

## RESIDENT KEY INFORMATION

### Complex Pedestrian Entry Gates & Apartment Doors

1. Use your University Housing issued keycard
2. Insert card with the "Door Access" arrow facing down
3. Wait for Red and Green light to simultaneously flash
4. Pull your card out
5. Enter your issued 4-digit pin  
(only at main door to resident rooms/apts)
6. Wait for top light to flash Green
7. Push the latch on the lock down
8. Open the door



### Apartment Bedroom Door

1. Use your State of California key
2. Insert it in the lock to open door



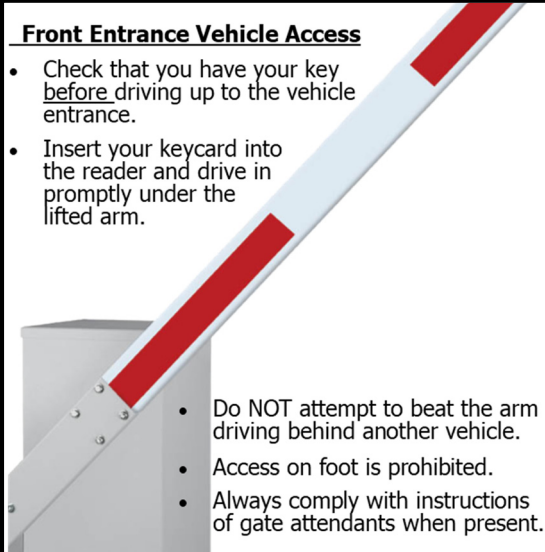
### Mailbox Keys *(note: residents in Apartments B-O have combination locks instead of keys)*

1. Use the smallest key issued
2. Insert it into the lock of your assigned mailbox to open



#### Front Entrance Vehicle Access

- Check that you have your key before driving up to the vehicle entrance.
- Insert your keycard into the reader and drive in promptly under the lifted arm.



- Do NOT attempt to beat the arm driving behind another vehicle.
- Access on foot is prohibited.
- Always comply with instructions of gate attendants when present.

## LOCKOUT INFORMATION

Residents locked out of their apartment or bedroom can request staff assistance by phone:

### Monday –Friday 8am-5pm:

Building A (310) 243-2228

Building X (310) 243-2282

### RA On Call Hours 5pm – 8am Daily

Buildings B – O: Phone 310.261.0659

Buildings P – W: Phone 310.261.1265

Main RA Line for Any Location: 323.989.4357

Upon requesting lockout service, residents will:

- Be asked to show proof of their identity
- Be asked to verify possession of their original key/keycard
- Have notice of their lockout recorded by University Housing which may result in a lockout charge posted to their student account (depending on the number of lockouts requested.)

## UNAUTHORIZED KEY USAGE

Residents are prohibited from:

- Trading keys/keycards with other residents
- Duplicating keys/keycards
- Loaning keys/keycards to any other person to access to the Housing complex, apartment, or bedroom.

## LOST KEY & TROUBLESHOOTING INFORMATION

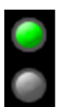
For everyone's safety, please notify our staff of any lost or stolen keys or access issues immediately.

### Replacement Costs

Key Card - \$25  
Bedroom Key - \$100  
Mailbox Key - \$50



**-Red light, no green light**  
Invalid or unreadable card inserted.  
(Card is blank, damaged, expired, deactivated or inserted incorrectly)



**-Solid green light, blinking red light**  
Low batteries. Submit a Maintenance Request ASAP to have your batteries replaced.

*\*All information accurate as of August 2020*

## **Responsibility of Key/Keycard Holders**

All keys and keycards issued by University Housing to residents are to be used safely and responsibly. Residents are not permitted to duplicate keys or give their keycard or room key to any other individuals besides authorized Housing staff. All University Housing keycards and keys must be surrendered at time of check-out.

