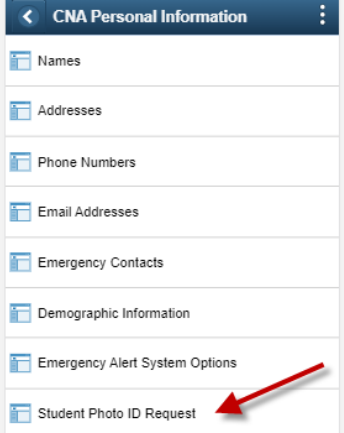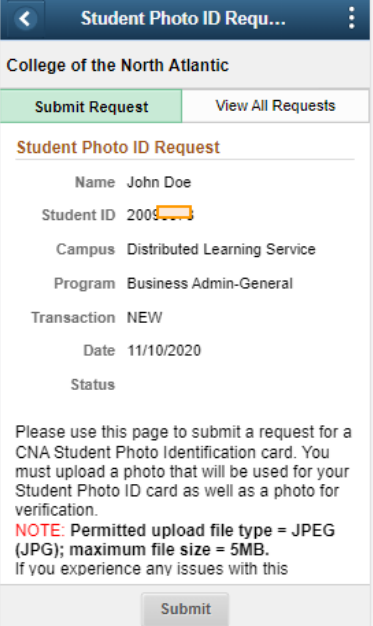**Self Service -** | **Student Photo ID Request**

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 SSHelpReg@cna.nl.ca.

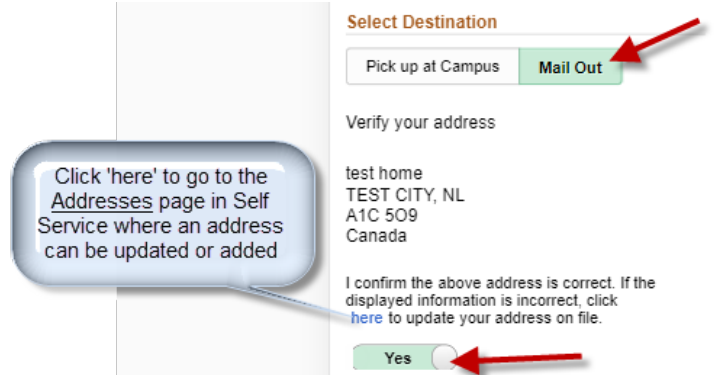|	
Step 1	Log into **Self Service** https://ps-web1.cna.nl.ca/psp/CSPROD/?cmd=login&languageCd=ENG& and click on the **Personal Information** tile
Step 2	Select the **Student Photo ID Request** option
Step 3	The Student Photo ID Request page is displayed

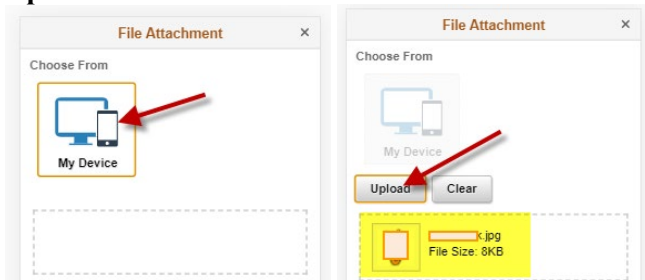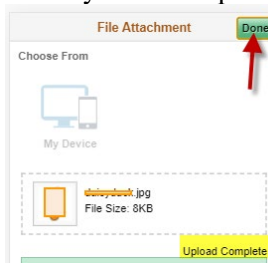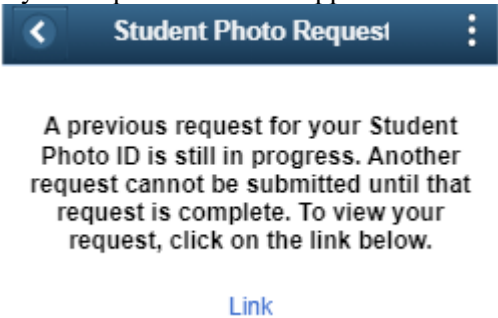|	
Step 4	Student Photo ID cards can be 1) 'Picked Up' at your campus or 2) 'Mailed Out'; choose one of these options 1) If the option to 'Pick up at Campus' is selected, proceed to next step **Select Destination** Pick up at Campus Mail Out 2) If the option to 'Mail Out' is selected, the address the Photo ID card will be mailed to must be reviewed and confirmed **Select Destination** Pick up at Campus Mail Out Verify your address test home TEST CITY, NL A1C 5O9 Canada I confirm the above address is correct. If the displayed information is incorrect, click here to update your address on file. Yes Click 'here' to go to the Addresses page in Self Service where an address can be updated or added <u>Verify your address</u> • 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 **Student Photo** Must be a clear head shot photo with white background. Upload Photo • Click the **Choose from** button to select a photo file from your device and then click the **Upload** button **File Attachment** × Choose From My Device **File Attachment** × Choose From My Device Upload Clear k.jpg File Size: 8KB • When you see: 'Upload Complete', click **Done** **File Attachment** Done Choose From My Device daisyduck.jpg File Size: 8KB Upload Complete

Step 6	**Verification Photo** – please note the following:
	➢ **Permitted upload file type = JPEG (JPG); maximum file size = 5MB**
	➢ 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)
	• Click the **Upload Photo** button
	• Click the **Choose File** button to select a photo file and then click the **Upload** button
	• When you see: 'Upload Complete', click **Done**
Step 7	When both photos have been successfully uploaded, click **Submit**
Step 8	A submission confirmation message will be sent to your personal and CNA email stating the following:
	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.
Step 9	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:
	1. **Request Approved** – Pick Up
	Your request for a College Student Photo ID Card has been approved.
	Please allow 1 week for processing and then go to the Student Services office at the _____ Campus to pick up your Student Photo ID.
	CNA Student Services
	2. **Request Approved** – Mail Out
	Your request for a College Student Photo ID Card has been approved.
	Your Student Photo ID will be sent to the address you verified and should be received within the next few weeks.
	CNA Student Services

	3. Request Denied *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.* *CNA Student Services*

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	Select the <u>Student Photo ID Request</u> option under the **Personal Information** tile
	   ✓ If your request is still 'In Approval Process', you will see the following message:
	
	   ✓ Click **Link** to display your submitted request

Step 2	The submitted request will be displayed and the **Status** will indicate the stage of the request
Step 3	Press **Close**
Step 4	To return to main Self Service menu, click on the 'actions' icon ⋮ and select 'Home' option