



ONEcard FAQs for Metro Staff – Part II

These cards are fine-exempt, but how long can students keep items for? Will there eventually be a stop on the account?

While these accounts are fine-exempt, items will still become overdue. Eventually, after 60 days, the item(s) will become “lost” in CarlX, and ONEcard account holders *are* still responsible for lost/damaged costs.

What happens if a student leaves the school district or is no longer enrolled? Will we be notified? Can the former student use ONEcard?

School records are shared directly with us—they are what populates the data of ONEcard holders in our system, and they are updated regularly. Once a student is no longer enrolled, they will no longer be included in the data the school system shares with us. That means their ONEcard account will also drop from CarlX the next time we do a “data merge” with OKCPS.

Can a parent cancel their child’s ONEcard access?

If a parent no longer wishes for their child to have ONEcard access, direct them to their child’s school (just as we would for a change of address on these accounts). ONEcard access originates through the school; removing a ONEcard account should also be done through the school.

If a parent or guardian wants to update the address or phone number on their student’s ONEcard account, how do we proceed? What if there is a returned-mail flag on the account?

Please direct them to update their records with the school. Because our data is updated regularly based on OKCPS records, if the information is wrong on our end, it’s likely wrong on the school’s end too. Once the school record is updated, we’ll receive corrected information directly through CarlX.

How do we assist a parent or guardian wants to enable text or e-mail notifications to their student’s ONEcard account?

They are welcome to enable text or e-mail notifications, either in-person at the library or online. However, an updated phone number (or added e-mail) will likely be erased the next time we receive a “data merge” from the school system into CarlX. If text or e-mail notifications are particularly important to the member you are assisting, encourage them to sign up for a primary account in order to take full advantage of our services.

Will a block on a ONEcard account affect a student’s ability to access their grades, schedules, or school enrollment?

Absolutely not. A blocked ONEcard will not prevent students from accessing their grades, schedules, enrollment, or other school activities.