

GOLDEN EAGLE SERVICE CENTER
Door Access Users
FAQ's

How much time do I have to enter the door after I swipe my card?

You have 5 seconds to enter the door before it locks itself again. Once it locks, you must re-swipe the card and re-enter your PIN.

What about the alarm inside the classroom?

You must deactivate the alarm upon entering the classroom and activate the alarm upon exiting. The door access does not automatically arm or disarm any alarm.

What about the deadbolt lock?

The deadbolt should remain unlocked at all times.

What if I need to get into a designated classroom and my Card does not work?

If your card and/or door reader is not properly working, you can contact the Golden Eagle Service Center (GESC) at 323.343.6800.

What happens if my card is lost or stolen?

If your card was lost or stolen, you need to pay the \$5 replacement fee payable at the cashiers office, then visit the Golden Eagle Service Center to obtain a re-print of your ID (Proof of another valid form of identification is required).

How long is my card valid for?

The card is valid as long as you are employed by Cal State L.A. However, door access privileges will expire at the end of each quarter.

Can I lend my card to someone else?

The individual whose identity is represented on the card assumes all financial and criminal liability for misuse of the card. Please report your lost/stolen or any misuse of the card immediately to the GESC at 323.343.6800.

What if I forget my PIN#?

If you do not recall your PIN#, you must visit the GESC to reset your PIN. This must be done in person.

Can I have access to the designated classrooms at all time?

After-hour and weekend access to the designated buildings will be restricted to those with specific business in those areas.

What if I have a question or suggestion about the One Card?

You can contact the GESC at 323.343.6800

What if there is an emergency, whom should I call?

In case of an emergency, please contact campus police at 323.343.3700

Where is the Golden Eagle Card Service Center?

The Golden Eagle Service Center is located on the 2nd floor of the Golden Eagle Building room 220.1. Our hours are M-Th 8:00am – 6:00pm & Friday 8:00am – 5:00pm.

We are also open for Customer Support M-Th 6:00pm – 10:00pm.