
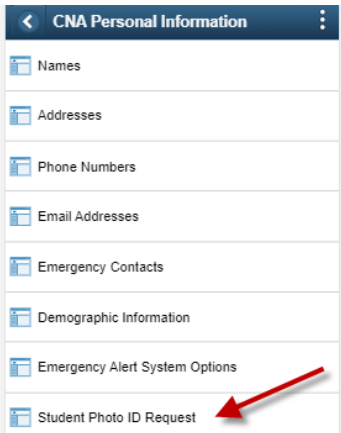
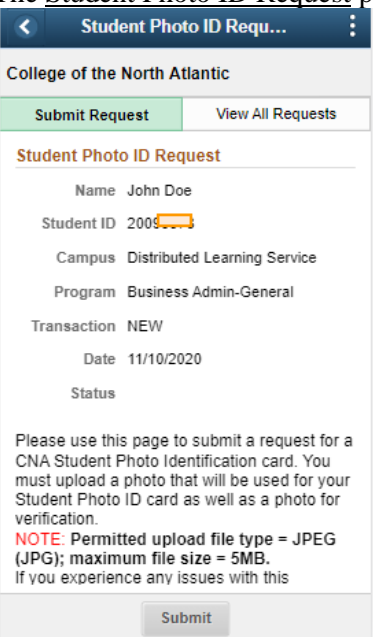




Self Service - Student Photo ID Request

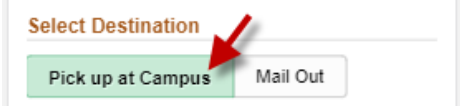
The following document outlines the steps to submit or view a **Student Photo ID Request**. If you experience any issues with the **Student Photo ID Request** process, contact the Help Desk at SSHelpReg@cna.nl.ca.

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

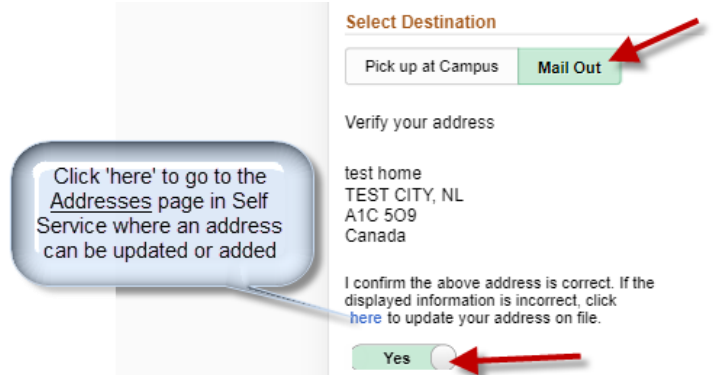
Step 4

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

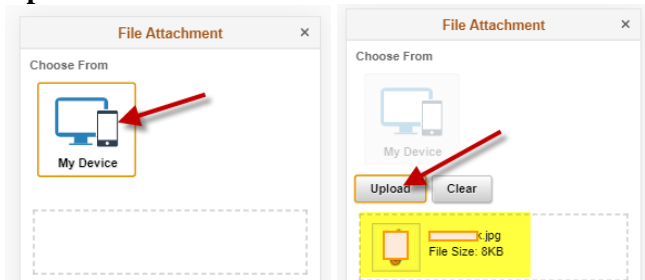
Student Photo – you must upload a photo that will appear on your ID card; please note the following:

