

Getting your virtual Université Laval ID card

You need to be able to access your monPortail account to get your virtual card.

The monPortail interface is available in French only.

Set up your monPortail account

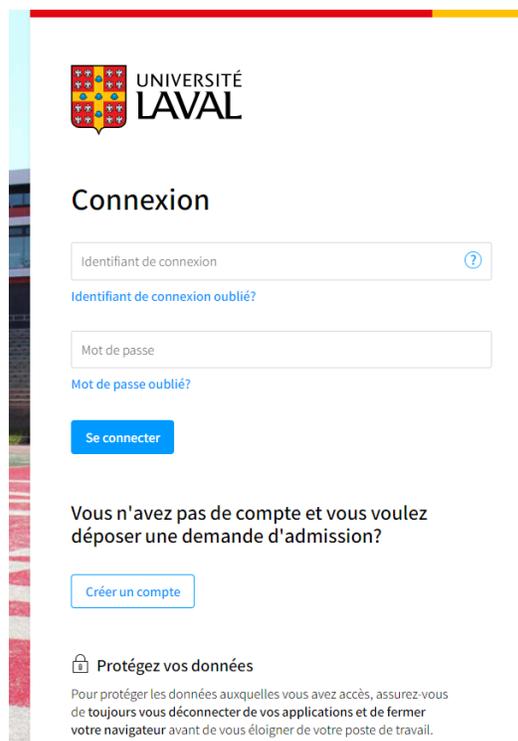
To log in to monPortail, you will need your IDUL (Université Laval login ID) sent to you by email.

The first step is to create the password associated with your IDUL using the [password creation form](#) (Création de votre mot de passe). You can also visit the [password management page](#) (Gestion du mot de passe).

Log in to your monPortail account

Log in to your [monPortail](#) account using your newly created password:

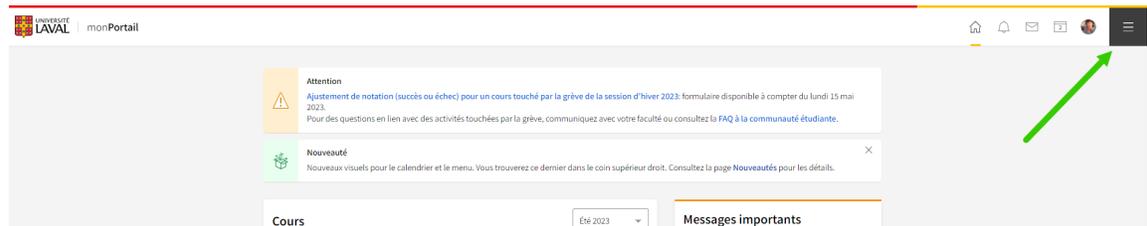
- Under “Connexion” (Login), enter your IDUL in the “Identifiant de connexion” (Login ID) box.
- Enter your password in the “Mot de passe” (Password) box.
- Click on “Se connecter” (Log in).



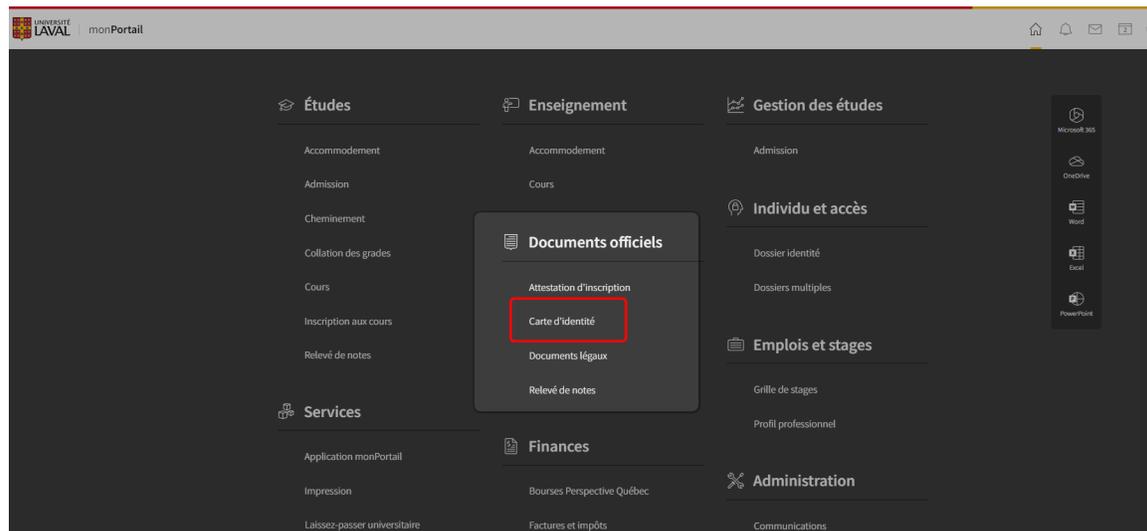
The screenshot shows the login page for Université Laval. At the top left is the Université Laval logo. Below it, the word "Connexion" is displayed. There are two input fields: "Identifiant de connexion" with a help icon (question mark) and "Mot de passe". Below each field is a link for "Identifiant de connexion oublié?" and "Mot de passe oublié?". A blue "Se connecter" button is positioned below the password field. Below the button, there is a text prompt: "Vous n'avez pas de compte et vous voulez déposer une demande d'admission?" followed by a "Créer un compte" button. At the bottom, there is a security notice: "Protégez vos données" with a lock icon, followed by the text: "Pour protéger les données auxquelles vous avez accès, assurez-vous de toujours vous déconnecter de vos applications et de fermer votre navigateur avant de vous éloigner de votre poste de travail."

