

UWF Campus Services FAQ

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Text Argo Info

This number may be texted to get quick answers to questions. Students, parents and the campus community may use this service. **Text: 850.266.7750**

**If you don't know the answer, this is a good resource. This number is staffed by Business & Auxiliary Services personnel who answer questions about everything UWF.

A promotional graphic for Text Argo Info. It features a blue background with a white speech bubble containing the word 'TEXT'. Below this, the text 'ARGO INFO' and the phone number '850.266.7750' are displayed in large white font. A white smartphone icon is shown on the left. To the right of the phone icon, the text 'For students, parents and campus community' and 'All Access to UWF' is written in white. Below this, the text '24 | 7 | 365' is written in orange. At the bottom, a list of questions is provided in white text, arranged in two columns.

Ask Questions. Get Answers.

TEXT

ARGO INFO
850.266.7750

For students, parents and campus community
All Access to UWF
24 | 7 | 365

How do I pay... Who should I call...
Who do I see for... Does UWF offer...
I need help... How do I get...
Where is building... What if I want to...

Text Argo Info is an initiative of the Division of Finance and Administration.

UWF Bookstore

Q: Is it possible to buy my books before financial aid is dispersed?

A: Yes, if you will have sufficient funds after tuition and fees are paid. You may shop online or in store with the Bookstore's Financial Aid Deferment program.

Bookstore Financial Aid Deferment Program Overview

Student Financial Services strives to have all eligible financial aid refunded by the end of the second week of classes. All debts owed to the University are paid first and any financial aid over and above these expenses is sent as a refund to the student. The processing of financial aid awards continues throughout fee payment and the drop/add period. Late awards of financial aid are processed in the same manner throughout each academic term.

Purchase Course Materials Before Financial Aid is Disbursed

Students who qualify for the Bookstore Deferment Program have the option of using excess financial aid to purchase course materials online or in store at the UWF Bookstore prior to their aid being disbursed.

If you are receiving financial aid, the Bookstore Deferment Program will allow you to purchase your course materials before aid is disbursed. The maximum deferment amount is \$800. Deferment is not an additional award but an estimated amount based on your financial aid award less unpaid charges on your account (tuition, housing, and meal plan charges). You will receive notification, sent to your UWF email address, from the UWF Financial Services, Student Accounts, if you have excess financial aid funds that may be used.

How To Check the Amount of Your Financial Aid Deferment Award

To check the amount of the deferment funds you have available, log in to MyUWF and search for "Account Balance (Fees)". You must be enrolled for the minimum number of hours required for your financial aid award. (If your financial aid status changes, you are responsible for purchases made under this program.)

Q: After I register, what is the fastest way to find which course materials I'll need for my classes?

A: You may Shop by Author in-store or online! Create and print your customized book list by entering your student ID number at the kiosk located in the text section of the store or by using your smartphone or computer and entering www.txbk.info/uwf.



Q: Can I find which textbooks I need to buy from the class registration menu?

A: Yes. See the step-by-step instructions see Looking Up Textbooks through Registration Menu (<https://confluence.uwf.edu/display/public/Looking+up+Textbooks+through+Registration+Menu>) in the Confluence knowledge base (confluence.uwf.edu).

Q: What are some of the features and benefits of using the official UWF Bookstore (uwfshop.com)?

A: As the official bookstore, we offer a “Right Book Guarantee.” Course materials are subject to change, and we work directly with faculty to ensure students receive the correct material as soon as possible hassle-free. In addition, the UWF Bookstore gives back to the campus community through bookstore scholarships and donations.

Q: What does the UWF Bookstore offer?

A: One stop shopping, everything from food to clothes, residence hall supplies, personal items, and of course, the textbooks you need now as well as study guides, pens, pencils, binders, and notebooks, and of course, Argo Gear. We have it all in store and online!

Q: How much should I expect to spend on textbooks?

A: Expect to pay about \$375-450 for course books each semester. The average textbook price is \$75-80.

Q: Will the Bookstore offer curbside pickup in the Fall? Yes, the Bookstore will be continuing curbside in the Fall, Monday through Friday from 11 a.m. to 2 p.m.

