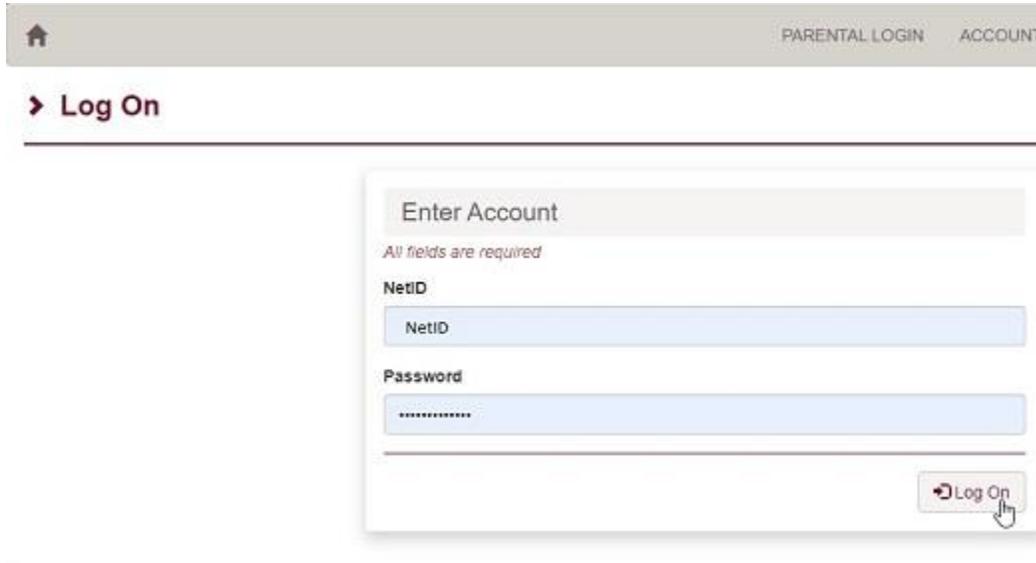


Purchasing Online Event via DalCard Online Self-Service Website

1. Login into your DalCard Online Account at <https://dalcard.dal.ca/Account/LogOn> using your University NetID and university password.



Enter Account

All fields are required

NetID

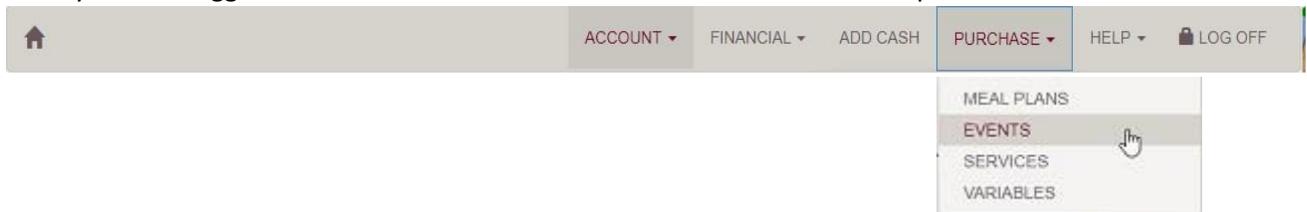
NetID

Password

.....

