

EAGLE CARD Frequently Asked Questions

What is the Eagle Card?

The Eagle Card is the campus ID card. The ID card has a magnetic strip on the back which will allow parents to add funds to the card in the manner of a prepaid declining balance card. Your student will be able to use this card to pay for meals in the cafeteria, to purchase items in the Student Store, as well as to purchase tickets for various events.

What are the advantages of using the Eagle Card system?

By funding your student's card you will eliminate the need for providing daily cash or writing checks to the school for the cafeteria. You can add money to the card from home by using your credit card, review your student's purchasing activities and better budget the funds required for your student's meals and other school activities.

How do I Start?

First you must register your student's card from the school's internet site:

<http://www.chaminade.org/eaglecard>

When the page opens, click on "Register". That will take you to a "Register for eAccounts" page. This is where you will select a username and password and provide information for your student's account. You will need the student's ID number to complete the process.

USE ONLY THE NUMERIC DIGITS OF THE STUDENT ID # on the validation page!

VERY IMPORTANT: If you have more than one student enrolled at Chaminade, you will need a separate login and password for each student, each account must be registered separately!

What are the tabs on the Web Portal?

ACCOUNTS is the opening tab upon logging into the system. It contains basic cardholder information, your account summary, recent activity on your card and your previous month's statements. The account summary contains links to add money to the card accounts.

CARD SERVICES allows you to deactivate and activate your student's account, which will suspend access to processing transactions using the card.

PROFILE contains cardholder information, alert preferences, saved payment methods, and where you can change your password.

What are the FUNDS?

We have established two student funds, **CAFETERIA CASH** and **EAGLE CASH** that exist on each card. **EAGLE CASH** is the universal fund that can be used anywhere the card is accepted. You can use the **CAFETERIA FUND** to restrict money added to your student's card for use **ONLY** in the cafeteria.

What payment methods are accepted for placing funds on the Eagle Card?

Cash or check, American Express, VISA, MasterCard and Discover

How do I add funds using a credit card to the student account?

Funds may be added to your card by going to the Eagle Card Portal link on the Chaminade web site:

<http://www.chaminade.org/eaglecard>

Select the link for the Eagle Card and you will be redirected to the Deposit Portal. The direct link to the portal is:

<https://ecct-Chaminade-sp.blackboard.com/eaccounts/anonymoushome.aspx>

Can Guests add funds to my students account?

Yes, select the Guest Deposit link on the Chaminade web site. The direct link is:

<https://eacct-Chaminade-sp.blackboard.com/eaccounts/anonymoushome.aspx>

From, there, click the "Make a Guest Deposit" box and the bottom of the page.

How do I deposit cash/check on my student's card?

You may submit cash or check to the Business Office or either school front office to add funds to the student account.

What do I do if I lose or misplace my card?

You should go to the web portal and report your card lost, and then go to the library to obtain a replacement card. You can reactivate your card from the web portal after it is found or replaced.

If I misplace or forget my card, will I still be able to eat in the Cafeteria?

For Middle School students, report to the Front Office prior to lunch and request a temporary pass for the cafeteria. They will look up your account and provide an authorization form for the cafeteria with your name & ID# to allow the manual processing of your charges. High School students should proceed to the cafeteria for assistance.

Where do I go if I need to replace my card?

The school's Library will issue replacement cards for students and faculty. There is a \$5 charge to replace the ID card. The old card will be inactivated and will no longer be usable.

Can I add funds to my card from my Smartphone?

Yes, there is now a mobile app for iPhone and Android. The app is **Blackboard Transact Mobile**. You will first need to make at least one deposit **and** save a payment method on the website before you can make deposits with the mobile app. The app also allows you to check balances, change your password and report your card lost.

What if I forget my User ID or Password?

Select "Recover your password" from the log in page. The information will be sent to the email address you provided when registering the card.

Where can I see the current activity on my card?

When logged into the Web Portal, the ACCOUNTS page has a tab for Account Transactions and Account Statements.

How long does it take for funds deposited to become available for use by my student?

Funds added to your student's card from the web portal or your smart phone are available within a couple of minutes of the completing the transaction.

Who do I contact if I have a question?

Contact **Trish Lyons** in the Business Office at (818) 366-9284 or tlyons@chaminade.org