

Fenwick and Student DALCARDS FAQs for students

1. What rooms do students' DalCards access at Fenwick?

- All Health Sciences students' DalCards can open Student Lounge Spaces: rooms 306 and 315 (7 days/week 7am-8:30pm-fall/winter)
- **RADT students'** cards can access the Viewing Room—**rm 209**--for practice outside of instruction/lab times. (M-F, 7:30am-8:00pm, fall/winter)
- **DMUT students'** cards can access the Ultrasound lab (M-F, 8am-4pm), room 103

2. How do I access a classroom for my scheduled class?

- Classrooms (205, 206, 208, 210, 113) are opened remotely by Dalhousie security 30 minutes in advance of the first scheduled class. The rooms are locked 30 minutes after the last class of the day.
- For special purpose rooms, like 204 and 209, instructors with a class scheduled in one of these spaces are responsible for unlocking these rooms with their DalCard so students can access the space.

3. How do I know if a room is unlocked?

- If the card-reader light is green, you can push open the door. You do not need to use your DalCard to open it.
- If you have permission to access a room, the card reader light will flash from red to green when you wave or lightly tap your DalCard on the reader. When you hear the lock disengage, you can push open the door.

4. My Card doesn't unlock a room where I should have access

Before reporting a card issue, please check the following:

- **Door resistance:** If the bottom door's kick plate is close to the carpet, the door may require an extra push to open.
- **Card timing:** If you waited too long to open the door after tapping your card, or held the card against the reader for too long, it may not work properly. When you hear the lock disengage, your card has been successfully read.
- **Card interference:** If your card was stored next to another card with a magnetic strip or chip, its programming may have been scrambled.
- **Reader reset:** Sometimes, using another person's card on the reader can reset the system and allow your card to work again.
- **Reporting issues:** If your card still doesn't work after removing it from a holder or after someone else has used the reader, please report the issue to the admin office (Room 200). Alternatively, you can email health.sciences@dal.ca. In either case, provide your full name and Banner number.