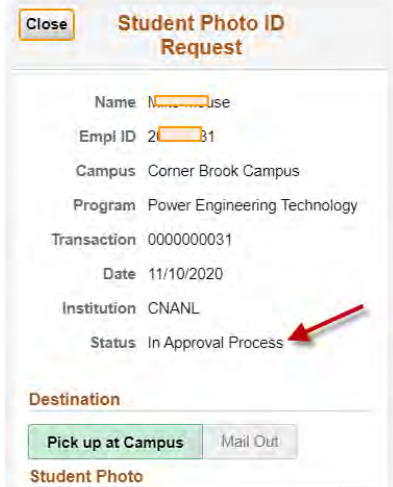




Step 6	<p><b>Verification Photo</b> – please note the following:</p> <ul style="list-style-type: none"> <li>➤ <b>Permitted upload file type = JPEG (JPG); maximum file size = 5MB</b></li> <li>➤ Must be any Government issued Photo ID (eg: License or Passport) or Secondary/Post-Secondary Photo ID Card (eg: High School/MUN or previous CNA ID)</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Click the <b>Upload Photo</b> button</li> </ul>  <ul style="list-style-type: none"> <li>• Click the <b>Choose File</b> button to select a photo file and then click the <b>Upload</b> button</li> </ul>  <ul style="list-style-type: none"> <li>• When you see: 'Upload Complete', click <b>Done</b></li> </ul> 
Step 7	<p>When both photos have been successfully uploaded, click <b>Submit</b></p> 
Step 8	<p>A submission confirmation message will be sent to your personal and CNA email stating the following:</p> <p style="text-align: center;"><i>Your request for a College Student Identification Card has been submitted. You will be notified via email when this request has been reviewed and processed.</i></p>
Step 9	<p>Once the Student Photo ID request has been reviewed, one of the following messages will be sent to your personal and CNA email to advise you of the request status:</p> <ol style="list-style-type: none"> <li>1. <b>Request Approved</b> – Pick Up  <i>Your request for a College Student Photo ID Card has been approved.</i></li>   <li><i>Please allow 1 week for processing and then go to the Student Services office at the _____ Campus to pick up your Student Photo ID.</i></li>   <li><i>CNA Student Services</i></li>   <li>2. <b>Request Approved</b> – Mail Out  <i>Your request for a College Student Photo ID Card has been approved.</i></li>   <li><i>Your Student Photo ID will be sent to the address you verified and should be received within the next few weeks.</i></li>   <li><i>CNA Student Services</i></li> </ol>

	<p><b>3. Request Denied</b>  <i>Your request for a College Student Photo ID Card has been denied because either the Student ID Photo or Verification ID Photo did not meet the specified photo requirements. Please re-submit your request and ensure you follow the guidelines carefully.</i></p> <p>CNA Student Services</p>
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View a submitted request:

Once a Student Photo ID request has been submitted, it cannot be changed. However, you can access the submitted request to review the status following these steps:

Step 1	<p>Select the <u>Student Photo ID Request</u> option under the <b>Personal Information</b> tile</p> <ul style="list-style-type: none"> <li>✓ If your request is still 'In Approval Process', you will see the following message:</li> </ul>  <ul style="list-style-type: none"> <li>✓ Click <a href="#">Link</a> to display your submitted request</li> </ul>
Step 2	<p>The submitted request will be displayed and the <b>Status</b> will indicate the stage of the request</p> 
Step 3	<p>Press <b>Close</b></p> 
Step 4	<p>To return to main Self Service menu, click on the 'actions' icon  and select 'Home' option</p> 