

**HOW DO I GET MY
UNIVERSITY CARD (TUI)?**

YOUR UCM SMART CARD: A GATEWAY TO UNIVERSITY SERVICES

The University Smart Card (TUI) is your official student **ONLINE ID** card at the Complutense University of Madrid. It grants you access to a variety of services, including:

- **Library Services:** Borrowing books and other materials.
- **University Facilities:** Using the gym, swimming pool, and other campus amenities.

To obtain your TUI, you must meet the following requirements:

1. **Enrolled as an Erasmus Student:** Ensure your enrollment is complete and confirmed.
2. **Activated UCM Email:** Your university email account should be active and accessible.
3. **Two-Factor Authentication Enabled:** You'll need to set up two-factor authentication for added security.

All UCM students, including those from affiliated centres, Erasmus and visitors, can obtain their TUI-UCM.

From January 2023, physical student cards will no longer be issued. The whole process can be done online and will result in the issuance of a virtual TUI. The virtual TUI student card can be obtained **ONLINE** at any time.

IMPORTANT: Students must wait 24 hours after enrolment before the digital card is issued.



CREATE YOUR VIRTUAL TUI-UCM CARD

1

You must have your **UCM account** and **two-factor authentication enabled**. It is important that you are correctly connected to the **UCM VPN**.

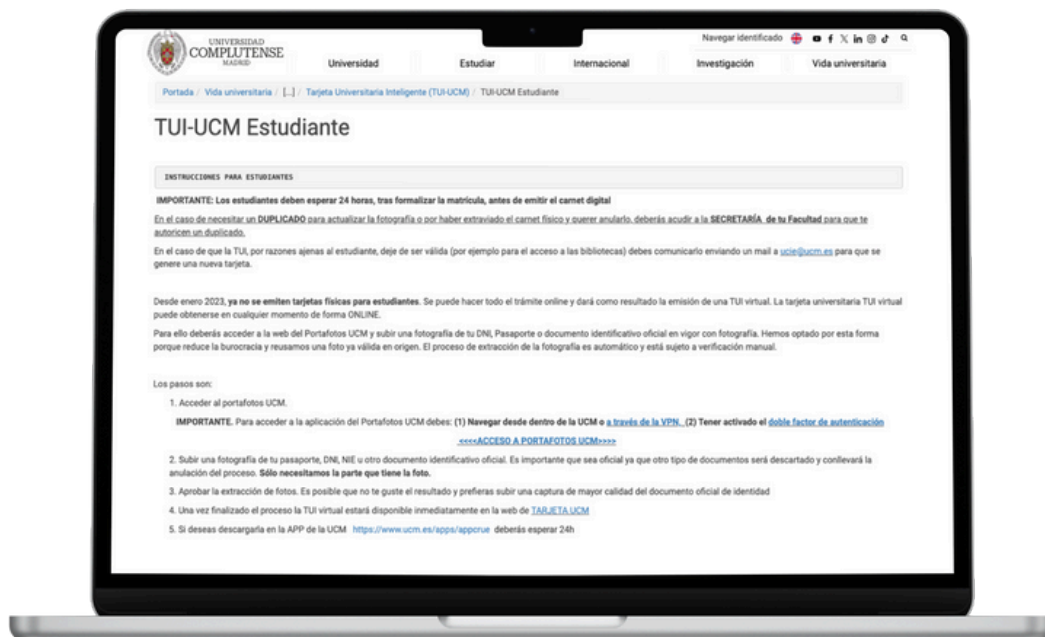
<https://www.youtube.com/watch?v=XIV9BKtfV1w>



2

Go to the TUI-UCM Student Card information web.

<https://www.ucm.es/tui-ucm-estudiante>



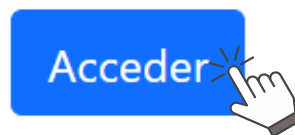
3

Click on the link: **ACCESO A PORTAFOTOS UCM.**



A screen will appear warning you that you must have the second authentication factor or enable **it if you do not have it.** **Click the Login button.**

Si no lo tiene, debe dirigirse a [Gestión de identidad UCM](#) para activarlo.




If you have already enabled Second Factor Authentication and are still receiving a message that you need to enable it, you will need to try again after clearing your browsing history and browser cache, either from an incognito browser window or from a different browser.

4

You will need to **log in with your @ucm.es email**, your password and, very importantly, open the authentication application downloaded to your mobile phone and add the code it shows you, which is the second authentication factor.

Dirección de correo UCM

Contraseña

Si tiene activado el Segundo Factor de Autenticación introduzca la clave numérica generada con su dispositivo 

Confiar en este equipo. 

Iniciar sesión

5

Enter the number that identifies you as an Erasmus student. This is your **MV-XXXXXX**. If you are not sure which personal identification number to use, or if you receive an error message, please contact **erasmus1@ucm.es**.

Introduzca su NIF incluyendo si lleva ceros por delante

Documento

MV-XXXXXX

Guardar



After entering your personal identification number, click SAVE.

6

A text will appear on the screen asking you to accept the legal conditions. Click the I have read and accept the terms and conditions box.

Take a photo of your ID, crop it, and save it to your device. Click Upload Document and select the photo.

When you see the photo appear in the interface, click the Next button.

Por favor, suba la imagen del frontal de su **documento de identidad**.



Subir documento



7

Once you have uploaded your photo, the page will tell you that the process is complete. **Click the Log Out button.**

Proceso terminado

Su foto se ha actualizado correctamente.

Cerrar sesión



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HOW DO I ACCESS MY VIRTUAL CARD?

1

Download the La Complutense app available for Android and IOS.



2

In the APP you need to validate yourself with your **@ucm.es account**. Once logged in, click on the card icon on the right of the screen and you will see your virtual TUI-UCM card.



You must notify ucie@ucm.es if your TUI is no longer valid for reasons beyond your control (e.g. library access).

Congratulations! By following these steps, you'll be well on your way to using your TUI UCM and enjoying all the benefits it offers.

If you have any questions, let us know by email: erasmus1@ucm.es



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