

CSUDH HOUSING RESIDENT KEY INFORMATION

Complex Entry Gates, Apartment & Res Hall Room Door

1. Use your issued keycard
2. Insert card with the "Door Access" arrow facing down
3. Wait for Red and Green light to simultaneously flash
4. Wait for top light to flash Green
5. Enter your 4-digit pin (only at main door of your apartment or Res Hall room)
6. Pull your card out
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 into the lock



Mailbox Keys (Note: Residents in Apartments B-O have combination locks instead of keys)

1. Use the smallest key
2. Insert it into the lock



LOCKOUT INFORMATION

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

Monday –Friday 8am-5pm:
Commons Building (310) 243-2228
Building X (310) 243-2282

After Hours & Holidays:
RA Duty Phone
(323) 989-4357

Upon requesting lockout service, residents will:

- Be asked to show proof of their identity
- Be asked to verify they still possess their original key/keycard
- Have notice of their lockout recorded by University Housing which may result in a \$15 Lockout charge posted to their student account after their 3rd lockout (residents may be locked out a maximum of 3 times per semester before incurring a lockout fee)

PERMISSABLE KEY USAGE

Residents are prohibited from:

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

LOST KEY & TROUBLESHOOTING INFORMATION

Residents should report any lost keys immediately to the Commons Building or Building X for safety purposes and to receive a new set of keys.

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 door's batteries replaced.

CSUDH UNIVERSITY HOUSING COMMUNITY STANDARDS FOR ACCESS & SECURITY

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, room, or mailbox key to any other individuals other than authorized Housing staff. All keycards and keys must be surrendered at time of check-out.

Students are not allowed to prop perimeter gate, apartment, or residence hall doors open or allow entry to anyone who is not their escorted guest or a current resident of University Housing at CSUDH. Our gated community is 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.

Apartment and Residence Hall Access & Key System Codes

Entry doors to apartments and residence hall rooms 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 ten 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 4-digit PIN. (Red light turns off after valid PIN is inputted.)
- **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 room during regular business hours (8am-5pm, weekdays) you may visit the front desk in the Commons Building 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 both offices are closed, you should contact the Resident Assistant on Duty to request lockout assistance (RA Duty Line: 323-989-4357).

University Housing keeps a record of room access given to locked-out residents. If a resident has been assisted with more than three lock-outs in one semester, the student's account will be charged \$15 for every lockout thereafter. Be prepared to provide valid photo identification when requesting assistance with a lockout. Please note residents will not be charged if the lockout results from: 1) compliance with fire drills or any safety evacuations, or 2) a malfunctioning lock.

Lost Keycard

If you lose your apartment or room access keycard, be sure to come to the front desk of the Commons Building or Building X to request a replacement keycard. You will be charged a \$25 Replacement Keycard fee. This fee is non-refundable should you locate your old keycard later on. Once a new keycard is issued, the old keycard will no longer work.

Lost Bedroom or Mailbox Key

If you lose your bedroom key, be sure to come to the front desk of Building X to get a new bedroom or mailbox key. If you have a roommate, you are required to make every reasonable attempt to notify them of your lost bedroom key as soon as possible. If there are safety or security concerns, the lock may be replaced at resident's expense. Replacement costs are \$100 for bedroom keys and \$50 for mailbox keys).

Please note that residents are charged when they do not return all keys issued to them upon check-out, so there is no benefit to postpone the reporting of a lost key. For your safety and the safety of the community, always report missing keys promptly.