



## PennCard Center

### PennCard Information for Program Coordinators

#### INTERNAL USE

FOR PROGRAM DIRECTORS AND OTHER PENN PERSONNEL

#### Introduction

The PennCard Center is ready to assist with the needs of your guests to have an identification card on campus. We expect to print 4,400 cards over four weeks to support Summer Programs. For perspective, we print about 6,500 cards over 8-10 weeks to prepare for Fall Crush. Because of the fast pace and tight delivery schedules, your adherence to the advice presented here will help ensure a smoother onboarding experience for your participants.

#### Our Partner: Hospitality Services

Our mutual partner for Program requests for PennCards is Hospitality Services, coordinated by Jeff Barta (215-573-8626 / [bartaj@upenn.edu](mailto:bartaj@upenn.edu)). The team at Hospitality Services will facilitate the issuance of PennCards for your guests.

#### Participant Information

Each program participant must be entered into Penn's systems of record for an identification card to be issued. Information for incoming Penn students and others participating in credit-bearing programs should be entered into Pennant. Information for others must be submitted to Hospitality Services in the template format that they will provide.

#### Lead Time

To ensure your guests a smooth arrival on campus, it is strongly recommended that all requested information about participants, including any required photos, be submitted to Hospitality Services **no later than three weeks** prior to the arrival of your participants.

#### Network Access

In cases where program participants will need access to network resources, a PennKey Setup Code will be sent to them by email in advance of the program or will be distributed with their identification card.

#### Building & Space Access

It is important to note that Hospitality Services cannot add, remove, or verify the access privileges of any person to campus spaces other than residential housing and dining facilities. To ensure that your students have a smooth experience, program coordinators are obliged to ensure that arrangements have been made with the appropriate building managers for access to spaces.

In cases where buildings are locked during the program, coordinators need to provide the building managers with a list of the Penn IDs for program participants so that the building administrator can send a request for access to Penn's Department of Public Safety in advance of the program.



### Guests On Campus for Nine Days or Less: Conference Cards

Generally, guests who stay on campus for 9 days or less are provided with a Conference Card. Conference cards are non-photo cards. Each Conference Card is encoded with an 8-digit Penn ID number unique to a given card. These cards are assigned and provided to guests by Hospitality Services.

### Guests on Campus for More than Nine Days: PennCards

Guests staying on campus an appreciable length of time are required to carry a PennCard that includes a photo of the program participant.

Persons who are incoming Penn students or are registered for a credit-bearing program should complete the PennCard application at Campus Express ([www.campusexpress.upenn.edu](http://www.campusexpress.upenn.edu)). Guests who are not Penn students but who have been issued a PennKey should also use Campus Express to submit their photo. Participants will log in to Campus Express with their PennKey username and password, select PennCard from the menu, and upload a photo.

Guests who are unable to access Campus Express should have their photos collected as part of your guest onboarding for submission to Hospitality Services. Photos must be submitted to Hospitality Services at the same time as your list of participants.

### Note: Groups Forgoing Pre-Made Cards

Coordinators for smaller programs, who choose not to have identification cards pre-made, must make an appointment to bring their group into the PennCard office during regular business hours to have participants' photos taken and cards issued. Please arrange this date and time at least two weeks prior to your group's arrival. Note that all participant information must be entered into Penn's system of record in advance of your appointment. A PennCard Request Form for each participant may also be required. Contact the PennCard Center at [penncard@upenn.edu](mailto:penncard@upenn.edu) for details or to make an appointment.

### Photo Submission Policy

Per University policy, each of your guests staying on campus longer than 9 days must carry a PennCard that includes an up-to-date photograph.

Incoming Penn students and other participants provisioned with a PennKey should upload their photo to Campus Express ([www.campusexpress.upenn.edu](http://www.campusexpress.upenn.edu)) as soon as they can do so.

Programs with participants unable to use Campus Express should submit photos to their summer program coordinator(s). These photos will be submitted along with your list of participants three weeks in advance of the start of your program. Photos must be in the .jpg/.jpeg format.

Program participants who do not submit a photo in advance will not have a PennCard printed prior to arrival. Participants who, for whatever reason, do not or cannot submit a photo in advance may visit the PennCard Center to have a card made upon arrival. We suggest you coordinate any students with this need with our office ([penncard@upenn.edu](mailto:penncard@upenn.edu)). This solution should only be used rarely, in cases where a photo is not forthcoming, bearing in mind that this time of year is the busiest for PennCard's in-office traffic and that the office is open only on weekdays during regular business hours (M-F, 8:30am-5:00pm).

### Lost, Damaged, and Stolen Card Policies

Any lost, damaged, or stolen non-photo Conference Cards should be reported to Hospitality Services for replacement. Please do not send program participants who have lost a Conference Card to the PennCard office.



Participants who hold a photo-bearing PennCard are obliged to treat it with the same care as any Penn student or employee. Lost cards may be replaced for a fee.

Damaged PennCards should be brought into the office to be triaged; a determination will be made on site on whether a fee will apply.

Stolen PennCards are replaced free of charge when accompanied by a police report number.

Further information about PennCard policies may be found at the PennCard website. (See

<https://penncard.business-services.upenn.edu/penncard-policies-and-practices> and

<https://penncard.business-services.upenn.edu/lost-or-stolen-penncard>.)

## PAC

A PAC (Personal Access Code) is the four-digit number used with a PennCard, most commonly to gain access to residential buildings. Hospitality Services will distribute PAC information to conference attendees.

Individuals may also view their PAC, or choose a new PAC, through Public Safety's website

([www.upenn.edu/PAC](http://www.upenn.edu/PAC)).