User's Manual for Tunicard

Catalogue

Tips

You are advised to reset your PIN code of your Tunicard (Tsinghua Uni-Card) on an available self-service device as soon as you get it. The initial PIN code consists of the last six numbers of your registered identification certificate (e.g. ID, passport) at Academic Affairs Office. Non-numeric characters (including brackets, Chinese characters or English letters etc.) are considered to be 0. If you are not sure about your registered identification certificate numbers, you can log onto the website http://ecard.tsinghua.edu.cn to check it out.

Daily Care

As the Tunicard contains a combination of Mifare proximity chip and magstripe technologies and is inlaid with an IC chip and a micro-transceiver antenna, attention should be paid to the following aspects:
- Don't bend your card in case of unexpected harm to the IC chip and antenna in it;
- Don't expose it to sunshine or other environmental extremes like strong alternating electromagnetic field, high temperature and erosion for a long time;

Don't scratch, punch or rub your card in an excessive way;
- Long exposure to water will do harm to your card.

Useful resources

1. Tunicard Self-service inquiry website: http://ecard.tsinghua.edu.cn
2. Tunicard 24 hours a day / 7 days a week Voice-service Helpline: 62785077 / 62788077
3. Registrar's Office:
   Office: Room 201, Zijing Service Building (Building C)
   Tel: 62794720
   Open: Monday to Friday
       8:00—12:00 & 13:00—17:00
4. Settlement Service Center:
   Offices: Room 105, Zijing Service Building (Building C) **Tel:** 62794817
   Open: Monday to Friday (but closed on Thursday afternoons)   8:00—12:00 & 13:00—16:00

Introduction

Dear users,

   Welcome to use the multi-functional Tsinghua University Uni-Card (Tunicard), which can serve both as your E-ID card and E-Wallet.

   You must have a Tunicard, and carry it with you on campus. You need the card to access University services and facilities, and you may be asked to present it as proof that you are a student of the University. With a swipe of your Tuniard, you can check out and return library books, enjoy dining services on campus, gain access to your dorm and public computers, pay Internet charge, enjoy cheap or free campus hospital treatment, register your attendance at a lecture, a workshop or conference, etc.

   This brochure is designed to help you better understand its various functions. Hope you can read it carefully.

Chapter 1   Terms and Conditions of Use

1. China's laws, relevant rules and regulations of the banks involved and the University should be obeyed.
2. As an on-campus ID card, your Tunicard is limited to personal use and for your safety and security you are advised not to lend anyone your Tunicard.
3. It is prohibited for you to use a Tunicard belonging to anyone else
4. At the beginning of every term, unless you are a freshman, you need to revalidate your Tunicard at the Registrar's Office.
5. You must take all reasonable care to prevent your Tunicard being damaged, lost, stolen or misused. If you happen to lose your Tunicard, please notify the loss as soon as possible to avoid any possible trouble.
6. If you find your card before a new one is available, you should cancel the report, otherwise your old card will be taken as invalid and be taken back by the Registrar's Office.
7. If you need to replace your Tunicard, please return your current one to the Registrar's Office before applying for a new one.
8. To replace a lost or stolen card you will be asked to pay a charge to cover part of the costs of making the replacement. Cards which are damaged or faulty will be replaced by the Registrar's Office, but we reserve the right to charge for doing so if it appears to have been caused through negligence. The specific charging standard is prescribed in *On-campus Charging Permission at Tsinghua University.*
9. When you graduate from the University, please surrender your Tunicard to the Registrar's Office.
10. If you happen to find a lost Tunicard, please hand it over to the Registrar's Office.

Chapter 2   Tunicard Functions

The two main functions: identification and consumption.

