

## ***One Card Access***

The Rogers Communications Centre does not operate the One Card system that's employed in the Centre. The One Card system is employed by the University to provide 24-hour access to our labs. This document has been written as the procedural document for Faculty to gain 24-hour One Card Access to RCC's Shared Labs.

### ***24 Hour Access To RCC Labs using One Card***

Faculty should not assume automatic One Card access to RCC Shared labs. To obtain it for assigned classes that require 24 hour access, for Teaching Assistants and for themselves, the process is as follows;

- Faculty must send the required information about their class --including their own request for access -- to their schools designated One Card representative.
  - As of January 1, 2010, the Schools "One Card" representatives are designated as follows;
    - School Of Radio and Television Arts – Paula Letang (All Programs)
    - School Of Journalism - Bev Petrovic (Undergraduate Programs) or Aina Arro (Graduate Programs)
    - School Of Image Arts – Cathy Gullo (All Programs)
    - Communications and Culture Graduate Program - Jo Ann Mackie
    - All Other FCAD Schools – Operations Committee Representative until designated
  - The "One Card" representative will work with the Rogers Communications Centre to ensure that the proper information gets to the One Card office so card access can be activated. Requests for class access usually get to the One Card Office in less than 24 hours once it arrives in the Rogers Communications Centre.
  - The information must be provided by the Schools One Card Representative to the Rogers Centre on the forms as follows;
    - Complete the information in the RCC One Card Access Request Form spreadsheet available at [http://www.rcc.ryerson.ca/media/rcc\\_one\\_card\\_access\\_request\\_form.xls](http://www.rcc.ryerson.ca/media/rcc_one_card_access_request_form.xls) and e-mail it to Stacey Merkoulou [smerkoulou@ryerson.ca](mailto:smerkoulou@ryerson.ca) who processes the request inside the RCC, sends it to the One Card Office and confirms with the school when it the final list is forwarded to the One Card Office for programming.
  - Please note that the Rogers Communications Centre will only accept requests from the designated "One Card" representative in your school.
- Faculty are advised to initiate this process prior to or at the start of the semester. Depending on their workload it may take the One Card office some weeks to activate cards.
  - Faculty are advised to have their students check that their cards open all required labs in advance of the last six weeks of the semester. This way they can avoid access problems later in the semester when 24-hour lab access becomes a necessity due to project deadlines.

- In the event of a One Card problem, do not send individuals to the RCC's Video Post area or to the RCC for resolution. Instead faculty are to direct problems to their schools "One Card" representative or the One Card Office to resolve any ongoing issues.
- Faculty should note that the Rogers Communications Centre staff cannot speed up the One Card Office no matter what the circumstance is. Our turnover time –in which we identify for the one card office the appropriate security codes—is within 24 hours but in practice the information is forwarded to the One Card office the same day that it is received.
- Faculty should note that it could take the One Card Office some weeks to resolve access card issues.