CS GOLD 101

HOW TO CHECK ACCESS

1) Search for a Patron under "Patron Look Up"

2) On the "General Info" tab, check the denial code. Also, ensure the Patron has correct access under "Patron Groups".

3) Look for Denial or Approved codes in "Recent Transactions."

COMMON ISSUES

1) <u>Blank Housing Tab:</u> If student's Housing tab looks like this where the dates are still present but the access is gone, the student has a Lockout Card checked out. The Lockout Card needs to be returned in the Lockout Card system by the RA/OA and access should return.

Occupancy Start:	2018-08-24 12:00.00
Occupancy End:	2018-12-14 17:00.59

Site ID:		**Site Name:**	
Building ID:		**Building Name:**	
Floor ID:		**Floor Name:**	
Suite ID:		**Suite Name:**	
Room ID:		**Room Name:**	

2) <u>Check-In Not Giving Access:</u> Verify that you are checking in to correct term and booking, and that check in dates are correct. If check-in is correct, manually assign access to a Temporary Card and contact Associate Director for Admin.

3) <u>VolCard Not Working:</u> If the student's VolCard will not make any card reader beep/light up and there is not a denial code listed on the General Info page, the student's VolCard is "dead". The desfire chip inside is not working. Have the RA/OA assign a Lockout Card and not count it against the student. The student will need to go to the VolCard office within 24 hours and get a free replacement VolCard.
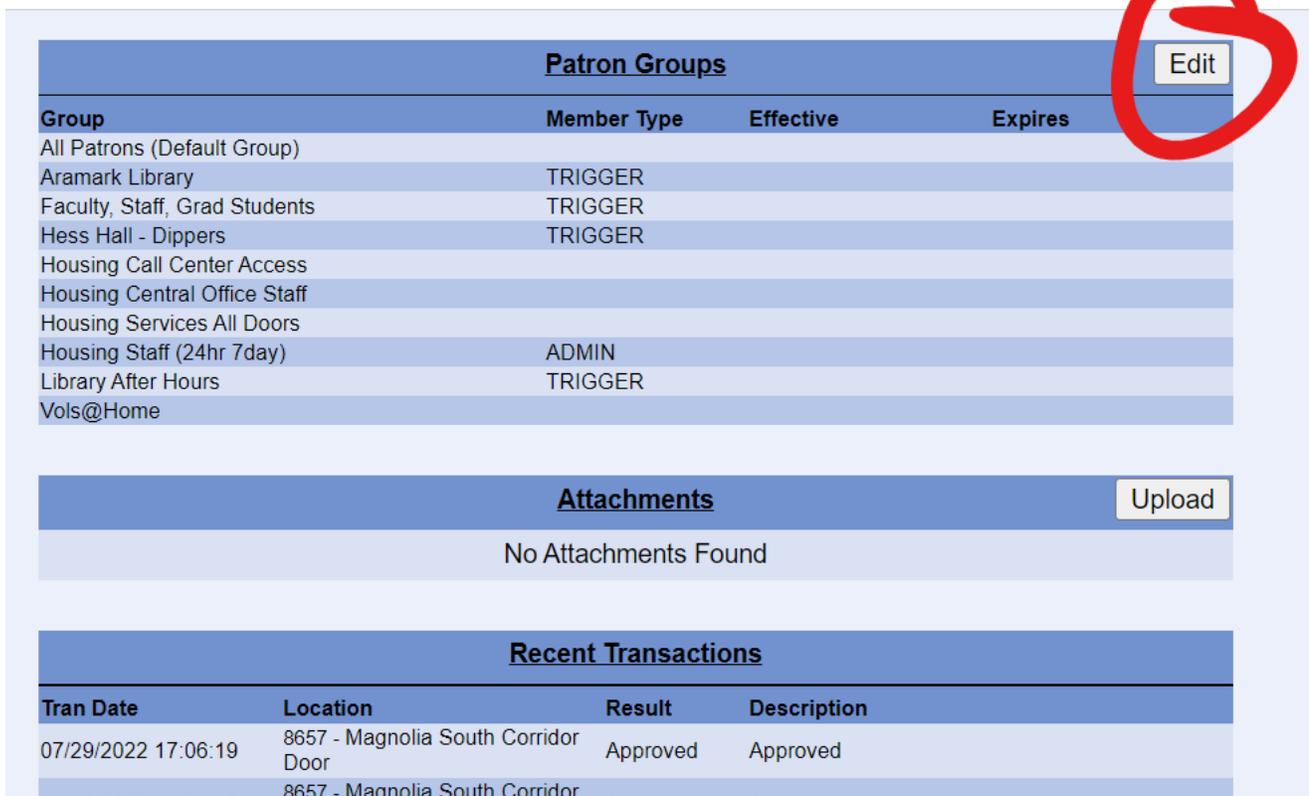
4) <u>MOVING ROOMS/BUILDINGS:</u>
  When the student is ready to begin their move:
  a. AT OLD BOOKING LOCATION
     i. Check student out of their current booking. Verify in Gold that end date has updated to check out date. It will have an end time of 20:00:00, or 8 PM.
     ii. Advise student that they need to check in to their new booking before 8 PM, and that they will then receive extended access to their old booking.
  b. AT NEW BOOKING LOCATION
     i. Check student in to new, tentative or reserved, booking.
     ii. Use the Patron Access Group Edit to give access back to their ==old booking== for the period of time they will need to move.
  c. Student now has permanent access to their new booking, and temporary access to their old booking.

