

Instructions for Electronic Locks

Using your Wildcard to Access your Room:

Hold your Wildcard a ½” away from the reader when tapping it.



First Time Only: Light will go red. Wait 30 seconds, then tap it again.



The light will go green, and the door will unlock.



What if my Wildcard doesn't work?

- Note the color of the light—red, blinking, blue, etc. (see back for additional details).
- Visit your area desk to report the issue.
- Obtain a temp card if necessary.
- Please be aware, after receiving your Wildcard or temp card, it could take up to 10 minutes for it to obtain activation access for entryways.

If you are issued a temp card for room access, return it to your area desk within 24 hours. A \$25.00 fee will be assessed to your student account for temp cards that are not returned.

What if I get locked out?

- Visit your area desk to retrieve a temporary card, issued for up to 24 hours. Tap the card to the lock once, wait a full 30 seconds for the lock to download the new information, and then tap again!
- Return your temp card to the desk within 24 hours. Lost or not returned key cards result in a \$25 fee assessed to your student account.

You may receive one (1) free lock out per quarter, after which you will be assessed a \$10.00 charge for each subsequent lock out..

What if I lose or misplace my Wildcard?

- If you've lost your Wildcard, please go to the Wildcard Office in Norris to obtain a new card. Your access and meal plan will load automatically within 15-30 minutes once your new card is printed.
- Visit your area desk to retrieve a temp card.
- Place temp card a ½” from the lock reader (light will go red).
- Wait approximately 30 seconds for the reader to wake up and download your temp card information.
- Place temp card again a ½” from the reader and the light will go green and the door will unlock.
- If you haven't done so already, go the Wildcard office and obtain a new card.
- Return the temp card to your area desk within 24 hours.

What if something isn't working right?

- **Note the color the card reader's light has changed to:** See backside for color codes.

If you need a mechanical key for religious observances, please visit your area desk.

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Precautions:

DO NOT bend your card.



DO NOT punch a hole through your card.



DO NOT put your card on or near a wireless charger (or Qi charger).




DO NOT use your deadbolt as a door prop. It will damage the lock.





Card reader colors:


 Access Granted

 Access Denied

 Wrong credentials presented. Lock is secured for 8 minutes. *This can happen if you do not wait 30 seconds to allow your lock to download the temp card information. You must wait for the 8 minutes to pass before trying the card again. Check that your room number and door number are the same as well.*

 Batteries are getting low. *Please report this to your area desk.*

 (No Light) Card Reader is dead. *Please report this to your area desk.*

 **If your card is having trouble providing access to entry ways, hallways, staircases, and/or elevators—please see your area desk staff for assistance.**

**UNABLE TO GO TO YOUR AREA DESK? NO PROBLEM!
CALL YOUR AREA DESK FOR ASSISTANCE.**

North Area Desk at 560 Lincoln _____ **847-467-5802**

South Area Desk at Allison _____ **847-467-5800**

Northeast Area Desk at Sargent _____ **847-467-5801**

Southwest Area Desk at Willard _____ **847-491-2341**