

Electronic Access Control Issues How to Get Support

Transition from Andover to Lenel OnGuard is underway. Both systems will be operational until the full transition is complete, then Andover will be decommissioned. We anticipate this will be around August 2022.

For Andover issues:

1. Call or email the UWPD Access Control Office
 - a. access@mhub.uwupd.wisc.edu or (608) 265-3279 (Mon-Fri 8am-4pm)
 - b. After hours – call UWPD Dispatch (608) 264-2677
 - i. Please provide a phone number where our access control staff can reach you for more information.
2. UWPD Access Control staff will do initial troubleshooting to determine if the issue is related to a software/card issue, a server/network issue, or a physical hardware issue.
 - a. For software/card issues, UWPD Access Control staff will work through the issue and involve the appropriate people as needed.
 - b. For server/network issues, UWPD Access Control staff will open a ticket with DoIT.
 - c. For hardware issues, UWPD Access Control Staff will have you submit a work order to FP&M
 - d. Please note that unless access is critical or a door can't be properly secured, most work on an issue will be done during normal business hours.

For Lenel OnGuard issues:

1. Call or email the UWPD Access Control Office
 - a. access@mhub.uwupd.wisc.edu or (608) 265-3279 (Mon-Fri 8am-4pm)
 - b. After hours – call UWPD Dispatch (608) 264-2677
 - i. Please provide a phone number where our access control staff can reach you for more information.
2. UWPD Access Control staff will do initial troubleshooting to determine if the issue is related to a software/card issue, a server/network issue, or a physical hardware issue.
 - a. For software/card issues, UWPD Access Control staff will work through the issue and involve the appropriate people as needed.
 - b. For server/network issues, UWPD Access Control staff will open a ticket with DoIT.
 - c. For hardware issues relating to the controller, card reader or wiring from the card reader to the network switch, UWPD Access Control staff will notify Stanley Security of the issue.
 - d. For hardware issues related specifically to the door (e.g. locks, crash bar, physical functionality of the door), UWPD Access Control staff will have you submit a work order to FP&M
 - e. Please note that unless access is critical or a door can't be properly secured, most work on an issue will be done during normal business hours.