

Reporting Technical Problems with Campus Card Readers

Card readers are used across campus for access to building doors, copiers, parking lots, vending machines and much more. If you have any problems with a card reader, follow these contact tips:

1. **If a door card reader is not working during normal business hours**, any faculty or staff member can either (1) visit the UNCW One Card Office in the Warwick Center (during normal business hours only), or (2) contact Susie Goodrum, Electronic Access Control Administrator, at 910-962-3564 or AccessMgmt@uncw.edu.
2. **For any changes of time schedules** (preset unlock and lock times) for doors, contact Susie Goodrum, Electronic Access Control Administrator, at 910-962-3564 or AccessMgmt@uncw.edu.
3. **For any after-hours, weekend or holiday problems**, contact university police at 910-962-2222.
4. **Questions regarding a person's access** or a problem when an individual person's access doesn't work properly should be directed to Susie Goodrum, Electronic Access Control Administrator, at 910-962-3564 or AccessMgmt@uncw.edu.
5. **Vending problems** should be directed to Sandy Marshburn at 910-962-2008.
6. **Copier/copy reader problems** should be directed to Cris Dixon at 910-962-3697.
7. **When using the Web site or calling university police with a problem**, be as descriptive as possible. Provide information like "The card swipe isn't reading cards, and no lights come on the swipe bar," "The red light is on steady and will not read cards, or "The card reads in the swipe and the green light comes on but the door does not unlock." These descriptions help the technician and will help solve problems faster.
8. **For any physical problems with a door**, such as a door will not close properly or broken glass, during normal business hours, contact physical plant by submitting an online work request through the U-Business [login](#).

Only in emergencies, call 910-962-3101. After hours and during holidays, contact university police at 910-962-2222.

For more information about campus card readers, contact Susie Goodrum at 910-962-3564.