Happy Holidays!

In an effort to improve services USCard delivers to you, we are changing how you request and get a new or replacement USC ID. Effective *January 1, 2022* all requests for USC IDs must be submitted online at "Get Your USCard."

3 Easy Steps and you're on the way to using the most popular card around!

1) Sign-in using your USC Net ID
2) Complete your application
   a. For new IDs, upload your photo and government issued identification
   b. For replacement IDs, upload a new photo or select your existing photo
3) Select the customer service center will call location for pick-up or you can select to have it mailed to your home address

This improvement will help us deliver your ID to you in a safer, quicker, more efficient manner. It's time to get out of the physical line and go online!

Fight On!

USCard Services

Frequently Asked Questions

- **How long does it take to process my ID request?** Your USC ID is processed typically the same business day.
- **How do I know when my ID is ready?** We will email you when your USC ID is ready for pick-up or when it has been placed in the mail.
- **If I chose to have my ID mailed, how long does it take to receive it and is there tracking?** USCard Services mails your ID via US Postal mail. It typically takes 5-10 business days. We do not provide tracking.
- **Where is my USC ID accepted for discretionary purchases?** Once you deposit funds to your card online at https://mycard.usc.edu/login/, some places that accept USCard discretionary include USC Hospitality residential & retail venues, the USC Bookstore, print and copy centers and select USC Village locations, including GreenLeaf, Rock & Reilly's, City Tacos and Face Haus! For a complete and up to date list of accepted locations, visit https://mycard.usc.edu/accepted-locations/.
- **I need help. Can I speak with someone?** We are open Monday – Friday, 9am – 5pm. You can call our customer service line at (213) 740-8709 or email us at uscard@usc.edu.