Video ID/Key Card Access

FAQs

1. **When will the system be up and live?**
   
   A. On November 21, we will go live with a Video ID/Key Card Access system. This means that to gain entry to the second and third floors of the Yo San Building, you must use a card key. In lieu of a Key Card, you can also use the Video ID system and asked to be given access.

2. **How do I get a Key Card?**
   
   A. Key Cards will be available for assignment and pick up starting Nov 20th from the front desk in the Admin Office.

3. **What happens if I forgot my Key Card? How do I get into the building?**
   
   A. You can use the Video ID system at the front door and at the Redwood Parking entrance to request access via admin or the clinic.

4. **How does the Key Card work?**
   
   A. A demonstration video is available on our website at
      
      http://www.yosan.edu/faculty/Students.aspx
      
      or youtube at
      
      http://www.youtube.com/watch?v=kEHHcAuzjpM&feature=youtu.be.
      
      The Key Card, when placed against the card reader at the front door and Redwood parking door, triggers the door opening mechanism.

5. **What if my Key Card doesn’t work?**
   
   A. Use the Video ID to ask the Admin or Clinic Front Desk to let you in. Bring you inoperative Key Card to the Admin Office.

6. **What Happens when I lose my Key Card?**
   
   A. You must report a lost Key Card immediately to Admin Office so the lost card can be deactivated.

7. **Can I reactivate a Key Card I reported as lost?**
A. Yes, bring the Key Card to the Admin Office, so it can be reactivated.

8. **Can I get another Key Card if I lose my assigned Key Card?**
   A. Yes, you can be assigned another Card Key at the Front Desk in the Admin Office. There is a $10 replacement fee.

9. **How do I get into the building on weekends if I lose or forget my Key Card?**
   A. You can use the Video ID to ask the Clinic Front Desk to let you in.

10. **What happens in a power failure...can I get out of the building and back in?**
    A. Yes, there is a battery backup. There is also an emergency pull lever in the lobby.

11. **Do I need to take my Key Card out of my wallet to use it?**
    A. No, the Card Reader will read your Key Card when it is in your wallet.

12. **Can I use my Key Card after hours and on Weekends?**
    A. Your Key Card will be programmed to operate between 6:30am to 9:30pm, Monday through Friday and from 7:30am to 7pm. Saturday and Sundays.

13. **How do my patients or friends gain entry into the building?**
    A. People with scheduled clinic appointments should use the Video ID system to request access from the Clinic Front Desk.

14. **How do my friends gain entry into the building?**
    A. You must meet your friends at the front door to allow them entry.

15. **Do I keep my Key Card when I graduate, withdraw, take a leave of absence or transfer?**
    A. No, you must return your Key Card to Admin Office on or before you last day of scheduled class. There will be a fine of $10 if a Card Key is not returned.

16. **As an alum, how do I use the Library or visit the campus?**
    A. Alums are welcome to use the Library and visit the campus. Use the Video ID system to request access from the Admin or Clinic Front Desk.

17. **Who receives Card Keys?**
A. Students, faculty and staff. Clinic patients do not receive Key Cards but they can use the Video ID system to request access to the Clinic.

18. Is there a charge for a Card Key?

A. No, but there is Key Card replacement fee of $10 if your card is lost or stolen.

19. Can I let my friend use my card?

A. Each Key Card is individually programmed. Each entry is recorded. You should not let anyone use your card.

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