



## Getting your virtual Université Laval ID card

If you don't have your virtual Université Laval ID card yet, follow these steps to get it.

### Step 1: Set up your monPortail account

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

**The monPortail interface is in French only.**

[Set up a password](#) for your monPortail account. (For all password management procedures, see the [main page for password management](#).)

Use your IDUL (Université Laval login ID) to set up a password. Your IDUL will have been sent to you by email.

### Step 2: Log in to your monPortail account

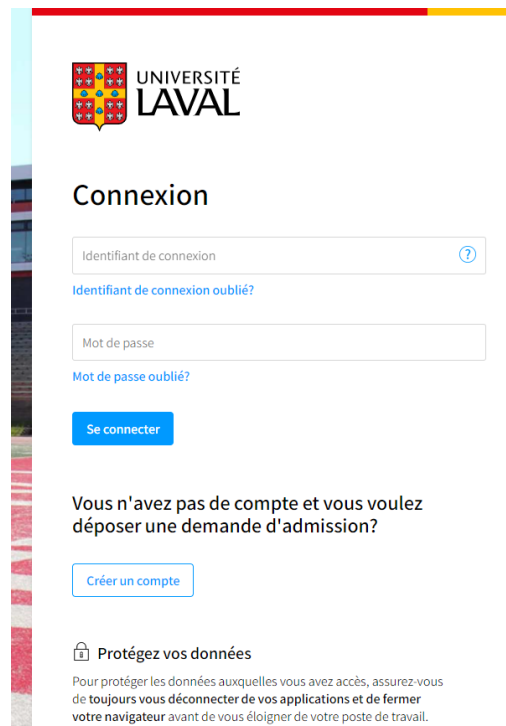
Log in to your [monPortail](#) account using your newly created password.

Follow these steps:

1. Go to [www.monportail.ulaval.ca](http://www.monportail.ulaval.ca).
2. Under "Connexion" (Login), enter your IDUL in the "Identifiant de connexion" (Login ID) box and your password in the "Mot de passe" (Password) box.

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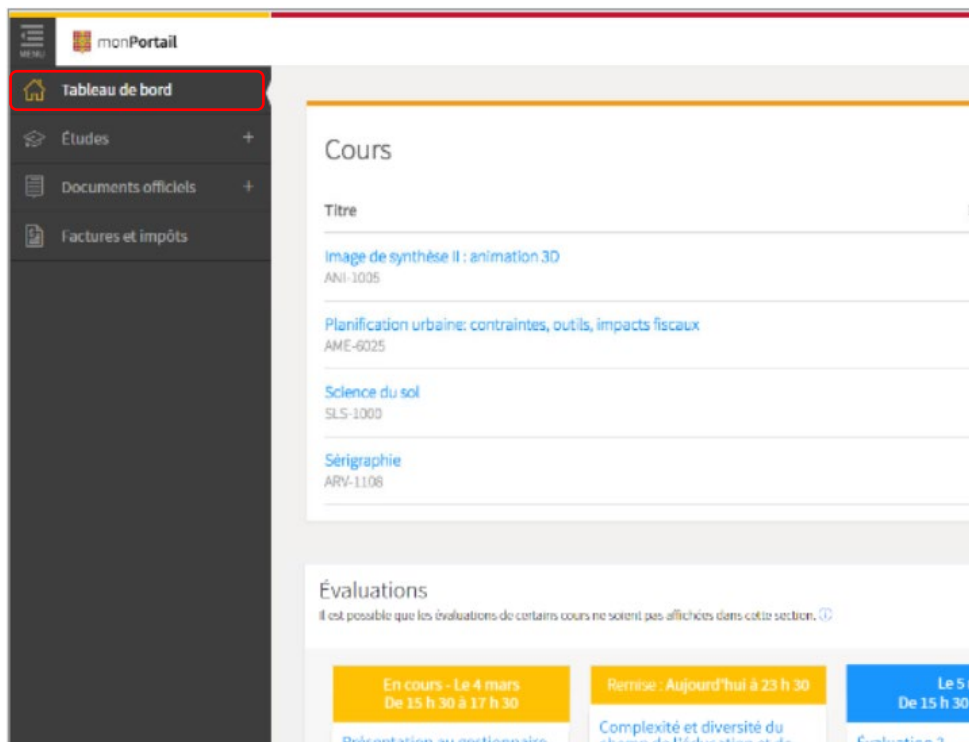
3. Click on “Se connecter” (Log in).



