Why does the card reader not recognize my I.D. Card/iClass FOB?

Card readers at building and room doors will display either a solid red or solid green light.

1. Red indicates the door is in locked status.
2. Green indicates the door is in unlocked status.

If the card reader does not respond to your I.D. Card/iClass fob:

- Access may not be assigned.
- Your iClass device may be damaged.
- Did you change status on campus? (ie: you were previously an Undergrad and now you are a Grad student) You must obtain a new card from the Registrars Office.
- Some lab doors may be configured with an Unlock schedule. UofG cards will not be required during the scheduled time.
- Your I.D. Card may not be equipped with iClass HID technology. (i.e. older magnetic stripe card)
- When your I.D. Card is NOT presented on its own, the reader may detect other RFID cards within a wallet, purse or backpack. Access is not granted if multiple cards are detected.

Students can contact their residence porter for assistance. Faculty & Staff can contact their Department's Electronic Access Administrator for assistance.

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Links
[1] https://www.uoguelph.ca/eaccess/panel/faqs