1. Cases you need to present your Tunicard as identity proof

    a) Registrar's Office
    b) Entrance to your dormitory
    c) Campus hospital
    d) University Libraries
    e) University labs
    f) Department/Faculty/School buildings, labs and libraries
    g) Attending examinations

2. Places where you can enjoy consumption with your Tunicard

Places where now you can use your Tunicard include:

	Places
Supermarkets	*Zhao Lan Yuan Supermarket (cashier) *The underground Supermarket in Guan Chou Yuan (cashier) *The Supermarket in the Zijing Service Building (Building C) *The Supermarket in the Building No.7
Canteens & Restaurants	Ting Tao Yuan, *Ting Tao Yuan Fastfood Restaurant, Wen Xin Yuan，*Qingqing Fastfood Restaurant, Ding Xiang Yuan, Muslim Restaurant, *Zhi Lan Yuan, *Yu Shu Yuan, *Guan Chou Yuan (including Qingqing Yonghe Restaurant), Zi Jing Yuan,*Zi Jing Pizza Restaurant, Tao Li Yuan,*Tao Li Yuan the underground Leisure Restaurant and the restaurant on 3rd floor

Computer Labs	The Computer Open Lab (entrance)
	*CAD Teaching Center (entrance)
Libraries	*Self-service Printing System and Self-service Fine Payment System
Offices	Property Center: Room 109, Zijing Service Building (Building C)
	Registrar's Office: Room 3106, Classroom Building No.3
Stadiums	*Chen Ming Natatorium, West Lake Swimming Pool
Art Education Center	*New Tsinghua School Theatre

Table 1 Consumption Sites where Tunicard now can be used

Note: You can use Tunicard (for short-term International students) at places with the symbol *.

Places where you can use the dormitory water-supply system with your Tunicard

The following table lists the places where the dormitory water-supply system is available:

Student Type	Building Number	Available Services	
		Self-help Drinking Water Machine	Dormitory Shower System
Undergraduate	Zijing Building No.1-13	√	
	South Dormitory Area, Building No. 30	√	√
Postgraduate	Zijing Building No.18	√	√
	South Dormitory Area, Building No.5, No.7, No.8	√	√
	South Dormitory Area, Building No.1, No.13, No.14 (West and East), No.15, No.23-26, No.31 -37		√

Table 2 **Places where you can use the University Water Supply System with your Tunicard**

Chapter 3   User Guide

1.About the PIN code

The initial PIN code of your Tunicard (Tsinghua Uni-Card) consists of the last six numbers of your registered identification certificate (e.g. ID, passport) at Academic Affairs Office. Non-numeric characters (including brackets, Chinese characters or English letters etc.) are considered to be 0. You are advised to reset it for the sake of safety. (Your birthday dates, telephone numbers and student numbers are not good choice)

2. Notifying the loss

Once you find your Tunicard is lost or stolen, you should notify the loss in time. Below are the four available ways:

- ✓ Log on the website: http://ecard.tsinghua.edu.cn;
- ✓ Go to a Tunicard self-service machine;
  (See "Self-service Equipment Instructions")
- ✓ Dial the 24/7 helpline: 62785077 / 62788077
- ✓ Go to the Registrar's Office with your valid identification certificates and report the loss

3. Canceling the Loss Report

After the notification of the loss of your Tunicard, if you find your lost card before getting a new one, you should go to a Tunicard self-service machine or go to the Registrar's Office to cancel the loss report as soon as possible.

4. Replacement

If your Tunicard has been lost, stolen, damaged, is faulty or has incorrect data on it, you may request a replacement from a self-service machine or from the Registrar's Office with your valid identification certificates after notifying the loss. For lost, stolen and damaged cards there is a RMB 20.00 replacement fee. Please also remember that if your card has been lost or stolen then it is your responsibility under the implied terms and conditions of Tunicard use that you report your card as lost or stolen immediately in one of the above four available ways or another. This will ensure that your lost or stolen card can be blocked and prevent unauthorized use.
Self-service Machine: Room 102, Zijing Service Building (Building C)
Area A of No.6 Teaching Building (entrance of ground floor)
After a replacement of a damaged card, the new card's account balance becomes zero. You can draw the old card's balance on a Tunicard Self-service Inquiry Machine three working days after you got the new card.
Special Tip: The new card's PIN code would be the initial PIN code (the last six numbers of your registered identification certificate at Academic Affairs Office).

5. Finding and Claiming

If you happen to pick up a Tuniard, please hand it over to the Registrar's Office; under some special circumstances when you cannot immediately hand it over, please dial 62794720 and leave your contact information, so that the owner of the lost card can contact you.
Information of a lost Tunicard can be acquired through the Tunicard Self-service Inquiry website or a Tunicard Self-service Inquiry machine. The lost Tunicard sent to the Registrar's Office can only be claimed by the owner in person. After claiming the Tunicard, the cardholder should confirm his or her claiming on campus self-service equipment (but not for the cardholders who have claimed in the Registrar's Office).

