

# Cardinal Card Office

## Belknap Campus Main Office

Houchens Building, Lower Level 05

Louisville, KY 40292

Monday-Friday 8:00am – 4:30pm

## Health Sciences Campus Satellite Office

Located in Business Ops Office

55A Medical Tower, Room 105

Tuesday 9:30am—11:30am

P: 502.852.7520

F: 502.852.7628

Email: [cardinalcard@louisville.edu](mailto:cardinalcard@louisville.edu)

Website: [www.louisville.edu/cardinalcard](http://www.louisville.edu/cardinalcard)

Facebook: [www.facebook.com/cardinalcard](http://www.facebook.com/cardinalcard)



### VISITOR PRINT CARDS

Visiting patrons may purchase a Visitor Card from value port readers which are located throughout campus. Visitor Cards allow patrons to participate in the same Cardinal Cash program that is extended to students and employees.

Visitor cards are **NOT** preloaded and come with a **ZERO** balance. They cost \$2.00.

When purchasing a Visitor Card from a value port reader please follow the instructions displayed on the machine carefully.

**Visitor Card purchases are non-refundable.**

## Cardinal Card Terms and Conditions

- The Cardinal Card is the property of the University of Louisville and as such, card holder information may be accessible to other university departments or contract vendors for official business.
- The Cardinal Card is not transferable and shall not be loaned to anyone at any time.
- The Cardinal Card may not be altered in any way.
- Unauthorized use or misuse of the Cardinal Card may result in confiscation of the card and/or disciplinary action.
- The Cardinal Card is to be carried at all times while on campus and at campus sponsored events.
- The University of Louisville is not responsible for the use of a lost or stolen card. If your card is lost or stolen, you must deactivate your card through the Cardinal Card website or the Atrium Campus Connect App. You may also contact the Cardinal Card Office during normal business hours to place a hold on your account.
- There is a replacement fee for a lost, stolen, damaged, confiscated or misused Cardinal Card. Check with the Cardinal Card Office for details. Upon issuance of a replacement card, your old card cannot be reactivated.
- Cardinal Cards will remain active as long as you are enrolled or employed with the University of Louisville. If your enrollment should lapse, you should retain your card. If your employment should lapse, your card should be turned in to your supervisor. Failure to comply with these conditions may result in the charge of a replacement fee upon your return.

**The above terms and conditions are subject to change without prior notice. The most current version of these terms & conditions can be found on the Cardinal Card website. Your continued use of the Cardinal Card certifies your acceptance**



## The Cardinal Card

Everything You  
Need to Know

UNIVERSITY OF  
**LOUISVILLE**



### Who can receive a Cardinal Card?

Cardinal Cards are typically issued to new students and employees during orientations. Otherwise, all Cardinal Cards are issued to students enrolled in the **current** semester, beginning one week prior to the first day of classes. Students must be registered at least one day prior to getting a Cardinal Card.

### What can I do with my Cardinal Card?

Your Cardinal Card will serve as your official identification card, library card, meal plan card, and can be used for gym and building access. The Cardinal Card is also used for Cardinal Cash purchases at participating on and off campus locations.

### How should I maintain my Cardinal Card?

Do not place stickers on, bend, twist, or punch holes through your Cardinal Card as this can damage the card and card readers. It is recommended that this card be stored in a card sleeve (available in the Cardinal Card Office at no charge) or a secure badge holder if your department or school requires your ID to be displayed.

### How long is my Cardinal Card active?

Your Cardinal Card will remain active as long as you are enrolled or employed with the university.

### What do I do if my Cardinal Card is lost or stolen?

The University of Louisville is not responsible for the use of lost or stolen cards. If your Cardinal Card is lost or stolen, you must deactivate your card through the Cardinal Card website or the Atrium Campus Connect App. You may also contact the Cardinal Card Office during normal business hours to place a hold on your account. Placing a hold prevents unauthorized use.

### How do I reactivate a lost Cardinal Card?

The cardholder may bring their MOST recent ID card to the Cardinal Card Office to request reactivation or go online to the Cardinal Card website or in the Atrium Campus Connect app.

### Where do I get a replacement Cardinal Card?

The Cardinal Card Office can produce a new card at the current replacement fee. This replacement card will be active for all services almost immediately. Replacement cards are only issued to students registered in the **current** semester.

### How do meal plan accounts work?

Meal plan accounts are accepted at all Dining Services locations on campus. Student meal plan account purchases are tax exempt. Unused points transfer from the Fall to Spring semester and expire at the end of the Spring semester. All meal swipes expire at the end of each semester.

Meal plans are available for use at the beginning of each semester. The meal plan charge is automatically added to the student's tuition account.

**NOTE FOR EMPLOYEES:** University employees may purchase meal plans or add flex points as needed. Employee plans do not expire.

**Bonus:** Deposits of \$100 or more in voluntary funds to your meal plan account will receive a 10% bonus (ex. \$150 deposit = \$165 credit).



### What is Cardinal Cash?

Cardinal Cash is a declining balance account that can be used for purchases at various locations on and off campus. Funds in your Cardinal Cash account will carry over from semester to semester and do not expire.

### Where can I use my Cardinal Cash?

- Music Library
- Law School
- Cardinal Card Office (IDs or Passport photos)
- Print and Mail Services
- Parking Office
- Select Snack and Pepsi machines
- University Bookstores
- On Campus Dining Service Locations
- Off Campus Locations (see website for an updated list of merchants)

### How can I add money or check my balance?

Students may deposit additional funds for meal plan or Cardinal Cash or check their balance either in the on-line portal, in the Atrium Campus Connect App, or in the Cardinal Card Office.

**The Cardinal Card Office:** accepts cash, VISA, MasterCard, or Discover for deposits to meal plan or Cardinal Cash accounts.

**Online:** Meal plan & Cardinal Cash funds may be added on-line using VISA, MasterCard or Discover. Make sure funds are added to the correct student account as well as the correct tender.  
**[www.louisville.edu/cardinalcard/myaccount](http://www.louisville.edu/cardinalcard/myaccount)**

**App:** Funds may be easily added within our mobile app "Atrium Campus Connect". Log-in and enable biometrics. Click on the account you want to add funds to.

Cardinal Cash deposits can also be made by using exact cash at any Value Port reader located on campus.

### Where are the Value Port readers located?

- Ekstrom Library - 2 kiosks—first floor
- Music School Library
- HSC Library—Kornhauser

