

UNDERGRADUATE RESIDENCE ELECTRONIC LOCK OPERATING INSTRUCTIONS

You must use your keycard to open and lock your residence room/suite door. You must insert your keycard to unlock your door, and you must insert your keycard again when you leave to lock your door.

Your room/suite does not automatically lock when the door is closed.

The lock operation complies with building code and fire safety regulations. It is meant to give you complete control over the locking and unlocking of your room/suite and to ensure that you do not get inadvertently locked out. But it also means that you have to be diligent about locking your door when you leave and using the deadbolt when you are inside your room/suite, especially when you are asleep. If you live in a shared room or suite, your roommate or suitemate's keycard will open the door even if the deadbolt is on.

For everyone's personal safety, and the security of everyone's belongings, always remember to do the following:

- Always use the deadbolt to lock your door when you are inside your room/suite.
- Always use your keycard to lock your door when you leave your room/suite (always double check that your door is locked).
- Never leave your door unlocked.
- Never lend your keys to anyone as it jeopardizes the safety of everyone in the building.

Lost, Stolen and Damaged Keys & Keycards:

- Contact Security (416-736-5333 or ext. 33333) and your Housing & Conference Services Office (Monday to Friday, 8:30am - 4:30pm) immediately to report lost or stolen keys and keycards. Complete the online [Lost/Broken Key Request Form](#).
- After hours, please contact your Don-On-Duty.
- If your key or keycard is not working, contact your Housing & Conference Services Office (Monday to Friday, 8:30am - 4:30pm).
- You are required to pay all applicable charges for a lock change and new key/keycards.
- If you notice both red and green lights flashing on your lock, please submit an [online maintenance request](#).

York University is not responsible for any loss, injury or damage resulting from a student's failure to comply with these instructions, including but not limited to, failure to lock a residence room/suite or failure to use key(s) and/or keycards correctly.

I confirm that I have read, and will adhere to, all of the instructions outlined in this document.

I also acknowledge that I have received all of my keys/keycards and I will be responsible for all applicable charges for any lost, missing or stolen keys and keycards.