OneCard FAQ

Version 12

Published 4/11/2024 by Adam Chisholm   Last updated 7/14/2025 2:30 PM by Adam Chisholm

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General

What do I do if my OneCard is not working?

If you suspect your OneCard is not functioning correctly, come to the OneCard office. In the OneCard office you can tap a device that will check whether there is an issue with the card. This will help us diagnose the issue.

Where can I find the refund policy?

To read the policy, visit our OneCard Usage Policy web page.

I am having trouble printing with the OneCard

If you're having trouble printing using your onecard, try logging in to the printer using your email and password. If this is successful there may be a problem with your card. Bring it to the OneCard office and we will try to identify the issue.

If you try logging in to a printer using your email and password but are not able to log-in, the issue may not be connected to your OneCard at all. Contact the Service Desk at servicedesk@senecapolytechnic.ca

Can I use a plastic OneCard for immigration or to open a bank account?

A physical OneCard is not required immigration purposes. For a list of documents required to apply for a study permit, visit the Government of Canada website.

View the Permits and Visas page for more information or contact an immigration specialist by emailing theservicehub@senecapolytechnic.ca.

Can I have a plastic OneCard anyway?

Seneca's OneCard standard is the Seneca OneCard app, provided to all students and employees at no cost. If you would like a plastic OneCard a fee of $30 will apply.

Meal Plans

Do Meal Plans expire?

The "You Pay" balance on each plan does not expire however the tax-free status will no longer be applicable. Bonus dollars are a bonus incentive and will expire.

Which Meal Plans are Tax Exempt?

The Ultimate, Light Eater, and Semester meal plans are tax exempt.

Getting your Seneca OneCard

How do I install the OneCard app?

Instructions on downloading and navigating through the app can be found in the Virtual OneCard Guide.

Why is my "account not recognized" in the app?

As a new student your OneCard account becomes automatically activated during the registration process. For students who have been fully admitted and registered the app will start to recognize you a few days before class begins.

I am not able to use the OneCard app. May I have a plastic card instead?

Plastic OneCards are being phased out at all Seneca campuses and for all uses. If there is a

reason you need a plastic card reach out to OneCard@senecapolytechnic.ca for assistance. Please ensure that before reaching out you have uploaded you have uploaded your photo at https://myphoto.senecapolytechnic.ca/

When I try to install the app, I get a notification stating "This item is not available in your country"

If you are currently in Canada but get this notification message, change your phone location to Canada. You can find instructions to change your country location on a Google Play or Apple device online.

Photo Submission

Can I submit a OneCard photo through email?

For a quick and secure method to send photos to the OneCard office, please use https://myphoto.senecapolytechnic.ca/. If you need an alternate method to submit a photo, please contact OneCard for options. Email is not a secure method to send information.

Apple Wallet

What is Seneca OneCard in Apple Wallet?

Apple Wallet is extra functionality for Apple users with the Seneca OneCard app. Adding the Seneca OneCard to Apple Wallet allows tapping the device to make payment or open doors while still on the "lock" screen and allows the user to leverage Apple's built-in security.

What do I need to add Seneca OneCard to my Apple Wallet?

- An iPhone SE, iPhone 6s, iPhone 6s Plus or later running the latest version of iOS
- An Apple Watch Series 1 or later running the latest version of watchOS
- An Apple ID signed into iCloud
- The Seneca OneCard app
- A valid Seneca OneCard account

How do I add my OneCard to Apple Wallet?

Once you have activated your OneCard account, the OneCard app will offer you the option to add your OneCard to the Apple Wallet on your device

I am not having success adding my OneCard to Apple Wallet. Who can help me?

Please contact the OneCard Office at 437.312.0010 or email onecard@senecapolytechnic.ca. Their business hours are Monday to Friday from 9 a.m. to 4 p.m

How do I verify my Apple Watch device version?

The Series # for your Apple Watch can be found on the back of the Watch. Note: Series 0 Apple Watch is not eligible for this program.