6. Closing the Tunicard Account

When you graduate from Tsinghua University, you are required to close the IC card account on the Tunicard Self-service Inquiry machine. After three working days, the Tunicard Settlement Center will return your card balance to your bank account, or you can draw your card balance in the Tunicard Settlement Center. Further notice will be made if new ways are available.
Special Tip: If you have the Dormitory Water-Supply account on your Tunicard activated, please go to Room 109, Zijing Service Building (Building C) to get back the remaining balance in the account before returning your Tunicard to the Registrar's Office. Otherwise, you will not be able to get the refund.

7. Adding money to your Tunicard

There are two ways to add money to your Tunicard, i.e., via intra-depositing and via Alipay (see "Guide to Self-help Devices" for detailed instructions). Further notice will be made if new modes of payment are available.

（1）Your Tunicard is only bound with your BOC (Bank of China) account, the debit card of which is issued together with your letter of admission. (It is mainly for you to receive scholarship, all kinds of subsidies, pay tuition fee, accommodation fee and transfer money to your Tunicard etc.) If you haven't received your BOC debit card, please go to the branch of Bank of China in Room 104, Zijing Service Building (Building C) to open your bank account specially bound with your Tunicard.

You can transfer money from your bank account to your Tunicard account by "making a deposit" on a Tunicard Self-service Inquiry Machine.

（2）If you want to add money via Alipay, please log onto the website of Alipay, and choose "Application Center" and then the application of "Campus Card". Or, you can access the "Campus Card" through the Alipay Wallet App on your phone. Then add money to your Tunicard according the instructions on the website or on the phone, and go to the self-service money-claiming machine or self-service inquiry machine to receive the transferred money with your Tunicard.

8. Setting Consumption Limit

To minimize the loss after losing your Tunicard, a cap on consumption can be placed. The system-supplied consumption limit is RMB 50.00 per time and RMB 200.00 per day. You can change it on a Tunicard Self-service Inquiry Machine. The range of consumption limit is between RMB 0-500.00, and the consumption limit per time should be lower than that per day.

You need to input the password if you want to consume more than the limit set.

9. Lifting Ban

You would not be allowed to use your Tunicard if you failed to provide the correct password in six attempts. In this case, you need to go to the Registrar's Office to lift ban.

Chapter 4　Cardholder Services

Cardholder services provided include self-help service and staff service.

1.Self-help Service

(1) Tunicard Self-service Inquiry Website

After logging onto the website http://ecard.tsinghua.edu.cn, you can report the loss of your Tunicard and check various information such as the transaction details of your Tunicard account, lost and found information of the lost card, etc.

You can log on the site with the same user's name and password you use to log on http://info.tsinghua.edu.cn.

If you have any problem logging onto the website, please go to the Information Technology Center (Room A108) in the Lee Shaw Kee Science and Technology Building or contact via 62771940.

(2) Helpline Service

You can report the loss of your Tunicard, check balance, transaction details and other card-related information through our 24/7 voice service. Just call 62785077 / 62788077

(3) Self-service Inquiry Machine

- Insert your Tunicard and you can use the machine to:
    - reset your password;
    - check or change the consumption limit of your Tunicard, including the maximum limit for each payment and daily payment limit;
    - pay your bills (e.g. Internet fee, computer lab charging, dormitory water rate);
    - claim the money granted to your Tunicard;
    - intra-deposit (making a deposit from your bank account to your Tunicard account);
    - check the balance of your bank account;
    - reclaim the balance on your old/lost Tunicard;

- ♣ reclaim the money unwithdrawn due to a failed transaction of intra-depositing;
- ♣ check whether your lost card has been found;
- ♣ get various information: the balance and transaction details of your Tunicard account, the balance of your Dormitory Water-supply account, lost and found information.
- ● Key in your Student Number to log in and you can:
  - ♣ report the loss of your Tunicard;
  - ♣ get various information: the transaction details of your Tunicard account, lost and found information;
  - ♣ check the money unwithdrawn.