Q: Does the Bookstore sell electronic equipment?

A: Yes. Computers & tablets; computer accessories; drives & storage; printers & ink; clickers, and more. Computers compatible with UWF technology are available.

Q: Does the Bookstore sell face coverings?

A: The UWF Bookstore and Argo Fan Shop offer a variety of emblematic and non-emblematic face coverings ranging in price from \$7.49 to \$20. Please visit us in store or shop online at www.UWFShop.com.



Q: When are textbooks available?

A: Textbooks are generally available 3 to 4 weeks prior to the first day of class. Shop early for the best selection. You can use curbside pickup to receive your textbooks if you would like.

UWF Dining Services

Q: How will meal plans work during early move-in before meal plans become active?

Students will be able to use their Dining Dollars or pay the door rate at the Nautilus Market prior to Friday, August 20, 2020, when meal plans begin.

Q: Who is required to have a mandatory meal plan?

A: All First-Time-In-College (FTIC) students living in university housing are required to participate in the mandatory meal plan their first two semesters on campus (summer residence not included). FTIC students select the Argo 10, Argo 15, Argo Unlimited, or the Argo Unlimited Plus.

Q: What meal plans are available for mandatory meal plan students?

A: Argo 10, Argo 15, Argo Unlimited, or the Argo Unlimited Plus.

Q: Are there meal plans available for voluntary purchase?

A: Yes. Argo 10, Argo 15, Argo Unlimited, or the Argo Unlimited Plus plan as well as Block 50, 100 and Argo Dining Dollar \$200 and \$300 plans. The Argo Dining Dollar Plans offer 10% bonuses on the Dining Dollars purchases as well as meal swipes for the Nautilus Market.

Q: Can I change my meal plan after the semester starts?

A: Students are allowed to select a different meal or block plan through the first two weeks after the start of classes, or after they purchase the plan, whichever is later. FTIC students can only select from the mandatory plans listed. Call or visit the Nautilus Card office (850.474.3324) to change your plan.

Q: Where are meal and block plan swipes used?

A: Nautilus Market, UWF's all-you-care-to-eat facility

Q: What are Dining Dollars?

A: Dining Dollars are flexible dollars that may be used at any dining venue on campus and Starbucks Argonaut Village, dollar for dollar. Dining Dollars may not be used at Vending Machines.

Q: Do meal/block swipes and Dining Dollars expire?

A: Meal/block swipes expire at the end of each week/semester. Dining Dollars roll over from fall to spring to summer semester and expire at the end of the summer term.

Q: What is the door rate at the Nautilus Market?

A: \$8.65 for breakfast, \$10.25 for lunch, and \$10.43 for dinner.

Q: Who may I speak to about dietary concerns?

A: We pride ourselves on working with you to make sure you can find the food that fits YOUR life. For more information or special dietary needs, please contact our Dining General Manager, Jack Miller (850.474.2839; dining@uwf.edu), to discuss dining options available to accommodate your needs.

Nautilus Card

Q: When do I get my Nautilus Card?

A: We will print your UWF Nautilus Card and have it ready for you when you come to campus. You will need to wait to pick up your card at the designated date, time and location. You must present a physical government issued photo ID to claim your card.

Q: Is my card ready to use when I get it?

A: The declining balance general account function may be used if you add funds to the card. Access and meal plans will not be turned on until Housing Check-in. It is your official UWF ID.

Q: What is the Nautilus Card Annual ID Fee?

A: The fee covers the cost of ongoing services provided by the Nautilus Card program. It does not include a new card each semester.

Q: I already have a Nautilus Card, why am I being charged for another one?

A: An annual Nautilus Card program fee of \$10 is assessed to each student registered for on campus classes the first semester they register. The fee will recur annually thereafter each fall semester. The fee covers the cost of ongoing services provided by the Nautilus Card program. It does not include a new card.

Q: Is it okay for my friend to use my card?

A: No. You and only you may use your Nautilus Card.

Q: How do I know how much money or meal swipes I have on my card?

