

Frequently Asked Questions for a physical UCM ID

I lost my physical Mule Card, what do I do?

- Access Account Management or call the Campus Card Center at 660-543-8443. We can check to see if your physical Mule Card has been turned in to us, and if not, we can void the card so it cannot be used to make purchases. To replace your card, come by during our regular business hours. There is a \$20 replacement fee that will be charged to your student account.

What if I need a UCM faculty/staff ID?

- Human Resources will give you a sheet that has your information on it. Bring that by the Campus Card Center and you'll have your UCM faculty/staff physical Mule Card or Mobile Mule Card in just a few minutes.

Where do I go to get an ID Badge, SRWC card, or a retiree card for UCM?

- Stop by the Campus Card Center after your required paperwork has been completed. They can make any of these cards for you.

What if I am a student and staff member? Do I get two UCM IDs?

- No. Each person can have only one UCM ID. You will have to evaluate which one would benefit you most depending on your job, how many classes you are planning on taking, etc.

I found someone's physical Mule Card. What do I do with it?

- Please bring it by the Campus Card Center, or mail it to us. Since the cardholder has to come in to replace it, we always check to see if it has been turned in. If you found a wallet, purse, etc. with a physical Mule Card in it, please take it to Public Safety if it was found on-campus, or the police department of the city you found it in. You can also turn it in to the lost and found located at the Elliott Student Union Information Desk.

What if my UCM ID isn't working properly?

- Stop by the Campus Card Center. We can work with you and help troubleshoot any issues you may be experiencing.

I think someone has been using my Dining Dollars to order food from campus retail dining. Who do I contact about this?

- You need to contact Sodexo at 660-543-4012 to report the problem.