

**Policy Procedure:** Electronic Access

**Procedure Number:** 313P

**Contact Information:** IT Support Services, 703-307-3543

**Forms:** Form 105-156e: Key and Electronic Door Access Request Form (online)

**Last Reviewed Date:** 06/09/2020

---

1. Roles and Responsibilities
  - a. Information Technology Support Services, Auxiliary IT oversees the service program for electronic door access system and maintains access control files for the college, manages the servicing for all maintenance and repair work regarding electronic access, and operates the electronic access system.
  - b. Information Technology Support Services IT Security grants access once it has been approved as described in the college's electronic access policy.
2. Access Requests
  - a. Access requests for NOVA Faculty and Staff should be submitted on online Form 105-156e: Key and Electronic Door Access Request Form.
  - b. Access requests for affiliates or contractors should be submitted on online Form 105-036 Affiliate or Contractor Card Request.
3. Adding Electronic Access To Existing Doors
  - a. To request electronic access control for an existing door, contact [AskNOVACard@nvcc.edu](mailto:AskNOVACard@nvcc.edu) for a quote.
4. Schedule Exceptions (request for changes due to meetings, etc.)
  - a. Routine requests to alter building access hours, must be approved by DCO/Provost, Vice President, President or Chief of Police before NOVACard will make alterations.
  - b. Requests must be made 48 hours in advance via email to [AskNOVACard@nvcc.edu](mailto:AskNOVACard@nvcc.edu) and include the following: Requestors Name, Event Name, Campus, Exact Door(s), Date and time of event, and Door schedule requested (open and lock times).
5. Employee And Contractor Separation From Nova
  - a. Supervisors must complete online Form 105-021 Employee Separation Notification when an employee is separated. The employee's electronic access will be deactivated per the date of separation.
  - b. Supervisors will collect the employee's NOVA Card through the checkout process, and return the cards to the Central NOVACard Office within one week of receipt.
  - c. Upon a contractor ending his/her project, HR or the immediate supervisor shall notify the Central NOVACard Office no later than the day of project completion so that the card and access can be deactivated
6. Lost or Stolen NOVACards

- a. A lost or stolen NOVACard must be reported to a NOVACard office immediately in person or online at immediately in person or online at (<https://get.cbord.com/nvcc/full/login.php>).
7. Emergency Access
  - a. Emergency Access Cards will be placed throughout the college in locations only accessible by emergency response personnel (outside of the college) as approved by the Police Chief.
8. Reporting an Issue with Door Access
  - a. Problems with cards or access locations should be reported to the NOVACard helpdesk at [AskNOVACard@nvcc.edu](mailto:AskNOVACard@nvcc.edu). The problem report should include the following information:
    - i. Name and contact information of the person reporting the problem.
    - ii. Specific location, information is located on the reader (building, door number) of the problem (e.g., AA128 Main entrance).
    - iii. Nature of the problem (card won't work or door won't open etc.).
    - iv. Time and date the problem was noticed.
    - v. Any additional information that might be helpful.