# Procedures for Reporting a Lost Student ID Card

1. The applicant must log in to the Taipei Tech Portal **in person** to report a lost student ID card.
2. The path to the "Reporting a Lost Student ID Card System":
   Please log in to Taipei Tech Portal → Applications → System of Academic Affairs → Reporting a Lost Student ID Card System
3. After logging in to the "Reporting a Lost Student ID Card System", the image will appear on the screen as shown in Figure 1.

Figure 1

← Please choose "English"

Click here to print the application form →
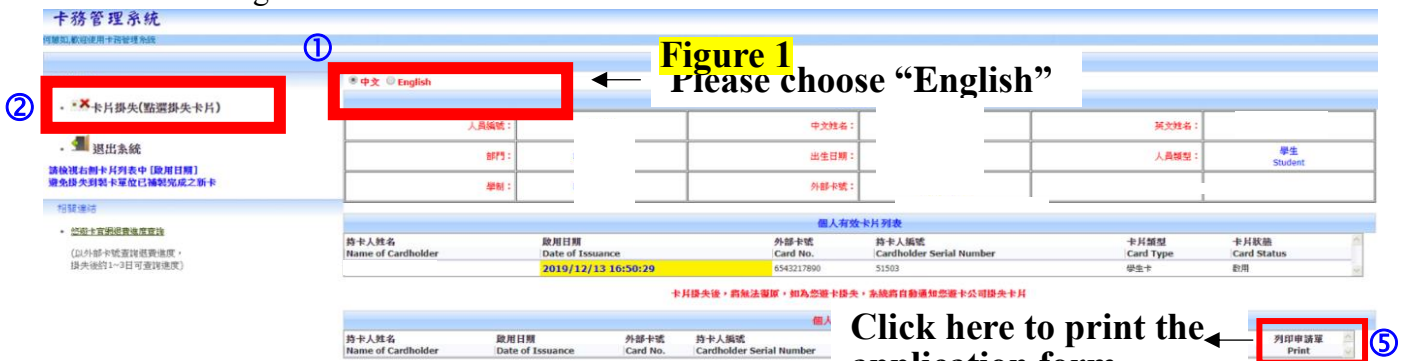
(1) Please choose English from the red square ①.
(2) Please click "Report a card loss" from the red square ②.
(3) The applicant may start the application for reporting a card loss and requesting reimbursement (as shown in Figure 2).

Figure 2

Figure 3

Note: You may not be able to correct the information through the system after submission.

A. Please complete the applicant's information "Date of Birth", "Nationality", and "Phone No.".
B. Choose the reason for reporting a card loss.
C. Choose the method of reimbursement (either by registered mail or bank transfer) if the student ID card is loaded with money.
D. Click on the "Next" button.

(4) Check the personal information on the application form, and click on the "Submit" button after confirmation (as shown in Figure 3).
   (**Note: You may not be able to correct the information through the system after submission.**)
(5) Visit the front page of "Reporting a Lost Student ID Card System" as Figure 1 revealed, and click on ⑤ to print the application form.

4. Payment: 200 NTD for each student ID card. Please pay the fee through the automatic payment machine, and keep the receipts.
5. Please submit the "application form", "receipt for payment", and "original student ID card (except for those who lost their cards)" to the service counter of the Joint Service Center.
6. If there is no one-stop service then, please bring the Alien Residence Certificate (A.R.C.) to receive the reissued student ID card after two business days at the Office of Academic Affairs (2nd floor of the administration building).
7. Others:
   (1) To change the photograph on the student ID card, please email a digital file of the 2-inch photograph (either in **jpg** or **tiff** format, the file size should not be larger than 1 KB) to orey@ntut.edu.tw. Besides, please specify the need of changing the photo on the application form, and submit the form to the service counter of the Joint Service Center. After completing the reissuing procedures, the faculty of the Office of Academic Affairs would contact the applicant to receive the reissued student ID card.
   (2) If the applicant needs to correct the personal information after submitting the application, please contact the Customer Service Center of the Easy Card Corporation (02-412-8880).