**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.

- **Red** indicates the door is in **locked** status.
- **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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Source URL (modified on 02/28/2017 - 06:03): https://www.uoguelph.ca/eaccess/faq/why-does-card-reader-not-recognize-my-id-cardiclass-fob

**Links**

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