Students are not allowed to prop perimeter gate or apartment doors (except in cases of room ventilation when resident is present and door is attended). Students must not allow entry to anyone who is not their escorted guest or a current resident of University Housing at CSUDH. Our gated community is generally locked 24 hours a day for residents' safety and security. Residents are expected to secure or report any known unsecured doors. Residents are strictly prohibited from allowing non-residents to gain unauthorized access to any University Housing building or grounds.

The front gate vehicle entrance to University Housing across from Parking Lot 1 is for vehicles only. For safety reasons, pedestrian access is prohibited at all vehicle entry and exit areas. Please adhere to the clear designations and warnings and use the pedestrian gates for access to while on foot. Please remember parking within University Housing is restricted to permit-holding residential students, staff, and approved vendors. Guests may park in Parking Lot 1 and should display a current parking permit (semester or daily pass) to avoid receiving a parking ticket.

## **Apartment Access & Key System Codes**

Entry doors to the complex and apartments are equipped with card access locks. These locks read the information stored on the magnetic strip of any issued keycard. The Onity keycard system has several codes that will indicate the status of the lock when a card is inserted and removed. The light codes can help diagnose lock problems and/or keycard issues. Here is a short guide to help you understand the light codes:

- **Solid green light, no red light:** Valid card inserted. (Door unlocks for four seconds or until the handle is turned)
- **Solid red light, no green light:** Invalid card inserted. (Card expired, card not valid for door)
- **Red light appears 6 seconds after card is removed, no green light:** Unreadable card inserted. (Card is blank, damaged or inserted incorrectly)
- **Solid green and red lights:** Lock is waiting for user's PIN. (Red light turns off after valid PIN is inputted)
- **Double or Blinking green light, no red light:** Door is in an unlocked state, no card required to enter the room. (Lock remains unlocked until the card is dipped in the reader twice or automatic lock. ... This feature is intentionally disabled on apartment doors. For your safety and the safety of your roommates, be sure to notify Housing staff immediately if your door does not lock.)
- **Blinking red light, no green light:** Blocked door. (Door has been blocked from all users)
- **Alternating green and red lights:** Deadbolt engaged (or access outside of valid time zone)
- **Solid green light, blinking red light:** Low batteries. (Submit a work order immediately to have the batteries replaced)

## **Lock Outs**

If you are locked out of your apartment or bedroom during regular business hours or scheduled lobby hours, you may visit the front desk in Building A or Building X for assistance. Please attempt to see if a roommate is home to let you in before requesting staff assistance. After hours and when the lobby and offices are closed, you should call the Resident Assistant on Duty to request lockout assistance (RA on Duty Line: 323-989-4357).

University Housing keeps a record of room access given to locked-out residents. After 5pm on the 3<sup>rd</sup> day of regular classes for the semester, if a resident has been assisted with more than two lock outs, the student's account may be charged \$15 for the third room lock out response and up to \$10 for any other individual lock out our staff assists the student with during the semester. Be prepared to provide valid photo identification when requesting assistance with a lockout. Please note residents will never be charged for mechanical malfunctions or lockouts which result from compliance with fire drills or any safety evacuations.

## **Lost Keycard**

If you lose your room access keycard, be sure to come to the front desk of Building X immediately for assistance. (After hours, please contact the RA on Duty.) A temporary keycard may be issued to you depending on the circumstances. If you cannot find your original keycard within 48 hours, you may need to purchase a new keycard and \$25 will be charged to your student account. As soon as a replacement keycard is used to access your door, your old keycard will no longer work.

## **Lost Bedroom Key**

If you lose your bedroom key, be sure to come to the front desk of Building X immediately for assistance. (After hours, please contact the RA on Duty.) A spare key may be issued to you depending on the circumstances. If you have a roommate, you are required to make every reasonable attempt to notify them of your lost key as soon as possible. If you cannot find your original key within 24 hours, your lock may need to be replaced and new keys will be made. When this occurs, your student account will be charged \$100.

**Please note that residents are always charged when they do not have a keycard and/or bedroom key to return at check out; so there is no benefit to postpone the reporting of a lost key. For your safety and the safety of others living with you, always report missing keys promptly.**