Go to the page to submit your photo

Once in monPortail, click on the menu icon in the top right corner.



Under “Documents officiels” (Official documents), click on “Carte d’identité” (ID card).



The “Carte d’identité” (ID card) page appears. Click on “Choisir une photo” (Choose a photo) button under “1. Soumettre votre photo” (1. Submit your photo).

Carte d'identité

Votre carte d'identité permet de vous identifier et vous donne accès à certains services sur le campus universitaire, tels le PEPS et la Bibliothèque.

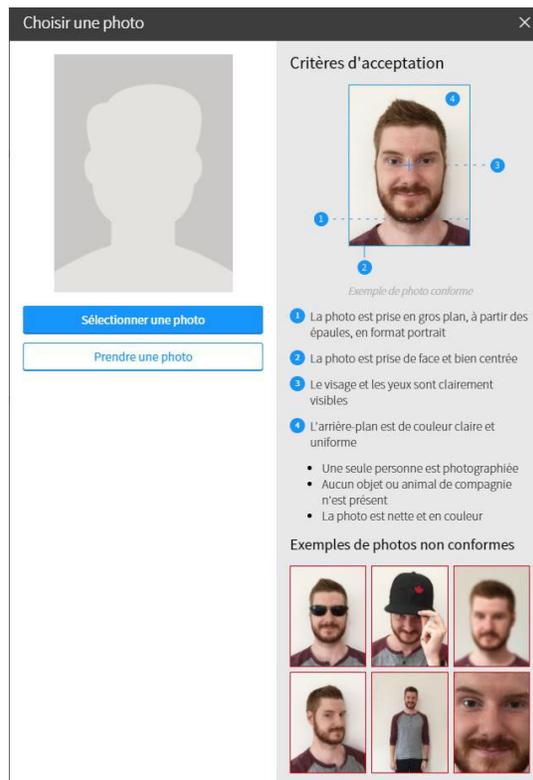
Afin de produire votre carte d'identité, vous devez d'abord soumettre une photo.

1. Soumettre votre photo

[Choisir une photo](#)

Choose a photo

The “Choisir une photo” (Choose a photo) window appears.



The right side of the window illustrates the “Critères d’acceptation” (**Photo requirements**) with an **example of a valid photo**.

The blue numbers describe the features of a valid photo in detail.

Here is what they say in English:

1. Close-up portrait photo from the shoulders up
2. Full front view with head in the middle
3. Face and eyes clearly visible
4. Light, even tone background
 - One person in the photo
 - No objects or pets in the photo
 - Sharp, colour photo

The six photos at the bottom are **examples of unacceptable photos**.

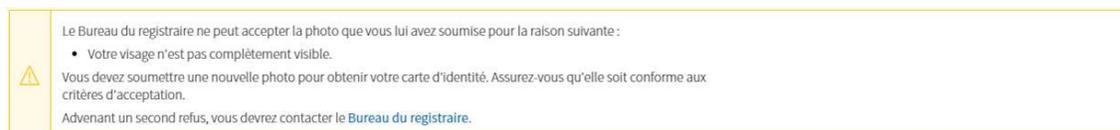
Click on one of two options:

- “Sélectionner une photo” (Select a photo from a file)
- “Prendre une photo” (Take a photo from your device)

You have **four attempts** to upload a photo.

If the system does not accept your photo, you will receive an error message (example below):

- Stating the reason why the photo was not accepted (example: your face is not entirely visible).
- Reminding you that your photo has to meet the photo requirements.
- Telling you that you will have to contact the Registrar’s Office if your photo is rejected on your second upload attempt.



