Introduction

The ADFA card is a personal identification card and fulfils many uses, namely it:

Serves as a means of identification;
Permits access into controlled areas;
Enables the borrowing of books from the ADFA Library and
May provide the Student owner with a concession card in certain circumstances . for further information regarding eligibility please consult with Student Administrative Services.

The ADFA card is the primary form of accepted identification for the ICTS Service Desk. Staff or students who require their passwords to be reset by the ICTS Service Desk will need to present their ADFA card as proof before any change can be made.

Students and Staff will only be issued with one active card. Under no circumstances will multiple cards be active for a cardholder. Issuing a second card for an individual will imply de-activating the originally issued card.

How to Obtain an ADFA card

There are several ways to obtain an ADFA card:

In Person   Attend the ICTS Service Desk and have a photo taken.
You will need to present another official form of identification, such as drivers licence or passport.
If you are a valid student or staff member your ADFA card will be printed immediately when possible.

By Mail   Send in a passport photo of yourself, along with your student number and contact details, to the ICTS Service Desk.
Please DO NOT send any other type of photo as these cannot be used.
The mailing address is:
ICTS Service Desk
Building 14
UNSW, Canberra
Northcott Drive
Campbell ACT 2600
AUSTRALIA

By Email   Email a passport photo of yourself, along with your student number and contact details, to helpdesk@adfa.edu.au.
Please ensure that the supplied picture is in JPEG format and is at least 328 pixels wide x 370 pixels high and in true colour.

In the event you are unable to collect the card in person it will be mailed to you. Please ensure that an accurate and secure mailing address is provided for this purpose.

Access to buildings
Your card is activated immediately on issue.

To gain after-hours access to any School/Centre building within the Academy, you will be required to contact that School/Centre and arrange to have the relevant permissions given to you.

Using your ADFA card to access controlled doors
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If the tap is successful you will hear a single beep and the light on the reader will flash, indicating that the door has been unlocked.

If the ADFA card does not unlock controlled doors
If you tap the card and hear a single long beep it indicates that the swipe has NOT been successful and a red light will be visible on the reader.

NOTE: If the CARDAX staff member has checked your access permissions and your card still does not work please present your card to the ICTS Service Desk for further testing.

Replacing an ADFA card that has been lost or stolen
If your ADFA card is lost or stolen please contact the ICTS Service Desk as soon as possible so that the missing card can be deactivated.

Staff and Post Graduate, Research Students   Please contact the ICTS Service Desk.

Undergraduate Students   You will need to pay an administration fee of $10 to Defence Bank. On presentation of the payment receipt to the ICTS Service Desk a new card will be issued.

Replacing an ADFA card that is faded or worn
If your ADFA card becomes unusable, because it is faded or worn, present the card to the ICTS Service Desk and a replacement will be issued free of charge.

Is my ADFA card nearly indestructible?
Every effort has been made to source cards of the highest quality and strength, BUT they can be damaged with misuse. Treat the ADFA card as you would your credit or EFTPOS cards and it should last for a couple of years.

What should I not do with my ADFA card?
- Do not bend;
- Do not rub on an abrasive surface;
- Do not immerse in any type of fluid;
- Do not use as a screwdriver;
- Avoid strong magnetic fields and
- Avoid extreme temperatures.

Why is there an empty box outline on the back of my ADFA card?
The blank box on the rear of the ADFA card is used to stick concession stickers.