F. A. Q. ecUM

What can I do with the chip card?
- it is a student ID card and library card
- access to various buildings and rooms
- cashless payment at the Mensa, at the EO and at Café Soleil
- keycard for library lockers
- cashless payment of fees of the University library
- various self-service features at the self-service terminals (L7,3, Schneckenhof West close to the InfoCenter, Schneckenhofoyer, L1,1 next to the Express Service, Ehrenhof West, Westflügel, Mensa, A3 and A5)
  - printouts (enrollment certificate,....)
  - semester ticket purchase
  - to imprint validity/faculty membership/ to re-register
  - payment of tuition fees
  - topping up copy account
  - use of library lockers
  - payment of library fees

Attention: For Payment, printouts, to purchase the semester ticket and to change your address at the terminals, you need your user identification/login as well as your password. You first have to change your initial password in order to use your account (https://passwort.uni-mannheim.de).

Who can get a chip card?
Every student and employee of the University of Mannheim as well as guests of the Computing Center and of other university facilities.

Where can I get the chip card?
The card can be picked up at the ecUM counter (Schneckenhof West) on presentation of the letter of enrolment as well as a valid ID card or passport. Please take note of the information for first year students: www.uni-mannheim.de/ecUM. Visitors can get a non-personalised card (MensA-Card) for a pledged item at the Infothek in the Mensa.

How much is the chip card?
Students and employees of the University of Mannheim get their first card for free. Guests can get a personalised card for a charge. In case of loss or damage of the card due to inappropriate handling, the replacement card will be charged. The charge has to be paid at the InfoCenter (library department). On presentation of the receipt, you will get a new card at the ecUM counter.

According to the General Statues of Fees of the University of Mannheim of 17 May 2006, a charge of 15 euros has to be paid for a replacement card as of 1 September 2006.

How can I load up the card?
With the introduction of the new ecUM, the cashless “auto-load” procedure is available. Regarding auto-load, please take note of the information provided by the Studierendenwerk Mannheim: www.stw-ma.de. Auto-load terminals can be found at L 1,1 next to the Express desk, in the palace (Schneckenhof West close to the InfoCenter, library Schneckenhof Süd, library Ehrenhof West, Westflügel and Schneckenhofoyer), at the Mensa, A3, A5 and L7, 3-5. Auto-load terminals can be used with the PIN you get after the registration at the Studierendenwerk. Cash may be loaded onto the card at some cash desks of the Mensa, the EO and the Café Soleil.

How can I reclaim the balance on my card?
In case of disenrollment, a damaged card or the like, the Infothek at the Mensa will refund the remaining balance. In case the card is damaged, the card will be withheld.

May I sign the card? NO!!!
The card must not be signed by any means. The thermo stripe at the bottom part of the card can be imprinted several times and shows the validity period of the card.

How do I have to plug in or place the card?
Doors can be opened, lockers can be closed and opened and payments can be made without contact. Hence, it is sufficient to put the card close to the reading device or to put it on the card reader in any way.

What happens if I lose my card?
Lost and found cards are collected at the Infothek in the Mensa and at the ecUM counter / InfoCenter at Schneckenhof West. In order to lock building accesses and the library account, the loss has to be reported to the InfoCenter (Schneckenhof West).

Any authorizations connected to your ecUM (identification, access, parking etc.) will expire with your resignation from the University or your disenrollment. The ecUM has to be returned on demand.
Welcome to the University of Mannheim

You have received your new student ID, the ecUM (electronic card University of Mannheim). Now you have to validate it with an imprint at one of the self-service terminals. Self-service terminals are located at A5, A3, the Mensa, Westflügel, Ehrenhof West, L1,1 next to the Express Service, Schneckenhof West close to the InfoCenter, Schneckenhoffoyer and L7,3.

The card can be imprinted by inserting it into the self-service terminal and returning it by pressing the menu button “Return”. That way, your ecUM will be imprinted automatically.

If you want to purchase a semester ticket, please load money onto your ecUM. If you have registered for the auto-load procedure, you can load money onto your card at the auto-load terminals. Otherwise, you can load up your card at the cash desks at the Mensa, EO and at the Café Soleil.

After that, insert your card into one of the self-service terminals. Then chose the menu button “purchase semester ticket” and follow the instructions on the screen. The ticket will then be imprinted onto your card.

In order to purchase a semester ticket, you need your user name/ login and the changed password. You can find your user name and the initial password on the Leporello (data sheet) or in the application portal.

If you have not changed your password yet, you cannot log on to any system. You can set a security question and then change your password at this website: https://passwort.uni-mannheim.de.

If you are an exchange student and have not yet received your user name and your initial password, you can get it at the InfoCenter (Schneckenhof West) on presentation of your letter of enrollment as well as a valid ID or passport.

Along with the user name, you also receive an e-mail address in the following form:
username@mail.uni-mannheim.de

From now on, all notifications will be sent to this e-mail address. You can check your mails at:
https://students.webmail.uni-mannheim.de

Information regarding the ecUM can also be found here: www.uni-mannheim.de/ecUM. Further information regarding the services of the Computing Center can be found here: www.uni-mannheim.de/rum.

We wish you a good start for your studies.