

GOLDEN EAGLE SERVICE CENTER

HOW TO REQUEST DOOR ACCESS PRIVILEGE

STEP 1.

Door access privileges are assigned to instructors whose *official* teaching assignments require the use of a shared computer lab. *Official* means that the course and room have to be scheduled in advance through the Office of Scheduling. Once that is approved, please notify the Golden Eagle Service Center and we will issue the appropriate privileges. The following information is required. As a reminder, any missing information may delay setup or will be returned to you for completion.

SAMPLE:

INSTRUCTOR'S LAST NAME	INSTRUCTOR'S FIRST NAME	INSTRUCTOR'S CAMPUS ID NUMBER	COURSE ID	START TIME	END TIME	DAYS	ROOM
SMITH	JOE	10101234	ENGLISH 101	4:20 PM	6:00 PM	TR	SH 363

STEP 2.

Email the above instructor's information to: [Ken Kishiyama](#) and [Christina Viets](#)

You must send **your requests** to **BOTH** Ken Kishiyama and copy Christina Viets.

STEP 3.

Inform your instructors that they must have the following to gain access into their classroom.

1. Golden Eagle Card or also known as the ONE CARD.
2. PIN - personal identification number issued by the Golden Eagle Service Center. The PIN is a permanent number. Once issued, they can continue to use it. For security and verification purposes, we are unable to provide a PIN over the phone or through email.
3. Inform your instructor to test their access before their actual classroom usage in case they have any questions.

STEP 4.

If your instructor does not have either one of the above (step 3), they **MUST** visit the Golden Eagle Service Center to obtain their ID CARD and/or PIN.

**The Golden Eagle Service Center is located in the -
Golden Eagle Building, Room 220.1. (right above the food court).**

Phone: 323-343-6800

Office Hours: Monday through Thursday – 8:00 am to 6:00 pm, Friday 8:00 to 5:00 pm.
After Hour Support: Monday through Thursday – 6:00 pm to 10:00 pm by calling 323-343-6800.