

VCU POLICE CARD READER INFORMATION



BEFORE A CARD SWIPE:

Flashing Green Light

The door is unlocked and you can enter. There is no need to swipe a card.

Flashing Amber Light

The door is locked. You must swipe a card to gain access.

Flashing Red & Green Lights

The door is supposed to be locked, but it has been forced open or held open too long and the alarm is still active. As long as there is an active alarm on a door, the reader will not accept cards. Please contact the Police to clear the alarm.

AFTER A CARD SWIPE:

Green Light

The card was accepted and the door was unlocked.

Red Light

The card was rejected and the door did not unlock. The card may not be activated for access to that door. The card might be damaged or badly coded so that only part of the number can be read. Or the card may have been swiped incorrectly so that only part of the number was read. Try again. If light is still red, contact the person who is responsible for authorizing your access.

Amber Light (no change)

When the light continues to flash amber without changing to green or red after a card swipe, the card could not be read at all. If this occurs whenever any card is swiped, the card reader is possibly dirty or damaged and unable to read cards or the magnetic stripe on the card has no information on it.