The screenshot shows the login page of the Université Laval monPortail. At the top left is the Université Laval logo. Below it is the heading "Connexion". There are two input fields: "Identifiant de connexion" with a help icon 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?" with a "Créer un compte" button. At the bottom, there is a security notice: "Protégez vos données" with a lock icon, followed by 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."

## Step 3: Go to the page to submit your photo

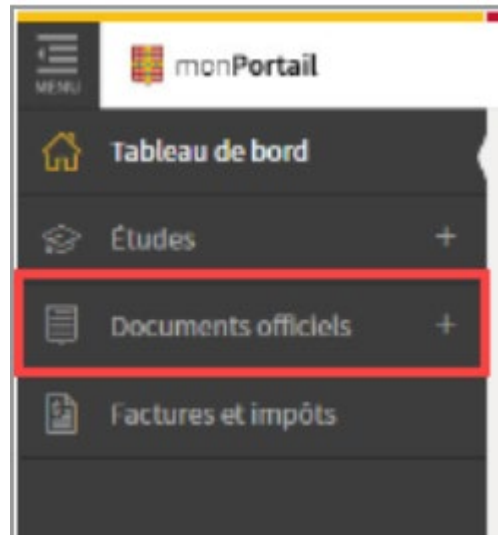
1. Look for the “Tableau de bord” (Dashboard) in the top left corner of your monPortail account.



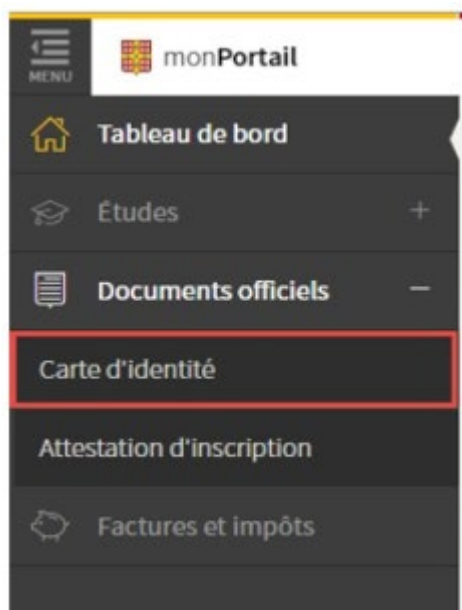
The screenshot shows the dashboard of the Université Laval monPortail. On the left is a dark sidebar menu with a home icon and the text "Tableau de bord" highlighted with a red box. Other menu items include "Études", "Documents officiels", and "Factures et impôts". The main content area is titled "Cours" and lists several courses: "Image de synthèse II : animation 3D" (ANI-1005), "Planification urbaine: contraintes, outils, impacts fiscaux" (AME-6025), "Science du sol" (SLS-1000), and "Sérigraphie" (ARY-1108). Below the course list is a section titled "Évaluations" with a note: "Il est possible que les évaluations de certains cours ne soient pas affichées dans cette section." At the bottom, there are three colored boxes representing upcoming events: a yellow box for "En cours - Le 4 mars De 15 h 30 à 17 h 30" (Présentation au questionnaire), an orange box for "Remise : Aujourd'hui à 23 h 30" (Complexité et diversité du chemin de l'éducation et de), and a blue box for "Le 5 mars De 15 h 30" (Évaluation 2).