A: Your account information is available online via MyUWF (my.uwf.edu) "Nautilus Card Balance & Swipe History" app.

Q: How do I add money to my Nautilus Card?

A: There are 3 ways to make deposits to your declining balance account.

- 1. Deposits may be made online via MyUWF.** Search for the "Meal Plan Purchase & Nautilus Card Deposits" app. Log in and select "ADD CASH" from the menu. MasterCard, Visa, or Discover cards are accepted. Deposits made online via debit/credit card are subject to a 2.5% convenience fee. E-checks are also accepted and subject to a \$1.49 transaction fee.
- 2. Deposits may be made in person using cash at the ADM on campus.** The ADM is located in John C. Pace Library (Building 32). The ADM accepts ones, fives, tens, and twenties.
- 3. Deposits may be made in person using cash or check at Commons Service Desk in Building 22.**

Q: If I put money on my card, can I get it back?

A: When you graduate, transfer or separate from UWF, you may request a refund of your Nautilus Card declining balance.

Q: What happens if I lose my Nautilus Card?

A: If your card is lost or stolen, please contact the Nautilus Card office immediately at 850.474.3324. Office hours are Monday through Friday, 8:00 a.m. – 5:00 p.m. Card invalidation will be immediate. **There is a replacement charge of \$15** if your original card is lost, stolen or damaged. **Previous cards cannot be re-activated.**

Interesting Fact:

UWF uses smart cards containing an embedded computer chip and antenna that stores and transacts data. **Bending or punching your card may cause the card not to work.**

Parking & Transportation

Q: Where can I park without a permit?

A: You cannot park anywhere on campus without a permit.

Q: Do I need a permit after < insert date/time >?

A: Yes. Permits are required to park on campus at all times.

Q: How and when can I purchase a Parking Permit?

A: Make all payments through the Parking Portal via MyUWF. Permits will go on sale on or after August 7, 2021.

Interesting Facts:

- There are almost 6,000 parking spaces on the UWF campus.
- You can print a 14-Day Temp Permit every semester.
- You may have up to 3 vehicles registered to one hangtag.

Q: How long does it take to get my permit?

A: Permits are available for pickup as soon as they are purchased. Otherwise, the timeline is based on how quickly the mail runs. If you pick up your permit, there are less complications and chance of a permit getting lost in the mail. A valid photo ID is required to pick up the permit.

Q: My car broke down and my permit was in my car. I'm borrowing a car. What do I do?

A: Temporary permits are available via the Parking Portal as well as in Building 20W.

Q: Why won't the visitor center give me a permit?

A: Students are not visitors and must obtain a temporary permit from Building 20W or print a 14-day permit from the Parking Portal via MyUWF.

Q: I'm injured and can't walk from my usual parking spot. What can I do?

A: Parking Services can provide a temporary medical permit for up to 2 weeks. That permit allows parking in any standard parking space. Further accommodations will have to be made through Dawn Rocky in the Dean of Students office (Building 18). We cannot authorize handicap parking at any time, however.

Q: Can I share a pass/carpool?

A: You may not share a pass. If you would like to carpool, the owner of the permit will be responsible for any citations incurred by the vehicle registered, regardless of who is driving. Any vehicle used with a permit should be registered to that permit.

Q: I don't need my permit anymore. Can I get a refund? Can I sell my permit?

A: No, permits may not be refunded or sold and are non-transferable.

Q: I was parked in a visitor space. Why did I get a citation?

A: All vehicles require permits, even visitors. Students may not use visitor parking.

Q: How do I know where I can park?

A: UWF parking lots are designated via signage. You park according to your permit type. Commuters, for example, must park in commuter parking. There are several lots/areas that are designated as "open" to all permits. Any valid permit may park in an "open" lot/area, excluding remote permits.

Q: I received a citation. What do I do?

A: Citations are paid and appealed through the Parking Portal via MyUWF. Appeals are handled on a case-by-case basis.

Q: Can you tell me my balance/citation details over the telephone?

A: No, that information is protected by FERPA. Parking Services personnel may review your account with you in person. A valid photo ID is required.

