

# CBord GET Photo Upload Process

Users may upload a photo ID quality picture using a web browser or the Get app available from your mobile app store.

Website: <https://get.cbord.com/udmercy/> or



## Website Instructions

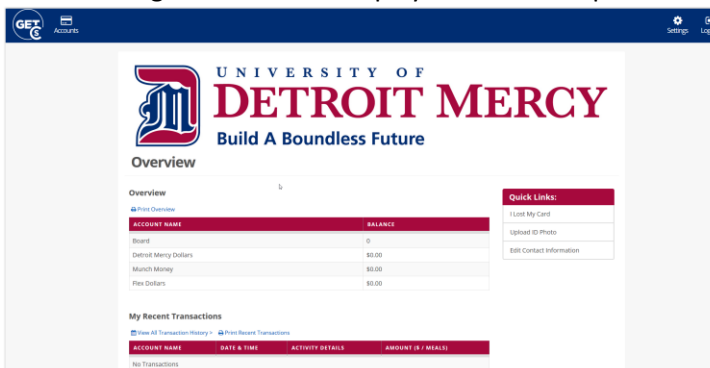
1. After clicking on the website link, the following screen will be displayed.



2. Click on the Login link and enter your Titan Pass credentials.

A screenshot of the 'SIGN IN' form. It has a blue header with the text 'SIGN IN'. Below the header, there are two input fields: 'Username' and 'Password'. Below the password field is a black button with the text 'SIGN IN'. At the bottom, there are three links: 'Forgot Password?', 'Activate Account', and 'Need Help?'.

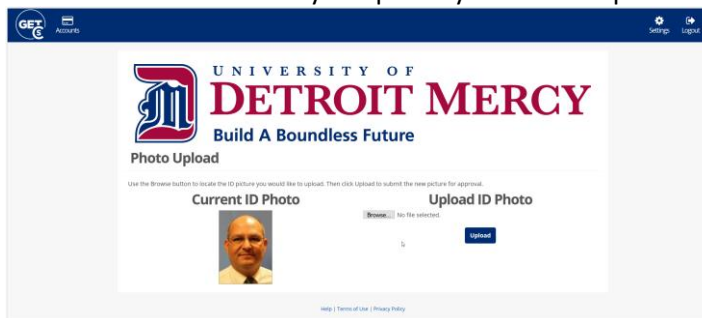
3. The following screen will be displayed. Click on Upload ID Photo to upload a quality ID photo.



All ID photo submissions should adhere closely to passport photo standards:

- In color
- Sized such that the head consumes 69% of the space
- Taken within the last month to reflect your current appearance
- Taken in front of a plain white or off-white background
- Taken in full-face view directly facing the camera
- With a neutral facial expression and both eyes open
- Taken in clothing that you normally wear on a daily basis
- Uniforms should not be worn in your photo, except religious clothing that is worn daily.
- Do not wear a hat or head covering that obscures the hair or hairline, unless worn daily for a religious purpose. Your full face must be visible, and the head covering must not cast any shadows on your face.
- Headphones, wireless hands-free devices, or similar items are not acceptable in your photo.
- Eyeglasses are no longer allowed in new visa photos, except in rare circumstances when eyeglasses cannot be removed for medical reasons; e.g., the applicant has recently had ocular surgery and the eyeglasses are necessary to protect the applicant's eyes. A medical statement signed by a medical professional/health practitioner must be provided in these cases. If the eyeglasses are accepted for medical reasons:
  - The frames of the eyeglasses must not cover the eye(s).
  - There must not be glare on eyeglasses that obscures the eye(s).
  - There must not be shadows or refraction from the eyeglasses that obscures the eye(s).
- If you normally wear a hearing device or similar articles, they may be worn in your photo.

4. Click on Browse to identify the photo you wish to upload.

The screenshot shows the 'Photo Upload' interface for the University of Detroit Mercy. At the top is a blue navigation bar with the 'GET C' logo, 'Accounts', 'Settings', and 'Logout' links. The main header features the university's logo and the text 'UNIVERSITY OF DETROIT MERCY' and 'Build A Boundless Future'. Below this, the 'Photo Upload' section contains instructions: 'Use the Browse button to locate the ID picture you would like to upload. Then click Upload to submit the new picture for approval.' There are two main areas: 'Current ID Photo' which displays a small portrait of a man, and 'Upload ID Photo' which includes a 'Browse...' button, the text 'No file selected', and an 'Upload' button. At the bottom, there are links for 'Help', 'Terms of Use', and 'Privacy Policy'.

