

# CSC SmartCard

The Colby-Sawyer College identification card is called the CSC SmartCard. The Department of Campus Safety oversees the production of new and replacement cards; maintains a card information database of students, faculty and staff; and manages the campus wide electronic access control system to include the installation and maintenance of card readers.

The CSC SmartCard serves as both identification and a means to access services at the following campus locations:

- Residence hall and administrative building access
- Susan Colgate Cleveland Library
- Ware Student Center Dining
- Lethbridge Lodge
- The Stable (CSC Store)
- Hogan Sports Center
- Baird Health and Counseling Center
- Student Development
- Campus Safety
- Vending machines on campus
- Mail room
- Photocopies

## CSC SmartCard Policy

Students and employees must carry a current CSC SmartCard with them while on campus. The cardholder is responsible for the care and safekeeping of the card. It is prohibited to punch any holes in the card or to attach stickers, pins or other items to the card. Students and employees must keep the card away from magnetic fields. The CSC SmartCard may only be carried and used by the person to whom the college issued the card. The card remains the property of Colby-Sawyer and must be presented upon the request of an appropriate college official. The card may be revoked at any time by the college.

Any transfer, alteration, falsification or forgery of a CSC SmartCard constitutes a violation of college policy and may result in disciplinary action by the Office of Citizenship Education or, in the case of employees, with the Office of Human Resources. In addition, fraudulent or illegal use of the campus identification may result in criminal charges and/or civil proceedings.

The information contained on a student or employee's CSC SmartCard will not be released to persons outside of Colby-Sawyer College unless required by law, in response to a valid court order or subpoena or upon the execution of written consent signed by the cardholder. Exceptions to this rule include use of the information contained on or in the card to assist in the personal protection of any person or to

comply with federal, state or local laws. The photo portion of the card may be released as part of Colby-Sawyer directory information.

## CSC SmartCard Procedures

### Obtaining a CSC SmartCard - Students

CSC SmartCards are issued to admitted students prior to starting classes each academic year at no cost to the student. Campus Safety programs the card for access to campus facilities based on the community member's needs and authorization. Students will have the opportunity to update their card photo at the end of their sophomore year.

There are two ways for new students to obtain a CSC Smartcard:

- [Submit a photo online](#) and have your ID ready for pick up when you arrive on campus.
- Visit Campus Safety in James House during our business hours, Monday-Friday, 8 a.m.-5 p.m. and have your picture taken and ID printed.

### Obtaining a CSC SmartCard - Employees

New employees are issued a CSC SmartCard at no cost by the Department of Campus Safety. This process is coordinated through the Office of Human Resources once the employee has been hired, their information has been entered into the PowerCampus system and an employee number has been assigned. Campus Safety will program the card for access to campus facilities based on the faculty/staff member's needs and authorization. Faculty and staff should bring their CSC SmartCards to the Campus Safety office at the start of each academic year so a current validation decal can be applied. Updated card photos will be taken on a periodic basis.

### Lost/Stolen Cards

In the event that a CSC SmartCard is lost or stolen, a replacement must be obtained from the Department of Campus Safety during regular business hours, Monday-Friday, 8 a.m.-5 p.m. Lost or stolen cards should be reported immediately to Campus Safety. The cost of replacing a lost card is \$10. Resident students who have lost their cards may obtain a temporary card for up to three days from Campus Safety. The temporary card will allow the user to enter the dining hall and their residence hall. Failure to return the temporary card after three days will result in a \$50 charge.

### Deactivating Lost/Stolen CSC SmartCards

If your card has been lost or stolen, cancel card access to services immediately by going online to the [SmartCard storefront](#), signing in and putting a freeze on your account. If you do not find your card, the Campus Safety office can produce a new card for you for a fee of \$10. When the replacement card is made, the balance in the CSC SmartCard account simply transfers to the new card. The old card will no longer work, and no one will be able to access your CSC SmartCard account from that card.

If you find the lost card and have already deactivated your account but a new card has not been issued, you can sign back into your account and reactivate the card.

## Unauthorized Transactions

If anyone believes there has been an unauthorized transaction made with the CSC SmartCard, they should report the concern and details immediately to Campus Safety at 603.526.3300.

## CSC SmartCard Found by a Non-Owner

A CSC SmartCard found by a non-owner should be returned to Campus Safety personnel as soon as possible. Campus Safety staff will send an email to the card owner's Colby-Sawyer e-mail account with notification that the card was found and should be claimed as soon as possible.

## Reactivating a Found CSC SmartCard

A missing CSC SmartCard that has been placed on "deactivate" status by the owner can be reactivated by the owner if a replacement card has not already been printed. To reactivate a card that has been found when a replacement card has not yet been printed, sign into your account via the [SmartCard storefront](#), and click the "activate" button. If a replacement card has already been issued and the previously lost card is found, the old card should be destroyed as it has been administratively deactivated and cannot be reused.

## Replacing a Missing or Damaged CSC SmartCard

If the most recently issued card becomes unusable due to normal wear and tear, it will be replaced at no charge. If a card needs to be replaced for any other reason, there is a \$10 non-refundable replacement fee, payable by credit card or check.

A replacement CSC SmartCard may be obtained from Campus Safety office during regular business hours, Monday-Friday, 8 a.m.-5 p.m. The process of having a new card printed permanently deactivates the most recently issued card. College staff will dispose of any invalid cards.

## Storefront Secure Online Payments

Financial Services Storefront is Colby-Sawyer College's secure and protected online payment service. The Storefront allows families to make enrollment or re-enrollment deposits, Windy Hill School tuition payments, summer and college break housing payments and general payments. Other departments around campus utilize the Storefront to accept payments for various campus activities. For more information about the CSC Storefront go to [colby-sawyer.edu/storefront-smartcard](http://colby-sawyer.edu/storefront-smartcard).

## Questions about the CSC SmartCard

If you have any questions pertaining to the CSC SmartCard, please contact the Department of Campus Safety Operations Manager at 603.526.3675 or [cssafety@colby-sawyer.edu](mailto:cssafety@colby-sawyer.edu).