Q: My license plate changed, I need to renew, I need... etc.

A: Business with Parking Services may be handled via the Parking Portal. If you encounter a situation you cannot resolve via the Parking Portal, please visit Parking Services in Building 20W or call 850.473.7711. Parking Services cannot accept any form of payment or verbal appeals for citations.

ECAT Bus

Q: How do I get ECAT bus tickets for free on campus?

A: You may receive a free ten (10) ride bus pass each week as long as you are registered for classes in the current semester. You will need your Nautilus Card to receive the bus tickets. Bus tickets are not distributed on weekends, holidays, and semester breaks.

Q: Do ECAT bus tickets expire?

A: No, they do not expire.

Can I take the ECAT bus downtown or to the beach?

A: Yes, you will be able to transfer to another bus at the PSC Transfer Center (across Airport Blvd. from Cordova Mall). Tell the driver that you want to transfer when you get on the bus.

UWF Trolley

Q: How many trolleys operate on the UWF Pensacola campus?

A: Four trolleys service the UWF campus during the Fall and Spring semesters. Monday through Friday, three circulate on campus and the Express Trolley circulates to the Wal Mart Neighborhood Market, Target Shopping Center, Remote Lot and Argonaut Village. On Saturdays, one trolley serves the campus. Trolley service is not provided on Sundays, during the breaks between semesters, or on holidays.

Q: How many trolley stops are on campus?

A: There are many trolley stops on campus.

Q: Will the UWF trolleys stop between stops?

A: You may hail the trolley between stops on campus. The trolley will stop.

Q: Is wifi available on the UWF trolleys?

A: Yes.

Vending Services

Q: What forms of payment do the vending machines take?

A: Cash, Debit/Credit Cards, and Nautilus Cards

Q: What should I do if the vending machine malfunctions and I need a vending refund?

A: Call the Auxiliary Services Office at 850.474.3012 to report the issue and choose one of the following options to receive a refund:

- 1. Cash Refund:** Go to Auxiliary Services, Building 20W, Room 159D or the Commons Service Desk for the refund.
- 2. Snack Credit/Debit Card Refunds:** Go to Building 20W, Room 159D or the Commons Service Desk and you will receive a cash refund.
- 3. Beverage Credit/Debit Card Refunds:** Call Coca-Cola at 1.888.227.2653 and they will credit your account.
- 4. Nautilus Card Refunds:** Call the Nautilus Card Office at 850.474.3324 or visit their office in Building 20W, Room 162 and they will credit your Nautilus Card account.

Q: Do campus Vending Services provide masks? The Pharmabox vending machine located in the Argo Galley offers several masks, shields, etc. Snack vending machines around campus offer cloth face masks as well.

Interesting Fact:

Coke products are the official beverages for UWF vending and pouring rights. Departments or student groups on campus wishing to purchase or have products donated should use Coca-Cola beverage products.

Postal Services

Q: I mailed a package to the Amazon Locker on campus. How do I retrieve it?

A: Once a package is ready for pickup, customers receive an e-mail with a unique 6 digit code that they'll use to remove the package from the designated slot. Find the Amazon Hub Locker at UWF outside the UWF Commons (Building 22) to the right of the Nautilus Market.

Q: How do I get a mailbox on campus?

A: Residence Hall students can request a mailbox (at no charge in person at the UWF Post Office (Commons/Building 22), by calling the UWF Post Office at 850.474.2436, or online in MyUWF or on the Postal Services website.

Q: How do I find my mailbox number and combination?

A: After mailbox assignment, sign in to MyUWF and click on Postal Information.

Q: I live on campus. What is my address?

A: Name, UWF, XXXXX Campus Drive, Pensacola, FL 32514 (XXXXX represents your assigned mailbox number)

Q: How do I get my US mail, UPS and FedEx packages, and when does mail get here?

A: You pick up your mail from your mailbox and packages at the UWF Post office. You will receive an email notice for packages too large to fit in your mailbox. Mail arrives at various times during the day depending on the carrier. US Mail at 8:00 a.m. and again at noon, Overnight Express at noon; FedEx Air at 9:00 a.m., Ground at 11:00 a.m.; UPS Air at 9:00 a.m. and Ground at 3:30 p.m.

