

# How to apply for an 18+ Oyster card



## **Tips for completing the online application:**

- Before applying, ensure that you check your eligibility.
- When uploading your photograph, double-check the requirements to avoid potential application rejection.
- Keep your term time address current on your Student Record.
- Enter your full first name and surname accurately, as any discrepancies with your Student Record may result in application rejection.
- Ensure the accuracy of your student number, which should be the 6-digit VLE number (3xxxxx) or your 7-digit ARU ID number (2xxxxxx).

Step 1: Go to <https://photocard.tfl.gov.uk/tfl/showLogon.do?selection=student>

Step 2: Ensure that 18+ Student Oyster has been selected

Step 3: Click on "Create web account"

[Common questions](#)

[Terms and Conditions](#)

**Email address:**

**Password:**

**Sign in**

[Forgotten your email address or password?](#)

### Apply for an Oyster photocard


#### Create a web account

You'll need to create a web account before you can apply for an Oyster photocard.

To create a web account you will need to provide an active email address, your name, address, date of birth and phone number. We need your date of birth so we can confirm, as the web account holder, you're aged 18 or over.

Once the web account has been created, you'll be able to apply online for an Oyster photocard.

**Please select your photocard:**



#### 18+ Student Oyster photocard

Get 30 per cent off adult-rate Travelcard and Bus & Tram Passes.  
[Find out more](#)

#### Applying online

You must make your application online, and you'll need:

- A colour, digital photo to upload
- Your Enrolment Number from your education establishment
- Your course start and end dates
- A credit or debit card to pay the £20.00 fee
- An active email address

**Create web account** →

### Lost, stolen or damaged Oyster photocard?

Enter your application reference or 12 digit Oyster photocard number

**Enter**

[I don't know these details](#)

Step 4: Enter Anglia Ruskin University – London or click “view list of all available establishments” and then click “Apply Now”

## Get photocard

### 18+ Oyster photocard

To complete your application you'll need:

- Your university/college enrolment number
- Your course dates
- [A colour digital photograph](#)
- A credit/debit card to pay the £20.00 application fee

Enter the name of your university, college, school, or establishment

Anglia Ruskin University - London



[View list of all available establishments](#)

**Apply now** →



[Coming to London on a work placement?](#)

Step 5: Click “Continue” at the bottom of the page

**Get photocard**

### 18+ Oyster photocard

**Volunteering information from Team London**

The Mayor's volunteering programme for London, Team London ([volunteerteam.london.gov.uk](http://volunteerteam.london.gov.uk)) makes it quick and easy for Londoners to give their time, find volunteering opportunities and do great things for their city.

Whether it's cleaning up the environment or volunteering at one of the capital's great events, Team London mobilises the community spirit and enthusiasm of Londoners to make a difference.

Volunteering is good for your job prospects too. In a recent study by Timebank 94% of employers asked think that volunteering adds to skills and 73% would employ someone with volunteering experience over those without.

Building on all the work that is already taking place in the capital, Team London focuses efforts on areas where volunteers can make the biggest impact. These priority areas are:

**Making London a better place to live** - making the capital greener and cleaner, increasing healthy living, strengthening your local community, and getting involved in cultural and sporting events across the capital.

**Increasing opportunities for young people** - giving young people the chance to gain experience and skills.

There are thousands of volunteer opportunities listed on our volunteer opportunity search (<http://volunteerteam.london.gov.uk/search/>) - from helping young people gain new skills, to creating community gardens or befriending an older person, you're sure to find something to suits you.

Each month, we'll send you the Team London newsletter including the latest volunteering opportunities, plus you'll be the first to hear about volunteering roles at high-profile sporting and cultural events such as RideLondon, Euroleague Basketball and Gigs, the Mayor of London's busking competition.

**Continue** →

Step 6: You will then have to create an account. Enter your email address and create a password, then click "Create Account" at the bottom of the page.

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Tickets Oyster Online **Get photocard**

Common questions Terms and Conditions

Email address:

Password:

**Sign in**

Forgotten your email address or password?

1 Create account 2 Your details 3 Course Details 4 Security 5 Upload photo 6 Summary 7 Payment

## Get photocard

### 18+ Student Oyster photocard

#### Create Account

Email address (username)

Repeat email address

Password (8 to 10 characters)

Password Confirmation

**Create account** →

Step 7: Fill in your details on each section of the page:

- Course details
- Security
- Upload photo
- Summary and payment

My account

Update my details:  
Email address  
Address  
Password  
Security question

Common questions  
Terms and Conditions  
18+ student  
Online Sales  
Sign Out

## Get photocard

### 18+ Student Oyster photocard

✔ Your account has been created. Please enter your details below.

\* Required information

Title \*

Title if other

First name \*

Middle initial

Last name/Family name \*

Date of Birth \*

**Address:**

Term time address (UK only). Please note this is the address your card will be sent to.

Postcode \*  **Lookup**

Flat/House number/name \*

Street \*

Town \*

City/County

**Contact Details :**

Home/mobile telephone number \*

Alternative telephone number

**Continue** →

Once all the information has been entered, your application will be sent to us for approval. We aim to approve applications within 3-5 working days.

For any other oyster card queries please contact – [contactus@tfl.gov.uk](mailto:contactus@tfl.gov.uk)

## FAQ'S

I have been told that my application is on hold, why is that?

Your application can be on hold for various reasons:

- Outstanding balance
- Registration not complete
- Not attended yet your classes
- Application being assessed due to insufficient data

Please contact the iCentre for further guidance, by calling 0207 400 6789 opt 1. Alternatively, you can, email [icentre@london.aru.ac.uk](mailto:icentre@london.aru.ac.uk)

It has passed the 5 working days timeframe and my application is yet to be approved.

During peak times (e.g. beginning of the new Trimester) it might take 5-10 working days for us to approve your application.

My application was rejected, but I am eligible – can I reapply without having to pay the application fee again?

Please note that your application is automatically rejected if you have not supplied the correct information. You will be granted 2 more attempts to re-apply without incurring additional fees. In this instance, TFL will send you an email containing a link that requires you to update the information on your account. After the second attempt, you will be charged £20 for the administrative fee if you do not amend this appropriately.

My application was approved, when will I receive my Oystercard?

Once the university verifies your application, it will take 5 working days for TFL to issue your Oystercard to your chosen address.

I will not be completing my course by the initial completion date; can you extend my oyster card to reflect the new date?

If the original date you submitted has changed and you are still eligible, you will need to reapply for the remaining course time.

My card is no longer active, please advise.

It is possible that your card has been deactivated if you are intermitting, however, if you experience a faulty Oystercard you will need to inform TFL by calling 0343 222 1234 opt 1.

If you would like more information, please contact – [iCentre@london.aru.ac.uk](mailto:ICentre@london.aru.ac.uk)