

STUDENT LIFE TECHNOLOGY

Standard Operating Procedure

Card Procedure– New/Replacement Cards

New Cards

Rebelcard

If new staff/students have not received their Rebelcards, they will need to stop by the Rebelcard Office (SU 118) to obtain their new cards. They are able to do so after they have been assigned an NSHE ID number (for Staff members NSHE ID numbers are available approximately two weeks after signing their paperwork with HR).

White Workcards

When a new Workcard is needed, we will need a completed Access Request form delivered to the Rebel Repair Help desk. Once the request is submitted by the user, a ticket gets created in TMA, and the request gets sent over to the Rebel Repair Help Desk for further processing.

- All appropriate signatures are needed on the Access Request form before they are received by the RRHD.
- Blackboard and Onity doors must be listed in order to properly assign access.
 - If there are no specific doors listed, we will need a reference template to mirror access.

Replacement Cards

All lost cards need to be reported immediately. This is to ensure the safety and security for Student Life students/staff and their belongings. The Rebel Repair Help Desk can be notified through either phone/email/ or our online work order request form: rebelrepair.unlv.edu. These requests will be assigned accordingly for appropriate processing.

Rebelcard

- For a lost Rebelcard, a request will be sent for Blackboard and/or Onity removal as needed.
- A Rebelcard replacement can be purchased directly from the Rebelcard Office (SU 118) for \$20.
- Rebelcards will need to be re-encoded whether it's lost, stolen, or damaged in order to regain Onity access. Cards can be re-encoded at the Student Affairs Maintenance building (SAM).

Workcards

- In the case of a worn-out card, the requester will need to bring their cards with them to be shredded in order to receive their new cards.
- In the case of a lost card, once a request is received any Blackboard and/or Onity access will be removed ASAP.
- The Rebel Repair Help Desk will request a replacement Workcard directly from the Rebelcard Office; replacements are usually available in approximately 4-6 business days.

NOTE: In order to properly request a lost Workcard, we will need the number ID affiliated with it. It is the responsibility of the facilities director to maintain an accurate list of all the Workcards in their building(s). Also, no Workcards should be distributed to vendors for long term use; they should be checked out on a daily basis if/when necessary.

Access Request forms can be found on this website:

<https://www.unlv.edu/sites/default/files/24/SAM-AccessRequestForm.pdf>

Any questions or concerns regarding new/replacement cards, their access, or related policies should be directed to the Rebel Repair Help Desk for Student Life Technology: 702-895-5324.