

About Your Keyless Lock

Does my hall have keyless locks on my room?

The residents of 820 Henderson and Patterson Hall will have keyless locks on all student rooms. Keyless locks operate using a keycard and a PIN. The CarolinaCard, your student ID card, will serve as your keycard/room key. You will be issued a PIN before your arrival. You will need to know your PIN and have your CarolinaCard with you in order to access your room at all times. Do NOT write your PIN on your CarolinaCard.

How does my lock work?

Your lock is programmed to remain in the locked position 24/7 and will re-lock after every entry. Access to your room is granted by presenting your CarolinaCard to the lock (hold the card up to the lock so that the electronic information on your card can be read) and entering your PIN on the lock keypad. Three failed attempts to present the correct card or entering the wrong PIN will cause your lock to be placed in a "locked out" state for three minutes. Thus, you will have to wait three minutes for the lock to reset before you can try again.

What do I need to do before I can access my room for the first time?

Residents must have a valid CarolinaCard present before checking into their residence hall. Residents must also know their PIN. Your initial PIN has been set to the last four digits of your VIP ID (available online at www.vip.sc.edu).

How do I get my CarolinaCard (USC Student ID Card)?

CarolinaCards are issued by the CarolinaCard Office (803-777-1708), located in the basement of the Russell House, Monday – Friday, 8:30 a.m. to 5:00 p.m. You must have a driver's license or government-issued photo identification card in order to get your CarolinaCard. During Move-In Weekend, the CarolinaCard Office will be open additional hours: 9:00 a.m. to 5:00 p.m. on Saturday, August 13 and 10:00 a.m. to 3:00 p.m. on Sunday, August 14.

How do I reset my PIN?

Your PIN can be changed as often as you want at the following URL: www.housing.sc.edu/PIN. You will be asked to enter your campus network username and password, followed by a screen where you will enter your new PIN, entering the new PIN a second time to confirm, then pressing the SUBMIT button. Once you change your pin, present your CarolinaCard to the lock, enter your new PIN and wait for one minute to give the system time to update your information. The light on the door will show red when first presented. After waiting for one minute, present your card and enter your new PIN again and the door will open. Please note: Continuing to present your card to the lock instead of waiting for one minute to allow the system time to update could result in further delay in accessing your room.

What if I lose my CarolinaCard?

Lost or stolen cards should be immediately deactivated through VIP at www.vip.sc.edu. You are liable for any unauthorized use of your lost or stolen CarolinaCard, and all accounts on it, until it has been deactivated. Once you have disabled your CarolinaCard, the features to your missing card (door access, Carolina Cash, meal plans, etc.) will be terminated. You will need to purchase a new student ID card from the Carolina Card Office for \$35. If you find your card before you purchase a new one, you can reactivate it through VIP. You can get a temporary card from the Central Campus Office at Sims so that you can access your room until you are able to get a new CarolinaCard.

What do I do if I forget my CarolinaCard and/or get locked out from my room?

If you get locked out of your room between 8:00 a.m. and 9:00 p.m. Monday through Friday or 12:00 p.m. to 9:00 p.m. Saturday and Sunday, you will need to go to the Central Campus Office at Sims to sign out a temporary card. Your original ID card will be disabled at this time. The temporary card needs to be returned by 10:00 a.m. on the third day. If it is not returned by the indicated time, you will be assessed a \$75 charge. This temporary card will only give you access to your room and cannot be used as a meal card, cash card or for any other function normally accessed through the CarolinaCard. If you are locked out during hours when the Central Campus Office is not open, you will need to call the RM on duty to gain access to your room. The RM can open the door for your room, but will not be able to issue you a temporary card.

What do I do if I forget my PIN?

You will need to reset your PIN online at www.housing.sc.edu/pin. If you have three failed attempts when entering your PIN, you will have to wait three minutes for the lock to reset before you can try again.

What do the lights on my electronic locks mean?

- Green Light: Access has been granted.
- Solid Red Light: User error or wrong card has been presented. Present your card and enter your PIN again. If the problem continues, check with your Campus Office staff.
- Flashing Yellow Light AFTER Green Access Light is Displayed: The lock battery is low. Call the University Housing FIXX line at 803-777-FIXX (3499) to report the problem so the batteries can be replaced immediately.

Is there a chance the battery in the lock will die and I'll be locked out of my room?

The system is designed to provide information to University Housing staff when batteries are low so that they can be replaced before a problem occurs. In addition, the lock is designed to also warn you in advance that your batteries are running low. If your lock displays a flashing yellow light after the green access granted light is displayed, your battery is low and you should call FIXX immediately at 803-777-FIXX (3499) to notify them.



1520 Devine Street • Columbia, SC 29208

803-777-4283 • www.housing.sc.edu

www.facebook.com/UniversityofSouthCarolinaHousing