

How do I get my Student/Employee ID Card?

Current MassBay students and employees can request their OneCard student ID online and submit their photos electronically.

To submit your photo or for any other OneCard issues, click on the tile "SUBMIT YOUR PHOTO OR OneCard SERVICE REQUEST" to access the GetHelp system. Once there, click on the OneCard tile and it will bring you to the help options. Please note: **you must first sign into your student account.**

IF the photo is unacceptable we will contact you. Please allow 3 business days for processing. IDs can be picked up in the OneCard office located on the Wellesley Hills campus, first floor inside the Enrollment Center, Room 103G.

You must present a photo ID to receive your OneCard.

Please be sure to read all the requirements before sending your photo.

The photo must be:

- In color
- JPG format-to expedite the process please save the photo by naming it first name first, last name last (e.g. Jane Doe.jpg)
- A recent picture taken within the last six (6) months
- Taken in front of a plain background
- One in which you are looking forward with your eyes open and have a neutral facial expression (not smiling, frowning, laughing, crying, etc.)
- One in which we can clearly see your head and shoulders
- One in which you are not wearing hats or head covering (unless those items are worn daily for religious purposes, and in such cases those items must not obscure any facial features)
- Free from glare on eyeglasses (dark glasses are not permitted unless you have a medical reason for them)
- Taken with sufficient lighting that has no shadows

Here are some examples for your reference:

