

# EagleCard and Access Control Upgrade Project

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## Overview

### Overview

Tennessee Tech will be upgrading the EagleCard and Access Control service. These upgrades include a refresh of all card readers and hardware as we move toward contactless campus cards. This article serves as an FAQ and Status update page.



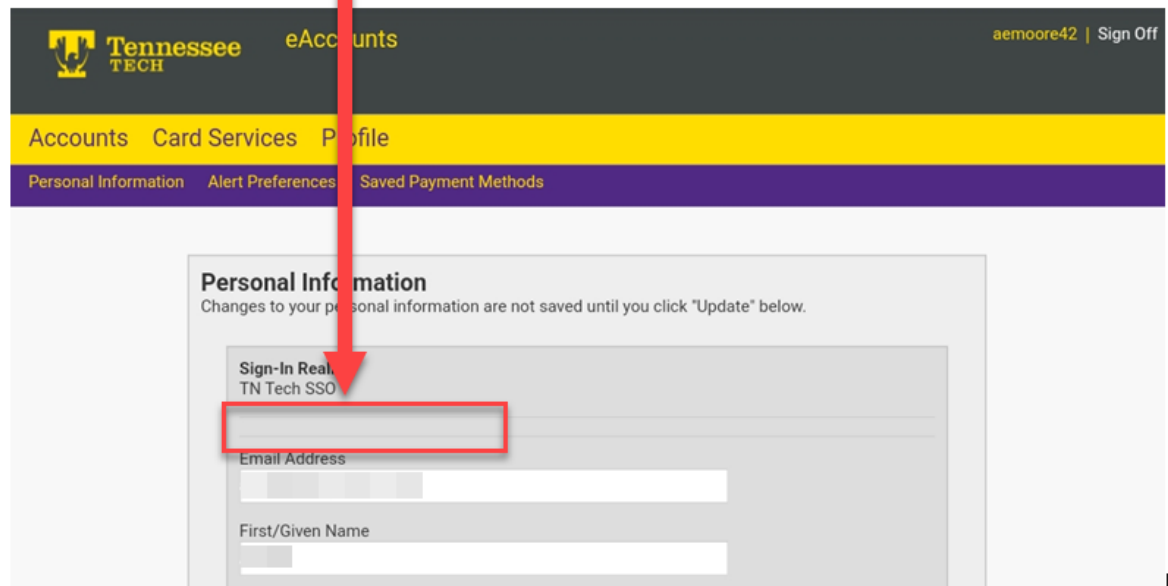
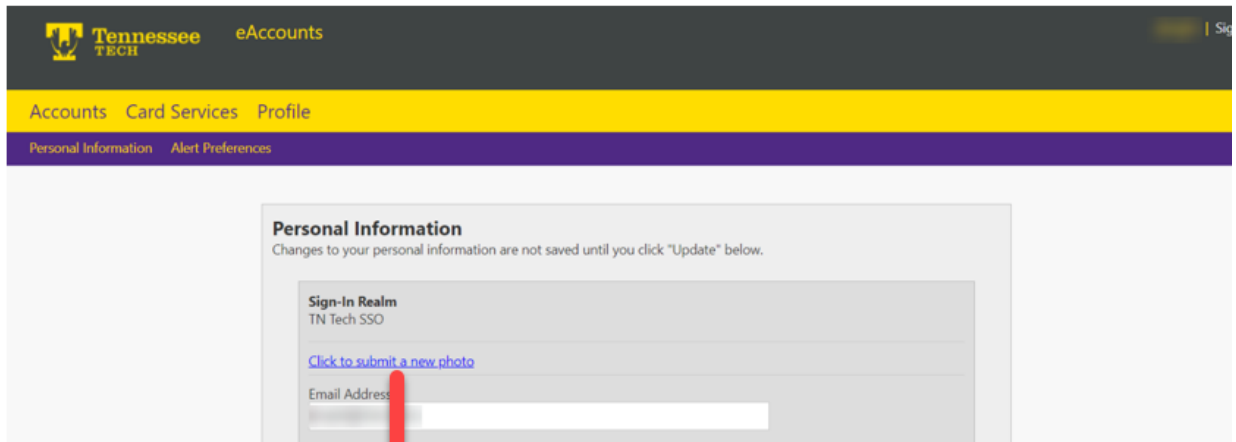
## FAQ

### Frequently Asked Questions (FAQ)

Please check below for answers to questions you might have about the process.

 Most asked questions...

When attempting to submit your photo, you may find that the link "Click to submit a new photo" is missing.