Log On

2. Once you have logged in select the **PURCHASE** tab and click on the **EVENTS** option.



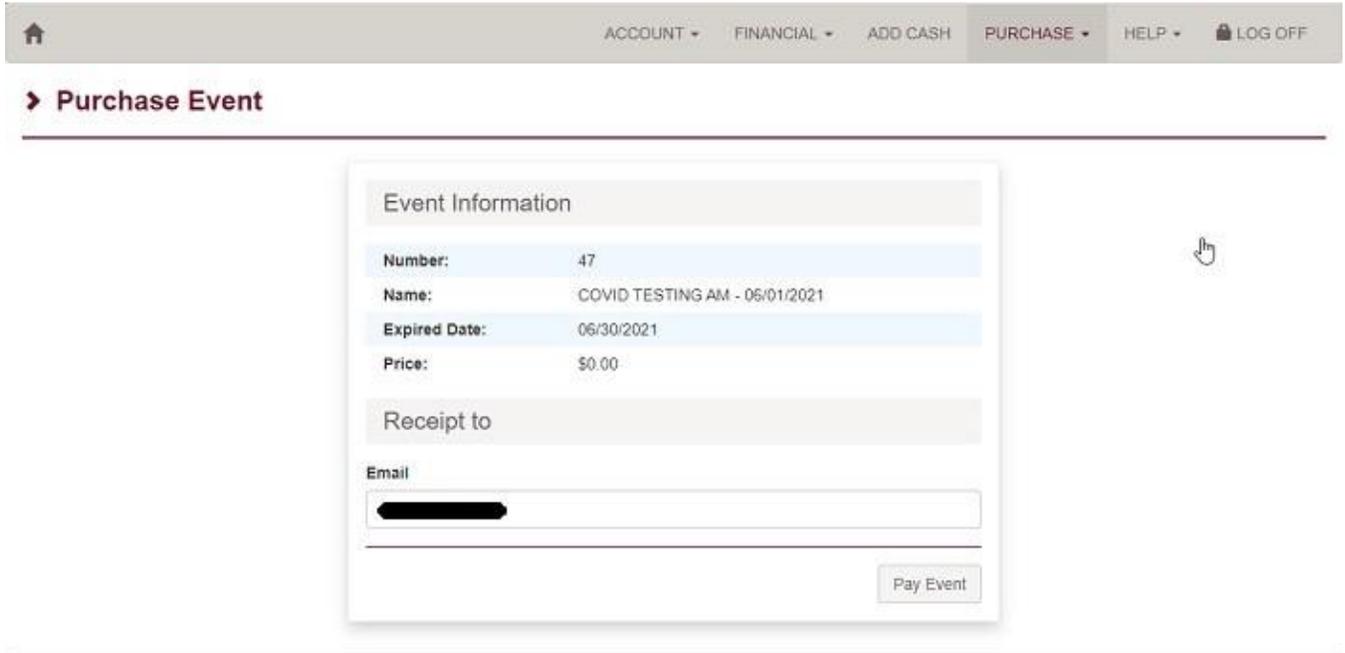
3. Find the event you wish to select and click on the OneCard Button under PAYMENT TYPE. This is a \$0.00 event; no charge will be added to your DalCard.



Event List

Number	Name	Expiration Date	Price	Payment Type
47	COVID TESTING AM - 06/01/2021	06/30/2021	\$0.00	OneCard
48	COVID TESTING PM - 06/01/2021	06/03/2021	\$0.00	OneCard

4. Once you have selected the event you will see the Event information, then to confirm the appointment, click on the Pay Event button at the bottom to finalize the transaction.