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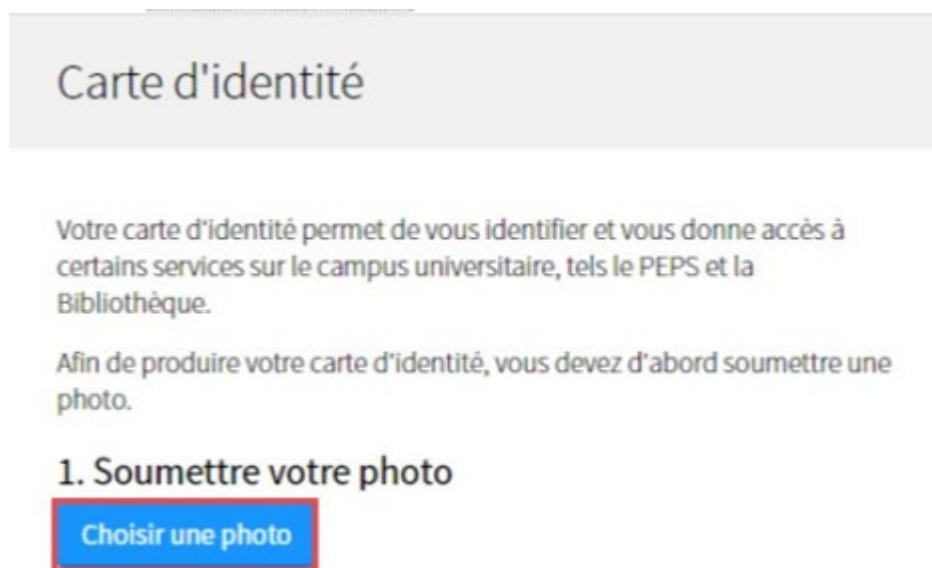
2. Click on the plus sign “+” next to “Documents officiels” (Official documents). This is where you can request official documents from the Registrar’s Office, like your:
  - carte d’identité (ID card)
  - attestation d’inscription (proof of enrolment)
  - relevé de notes (transcript)



