

The door is broken and I can't get in...

1. Sign into Zaius with your Kerberos password to check your status on the status page. (You should always assume it is a card problem first and a door problem second).

What does the "status" information mean?

- **Nothing** listed means you must apply and wait up to an hour for the card to work after it has been approved
- **"Active"** means you have applied, but it has not been approved
- **"Approved"** means it has been approved, but not implemented - you need to wait up to an hour for an approval to be processed
- **"Implemented"** means it should work - if not, contact jsp@bu.edu immediately with your name and BUID# - you will generally receive a response in less than 24 hours

2. If the card is not the problem, contact Joe Precopio at jsp@bu.edu and the department's administrative office at meadm@bu.edu with the details. The e-mail must include:

- Your name
- Your BUID#
- Have you recently replaced your BU card
- Specific date and time card was run through the reader
- Number on the door
- Name of the lab, if appropriate
- What happens when the card is run through the reader
 - Turns green
 - Does not turn green
 - You hear a click
 - You don't hear a click
 - Anything odd about the reader
 - Report what happens
 - Does this seem to happen to everyone

3. Joe Precopio will likely see this e-mail in a few hours (nights and weekend included) and keep you posted*. If you do not hear from him within 2 hours (during regular business hours), call 617-353-5949 and ask one of his students to find him.

4. Please be sure you have contacted the department's administrative office at meadm@bu.edu to let them know about the issue and to make arrangements for people to get in the room.

5. If the door is mysteriously working again, you need to let Joe and the department's administrative office know immediately, so the call can be cancelled.

6. If the door does not work after Joe tells you it has been fixed, or no one has responded, you need to let him know ASAP.

* If jsp@bu.edu does not respond in an appropriate amount of time, *and* if no one can get in or the door does not lock, *and* the door appears to be the problem, still do the above *and* call the 24/7 Emergency Line at 617-353-2105. (This must be a **serious problem** with a broken door, *not* a card access issue. Only Joe can fix a problem that is card/computer related).

You will need to tell them that the door is broken and the CCure administrator is not available to look at it, and that no one can get in or the door will not lock. They will likely send someone within 3 hours and someone needs to be there to show them the problem or place a note on the door for them and other users who may encounter the problem. (When placing the note on the door, please do so in a manner that does not announce that the door is unlocked.)

Please DO NOT call BUPD for these issues. Facilities *AND* the CCure Administrator must have looked at the problem before calling BUPD to report it to the security company. Together, with the department's administrative office, they will determine if BUPD needs to be notified.

E-mail jsp@bu.edu and the Facilities Manager that you made this call, as they will need to follow-up.