- **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

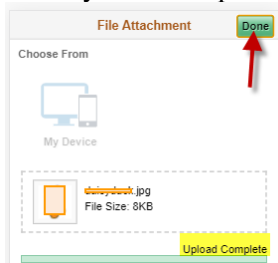
- Click the **Upload Photo** button








- 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**


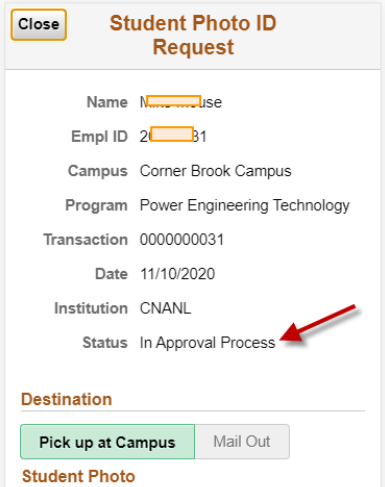




Step 6	<p>Verification Photo – please note the following:</p> <ul style="list-style-type: none"> ➤ Permitted upload file type = JPEG (JPG); maximum file size = 5MB ➤ Must be any Government issued Photo ID (eg: License or Passport) or Secondary/Post-Secondary Photo ID Card (eg: High School/MUN or previous CNA ID) <hr/> <ul style="list-style-type: none"> • Click the Upload Photo button <div data-bbox="412 281 794 516" style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;"> <p style="color: #e67e22; font-weight: bold;">Verification Photo</p> <p>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). *Please note, Verification photos are purged upon completion of the review process.</p> <p style="text-align: center;"><input type="button" value="Upload Photo"/></p> </div> • Click the Choose File button to select a photo file and then click the Upload button <div data-bbox="412 562 1045 831" style="display: flex; justify-content: space-around; margin: 5px 0;"> <div style="border: 1px solid #ccc; padding: 5px; width: 45%;"> <p style="color: #e67e22; font-weight: bold;">File Attachment</p> <p>Choose From</p> <div style="border: 1px solid #ccc; padding: 5px; text-align: center; margin: 5px 0;">  <p>My Device</p> </div> </div> <div style="border: 1px solid #ccc; padding: 5px; width: 45%;"> <p style="color: #e67e22; font-weight: bold;">File Attachment</p> <p>Choose From</p> <div style="border: 1px solid #ccc; padding: 5px; text-align: center; margin: 5px 0;">  <p>My Device</p> </div> <div style="display: flex; justify-content: center; gap: 10px; margin: 5px 0;"> <input type="button" value="Upload"/> <input type="button" value="Clear"/> </div> <div style="border: 1px solid #ccc; padding: 5px; text-align: center; margin: 5px 0;">  </div> </div> </div> • When you see: ‘Upload Complete’, click Done <div data-bbox="412 869 688 1129" style="border: 1px solid #ccc; padding: 5px; margin: 5px 0;"> <p style="color: #e67e22; font-weight: bold;">File Attachment</p> <p>Choose From</p> <div style="border: 1px solid #ccc; padding: 5px; text-align: center; margin: 5px 0;">  <p>My Device</p> </div> <div style="border: 1px solid #ccc; padding: 5px; text-align: center; margin: 5px 0;">  </div> <p style="text-align: right; color: #27ae60; font-weight: bold; border: 1px solid #27ae60; padding: 2px;">Done</p> <p style="text-align: center; color: #27ae60; font-weight: bold; background-color: #fff9c4; padding: 2px;">Upload Complete</p> </div>
Step 7	<p>When both photos have been successfully uploaded, click Submit</p> <div data-bbox="321 1184 743 1247" style="border: 1px solid #ccc; padding: 5px; text-align: center; margin: 5px 0;"> <input type="button" value="Submit"/> </div>
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"> 1. Request Approved – Pick Up <p style="text-align: center;"><i>Your request for a College Student Photo ID Card has been approved.</i></p> <p style="text-align: center;"><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></p> <p style="text-align: center;"><i>CNA Student Services</i></p> 2. Request Approved – Mail Out <p style="text-align: center;"><i>Your request for a College Student Photo ID Card has been approved.</i></p> <p style="text-align: center;"><i>Your Student Photo ID will be sent to the address you verified and should be received within the next few weeks.</i></p> <p style="text-align: center;"><i>CNA Student Services</i></p>

	<p>3. Request Denied <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 Personal Information tile</p> <ul style="list-style-type: none"> ✓ If your request is still 'In Approval Process', you will see the following message:  <p>A previous request for your Student Photo ID is still in progress. Another request cannot be submitted until that request is complete. To view your request, click on the link below.</p> <p style="text-align: center;">Link</p> <ul style="list-style-type: none"> ✓ Click Link to display your submitted request
Step 2	<p>The submitted request will be displayed and the Status will indicate the stage of the request</p> 
Step 3	<p>Press Close</p> 
Step 4	<p>To return to main Self Service menu, click on the 'actions' icon  and select 'Home' option</p> 