3. Click on “Carte d’identité” (ID card).

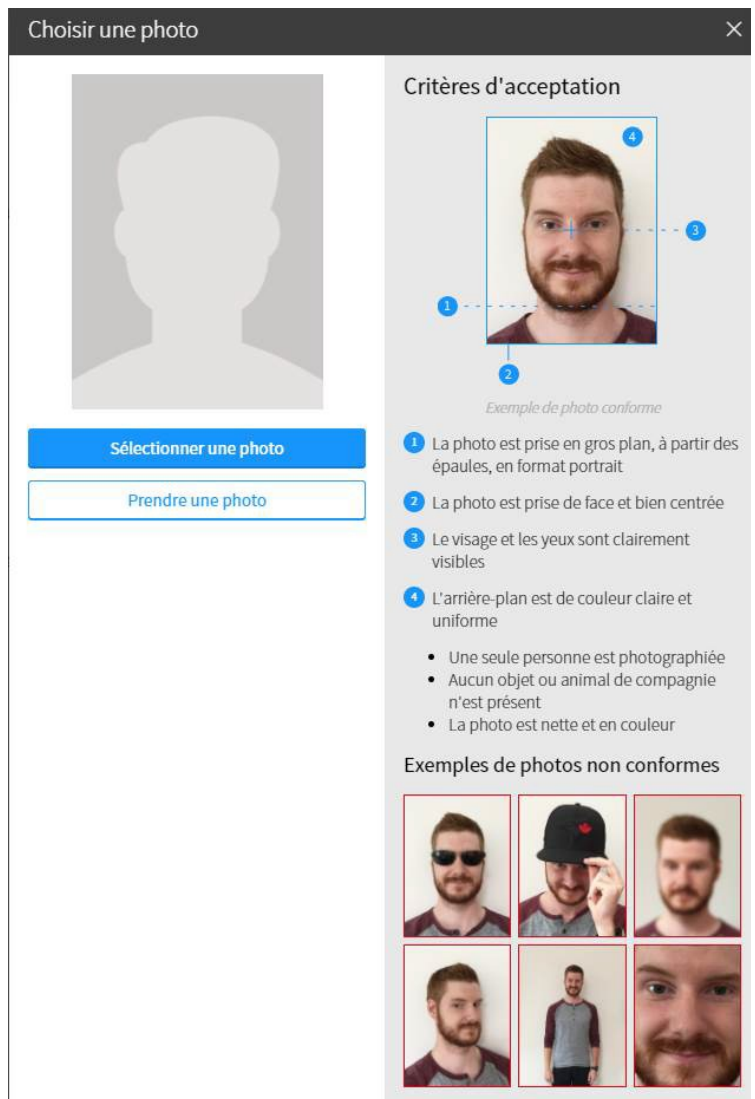


4. The “Carte d’identité” (ID card) page appears. Click on “Choisir une photo” (Choose a photo) button under “1. Soumettre votre photo” (1. Submit your photo).



## Step 4: Choose a photo

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



The screenshot shows a window titled "Choisir une photo" with a close button (X) in the top right. On the left is a grey silhouette placeholder. Below it are two buttons: "Sélectionner une photo" (highlighted in blue) and "Prendre une photo". On the right, under "Critères d'acceptation", is an example photo of a man with a beard and blue eyes, with four blue numbered callouts: 1 (shoulders), 2 (face centered), 3 (face and eyes visible), and 4 (light background). Below this is a list of requirements in French, followed by "Exemples de photos non conformes" which shows six small photos: a man with sunglasses, a man with a black cap, a man with a beard, a man in a grey shirt, a man in a grey shirt, and a close-up of a man's face.

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’s 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 **two attempts** to upload a photo.

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If the system doesn't accept your photo on your first attempt, you will receive an error message (example below):

- stating the reason why the photo wasn't accepted (example: your face isn't 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

⚠ Le Bureau du registraire ne peut accepter la photo que vous lui avez soumise pour la raison suivante :

- Votre visage n'est pas complètement visible.

Vous devez soumettre une nouvelle photo pour obtenir votre carte d'identité. Assurez-vous qu'elle soit conforme aux critères d'acceptation.

Advenant un second refus, vous devrez contacter le [Bureau du registraire](#).

### Step 5: 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 shows the 'Choisir une photo' (Choose a photo) interface. On the left, there is a sidebar with 'Carte d'identité' (ID card) information and a 'Choisir une photo' button. The main area displays a photo of a man with a beard and a blue 'Soumettre une photo' button highlighted with a red box. Below it is a white 'Annuler' (Cancel) button. On the right, there are 'Critères d'acceptation' (Acceptance criteria) and 'Exemples de photos non conformes' (Examples of non-compliant photos).

**Critères d'acceptation**

- 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

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

**Exemples de photos non conformes**

The examples show photos that are not square, not centered, or have a dark background.

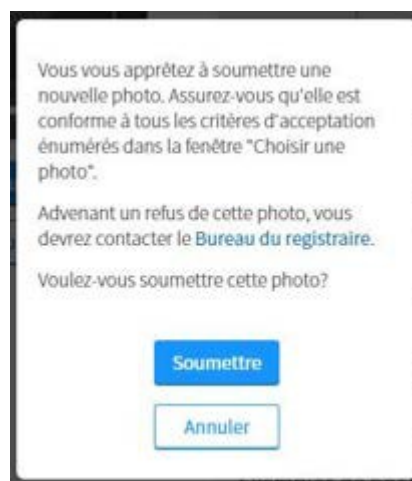
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When you click on “Soumettre une photo” to submit your photo, a confirmation window will appear. It will look like this window on the right.

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

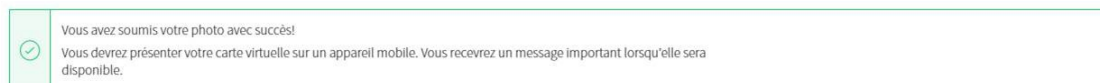
It also says to contact the Registrar’s Office if the system doesn’t accept your photo.

