MOUNTAINEER ID CARD
PHOTO SUBMISSIONS

PERFECT YOUR PICTURE.  SKIP THE LINE.  BE MOUNTAINEER-OFFICIAL.
CHECKLIST

1. Take a photo that meets the requirements.

2. Go to MYMOUNTAINEERCARD.WVU.EDU and sign in using your WVU login credentials.

3. Click “Submit ID Photo” from the menu.

4. Submit up to three photos for review.

5. Submit a picture of valid, government-issued identification.

6. Check your Mix email for an approval or denial message (may take up to three business days).

7. If approved, pick up your ID card at the Mountainlair the morning of your orientation.

See Request Assistance for Mountaineer Cards to get help.

If you're an online student or off-campus employee, you can request to have your card printed and mailed.
**TAKE YOUR PHOTO**

You’ve decided to take your own Mountaineer ID Card photo and avoid waiting in line. Awesome! But first, please review the requirements.

**Photo Submission Requirements**

- Recent photo that reflects your current appearance
- Taken in front of a solid, neutral-color background (light blue, light gray, white or beige)
- No people, animals or objects in the background
- Face forward, head straight, eyes open and natural expression
- No hats or sunglasses (religious and medical garments are permitted)
- No odd angles, filters or busy backgrounds
- High resolution photo that reflects your true skin tone

**Tips:** Your submission should resemble a driver’s license or passport photo. Don’t submit typical “selfies”. If a picture is being taken indoors, use your camera’s flash to produce a photo without dark shadows. You can also use your phone camera’s portrait mode.
GOOD VS. BAD SUBMISSION EXAMPLES

APPROVED

DENIED

- Instagram filters
- two people in the photo
- busy background
- shoulders not straight

- “selfie” style photo
- not facing the camera
- head isn’t fully in frame
- busy background
- not facing the camera
- not enough space around sides of head
- textured background
STEP 1: UPLOAD YOUR PHOTO

You’ve taken a photo you’re happy with AND it meets our requirements. You’re ready to upload! Remember, you can submit three photos at a time for review.

1. Go to mymountaineercard.wvu.edu and sign in using your WVU Login credentials.

2. Click Submit ID Photo from the menu.

3. Click Upload Photo.

Upload a New Photo

Select a photo you would like to submit for approval, or view your pictures.

Review the submission requirements and see photo examples. Your photo will not be approved until you have also submitted valid identification.

4. Select your photo and click Open.

5. If you’re happy with the photo, click Submit. If not, click Cancel and upload a new photo.
6. Click **Submit** next to your photo.

**Note:** You can complete steps 3-6 again to upload two additional photos.

**STEP 2: UPLOAD IDENTIFICATION**

Your photo submission can’t be processed electronically without valid proof of identity. Upload a photo of valid government-issued identification, such as a driver’s license, passport or military ID. This will be automatically deleted once your ID card is approved. **Do not upload a copy of your Social Security card or birth certificate.**

1. Click **Upload ID**.
2. Click **Choose File** and select a photo of valid, unexpired government-issued identification. Then, click **Open**.

![Image File Upload](image)

3. Review your photo selection in the preview window and click **Submit**.

![Crop & Confirm](image)
**NEXT STEPS**

Your submission will be reviewed within **three business days**. An approval or denial will be sent via MIX (Gmail) or text message, depending on your notification preferences. If your submission is rejected, you are encouraged to review photo requirements and submit again. If your photo is approved, your Mountaineer ID card will be printed.

If you’re an incoming, on-campus student, you will pick up your card at New Student Orientation (NSO). If you’re a current, on-campus student or employee or you didn’t attend orientation, you must pick up your card at the Mountainlair Service Center.

If you’re an online student, you can **request to have your card printed and mailed**. When you receive your card, you will need to activate it. To activate, go to [mymountaineercard.wvu.edu](http://mymountaineercard.wvu.edu) and click **Report Found Card** from the menu. Then select **Yes** to report your card as found.