

2025-2026 Edition

UWF Campus Services FAQ

Text Argo Info



UWF Bookstore



Argo Food Co.



Nautilus Card



Parking & Transportation Services



Vending Services



Postal and Passport Services



Student Printing (uPrint)




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 icon containing the word 'TEXT'. Below this, the text 'ARGO INFO' and '850.266.7750' are displayed in large white font. A horizontal line separates this from the text 'For students, parents and campus community'. To the left of a list of questions is a white smartphone icon. The list of questions is on the right, under the heading 'All Access to UWF' and '24 | 7 | 365'.

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 do I see for...
- I need help...
- Where is building...
- Who should I call...
- Does UWF offer...
- How do I get...
- 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 your customized book list by entering your student ID number 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: Everything from food to clothes, residence hall supplies, personal items, the textbooks, study guides, pens, pencils, binders, notebooks, and of course, Argo Gear. We have it all in store and online!

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: 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.



Argo Food Co.

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

Students will be able to use their **ARGObucks** or Dining Dollars or pay the door rate at the Nautilus Market prior to Friday, August 22, 2025, when meal plans begin.

Q: Who is required to have a mandatory meal plan? What are the meal plan options available?

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 may select the Argo 15, Argo Unlimited Silver, or Argo Unlimited Gold.

Q: Are there meal plans available for voluntary purchase?

A: Yes. Argo 15, Argo Unlimited Silver, or the Argo Unlimited Gold plan as well as well as Argo Dining Dollar \$301 and \$501 plans. The Argo Dining Dollar plans offer 10% bonuses on Dining Dollar purchases as well as meal swipes for the Nautilus Market. You can also Create Your Own Meal Plan by selecting a combination of a Block 25, 50, 100, or 150 and then selecting either \$50, \$100, or \$150 Dining Dollars to pair with it.

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. Email or visit the Nautilus Card office (idcard@uwf.edu) to change your plan. To change your meal plan before the semester starts, please contact Housing.

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: 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: Students attending either FTIC in-person orientation or FTIC virtual orientation will go through the steps to receive their Nautilus Card during in-person orientation or when they come to campus after virtual orientation. You must present a physical government issued photo ID to claim your card in the Nautilus Card office, Building 20W, Room 162.

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

A: Essentially Yes! The **ARGObucks** you have added to your Nautilus Card are available for use immediately. Your access and meal plans become active during either your Housing Check-in or once the semester starts.

Q: I already paid my Nautilus Card fee why am I being charged for another one?

A: The \$10 annual ID Fee covers the ongoing cost of the services provided by the Nautilus Card Program. The fee recurs every academic year a student is enrolled in on-campus classes. This fee does not include a new/replacement card.

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

A: Your information is available online via MyUWF (my.uwf.edu) "Nautilus Card Balance & Swipe History" and the TouchNet 360u app available in the Apple Store or GooglePlay.

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 by emailing idcard@uwf.edu or calling **850.474.3324**.

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. Previous cards cannot be re-activated.*

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 or University Commons Service Desk on campus.** The ADM is located in John C. Pace Library (Building 32). The ADM accepts ones, fives, tens, and twenties, or the Commons Service Desk in Building 22. Checks should be made out to "University of West Florida".
3. **Deposit funds via TouchNet 360u app (convenience fee applies)** Sign into the TouchNet 360u app with your ArgoNet credentials, then touch the "wallet" at the bottom of the screen. Go to the "General" account and touch the "Add Funds" button. You are now in the Online Deposit area.

Parking and Transportation

Q: Where can I park without a Virtual Parking Permit?

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

Q: Do I need a Virtual Parking 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 Virtual Parking Permit?

A: Make all payments through the Parking Portal via MyUWF. Permits will go on sale on or after August 7, 2025.

Interesting Facts:

- There are almost 6,000 parking spaces on the UWF campus.
- You may obtain a temporary permit in the Parking Services office in 20W.
- You may have up to 3 vehicles registered to one permit.

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

A: Parking Services. You may register up to three vehicles onto your virtual permit, but only one can be on campus at a time. Temporary permits are available in Building 20W, Room 151,

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 the Student Accessibility Resources office (Building 19, Room 100D). Parking Services cannot authorize handicap parking.

Q: Can I share a Virtual Parking Permit/carpool?