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.

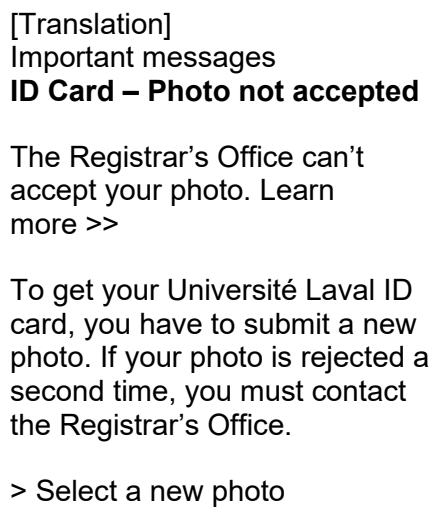
Here’s what the successful photo submission confirmation notification looks like:



### Step 6: Watch for a message

#### If your photo is not accepted

If you get the following message, it is because your photo didn’t meet the requirements. If you get this message, go back up to [Step 3](#) and repeat the process to resubmit a photo. The Registrar’s Office will verify your photo.



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## When your photo is accepted

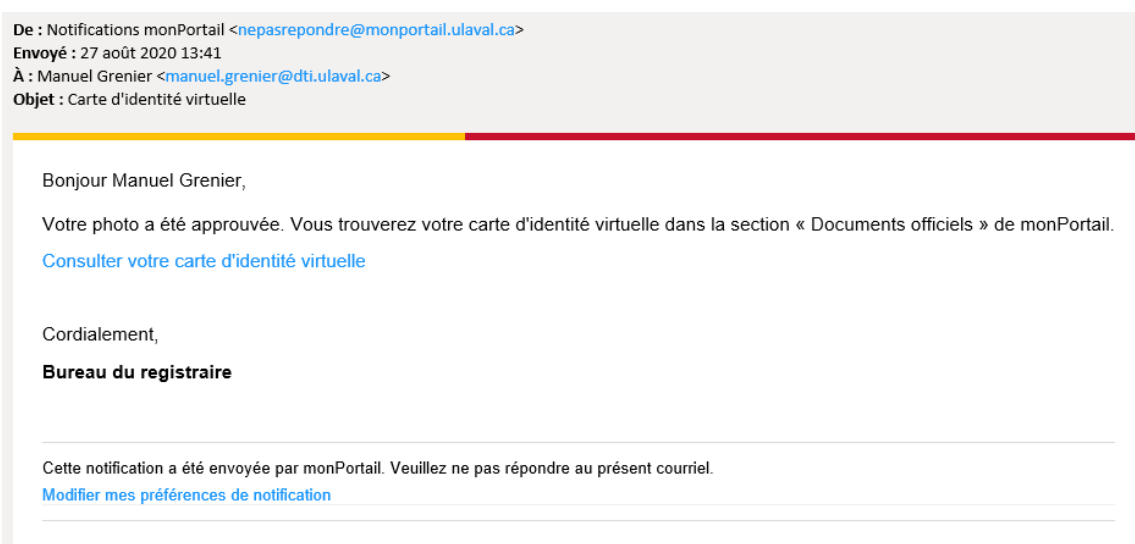
You can start using your virtual card once you receive an email confirming this.

The email will contain three pieces of information:

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’s an example of that email:



## Step 7: Get your virtual card

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



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Your 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 card through monPortail and display it on any mobile device, like a smartphone.

Download the free monPortail app:

- [Apple](#) (iOS 11.4 and higher)
- [Android](#) (8.0 and higher)

### Step 8: Use your virtual card

#### What your card is for

Your Université Laval ID card gives you access to certain on-campus services. You can also use it as ID for certain events.

#### Where you can use your card

- PEPS (sports complex)
- Library
- Certain events (like seminars and conferences)
- Select service desks on campus

#### If you have any problems

If you can't use or access your virtual card, contact the Registrar's Office.