Just because you have a Warwick card doesn’t always mean that you can gain access to the building or resource you require. Included here are some notes on common problems and where you can go for help. If your topic is not covered then please contact the University’s Access Control Office.

**Start Here**

- **My card has been lost (or stolen)**
  - You will need to visit the reception counter in University House where replacement cards are made and issued. Tell them that your card is lost and that you require a new one.
  - If your card has been stolen (and you have a valid crime number from the Police report) the £15 replacement card fee will be waived. Otherwise you will be asked to pay the fee either by cash or credit card.
  - If your card is physically damaged (e.g. split or warped as a result of being washed) you will require a new card as above. If your card is faulty or has worn out you can apply for a free replacement at University House Reception. Replacements can normally be done whilst you wait.

- **My card does not work**
  - The University uses Access Control technology from a number of suppliers whom you may wish to consider. They have been selected on the basis on their ability to operate with the Warwick card and the availability of a data link that enables automatic allocation of access. Other suppliers may not offer this facility. In the first instance speak to the University’s Access Control manager for advice on suitable systems and budget costs.

- **I need to install an access control system. Where should I go for advice?**
  - Warwick cards are available to a wide range of individuals and you may well find that if you have a requirement to access controlled buildings that a personal card is the most appropriate solution. In the first instance speak to the Card Office situated in University House.

- **I don’t have a card**
  - You will not have any default access to the building or resource.

- **I can’t get into a building that I need**
  - Some buildings have access for all University members. Others are limited to department members only.
  - Please check with the department that you appear on their access list.

- **Does your card work elsewhere?**
  - Please contact Accommodation on ext. xxxx or accommodation@warwick.ac.uk

- **Is it your residence?**
  - Please contact Accommodation on ext. xxxx or accommodation@warwick.ac.uk

- **Is it a carpark?**
  - Please contact car parking on ext. xxxx or carparking@warwick.ac.uk

- **Are you a member of Staff or a Student?**
  - Please approach the department with your request.

- **Is it your home department?**
  - Please contact Accommodation on ext. xxxx or accommodation@warwick.ac.uk

- **The Library?**
  - Please contact the Library Office.

- **Is this your home department?**
  - Please contact Accommodation on ext. xxxx or accommodation@warwick.ac.uk

- **Sports Centre?**
  - Please contact the Sports Centre Office.

- **Is the reason now clear?**
  - Some buildings have access for all University members. Others are limited to department members only.

**Access Control Office**