(4) Self-service Money-claiming Machine
- ●   Place your Tunicard on the machine, and you can:
  - ✓   (re)claim money:
    - ➢   Claim money transferred to your Tunicard account via Alipay;
    - ➢   Reclaim the money unwithdrawn due to a failed transaction of intra-depositing;
    - ➢   Claim the money granted to your Tunicard;
    - ➢   Reclaim the balance on your old/lost Tunicard；
  - ✓ Pay your dormitory water rate；
  - ✓ Check the balance of your Tunicard account and the balance of your Dormitory Water-supply account
  - ✓ Reset your password

You can have access to self-service devices (self-service inquiry machines, and self-service money-claiming machines) in the following locations:

Devices	Quantity	Location	Specific Location
Self-service Inquiry Machines	1	Zhi Lan Yuan	South Entrance
	1	Yu Shu Yuan	Entrance
	4	Zi Jing Yuan	West Entrance, 1st floor
	3	Tao Li Yuan	West Entrance, 1st floor
	1	Ding Xiang Yuan	North Entrance
	6	Qing Fen Yuan	Entrance of 1st floor; Entrance of Staff Canteen
	2	Guan Chou Yuan	East Entrance,1st floor
	1	Nan Yuan	Entrance
	1	Jia Yuan	West Entrance
	2	Ting Tao Yuan	South Entrance
	2	He Yuan	Entrance
	1	No. 6 Teaching Building	Area A, 1st floor at South Hall
	3	Zijing Service Building (Building C)	Nouth Entrance, 1st floor
	1	Staff Meal Card Service Room	Western bazaars
	2	Main Library	New Building
			North Building

	1	Humanities & Social Science Library	24-hour Self Circulation Desk at the North Entrance
	2	Finance Office	Hall of the Old Building of School of Environment
	2	Campus Hospital	Registration Hall
	2	Main Building	Entrance of the Open Computer Lab
	1	Zhao Lan Yuan Market	Entrance of the East Hall
	1	Zhao Lan Yuan, Tsinghua Branch of CCB (China Construction Bank)	Self-service Device Area
	1	Zhao Lan Yuan, Service hall of Personnel Office	Lobby
	1	PBC School of Finance, Tsinghua University	Entrance of the Cafeteria
Self-service Money-claiming Machines	1	Information Technology Center	Room A108, in the Lee Shaw Kee Science and Technology Building
	1	Finance Office	Hall of the Old Building of Department of Environment
	1	Zijing Service Building (Building C)	Room 109, Front Desk
	1	Main Library	North Building
	1	Guan Chou YuanTao Li Yuan	East Entrance, 1st floor
	1	PBC School of Finance, Tsinghua University	Entrance of the Cafeteria
	1	Zhao Lan Yuan, Tsinghua Branch of CCB (China Construction Bank)	Self-service Device Area

Table 3   Locations of Tunicard Self-service Devices on Campus

2. Staff Service

The Registrar's Officeis in charge of the daily management of Tunicard, and the Account Settlement Centre the settlement services.

Locations, office hours and numbers are as follows:

Offices	Locations	Office Hours	Phone numbers
Registrar's Office	Room201, Zijing Service Building	Monday to Friday 08:00am – 12:00 am 13:00 pm –17:00 pm	62794720
Account Settlement Center	Room110, Zijing Service Building	Monday to Friday （**closed on Thursday afternoons**） 08:00am – 12:00 am 13:00 pm –16:00 pm	62794817

Table 4   Information about Registrar's Office and Account Settlement Centre

Appendix：User's Guide to Self-service Devices and FAQ

User's Guide to Self-service Devices

1．Introduction to self-service devices

There are three types of self-service devices: Self-service Inquiry Machine, and Self-service Money-claiming Machine.

Pic1 Self-service Inquiry Machine

Pic2 Self-service Inquiry Machine

Pic3 Self-service Money-claiming Machine

◇ **Self-service Inquiry Machine（Pic1&2）**
You can use this device to add money to your Tunicard, pay your bills, reclaim the balance in your

lost/stolen/damaged card, reclaim money of Alipay, close account and check various information and so on.