How do I verify and/or update my Apple Watch software version?

Instructions to verify and/or update your Apple Watch can be found at https://support.apple.com/en-us/HT204641.

On how many devices can I use my OneCard in the Apple Wallet?

You can use your OneCard on up to two devices (one iPhone and one Apple Watch) that are signed into iCloud with the same Apple ID.

Where do I go for questions about my Apple ID and/ or iCloud?

Information can be found at https://support.apple.com/apple-id or https://support.apple.com/icloud.

How do I change or recover my Apple ID password?

Instructions on how to change or recover your Apple ID password can be found at https://support.apple.com/en-us/HT201355.

What happens if I lose my iPhone or Apple Watch? What if I find it afterwards?

1. Use Find My iPhone to suspend or deactivate your OneCard in Apple Wallet. Instructions for Lost/Found Apple devices and Find My iPhone are located at https://support.apple.com/en-us/HT201472

2. Contact onecard@senecapolytechnic.ca from your Seneca email address and ask for your phone or watch to be suspended. Be sure to include your full name in your email

3. If you find your device that was suspended via https://www.icloud.com you can

reactivate it on the same site. If you contacted Onecard to have your phone or watch suspended, contact onecard@senecapolytechnic.ca

What happens if I get a new iPhone or Apple Watch?

1. Remove the OneCard from Apple Wallet on the old device.

2. Install the Seneca OneCard app on the new device

3. On the new device, select "Add to Apple Wallet" within the Seneca OneCard app

If I have a passcode on my phone, will I have to enter it every time I use the app?

If you are using Express Mode, you will not be asked for your passcode. If you are not using Express Mode, you will have to authenticate each time you access the app or use it on a reader. Whether or not to use Express Mode is your choice

Note: Express Mode is turned on by default.

Can I use OneCard in Apple Wallet if my iPhone needs a charge?

If your iPhone needs a charge, your OneCard in Apple Wallet will still work. On iPhone XS, XS Max, XR, and more recent devices, Power Reserve provides up to five hours of access after the device's battery needs to be charged, so you can still get inside.

Can I use OneCard in Apple Wallet without cellular signal?

Yes, OneCard in Apple Wallet can be used even if your iPhone or Apple Watch does not have network connectivity, as the OneCard is stored on your device. If you are having any difficulty using your OneCard to complete a transaction at any of the supported locations and services, please report any issues to the OneCard Office at onecard@senecapolytechnic.ca or call 437.312.0010 so that we can investigate.

Does it cost anything?

There is no cost to using your OneCard in Apple Wallet.

Do I have to have a photo?

Yes, an approved photo is required for eligibility. Please visit myphoto.senecapolytechnic.ca for more information on the basic requirements for your OneCard photo.

Is this just for students?

No, all current Seneca faculty, staff and students are eligible, as long as they meet all device and software requirements.

How do I access my OneCard balance and/or my campus meal plan from Apple Wallet?

To check your OneCard balance, open the OneCard app on your mobile device. Balances are not currently available in Apple Wallet.

Will it work with off-campus merchants?

No, you will not be able to use your OneCard in Apple Wallet with merchants and services that are off campus. For more information on where you can use your OneCard, please visit https://students.senecapolytechnic.ca/spaces/61/onecard/wiki/view/284/where-can-i-use-my-onecard.

What if I have a question that isn't here in the FAQs?

As these FAQs largely address topics related to OneCard in Apple Wallet, you can learn more about general OneCard-related topics at https://students.senecapolytechnic.ca/spaces/61/onecard/wiki/view/13864/onecard-faq.

If you still have questions afterwards, then please contact the OneCard Office at 437.312.0010 or email onecard@senecapolytechnic.ca. Their business hours are Monday to Friday from 9 a.m. to 4 p.m.

You can find Seneca Polytechnic's OneCard Policy at https://www.senecapolytechnic.ca/about/policies/onecard-policy.html.