5. Locate the photo on your screen and click Open and the Upload.

6. If prompted to Crop your photo, use your mouse to center the box over your face.
7. Upon successful completion you should see your current ID photo and pending ID photo. You may have only one photo pending at a time.
8. If you wish to use a different photo, click on “Delete Pending Photo” and repeat this process starting at step 4.

Your pending photo will be placed in a queue for approval by the ID card office. If approved, you will receive a notice that it has been approved. You may stop by the ID card office to have your ID printed with the new picture. If this is a replacement card, charges may apply.

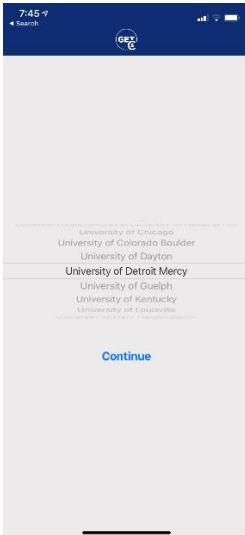
If your photo is rejected, you will receive an email with a reason. Please take corrective action to upload a new photo.

### Mobile App Instructions

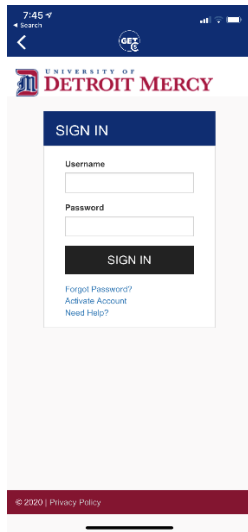
1. If you have not already done so, install the Get app for your mobile device.



2. Once installed, open the app and select the University of Detroit Mercy from the list of schools.



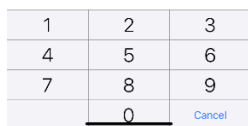
3. Enter your Titan Pass credentials.



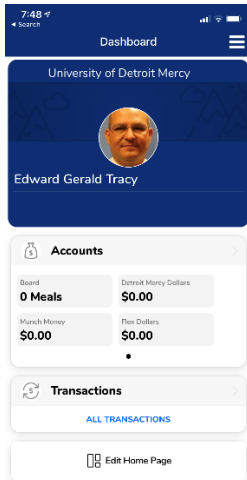
4. When prompted to establish a PIN for your app, please do so.



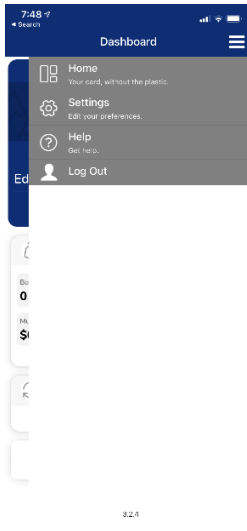
Enter PIN  
○ ○ ○ ○



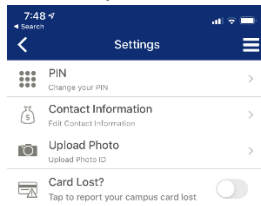
5. Your GET home screen will be displayed with your current picture (if any) as well as information regarding your food service information. Click on the menu option at the top right (looks like a hamburger).



## 6. Select Settings



## 7. Select Upload Photo



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8. Your current photo (if any) will be displayed. Select the Upload button to upload an existing picture or to take a picture using your mobile photo camera.
9. Follow the sequence of prompts to upload your photo

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10. If you wish to remove your pending photo, tap on the photo and select “Clear Pending Photo.” You may then attempt to upload a new photo following the instructions in step 8.
  11. Your pending photo will be placed in a queue for approval by the ID card office. If approved, you will receive a notice that it has been approved. At this point, you may stop by the ID card office to have your ID printed with the new picture. If this is a replacement card, charges may apply.
  12. If your photo is rejected, you will receive an email with a reason. Please take corrective action and upload a new photo.

*Last Updated 9/12/2020*