➕   Insert your Tunicard to log in, and you can use the device to:
- ✓   Reset your password;
- ✓   Check or change the consumption limit of your Tunicard, including the maximum limit for each payment and daily payment limit;
- ✓   Pay your bills (e.g. Internet fee, computer lab charging, dormitory water rate);
- ✓   Claim the money granted to your Tunicard;
- ✓   Intra-deposit (making a deposit from your bank account to your Tunicard account);
- ✓   Check the balance of your bank account;
- ✓   Reclaim the balance on your old/lost Tunicard;
- ✓   Reclaim the money unwithdrawn due to a failed transaction of intra- depositing;
- ✓   Check whether your lost card has been found;
- ✓   Get various information: the balance and transaction details of your Tunicard account, Dormitory Water-supply account, lost and found information.

➕   By read the card (not login) you can:
- ✓   Reclaim the balance on your Tunicard;
- ✓   Update your Tunicard;
- ✓   Close the IC card accout.

➕   Key in your Student Number to log in, and you can:
- ✓   Report the loss of your Tunicard;
- ✓   Get various information: the transaction details of your Tunicard account, lost and found information;
- ✓   Check the money unwithdrawn.

✧ **Self-service Money-claiming Machine (Pic 3)**
You can use it to (re)claim the money you have transferred to your Tunicard via Alipay and other sums of money that belong to you.

➕   Place your Tunicard on the machine, and you can:
- ✓   (re)claim money:
  - ➢ Claim the money added via Alipay
  - ➢ Reclaim the money unwithdrawn due to a failed transaction of intra-depositing
  - ➢ Claim the money granted to your Tunicard
  - ➢ Reclaim the balance on your old/lost Tunicard
- ✓   Pay your dormitory water rate
- ✓   Check the balances of your Tunicard account and of your dormitory water-supply account
- ✓   Reset your Password

※Terminology※：

Money granted to your Tunicard: money paid to your Tunicard account have to be transferred to your Tunicard through self-service devices.

Balance on your old/lost Tunicard: If you have a new Tunicard, the balance on your Tunicard account will be 0 and the balance on your lost/stolen/damaged Tunicard account is termed balance on your old Tunicard. You can transfer the money in your old Tunicard to your new card through a self-service device three working days after you are issued the new card.

Intra-Deposit: It refers to the procedure of transferring money from your bank account, which is bound to your Tunicard account, to your Tunicard through the self-service device.

Money unwithdrawn due to a failed transaction of intra-depositing: the sum of money that has been deducted from your bank account but hasn't been transferred to your Tunicard account.

2. Instructions on Self-service Devices

(1) Adding money to your Tunicard

Currently, there are two ways available to add money to your Tunicard account, i.e., via intra-depositing and via Alipay.

Your Tunicard is bound up with your bank account with which you use to pay your tuition. You can use the self-service devices to intra-transfer money from your bank account to your Tunicard.

➢ How to use a Self-service Inquiry Machine to add money to your Tunicard account?

Operating Interface
(Touch screen)

1. Keyboard

2. Card Slot

Pic 4 Self-service Inquiry Machine

① Insert your Tunicard into the card slot (either side or end will do).

② Touch the Login button on the upper left corner of the operating interface on the touch screen (as shown in Pic 4);

Pic 5 Initial operational interface of Tunicard Self-service Inquiry Machine

③ Key in your PIN code in the pop-up password box, and click OK;

④ After you log in, click the Intra-deposit button on the main interface (as shown in Pic 6) and it will lead you to the Intra-depositing interface;

Pic 6 Main Interface of Tunicard Self-service Inquiry Machine

⑤ Input the amount you'd like to transfer and click OK;
⑥ The system will show whether the operation is successful. If not, it will show you why the operation has failed. If "unknown error" is shown, please contact the account settlement center for help;
⑦ After the operation, please remember to log out and take back your card.

➢ How to use Alipay to add money to your Tunicard account?

log onto the website of Alipay, and choose "Application Center" and then the application of "Campus Card". Or, you can access the "Campus Card" through the Alipay Wallet App on your phone. Then add money to your IC Card according the instructions on the website or on the phone, and go to the self-service money-claiming machine or self-service inquiry machine to receive the money with your IC Card.

