Frequently Asked Questions

I've just completed my university enrolment. Where can I get my student ID card?
Online Order

- Log in to Student and Staff ID Card Portal .
- Use the login credentials from the SIS Applicant system or the credentials obtained remotely after identity verification (Identita občana, Swipe ID or email).
- Login is handled through the Central Authentication Service (CAS).
- You can order your ID card online and collect it at the Card Issuing Centre once you receive an email notification.
- You must present your national ID card or passport when collecting your card.

More information: Student and Staff ID Card Portal

Booking an Appointment for a Specific Time

- You can book a specific time slot at the Card Issuing Centre using the online appointment system.

Walk-ins (No Appointment needed)

- Visit the CU Point Card Issuing Centre in person.
- Your ID card will be issued on the spot upon presentation of a valid identity document.

You will also receive a password for the Central Authentication Service (CAS), which you can use to log in to the Student Information System (SIS) and other university systems.
I Want to Renew My ISIC / ITIC / ALIVE Licence.
Online

- You can renew your licence via the ID Card Portal .
- Payment is made through the online payment gateway.
- Thanks to digital revalidation, you can prove your licence validity using the ALIVE mobile app.

In Person

- Visit the Card Issuing Centre.
- Your licence will be renewed on the spot. Licence renewals are now processed digitally only. You can view and verify your current licence validity in the ALIVE mobile app.
- Payment can be made by card or in cash.

I want to renew my licence and have a new ID card issued with the updated validity printed on it..
This option is voluntary. You can always verify your licence validity using the ALIVE app. However, if you would still like to have a new ID card issued:

- Visit the Card Issuing Centre,
- A duplicate ID card will be issued to you,
- The fee for issuing a duplicate ID card is CZK 200.

I renewed my licence through the ID Card Portal, but the validity period hasn't been updated.
If your payment through the payment gateway was successful, it may take approximately one hour for the validity period to be updated. There is no need to repeat the payment.

If the updated validity period still does not appear after that time, contact Charles University's Service Desk or email prukazy@cuni.cz.

I renewed my licence through the ID Card Portal, but the updated validity period hasn't appeared in the ALIVE app.
If the licence validity has been updated in the ID Card Portal but not in the ALIVE app, please wait and check again later. The update may take several hours.

In some cases, it may help to remove the licensed ID card from the ALIVE app and then add it again.

I’ve lost my ID card, it has been damaged or stolen.
In this case, you must visit the Card Issuing Centre in person, where a duplicate ID card will be issued to you. It is currently not possible to order a duplicate ID card online.

If a student loses their ID card, a fee of CZK 200 applies for issuing a duplicate. If the lost card includes a licence, both the replacement card and the licence must be paid for (CZK 200 + CZK 380). Replacing a card free of charge is possible if its technical features stop working through no fault of the cardholder. No replacement card fee is charged if a student presents a police report confirming that the card was stolen. However, the ISIC/ALIVE licence fee still applies in this case.
I’ve changed my first name or surname.
First, you must report the change to your faculty’s Student Affairs Office.

Once the change has been entered into the system, visit the Card Issuing Centre, where a new ID card (duplicate) will be issued to you. Replacing your ID card due to a change in personal details is free of charge.
Do I need an ISIC / ALIVE licence to access university halls of residence or pay at university canteens?
No. Every Charles University student is required to have a CU student ID card, but an ISIC or ALIVE licence is not mandatory. Access to university halls of residence, canteens and other university services is linked to holding a CU student ID card, not to having an ISIC or ALIVE licence.
Can I use my CU student ID card to prove my eligibility for a discount on Prague Integrated Transport (PID)?
Unfortunately, as of 1 January 2026, PID no longer accepts CU student ID cards without an ISIC licence. You can prove your eligibility for a student discount on Prague public transport (when purchasing a travel pass or during a ticket inspection) using one of the following:

- An ID card with a valid ISIC licence,
- A paper confirmation of enrolment (or a digitally verified copy),
- A student ID card issued by the transport operator (the orange card).

For more information, visit PID web .
I have been issued a student ID card without an ISIC licence, but I would like to obtain one afterwards. Can I do this online?
If you already have a different type of student ID card, it is currently not possible to order a card with an ISIC licence online. You must visit the Card Issuing Centre in person, where a new ID card with an ISIC licence will be issued to you.
I hold a ZTP disability card or have been awarded a social scholarship.
If a student has been awarded a social scholarship at least once during the previous or current academic year, or holds a TP, ZTP or ZTP/P disability card, they are eligible to receive or renew an ISIC or ALIVE licence free of charge.
The licence must be issued or renewed in person at the Card Issuing Centre.