

# FAQs for card administrators

[I submitted a card form for a new starter, why have I not received the card yet?](#)

New starter forms are normally processed around six weeks before the start date. If your new starter is due to start within the next six weeks, please get in touch.

Please note: in order to process a card application, the card form must be completed correctly. Common mistakes that can hold up a card are:

- Missing applicant details including names and date of birth.
- Incorrect dates of birth. Please check the year is correct.
- The applicant's signature has not been provided or has been typed into the signature box. Ideally, the applicant must physically sign the form, however an electronic signature can be accepted if needed.
- The status box has not been ticked.
- The end date has not been provided.

[A staff member is having problems with their SSO, what should they do?](#)

SSO accounts are managed by IT Services. Please contact the [IT Services Helpdesk](#) for SSO support.

[A staff member has transferred departments. The Card Office have confirmed the details have been updated on the card database but the staff email is still showing as their old department. How do we change this?](#)

It can take 24 - 48 hours for the IT systems to update and match the Card Office database. If the email address does not change, please contact the [IT Services Helpdesk](#) directly.

[How do we add a new department to an existing cardholder's record?](#)

A card holder can only have one college and one department affiliation on their record at a time. Please contact the [IT Services Helpdesk](#) for assistance with additional affiliations.