RIT College of Art and Design

Requesting Card Swipe Access

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For people with access needs or issues please follow the directions below:

Faculty and staff can request swipe access for most areas that are otherwise restricted in the building by creating a ticket in the **CADTech helpdesk.**

Students must have a faculty or staff member create a ticket on their behalf for swipe access requests.

PLEASE NOTE: We are only able to change access to swipes/doors located inside Gannett or Booth.
(See bottom for directions for other buildings)

1. Go to : https://helpdesk.cad.rit.edu
2. Click **Submit a Ticket**
3. Select **Swipe Access Request** under the **Department** drop-down menu.
4. Please fill out **ALL** fields in the ticket as described.
    1. **Subject** will be the name of your ticket, so please make it succinct but detailed
    (ex: Swipe Access Request for Class X to Drawing Rooms for Fall Semester)
    2. You can select **Indiviudal Access Request** or **Class Access Request**
5. Class lists can be exported from SIS. You will need to do this for each individual class/section.
    1. You can download to Excel by clicking on the small button that looks like a spreadsheet. *(see graphic at bottom)*
    2. The Excel file should save to your downloads folder and can be attached to the ticket. Please double-check that it's accurate before uploading!
    3. Please **DO NOT send screenshots** of your class list! This will slow down the process because we then have to manually type every UID. Live-text lists (spreadsheets) will enable us to more quickly process your request.

6. You can ask/add any questions by replying to the emails associated with your CAD Tech ticket.



(Screenshot above shows the location of the spreadsheet export button)

TO REQUEST ACCESS FOR ANY OTHER RIT BUILDINGS

If you need cardswipe access for ANY other door in ANY other buildings, you will have to either file a ticket with ITS at help.rit.edu or contact the appropriate department in the building you need access in.

1. This is the specific ticket for ITS-managed areas:

https://help.rit.edu/sp?id=sc_cat_item&table=sc_cat_item&sys_id=98f7d2841b80e8500ba4a7562a4bcbba&searchTerm=door%20access

2. This RSC article may also be helpful if the rooms/swipes are not ITS-Managed.

https://help.rit.edu/sp?id=kb_article&table=kb_knowledge&sysparm_article=KB0043505&searchTerm=door%20access