Student Instructions - Online Photo Submission

How to upload your photo to the University of Maine System through Transact online photo submission.

Please review the below process for how to upload your photo and supporting documents, and please review the Step-by-Step guide if your photo was denied.

Note: you may experience slowness or a spinning circle throughout the process. This is normal.

Step-by-step Video

Click Here for V..Instructions.mp4

Step-by-step Guide

1. You will receive an email from us with the below information
   - Subject: "We need your ID card photo" or "Submit Your Campus Card Photo Online!"
   - Sender Name: Transact Online Photo Submission
   - Sender Email: no-reply@transactcampus.com or no-reply@maine.edu

   * Note: If you are an incoming freshman and did not receive this email, please email us at:
     - UM, UMM = aux.support@maine.edu
     - USM, UMPI, UMF, UMFK, UMA = card.services@maine.edu

2. Once you have opened and read the email, click the "Upload your picture" button to start the process.
   a. Note: Once the email is opened, if you do not see any information, click the "..." button to expand the email as shown in the how-to video.

   Upload your picture
3. After clicking upload your picture, you will be brought to the Terms of Service page. Please review the terms, and click the "I accept the terms and conditions" button.

4. Before proceeding, please have your supporting document on hand, once you upload your photo you will have 3 minutes to upload your supporting document or you will have to repeat the process.
   - U.S. Passport
   - U.S. Passport Card
   - Foreign Passport
   - U.S. State or Territory Driver’s License
   - US Federal or State Agency ID Card
   - U.S. Military ID Card
     - Both sides are required
   - U.S. Military Dependent’s ID Card
     - Both sides are required
   a. Note: If you do not have one of the forms of valid government ID mentioned above, you may alternatively present two forms of ID from the following list:
      - U.S. Coast Guard Merchant Marine Card
      - Drivers Permit (without photo)
      - High School Yearbook, with picture
      - High School Photo ID
      - Lease Agreement
      - Certified UMaine Transcript
      - Military Discharge DD214
      - Certified Birth Certificate
      - Certified Marriage License

5. Verify your photo meets the following requirements, and choose upload.
   - Should be cropped slightly above head to middle of chest.
   - Should be taken against a plain, light background.
   - Must be a color photo.
   - Must not include sunglasses, hats, or anything else obstructing a clear view of the face.
   - Must be positioned directly facing the camera.
   - Eyes should be open and looking at the camera.
   - Photo has to be clear. Blurry photos will not be accepted.
   - No larger than 2MB in size.
   - Must be in .jpg or .png format
     - Note for iPhone users: You must disable High Efficiency photo mode before taking your selfie. To disable this feature, follow the instructions at the bottom of the page.

6. Once you are happy with the photo uploaded, click the "Next" button.

7. Now upload your supporting document.

8. Once your supporting document is uploaded, you will be shown both your uploaded photo and supporting document.

9. If you are happy with both, click the "Submit & Sign out" button, and your photo will be sent out for approval.

10. If your photo is rejected, you will receive an email explaining why, and another link to upload your photo and supporting document again.

**iPhone: How to disable High Efficiency mode.**

- Go into settings on your iPhone
- Scroll down to "camera"
- Select "format"
- Under format select "Most Compatible".

*This will now give you a JPG format rather than a High Efficiency (HEIC) format.*

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