

UEL Access Card & Identity

Verification FAQ



**University of
East London**

How do I get my UEL Access Card?

- If you are a **new student**, except where you are an international student, living outside the UK or studying with a partner institution, we will post you your UEL Access Card to the UK home address you have provided. You will first be invited by email to register on our UEL Access Card & ID Verification Portal where you can then follow the prompts to provide us with a suitable photo. Please allow up to two weeks from receiving a notification of posting to receive your card. If you still have not received the card after this time, please contact thehub@uel.ac.uk. If you were not able to provide a photo through the Portal, you will be able to request a UEL Access Card at The Hub on any one of our campus locations.
- All international students need to present themselves at one of our enrolment support centres, along with proof of ID, to have their card issued in person.
- If you are a student studying with a partner institution, please liaise directly with your teaching institution to procure a UEL Access Card. If you have an urgent access card query, you may also contact our Academic Partnerships office at APO@uel.ac.uk.
- If you are a **returning student**, your previous card will continue to work and you do not need to have a new card printed. All new/replacement card prints may carry an admin charge. If you are having issues with your existing card, please contact thehub@uel.ac.uk

NOTE: The UEL Access Card will only allow access to our facilities once you are fully enrolled with UEL.

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How do I prove my identity?

It is a legal requirement that UEL checks that you are who you say you are (i.e. performs Identity Verification).

- Identity verification, except for international students and those studying with a teaching institution overseas, will be performed via the [UEL Access Card & ID Verification Portal](#). You will be required to upload evidence of your identity at the same time as providing a photo for your UEL Access Card.
- All new international students must present themselves at the enrolment support centre with original forms of ID for Identity Verification.

To help us verify your identity, you will need to provide either the personal details page of your current passport or **TWO** of any of the following:

- A full or provisional paper driving licence with your current address
- An international driving licence
- An original birth certificate in English
- A debit or a credit card
- A benefit book or benefit award letter dated within the last 3 months
- An Armed Forces Identity card
- A police warrant card