Purchasing Online Event via DalCard Online Self-Service Website

1. Login into your DalCard Online Account at [https://dalcard.dal.ca/Account/LogOn](https://dalcard.dal.ca/Account/LogOn) using your University NetID and university password.

   ![Log On](image)

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

   ![Purchase Tab](image)

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](image)
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.

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.
6. 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.

7. 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.

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

**Troubleshooting Issues Purchasing Event Online**

1. 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.
2. 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/](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](mailto: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](mailto:support@dal.ca)