Pic 7 "Alipay"-"Application Center"—"Campus"

Instructions for using the Self-service Money-claiming Machine to receive the money transferred from Alipay:

After transferring money from Alipay accpunt, place your Tunicard on the card-reading area of the machine, and press the button of "Claiming the Money ". If you want to access other functions, please press the "Cancel" button and you will see the main menu interface. You can use shortcut buttons or "up" and "down" buttons to select the functions you want.

Pic 8: Tunicard Self-service Money-claiming Machine

(2) Reporting the Loss

How to use the Tunicard Self-service Inquiry Machine to report the loss of your Tunicard?

①You don't have to insert any card and just click the LOGIN button (as shown in Pic 12), input your student ID number in the pop-up username box, and then click OK.

Pic 9 Initial Interface of Tunicard Self-service Inquiry Machine

②Key in your password in the pop-up password box, and click OK(as shown in Pic 13).

③After you log in, click the "Loss Reporting" button in the left column, key in your password again and then click the "Report a Loss" button.

Pic 10   Loss Reporting interface on Tunicard Self-service Inquiry Terminal

④   Remember to log out when you finished the operation.

3. Instructions on How to Use the Dormitory Water-supply System

The Dormitory Water-supply System includes shower and drinking water supply facilities. We are currently updating the system to cover more dormitories. You can use the Dormitory Water-supply account on your Tunicard to pay for shower and drinking water after adding money to the account on one of those self-service terminals. The Dormitory Water-supply account is not registered under your name and no reporting of loss will be processed. You can add at most 20 RMB to this account each time.

● **The following are the places where you can have access to the Dormitory Water-supply System with your Tunicard until further notice.**

Student Type	Building Number	Available Services	
		Self-help Drinking Water Machine	**Shower System**
Undergraduate	Zijing Building No.1-13	√	
	South Dormitory Area, Building No. 30	√	√
Postgraduate	Zijing Building No.18	√	√
	South Dormitory Area, Building No.5, No.7, No.8	√	√
	South Dormitory Area, Building No.1, No.13, No.14 (west and east wings), No.15, No.23-26, No.31 -37		√

● **Adding money to your Dormitory Water-supply account**
Log onto your Tunicard account on a Self-service Inquiry Machine (pic 11), click "pay your bills" on the left side of the interface, and choose "Dormitory Water Rate". Then simply fill in the amount of money you want to add.
You can also add money to your account on a self-service money-claiming machine (pic 12). After logging onto your account on a Self-service Money-claiming Machine, choose "pay your bills" and then follow the instructions.

Pic 11: Self-service Inquiry Machine   Pic 12: Self-service Money-claiming Machine

Pic1 13: Interface for adding money to your Dormitory Water-supply account

- **Check balances**

  Log onto your account on a Self-service Inquiry Machine (pic 11), choose "various information" (see pic 4) and you will see the balances of your Tunicard account and Dormitory Water-supply account. You can also check the balances on a Self-service Money-claiming Machine (pic 12) by logging onto your account with your Tunicard and choosing the "check balances" function.

Pic 14: Interface for checking the balance of your Dormitory Water-supply account

- **Consumption**

    If you want to use the shower and drinking water devices, please place your Tunicard on the water-control devices. The system starts to deduct money from your account when water comes out. If you take away your card, the water will stop and the system will automatically stop charging.

    If you see the following prompts while using the water-supply devices, please follow the corresponding instructions:

    "E016": it means your Dormitory Water-supply account has not been activated yet. The account will be activated the first time you add money to the account on a Self-service Inquiry Machine.

    "E043": it means there is not enough balance on your Dormitory Water-supply account. Please add money to it.

- **Refund**

    When you graduate from Tsinghua University, please go to the property center (Room 109, Zijing Service Building) to get back the remaining balance of your Dormitory Water-supply account before returning your Tunicard to the Registrar's Office.