A: If you would like to carpool, the owner of the virtual permit will be responsible for any citations incurred by the vehicle registered, regardless of who is driving. Any vehicle used with a virtual permit must be registered to that virtual permit.

Q: I don't need my Virtual Parking 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. Also, there are several lots/areas that are designated as "open" to all permits. Any valid permit may park in an "open" lot/ area.

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: Three trolleys service the UWF campus during the Fall and Spring semesters. Monday through Friday, two circulate on campus and the Express Trolley circulates to the Wal Mart Neighborhood Market, Target Shopping Center, 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, if the bus you board has a Wi-Fi Provided by ECAT sign behind the bus operator's seat, you can access the internet. Wifi is an open network and secure.



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:

Interesting Facts:

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.

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.

Postal and Passport

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 Amorino at UWF just outside the Commons (Building 22) main doors adjacent to 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 in the 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: Monday through Friday, 8 a.m. – 4:00 p.m.

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: 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: Yes. They accept cash, check, or Nautilus Card, debit or credit card.

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. Non-UWF emails will not be used.

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 (uPrint)

Q: What forms of payment are accepted?

A: Payment is by Nautilus Card **ARGObucks** only.

Q: What should I do if I get bad prints or copies?

A: Email auxservices@uwf.edu with your username, ID number, uPrint location, description of issue and how many pages of what size were affected.

Q: Do I need to set up an account to be able to print?

A: No. You will swipe your Nautilus Card. Nautilus Card **ARGObucks** are the only form of payment.

Q: Can I print from a USB Drive?

A: Yes, you can use a USB at MFPs (multifunction printers) but not at kiosks.

Q: After I upload a document to print, how much time do I have to print it?

A: 2 hours

Q: Is there a file size limit for uploaded documents?

A: Files being sent over the UWF network may not be larger than 32MB, i.e. printed from a lab computer or from a phone on ArgoAir. When using Mobility Print, file size is not applicable because you are using the cloud.

Q: May I print from a kiosk or MFP in my residence hall?

A: Yes, you can! Because the UWF Residence Halls are on a separate wireless system, PaperCut Mobility Print has been put in place to allow students in the residence halls to print to uPrint.

Q: How can I add funds to my ARGObucks?

A: There are 4 ways to make deposits to your Nautilus Card.

1. Deposit funds via the TouchNet 360u app (convenience fee applies)
 - a. Sign into the TouchNet 360u app with your ArgoNet credentials.
 - b. Touch the "wallet" at the bottom of the screen.
 - c. Touch the "General" account (**ARGObucks**).
 - d. Touch the "Add Funds" button.
 - e. You are now at the Online Deposit area.
2. Deposit funds at the Commons Service Desk (Building 22) with cash or check (no convenience fee)
3. Deposit funds at the Automatic Deposit Machine in the Pace Library (Building 32) with cash (no convenience fee)
4. Deposit funds online via debit/credit card (convenience fee applies)
 - a. Log in to MyUWF (my.uwf.edu).
 - b. Click on "Meal Plans and Nautilus Card Deposits" app.
 - c. Sign In.
 - d. Click on "Add Cash" at the top of the page.

Q: How do I get the TouchNet360u app?

A: Visit the Apple Store or GooglePlay and search for "TouchNet 360u" app. In the app, you will be asked to search for your school which can be found using "UWF." Sign in with your Argonet ID and password. Each time you make a purchase using your Nautilus Card, your account balance is displayed at the point of purchase. You can also see your account balances anytime in the app! Also, you can deactivate your card from the app if it is lost or stolen. We can issue you a new card in our office. If you have the previous version, Touchnet OneCard App, you will need to unregister by using the these instructions

1. Open App
2. Go to the three bars at top right corner of App
3. Unregister Device
4. Click Yes to unregister Device
5. Delete TouchNet OneCard App.

If you have any issues, please call the Nautilus Card office at 850.474.3324

UWF Bookstore	askuwfbookstore@uwf.edu
Argo Food Co.	dining@uwf.edu
Nautilus Card ID	idcard@uwf.edu
Parking and Transportation	parking@uwf.edu
Vending Services	auxservices@uwf.edu
Postal and Passport	postal@uwf.edu
Student Printing uPrint	auxservices@uwf.edu



Questions?
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