Access- Adding general building access

Before making changes in CS Gold, make sure to verify the resident's housing contract to ensure that they should still have access to the building. Their access may have been removed because their contract is no longer active.

1) Once you have looked up the relevant student, go to their patron groups.

2) If no relevant patron groups appear, click "edit" and add the student to the group(s) needed. Be sure to include start and end dates. Never add any patron to a group without an end date.

	Patron Groups			Save	Cancel
	Group	**Member Type**	**Effective**	**Expires**	
	All Patrons (Default Group)				
	Aramark Library	TRIGGER			
	Faculty, Staff, Grad Students	TRIGGER			
	Hess Hall - Dippers	TRIGGER			
✖	Housing Call Center Access		MM/DD/RRRR HH24:MI:SS	MM/DD/RRRR HH24:MI:SS	
✖	Housing Central Office Staff		MM/DD/RRRR HH24:MI:SS	MM/DD/RRRR HH24:MI:SS	
✖	Housing Services All Doors		MM/DD/RRRR HH24:MI:SS	MM/DD/RRRR HH24:MI:SS	
✖	Housing Staff (24hr 7day)	ADMIN	MM/DD/RRRR HH24:MI:SS	MM/DD/RRRR HH24:MI:SS	
	After Hours	TRIGGER			
✖	Vols@Home		MM/DD/RRRR HH24:MI:SS	MM/DD/RRRR HH24:MI:SS	
New	Fred Brown Students ▾				

Attachments	Upload
No Attachments Found	

2) Groups needed for halls:

Brown	Fred Brown Students (9704) plus room number
Clement	Clement Students (101)
Dogwood	Dogwood Residents (11472) pluse room number
Geier	Orange Hall Male or Female (10128 or 10129) plus room number
Hess	Hess Hall Femals (801) or Hess Hall Male (802)
Laurel	Laurel Apartments (1201)
Magnolia	Magnolia Residents (11473) plus room number
Massey	Massey Female (9057)
N Carrick	North Carrick Residents (1703)
Reese	Reese Student (1901)
Robinson	White Hall Male or Female (10130 or 10131) plus room number
S Carrick	South Carrick Residents (1701)
Stokely	Stokely Residents (10928) plus room number
Vol Hall	Vol Hall Students (9044) plus room number
Office Assistant	OAs <hallname>
Ras	Ras <hallname>

PATRON ACCESS GROUP FILTERS
alphabetical order

BROWN HALL
Patron Groups
- Fred Brown Room XXX
- Fred Brown Students

Fred Brown Room 426 CD	hous_acc_t	05/30/2019 13:21:55	08/11/2019 17:00:59
Fred Brown Students	hous_acc_t	05/30/2019 13:21:55	08/11/2019 17:00:59