4. How to Open Your Library Account and Receive Library Notifications

1. If you want to apply for library account, please go to the homepage of the Tsinghua University Library website and click on "Open Library Account (Chinese version)/My Account (English version)". Please input your Student Number and PIN (Pin code of Info) to log in.
(You can go to the website http://id.tsinghua.edu.cn to activate your Tsinghua Info account)
2. After you read through the rules and other regulations of Tsinghua University Library, and commit to comply with all these rules and regulations, select the check box to go next step.
3. Fill out your student number, email address, telephone number and follow the WeChat official account of "Tsinghua Information Service". Then you will be able to receive various notifications from the Library via email and/or wechat message. Click "Confirm to open the library account". After the confirmation, you could use the tunicard to borrow books from library.

If you have any question, please contact North Library (Li Wenzheng library）：

Library Card Service: 62783067
Front Desk: 62788937

FAQ

1. What if the system tells me "the PIN is wrong"?

If the system shows that "the PIN is wrong", please don't input the wrong PIN again, or else your card will be disabled. The initial PIN code of your Tunicard (Tsinghua Uni-Card) consists of the last six numbers of your registered identification certificate (e.g. ID, passport) at Academic Affairs Office. If there are Non-numeric characters such as brackets, Chinese characters or English letters, then replace them with 0. For instance, if your registered number is 123456(A), then your initial PIN of your Tunicard is 456000.

2. How to know my registered identification certificate number?

If you are not sure about your registered identification certificate number, you can log onto the website ecard.tsinghua.edu.cn to check it out. The username and password are the same with the ones you use to log in info.tsinghua.edu.cn.

3. If my Tunicard is lost, how can I know whether it has been found or not?

You can find out that information on a Tunicard Self-service Inquiry Machine or through the website ecard.tsinghua.edu.cn. If your card has been found, there will be pop-up reminder after you log in.

4. If I am reissued a new Tunicard, how to get the money in the old card to the new one?

First, log on either a Tunicard Self-service Inquiry Machine; second, click the "reclaim balance in old card" button; then the balance on your old Tunicard account will be transferred to your new Tunicard account.

5. What if the self-service devices get out of order?

If you can't get through to the loss-reporting line, or the self-devices get out of order, you can either go to Room 216 in the Central Main Building or call the number 62771940 for help.

6. How to tell whether I have successfully swiped my card or not?

Place your Tunicard on the reading area of the specialized device, such as a card reader or a POS terminal. If you hear one beep, it means the operation is successful. If you hear four consecutive beeps, it means the operation is failed.

Please do not try to swipe your card pack containing your Tunicard and other cards, or the device could not read the information correctly.

7. What do the signs on the POS terminal mean when the transaction is failed?

If you hear four consecutive beeps after you swipe your Tunicard, you can tell from the sign shown on the screen the specific reason why the transaction is failed:

　□"L　(account balance)": the balance in your Tunicard account in not enough for your purchase

　□"LOST": the card is invalid for it has been reported as lost.

　□"ABATE": the card is invalid. Make sure that you have activated your Tunicard in the Registrar's Officeand it is not expired.

Tips: To avoid unnecessary losses, please first make sure the amount shown on the screen of the POS terminal is accurate and then place your Tunicard on it. Also, when waiting for your turn, please keep your Tunicard away from the POS terminal (at least 12 inches) in case somebody else's expenses might be mistakenly deducted from your card.

If your Tunicard fails to work but not due to being out of validity period, having been reported as lost or insufficient balance and other similar reasons, please contact the Registrar's Office for help.

8. Do we have an online version of this handbook?

Yes, you can go to the following website to read: http://announce.cic.tsinghua.edu.cn/node/25808,

Useful Translation

修改校园卡密码	reset your password
修改消费限额	check or change the consumption limit of your Tunicard, including the maximum limit for each payment and daily payment limit
自助缴费	pay your bills (e.g. Internet fee and computer lab charging)
代发领取	claim the money granted to your Tunicard
圈存	intra-deposit (making a deposit from your bank account to your Tunicard account)
校园卡余额查询	check the balance of your bank account
旧卡余额领取	reclaim the balance on your old/lost Tunicard
圈存未领款领取	reclaim the money unwithdrawn due to a failed transaction of intra- depositing
综合查询	get various information: the balance and transaction details of your Tunicard account, lost and found information
挂失申请	report the loss of your Tunicard
银行卡余额查询	check the balance of your bank account
退出系统	log out
我要登录	log in