Submit your photo

When the system accepts your uploaded photo, it will appear on the screen.

Click on one of two options:

- “Soumettre une photo” (Submit your photo)
- “Annuler” (Cancel)

The screenshot displays the 'Choisir une photo' (Choose a photo) window. On the left, a preview of the ID card is shown with the text '1. Soumettre une photo' and a 'Choisir une photo' button. The main area shows a photo of a man with a beard and long hair. Below the photo are two buttons: 'Soumettre une photo' (highlighted with a red box) and 'Annuler'. To the right, the 'Critères d'acceptation' (Acceptance criteria) are listed:

- 1 La photo est prise en gros plan, à partir des épaules, en format portrait
- 2 La photo est prise de face et bien centrée
- 3 Le visage et les yeux sont clairement visibles
- 4 L'arrière-plan est de couleur claire et uniforme

Below the criteria, there are bullet points for non-compliant photos:

- Une seule personne est photographiée
- Aucun objet ou animal de compagnie n'est présent
- La photo est nette et en couleur

At the bottom, a section titled 'Exemples de photos non conformes' (Examples of non-compliant photos) shows a grid of six photos that do not meet the criteria.

When you click on “Soumettre une photo” to submit your photo, a confirmation window will appear. It will look like this window on the right.

It asks you to make sure your photo meets the photo requirements.

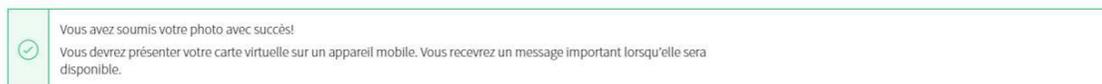
It also says to contact the Registrar’s Office if the system does not accept your photo.

Confirm that you want to submit your photo by clicking on “Soumettre” (Submit).



If your photo is successfully submitted, you will see a pop-up notification with a green checkmark confirming this. The notification says to display your virtual card on a mobile device and that you will get a message when the virtual card is ready.

Here is what the successful photo submission confirmation notification looks like:



If your photo is not accepted

If you get the following message, it is because your photo did not meet the requirements. If you get this message, repeat the process to resubmit a photo. The Registrar’s Office will verify your photo.



[Translation]

Important messages

ID Card – Photo not accepted

The Registrar’s Office can not accept your photo. Learn more >>

To get your Université Laval ID card, you must submit a new photo. If your photo is rejected a second time, you must contact the Registrar’s Office.

> Select a new photo

When your photo is accepted

You can start using your virtual ID card once you receive an email confirming this.

The email:

- Confirms that your photo has been approved.
- Tells you where to get your virtual card (in monPortail under “Documents officiels” (Official documents)).
- Provides a link to your ID card.

Here is an example of that email:

De : Notifications monPortail <nepasrepondre@monportail.ulaval.ca>
Envoyé : 27 août 2020 13:41
À : Manuel Grenier <manuel.grenier@dti.ulaval.ca>
Objet : Carte d'identité virtuelle

Bonjour Manuel Grenier,

Votre photo a été approuvée. Vous trouverez votre carte d'identité virtuelle dans la section « Documents officiels » de monPortail.

[Consulter votre carte d'identité virtuelle](#)

Cordialement,

Bureau du registraire

Cette notification a été envoyée par monPortail. Veuillez ne pas répondre au présent courriel.

[Modifier mes préférences de notification](#)

Get your virtual card

In monPortail, get your ID card under “Documents officiels” (Official documents).

Your ID card will look like this:



Your ID card contains the following:

- Université Laval logo
- Date and time your card became valid
- Your photo
- Your last name followed by your first name
- Your status (example: student or staff)
- Your Université Laval ID number (your “NI”)

How to display your virtual card

You can access your ID card through monPortail and display it on any mobile device, like a smartphone. Download the free monPortail app.

Carte d'identité

Qu'est-ce que c'est?

Votre carte d'identité permet de vous identifier lors d'événements et vous donne accès à certains services sur le campus universitaire.

Où et quand l'utiliser?

- Au PEPS
- À la Bibliothèque
- Lors de certains événements, tel un colloque ou un congrès
- À certains comptoirs de services sur le campus

[Voir un exemple](#)



Carte d'identité virtuelle

Votre carte d'identité est maintenant disponible en format virtuel, accessible en tout temps sur tous vos appareils mobiles. Vous pouvez la visualiser directement ici ou dans l'application mobile monPortail.



[Carte d'identité virtuelle](#)

Notes légales

Si vous n'êtes pas en mesure d'utiliser la carte virtuelle, écrivez au [Bureau du registraire](#).

If you have any problems

If you can not use or access your virtual card, contact the [Registrar's Office](#).