

The UniCard for students at the University of Freiburg

You will automatically receive your personal UniCard by post after enrolment (only if you have provided a German postal address for enrolment - otherwise you can collect it from the Student Service Centre/UniCard Office a few days - normally about 14 days, after your enrollment was processed). Your UniCard is valid for five years from the start of the semester (1 April for the summer semester or 1 October for the winter semester), unless you exmatriculate or are exmatriculated beforehand.

The UniCard has the following functions:

- Student ID card for identification as a student of the University of Freiburg
- Cashless payment at photocopiers and special printers
- Cashless payment in canteens and cafeterias
- Library card for the university library (borrowing, payment of fees, lockers)
- Access to buildings and rooms
- Core card for the semester ticket in conjunction with a valid photo ID

Website: www.unicard.uni-freiburg.de – Here you will also find the current opening hours of the UniCard office in the Service Centre Studium (Sedanstraße 6, 79098 Freiburg).

Contact: E-Mail: unicard@uni-freiburg.de (Please always state your first and last name, matriculation number and UniCard number), Tel.: +49 (761) 203-8893.

Payment function of the UniCard

You can use the UniCard electronic wallet for cashless payments in the canteens and cafeterias as well as at vending machines, printers, photocopiers, washing machines in the dormitories etc. Top it up via the autoloading system of the Studierendenwerk Freiburg (SWFR, information at: www.swfr.de/autoload) or via your Giro/Debitcard or revalue with cash. The maximum value is limited to €150 for security reasons. The minimum load amount is always €10. You will receive a letter with your UniCard in which you will also find the UID/card serial number. You will need this card number for all SWFR services, e.g. autoloading in the canteen. You can get the pin code for it at the ServicePoint in the canteens, in the SWFR office, in the ServiceCenter Studentensiedlung and in the Service Centre Studium/UniCard office.

If you have any further questions about the payment function, please contact the service points in the canteens or contact: mensacard@swfr.de by naming the UID/card serial number.

Use of the University Library (UB)

Your UniCard gives you access to the University Library during opening hours. To activate your UniCard for use in the University Library, log into your UB account with your Uni account (<https://www.ub.uni-freiburg.de/en/>) or contact the information desk on the ground floor of the University Library. Your university account will be sent automatically to the e-mail address you provided after enrolment.

What should I do if my UniCard malfunctions or is lost?

Loss: To block your UniCard, please send the UniCard office your first name, surname and matriculation number by email (unicard@uni-freiburg.de). If the card is found again, you will be notified by email. It can then also be unblocked again (as long as a new one has not yet been produced).

Please note:

The cash on the UniCard cannot be blocked by us, nor can its loss be replaced by us. If you use the "Autoload" procedure of the Studierendenwerk (SWFR), block your card there in person (Infopoint in the cafeteria) or online with your UID/card serial number and password (<https://www.swfr.de/en/card-service>).

Production of a replacement card: For the production of a replacement card, the UniCard office requires the payment receipt of the fees of currently €10.00. Please send the payment receipt (PDF or JPG) directly to the UniCard office. Please make sure to ask BEFORE the transfer whether your card has been found! After payment, you can collect your new card during the opening hours of the UniCard office. You can also pay the €10.00 fee (no cash deposit!) directly on site using a Giro/Debitcard. Please note that no locker in the University Library may be occupied at the time of production.

Fault or defect: It is best to come to the UniCard office with your defective card during opening hours. Or you can write an e-mail (unicard@uni-freiburg.de) and report the fault to us, stating your name and card number (printed on the card).