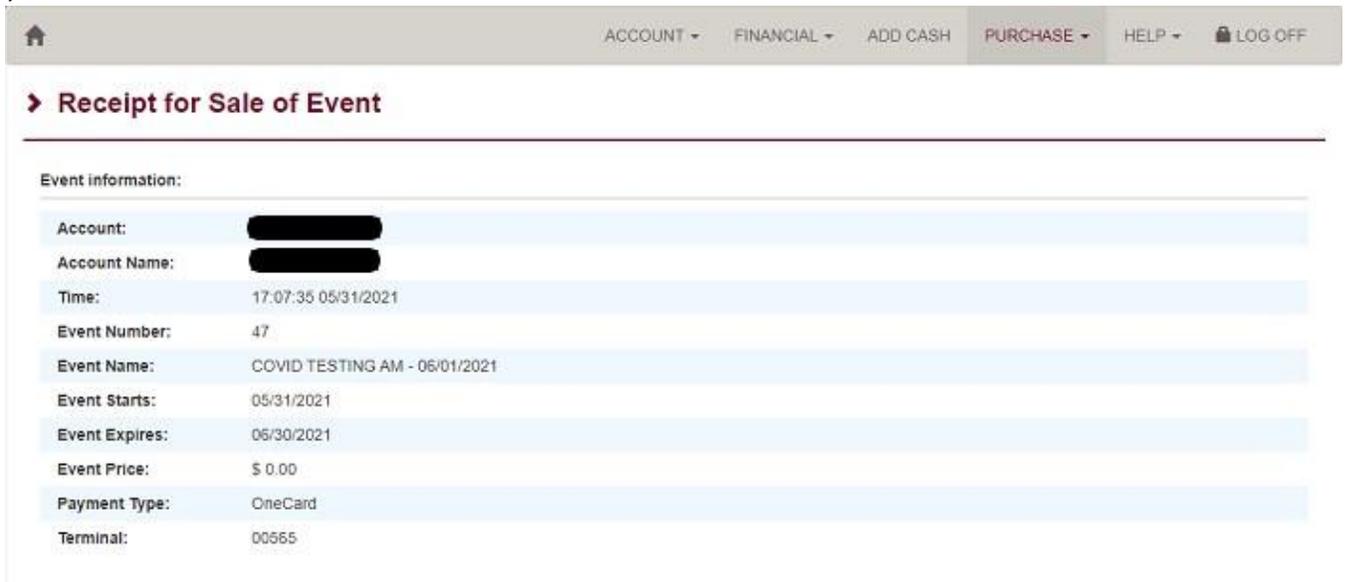


The screenshot shows a web interface with a top navigation bar containing a home icon, 'ACCOUNT', 'FINANCIAL', 'ADD CASH', 'PURCHASE', 'HELP', and 'LOG OFF'. Below the navigation bar is a section header 'Purchase Event'. The main content area features a white box with a light gray header 'Event Information'. Inside this box, there is a table with the following data:

Number:	47
Name:	COVID TESTING AM - 06/01/2021
Expired Date:	06/30/2021
Price:	\$0.00

Below the table is another section header 'Receipt to' followed by an 'Email' label and a text input field containing a redacted email address. At the bottom right of the white box is a button labeled 'Pay Event'.

5. Once you click on the Pay Event you will see your final Receipt. You can take a screen shot of this for your records.



The screenshot shows a web interface with a top navigation bar containing a home icon, 'ACCOUNT', 'FINANCIAL', 'ADD CASH', 'PURCHASE', 'HELP', and 'LOG OFF'. Below the navigation bar is a section header 'Receipt for Sale of Event'. The main content area features a white box with a light gray header 'Event information:'. Below the header is a table with the following data:

Account:	[Redacted]
Account Name:	[Redacted]
Time:	17:07:35 05/31/2021
Event Number:	47
Event Name:	COVID TESTING AM - 06/01/2021
Event Starts:	05/31/2021
Event Expires:	06/30/2021
Event Price:	\$ 0.00
Payment Type:	OneCard
Terminal:	00565

- Once you have selected and purchased an Event, you will not be able to purchase it again, as only 1 purchase is allowed per DalCard account. If you attempt to select a second Event of the same Date/Time you will get a message onscreen confirming you have already purchased the event.



- If you attempt to purchase an Event and the Event is full you will see the following message. Please try to select the next available Event.



- To cancel an appointment, an email to support@dal.ca is required.

Troubleshooting Issues Purchasing Event Online

- If you cannot connect to the webpage – 404 Error.
 - Go into your browser settings and clear your browsers cache. This process will vary from browser to browser.
- Cannot log into your DalCard account.
 - Confirm you are using the correct password. If needed you can reset your Dalhousie NetID password at <https://password.dal.ca/>.
 - If the login is confirmed, you must have an active DalCard account to access your online account. If you are a student, you must be registered for the current term, and if you are staff/faculty you must be a Full Time/Part Time employee, or Courtesy Access must be setup if a Casual/Temp/Term employee.

For any issues regarding your DalCard Online Account please contact the DalCard office at Dalcard@dal.ca

If your account is active and you can login but have issues purchasing an Event beyond that Event being full or already purchased, please contact the Help/Service desk during daytime hours at 902-494-4357 or submit a ticket to ITS Support at support@dal.ca