CLEMENT HALL
Patron Groups
- Clement Students

All Patrons (Default Group)			
Clement Students	hous_acc_t	06/06/2019 11:01:33	08/11/2019 17:00:59

DOGWOOD HALL

Patron Groups
- Dogwood Residents
- Dogwood Room XXX
- Dogwood Room XXX A/B/C/D (only if an apartment)

Dogwood Residents
Dogwood Room 374
Dogwood Room 374 A

HESS HALL
Patron Groups
- Hess Hall Females OR Hess Hall Males

HESS HALL (MALE)	Wizard	07/15/2021 00:00:00	07/16/2021 00:00:00
Hess Hall - Dippers	TRIGGER		
Hess Hall Females	Wizard	07/15/2021 00:00:00	07/16/2021 00:00:00

LAUREL HALL
Patron Groups
- Laurel Apartments
-

Housing Staff (24hr 7day)	ADMIN		
Laurel Apartments	Wizard	07/15/2021 00:00:00	07/16/2021 00:00:00
Library After Hours	TRIGGER		

MAGNOLIA HALL
Patron Groups
- Magnolia Residents
- Magnolia Room XXX

Magnolia Residents
Magnolia Room 411 RA

MASSEY HALL

Patron Groups
- Massey Hall Male or Massey Hall Female

Patron Groups			
Group	**Member Type**	**Effective**	**Expires**
All Patrons (Default Group)			
Faculty, Staff, Grad Students	TRIGGER		
Massey Female	hous_acc_t	01/03/2020 00:00:01	06/20/2020 14:00:00

NORTH CARRICK HALL

Patron Groups
- NORTH CARRICK RESIDENTS

Patron Groups			
Group	**Member Type**	**Effective**	**Expires**
All Patrons (Default Group)			
Faculty, Staff, Grad Students	TRIGGER		
NORTH CARRICK RESIDENTS	hous_acc_t		

GEIER HALL

Patron Groups
- Orange Room XXX
- Orange Hall Room XXX A/B/C/D (apartments)

Orange Hall Female	hous_acc_t	05/29/2019 20:14:37	08/10/2019 17:00:59
Orange Room 236	hous_acc_t	05/29/2019 20:14:37	08/10/2019 17:00:59
Orange Room 236A	hous_acc_t	05/29/2019 20:14:37	08/10/2019 17:00:59

REESE HALL

Patron Groups:
- Reese Student

Patron Groups			
Group	**Member Type**	**Effective**	**Expires**
All Patrons (Default Group)			
Faculty, Staff, Grad Students	TRIGGER		
Reese Student	hous_acc_t		

ROBINSON HALL

- White Room XXX

~~vos@Home~~			
White Room 459	Wizard	07/15/2021 00:00:00	07/16/2021 00:00:00

SOUTH CARRICK HALL

Patron Groups:
- South Carrick Residents

Patron Groups			
Group	Member Type	Effective	Expires
All Patrons (Default Group)			
Faculty, Staff, Grad Students	TRIGGER		
SOUTH CARRICK RESIDENTS	hous_acc_t		

STOKELY HALL

Patron Groups (CHECK DATES & TIMES):
- Stokely Residents
- Stokely Rm XXX
- Stokely Rm XXXA/B/C/D/AB/CD

Stokely Residents	hous_acc_t	08/24/2018 00:00:00	12/14/2018 00:00:00
Stokely Rm 518	hous_acc_t	08/24/2018 00:00:00	12/14/2018 00:00:00
Stokely Rm 518AB	hous_acc_t	08/24/2018 00:00:00	12/14/2018 00:00:00

VOLUNTEER HALL

Patron Groups
- Vol Hall Room # XXXX
- Vol Hall Students

Vol Hall Room #701	hous_acc_t	05/30/2019 13:15:49	08/11/2019 17:00:59
Vol Hall Students	hous_acc_t	05/30/2019 13:15:49	08/11/2019 17:00:59