Q: What are the Post Office Hours?

A: M-F 7:45 a.m. to 4:00 p.m.; package pickup also on Saturday 7:45 a.m. to 11:30 a.m., when Commons is open – just press the buzzer on the lobby wall for service.

Q: Do I have to show an ID to pick up my packages?

A: Yes, a photo ID for security/verification of recipient is required.

Q: Can I have someone else pick my mail and packages?

A: Normally, no. However, yes, if you provide written request in advance with ID info of other person picking up mail.

Q: Why do I need to spin the mailbox dial after opening?

A: To lock your mailbox for security.

Q: Can mail and packages be delivered to the residence halls?

A: No deliveries can be made to residence halls. All student mail is delivered to the UWF Post Office in the Commons (Building 22).

Q: What services are provided by the UWF Post Office?

A: All US Post Office services including stamp sales, sending packages, money orders, mail delivery, and Passport Services!

Q: Can I use my credit/debit card at the UWF Post Office?

A: No, we are not permitted to accept credit/debit cards.

Q: How do I know if I have a package or mail to pickup?

A: Students will be notified by an email to their UWF student email address when they have a package to pick up.

Q: Does the Post Office process passport applications?

A: Yes, we process passport applications. The UWF Passport Acceptance Facility is a public sector office that is designated to accept and execute passport applications. We verify the information of applicants, including all first-time applicants and all minors.

Student Printing

Q: How do I logon to a wepa kiosk?

A: Your UWF WEPA account is linked to your Nautilus Card account, allowing you to swipe your card to identify yourself at kiosks and to pay with Nautilus Card declining balance funds.

Q: How do I send my files to a Kiosk?

A: You can send your files to the WEPA print cloud from labs and libraries on campus, then print your files at any WEPA print kiosk.

- To print a file from a computer on campus, open the file and select "File" then "Print"
- Select "WEPA-B/W" to print the document in black and white or select "WEPA-Color" to print the document in high definition color.
- Provide final approval for the file to be sent to the WEPA print cloud by clicking the "Proceed" button.
- A window will appear prompting you to login to your WEPA account which will place the uploaded file in your account.
- After clicking the "OK" button, a window will appear that notifies you that the file has been uploaded and is available to be printed at any WEPA kiosk. The file is available in the cloud for 24 hours.

NOTE: A release code will be generated which allows you to display your print job at the kiosk. However, a faster way to display your print job(s) is to swipe your Nautilus Card at the kiosk or login with your UWF email address and Argonet password.

Q: What is the easiest way to retrieve my documents at a wepa kiosk?

A: Wepa Express, wepa's mobile app, allows you to print easily without touching the print station screen – that's a plus in today's world. With the App, you can print files from your phone or from cloud storage sources like Google Drive and OneDrive. Select your files to release and your payment method, then tap your phone or swipe your card to release your documents. It's the fastest and safest way to print!

Q: Do wepa kiosks print in black and white and color?

A: Yes, all but one kiosk (on the first floor of the library prints in b/w and color. The one kiosk is a high volume b/w kiosk with large capacity for paper.

Q: How long are files available in the cloud for printing?

A: Files remain available for 24 hours and are accessible at any kiosk on campus.

Q: How much does it cost to print?

A: Prices per 8.5 x 11 print

- Single-side black and white, \$.12
- Single-side color, \$.52
- Two-sided black and white, \$.19
- Two-sided color, \$.83

Q: How do I pay for my prints?

A: There are 3 ways to pay for your prints. To learn more about these options, visit us online via MyUWF > WEPA Printing Kiosks > Student Printing > Paying for Prints.

1. Use Your Nautilus Card.
2. Place funds into your WEPA account (wepanow.com).
3. Use a credit/debit card at a kiosk (surcharge applies).

Q: What do I do if my prints are defective?

A: To request a refund, please email help@wepanow.com and provide the ArgoNet username associated with your wepa account along with the title of the document for which you are requesting a refund.