Georgetown Incoming Exchange Students

Frequently Asked Questions

What is my "GOCard"?

GOCard is your Georgetown ID card—the official identification card of Georgetown University. Your GOCard can provide you access to the Residence Halls, the Dining Hall, Academic Buildings, Yates Field House (Fitness Center), Computer Labs, Laundry Machines, and the Library.   Your GOCard is very important.   It is your key, your checkbook, and your identity. DON'T LOSE IT! (But if you do lose it, simply go to the GOCard office, located in Darnall Hall, G-3).

How do I get a "GOCard"/Official Georgetown ID Card?

The first step is to e-mail Georgtown's GOCard office an electronic photo of you at GOCardphoto@georgetown.edu. Please include in the e-mail your Name, NetID and Georgetown ID number.

The GOCard office does have strict photo requirements, which you can find here: http://gocard.georgetown.edu/page/1242701625722. Once you arrive on campus, go to the GoCard office, located in Darnall Hall, room G-3, to pick up your "GoCard"

How do I reset my password?

In order to reset your password for your Georgetown account, please follow this link: https://netid-mgmt.georgetown.edu/passwd/ and follow the instructions to change your password. The first password that will be assigned to you after resetting your password is simply "gu" immediately followed by the last 6 digits of your GU ID number (which is listed on your GOCard). So if your GU ID is 830976575, your password will be gu976575. If you need assistance with this process or are unable to reset your password, e-mail Georgetown's Office of University Information Services (UIS) at help@gerogetown.edu

How do I log in to my Georgetown email account?

Upon receiving your acceptance materials, you will find your net ID and GU ID attached to your acceptance letter. Your Net ID is what you use to log in to your Georgetown email, and your GU ID is just your Georgetown student identification number (also found on your GOCard). In order to log in to your Georgetown email, go to http://apps.georgetown.edu/. Simply enter your net ID for username. For your initial password, just enter "GU" immediately followed by the last 6 digits of your GU ID. In order to change your password, please go to https://netid-mgmt.georgetown.edu/passwd/ and follow the instructions.

Why does my Georgetown billing statement say that I owe tuition and other fees even though my university's exchange agreement with Georgetown states that Georgetown is supposed to cover those expenses for me?

The University's Office of Student Accounts bills every student for tuition, fees, insurance and Yates sports fee.   The Office of Global Education (OGE) will make the payments for your benefits in early August (Fall and Full year) or late December (Spring). If you are not sure what your benefits are, please refer to your official acceptance letter.   If you wish to make a payment for your room and meal plan prior to OGE paying for your benefits, you can just make a payment for that amount.

How do I make payments?

Wire payments should be wired to the Georgetown University Student Accounts Lockbox. It should include your name and GU ID. You should email the confirmation to student accounts at studentaccounts@georgetown.edu. Look below for more information regarding wiring

Georgetown University Wire Payment Information**:**

PNC Bank, N.A.
800 17th Street NW
Washington DC 20006

Georgetown University
Student Accounts Lockbox
ABA Number – 031000053
Account Number – 5300796613
Swift Code – PNCCUS33
Reference: Student Name and ID Number

Wires must be made in United States Dollars (USD)

Please send wire confirmation to the Student Accounts office via one of the following methods:

Fax: (202) 687-1133
Email: studentaccounts@georgetown.edu

Personal Check and Cash payments can be made directly to Georgetown's Office of Billing and Payment Services, which is located in White Gravenor Hall. You can also pay by echeck via MyAccess. At this time, the Office of Student Accounts does not accept credit card payments.

What kind of meal plans are available for me to choose from?

Georgetown offers its students both "weekly" and "block" meal plans. The weekly meal plans offer students a limited number of meals to be taken at the dining hall every week. The options for this are 24, 14, or 10 meals per week. Block plans offer students a certain number of total meals that can be

used at any point throughout the semester. Block options include 180, 135, 75, or 45. You will need your GOCard to access the dining hall. For more information, go to: http://www.campusdish.com/en-US/CSE/Georgetown/MealPlans/MealPlanOptions.htm

What happens if I decide to change my meal plan after the semester has begun?

If you realize you are not eating at the dining hall as much as you anticipated or that you wish to eat there more, you have the option of changing your meal plan. If would like to lower or increase your meal plan, you have the first four weeks of the semester to do so. There is, however, a cutoff date after which you will be unable to change your Meal Plan. If you have already paid for a meal plan and decide to change your plan to a lower one, you will receive a credit on your account that may be used the next semester. Visit http://www.campusdish.com/en-US/CSE/Georgetown/MealPlans/MealPlansHome.htm for more details regarding meal plans.

How do I find out my housing assignment?

Unfortunately, OIP does not know your specific housing assignment. At some point in July (for Fall or Full year students) or December (for Spring students) you will receive an email from the Office of Residential Living at your Georgetown email address notifying you that you have a housing placement. This email will instruct you to log in to your "Housing at a Glance" page, at http://housing.georgetown.edu/academic/glance. You will need your NetID and password to login. This page then tells you your specific room assignment and information about roommates, etc.

Many incoming students are directed to complete the Living Preference Questionnaire (LPQ) and create a profile in CHARMS. Please ignore messages pertaining to these, as they do not apply to you.

What do I do regarding Georgetown student health insurance? Am I supposed to accept it even if it is covered according to the exchange agreement?

Yes. Please accept the insurance even if Georgetown is covering it. Georgetown will pay for it, but you have to accept it.   You are able to and are encouraged to do this prior to your arrival at Georgetown.