

CONTACT DETAILS

ECU Security Services

Phone: (61 8) 6304 3333

Email us at accesscards@ecu.edu.au

or visit www.ecu.edu.au/security

ECU ACCESS CONTROL INFORMATION

CRICOS IPC 00279B

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ECU ACCESS CONTROL INFORMATION

As a student at ECU, you are able to obtain an access control card which gives you after hours access to e-Labs and access controlled labs associated with the course you are studying. Cards can be obtained from the cashiers office on each campus.

To activate your access card you must firstly read, understand and adhere to the Conditions of Use which can be accessed at www.ecu.edu.au/security under the Student access cards tab.

Then simply complete the ECU login and password fields, adhere to the Terms and Conditions, submit the form and your access card will be activated automatically within 48 hours. To use the card simply place it within 5cm of the black card readers located at building entrances and restricted areas.

Each student will be granted access based on their course and units of study.

All students have after hours access to e-Labs.



YOUR RESPONSIBILITIES

- By obtaining an ECU access control card you are accepting the applicable Conditions of Use. A copy of the Conditions of Use is available at www.ecu.edu.au/security under the Student access cards tab.
- You are required to carry your access control card and student identification card on you at all times, and be able to present both cards to Campus Security if requested. You are not eligible to use after hour facilities without an access control card.
- Do not lend your access control card to anybody else. The card is for your personal use only.
- Keep your access control card in a safe place. It is a valuable item and you are personally responsible for its security and use.
- Misuse of an access control card is a serious offence. Please refer to the Conditions of Use for a complete explanation of your responsibilities.
- Lost, damaged or stolen cards need to be reported to Security Administration at accesscards@ecu.edu.au immediately. Replacement access cards need to be manually updated and will take 48 hours to be activated.

FREQUENTLY ASKED QUESTIONS

Q: Where can I obtain a card?

A: At the campus cashiers office.

Q: What access am I entitled to?

A: You will only have access to areas that your study entitles you to.

Q: Does my card work out of normal university hours?

A: Yes, the e-Labs are available 24 hours. Other areas have restricted access, please consult your lecturer or tutor for specific times.

Q: What happens if I lose my card or my card is stolen?

A: Report this to Security Administration immediately at accesscards@ecu.edu.au You are responsible for all activity on the card until the card has been reported lost or stolen.

Q: Do I have to carry additional ID?

A: Yes, you can expect to have you access card and ID checked each time you are using after hour facilities. This helps to keep the university safe.

Q: Will my card affect other cards in my wallet?

A: ID cards and access control cards must be separated to be operational.

Q: What if I am a student as well as a staff member?

A: Please contact Security Administration at accesscards@ecu.edu.au You will need to be a current staff member to be eligible for staff access.

Q: If I lose my card am I in trouble?

A: No, we are only interested in disabling the card as soon as possible.

TROUBLE SHOOTING

- If your card suddenly stops working, contact Security Administration at accesscards@ecu.edu.au
- If your card does not register with two short sharp beeps when held up to the black card readers, contact Security at accesscards@ecu.edu.au
- If you find that you do not have the access you require, please consult your lecturer or tutor and find out whether you are eligible for access to the area.
- Please be certain that you are eligible to have access to the area/door you are requesting before contacting Security.
- When contacting Security, please provide your Student number and card number.