Begin by trying the following:

1. A "hard refresh" on your browser.
  - a. **PC:** hit **Ctrl+Shift+R** and try to log in again
  - b. **Mac:** hit **Cmd+Shift+R** and try to log in again
2. If that didn't work, **clear the cache on your browser**. Instructions for doing so in the most popular browsers:
  - a. **Chrome**
  - b. **Firefox**
  - c. **Safari**
  - d. **Edge**
3. If clearing the cache didn't work, either, please attempt to submit a photo **from a different device** (if available).

If all of these steps prove unsuccessful, please contact the [EagleCard Office](#) for additional assistance.

**Yes.** Once this project is completed, all readers on campus will be contactless. In order to use the new readers at access-controlled doors, dining, bookstore, etc., a new contactless card will be required.

Even if you do not require access to any access-controlled doors, are taking classes remotely, etc., the EagleCard is your campus ID and it is required that you have one.

Once your photo has been approved, the EagleCard staff will process and print your new ID card.

Cards are available for pickup in the EagleCard Office (RUC 230) from 8:00am-4:30pm Monday-Friday.



If you're unable to collect your EagleCard during normal business hours, weekend pickup is an available option. Contact the [EagleCard Office](#) to inquire.

We've prepared [these instructions](#) to help guide you through submitting your photo.

The new system provides us with a secure, encrypted card that provides an overall better user experience.

The contactless cards offer a more reliable access control experience with more security, better monitoring, and ease of operation.

Buildings will be transitioned to the new contactless card system in the order listed in the status table below. The dates will be updated as more information is available.

The new access control system will be based on contactless near-field communications (NFC) technology. This will result in no wear & tear to your card and will provide a better and more reliable experience. The new user portal provides many more options.

If you have questions that aren't answered here, please reach out to the [myTECH Helpdesk](#).

## Status Status of Building Transitions

View the chart below to see when your building will be migrated. All dates are *tentative*.

**Legend:**

TBD

DATE CHOSEN

SCHEDULED

IN PROGRESS

COMPLETE

Building	Date to Begin	Status
Jere Whitson Building (JWB)	7/21/20	COMPLETE
Roaden University Center (RUC)	7/27/20	COMPLETE
Murphy Hall (MURP)	7/29/20	COMPLETE
Jobe Hall (JOBE)	7/30/20	COMPLETE
Tech Village Community Center (TVW)	8/03/20	COMPLETE
Tech Village Laundromat (TVE)	8/03/20	COMPLETE
Maddux Hall (MDDX)	8/05/20	COMPLETE
McCord Hall (MCRD)	8/10/20	COMPLETE
Warf Hall (WARF)	8/11/20	COMPLETE
Ellington Hall (ELNG)	8/11/20	COMPLETE
Evins Hall (EVIN)	8/14/20	COMPLETE
Browning Hall (BRNG)	8/17/20	COMPLETE
Kittrell Hall (KITT)	8/17/20	COMPLETE
Crawford Hall (CRAW)	8/18/20	COMPLETE
University Services Building (USVC)	8/19/20	COMPLETE
New Hall South (NEWS)	8/19/20	COMPLETE
Cooper Hall (COOP)	8/27/20	COMPLETE
Dunn Hall (DUNN)	8/28/20	COMPLETE
Clement Hall (CLEM)	9/1/20	COMPLETE
Volpe Library (LIBR) #1	9/3/20	COMPLETE

Volpe Library (LIBR) #2	9/4/20	COMPLETE
Bartoo Hall (BART)	9/8/20	COMPLETE
Alumni Building (ALUM)	9/10/20	COMPLETE
Bell Hall (BELL) #1	9/14/20	COMPLETE
Bell Hall (BELL) #2	9/16/20	COMPLETE
Oakley Hall (OKLY)	9/21/20	COMPLETE
TJ Farr Hall (FARR)	9/23/20	COMPLETE
Henderson Hall (HEND)	9/25/20	COMPLETE
Johnson Hall (JOHN)	9/28/20	COMPLETE
Southwest Hall (SWH)	10/6/20	COMPLETE
New Hall North (NEWN)	10/12/20	COMPLETE
Foundation Hall (FNDH)	10/15/20	COMPLETE
Appalacian Center for Craft (CCAD)	10/20/20	COMPLETE
East Stadium (ESTA)	10/22/20	SCHEDULED
Ray Morris Hall (RMH, a.k.a STEM)	TBD	
Bryan Fine Arts (BFA)	TBD	
MS Cooper Hall (MSCP)	TBD	
Pinkerton Hall (PINK)	TBD	
Prescott Hall (PRSC) #1	TBD	
Prescott Hall (PRSC) #2	TBD	
Brown Hall (BRWN)	TBD	
Student Recreation and Fitness Center (SRFC)	TBD	

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