

## Frequently Asked Questions about the Access Control System

### **What is the access control system and how does it work?**

Friends Center's access control system enables us to individually control who can unlock and open doors into the office suites of 1501 Cherry Street and into the entryways 1520 Race Street. A local server here at Friends Center records names and permissions levels. It then unlocks the doors when you place your fob near the key fob reader, and determines that you have permission to enter. The system also records whose fob was used to unlock that door at that time.

### **What are key fobs?**

Key fobs are small, plastic devices individually programmed with your access privileges here at Friends Center. It has a small hole to fit on a key ring. Treat your key fob like you would a regular key—because it is a kind of key!

### **How do I get a key fob?**

Friends Center provides every organization here with a key fob for every employee, as well as long-term interns if requested. Friends Child Care Center also receives one for each registered caregiver in a family. We do not provide key fobs to individuals, only to a contact person at each organization.

### **I lost my key fob. What should I do?**

Report your lost fob **to your organizational contact right away**. As a courtesy, feel free to inform Erick Emerick at Friends Center, but we will **not** provide fobs directly to individuals, only to organizations. Your organization contact person will report it to the Friends Center office. The organization will be charged \$25 to replace and reprogram each lost fob. (It is up to your organization whether or not to pass that charge on to you.) Our full policy is on our website:

<http://www.friendscentercorp.org/wp-content/uploads/2015/06/Security-Fob-Policy-2015.pdf>

### **What are some best practices?**

- Treat your fob like a key. Keep it with you just like you'd keep your keys with you. Leave it only in a secure place, not on your desk. And bring it with you when you leave the office.
- We recommend each organization have a form for employees to sign when they receive a key fob, and also when they return the fob after their work here is completed. (We can share a sample form with you if you'd like.)

### **I left my fob in my office/at home/at my relative's house. What should I do?**

- We recommend that you call a coworker to come let you in.
- Alternatively, you can ask for help at the front desk, and our staff will contact someone at your organization to let you in.
- If absolutely necessary, there will be a spare key fob for your door at the front desk that you can sign out temporarily.
- Whatever you do, please do not knock on a door to gain access to your suite!

**Will my key fob be okay going through airport security?**

Yes, your key fob can go through security and it won't get deprogrammed. Do keep it with your other keys and personal items in the basket when you go through screening.

**How will my guests be able to use the bathroom?**

We ask that you accompany your guest to the elevator lobby area outside the restrooms, and wait for them so you can accompany them back into the office suite.

**I'm hosting an event here. How can I get fobs for my guests?**

The common conference and event rooms at Friends Center are **not** part of the access control system, so your guests will not need a fob to enter the meeting room or the restroom.

**What if our organization needs more key fobs?**

Friends Center can provide more key fobs for regular staff or long-term interns. Just ask Erick Emerick.

**Can our organization just swap out a key fob when one person leaves and another is hired?**

No. Each key fob is associated with an individual's name. Your organization must return key fobs when a staff person leaves employment, so they can be reprogrammed and recycled back into circulation.

**What should I do if someone I don't know is at a door without the right fob?**

Please do not let people into your floor if you do not know them. If someone you do not know tries to enter the door behind you (this is called "drafting"), please introduce yourself. If they belong on your floor, it will be an opportunity to get to know your neighbors! If they do not seem to belong, consider asking the person to return to the front desk to be redirected. If you are not comfortable saying something, feel unsafe, or if you say something and the person enters anyway, please let the front desk know right away.

This is also spelled out in our [key fob policy](#).

**Please let me know if you have other questions or feedback!**

Your assistance will help this system work for everyone at Friends Center. Our goal is to provide a safe working environment for everyone, while maintaining the collegial and friendly atmosphere that is part of the fabric of Friends Center's identity. **Thank you!**

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