

## Faculty and Staff Identification Cards (Mav Express ID) CO-ID-PR9

Responsible Officer: Vice President for Administration and Campus Operations

Sponsoring Department: Mav Express

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Errors or changes to: [aim@uta.edu](mailto:aim@uta.edu)

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### CONTENTS

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Procedure Objective

Scope

Responsibilities

Procedures

Section I. Acquiring a Faculty or Staff ID Card

Section II. Acquiring a Retired Faculty or Staff Card

Section III. Patron's Instructions for Photo ID

Section IV. Debit Plans and Mav Money

Section V. Card Access

Section VI. Time and Attendance

Section VII. Replacing an ID Card

Section VIII. Resolution of ID Card Issues

Section IX. Mav Express Address

Forms and Tools/Online Processes

Definitions

Rationale

Related Statutes, Policies, Requirements or Standards

Appendices

Contacts

Website Address for This Procedure

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### PROCEDURE OBJECTIVE

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This procedure provides guidance in the acquisition, replacement, and use of Mav Express ID cards for faculty and staff.

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### SCOPE

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All current and retired faculty and staff eligible for one or more types of Mav Express cards, and any required department approved requestors.

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### RESPONSIBILITIES

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#### **Department Approved Requestor**

- Completes steps required to set up patron for card application, including completion of appointment data in DEFINE where applicable and approval of privileges

- Provides retirees with proof of retirement status
- Promptly notifies the Mav Express office when a patron is no longer eligible to receive access privileges previously granted.

### **Human Resources Employee Records Staff**

- Provides assistance when employee information does not transfer from the HR system to Mav Express system

### **Mav Express**

- Completes steps required to issue cards to qualified applicants

### **Patrons**

- Follows instructions specific to the application for the appropriate type of card
- Returns the card when no long eligible to use the card

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## **PROCEDURES**

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### **Section I. Acquiring a Faculty or Staff ID Card**

This card provides official identification for faculty and staff members. It is the only way a member of faculty or staff can access card-related electronic privileges within the UTA community.

#### **A. Eligibility**

New and returning UTA faculty and staff with active appointments in the Define system and with an active status and FAC patron type in the CS Gold system are eligible. Patron must produce a government-issued photo identification.

#### **B. Department Approved Requestor's Instructions**

Department approved requestor must ensure that appointment information is completed in a timely manner in the Define system.

The requesting department is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via [access@uta.edu](mailto:access@uta.edu).

#### **C. Patron's Instructions**

When instructed to do so, the patron must go to the Mav Express office in person with a valid government issued photo identification (passport, driver's license, etc.). See [Procedures III. Patron's Instructions for Photo Id.](#)

#### **D. Privileges and Card Description**

##### **1. Privileges**

- a. Faculty and staff parking gate access if a parking pass has been purchased
- b. Access to the library (all faculty and staff)
- c. The following privileges are available upon request and/or approval:
  - I. Mav Money
  - II. Meal plans, including Dining Dollars

## 2. **Card Description**

The card has a full color front, black back, and magnetic stripe.

## **Section II. Acquiring a Retired Faculty or Staff Card**

### **A. Eligibility**

Retired UTA faculty or staff are eligible if they have an active status in the CS Gold system and official proof of their retirement status. Patron must produce a government-issued photo identification.

### **B. Department Approved Requestor's Instructions**

The Department Approved Requestor must provide the patron with an official proof of retirement status.

The requesting department is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via [access@uta.edu](mailto:access@uta.edu).

### **C. Patron's Instructions**

When instructed to do so, the patron must go to the Mav Express office in person with a valid government issued photo identification (passport, driver's license, etc.), and official proof of retirement status. See [Procedures, III. Patron's Instructions for Photo ID](#).

### **D. Privileges and Card Description**

#### **1. Privileges**

The following privileges are available upon request and approval:

- a. Access to card access controlled areas
- b. Mav Money
- c. Meal plans (including Dining Dollars)

### **Section III. Patron's Instructions for Photo ID**

- A. Headgear is not allowed unless worn for religious reasons. Even if allowed headgear must not keep the eyes, nose and mouth from being visible in the picture.
- B. The patron must face forward and have a neutral facial expression or a smile.
- C. Only clear prescription glasses are acceptable. Sun glasses and other tinted eyewear are not acceptable.
- D. The patron should be alone in the picture.
- E. The patron's head, neck and possibly part of the shoulders should fill the picture field: the background should be uniformly light or white.
- F. If the patron's information has not been downloaded into the CS Gold system, the patron will be responsible for providing proof of their eligibility. Assistance is available in the Human Resources Records office.

### **Section IV. Debit Plans and Mav Money**

#### **A. Debit Plans**

#### **Mav Express Currently Manages the following Debit Plans for the UT Arlington Community**

1. Mav Money is the primary debit plan offered to the University community. It is available to anyone with a Mav Express card and deposits have no spending restrictions.
2. Sponsored Student Debit Accounts are limited to food purchases only. Deposits to this type of account are arranged through the Office of Sponsored Students.
3. Dining Dollars are part of a meal plan package and may be used at Dining Services facilities only. Dining Dollars not used before the end of each semester are forfeited.
4. Camp & Conference debit plans are for guests and operate the same as Mav Money.
5. Copy & Print accounts are primarily funded through departments or organizations. They are limited to use at copier readers and printing in campus computer labs.
  - a. To add departmental funds to the card, a departmental representative authorized to release funds should email [helpdesk@uta.edu](mailto:helpdesk@uta.edu) with the following information:

- I. Card Number
  - II. Account number for transfer funds
  - III. Amount of transfer
6. Book Advance accounts are requested through the Financial Aid office. Spending from these accounts is limited to the UTA Bookstore and Maverick Computer until census date. Following census date, Book Advance account funds are moved to Mav Money or the student may request a refund.

#### **B. Mav Money Features and Benefits**

1. Mav Money is the primary debit plan offered the University community. It is available to anyone with a Mav Express card and deposits have no spending restrictions.
2. Mav Money is accepted at 12 photocopiers, printers at OIT computer labs, three laundry facilities, all campus retail and dining locations, and several off campus merchants. Purchases made with Mav Money at any Campus Dining Service location will receive a 5% discount. Mav Money can also be used to make purchases from selected off-campus merchants and restaurants.
3. All Mav Money funds are carried forward each semester for as long as a person continues association with UTA. As a debit plan, you cannot go in to debt using Mav Money. Once your account is depleted, you cannot use the card until funds are replenished.
4. Mav Money is to be used for purchase of goods or services only and no cash may be withdrawn.
  - a. Upon leaving the University, students may request a refund of any balance remaining. Refunds will be credited to the student's University account. If no balance is owed to the University, a check will be mailed to the student's home.
  - b. Any request for an early refund of Mav Money before leaving the University must be submitted to the Director, Campus Card Operations. The Director will consult with the Executive Director, Management Services and a decision will be rendered.
5. Deactivating a Mav Money account: An individual cardholder is responsible for completing a Mav Money Refund Request form at the Mav Express Office. Refunds are issued only by the Bursar. In the instance where a card is not issued to an individual but to a department, refund of the credit balance would require an interdepartmental transfer (IDT).

#### **C. Mav Money Deposits**

1. Deposit online at [www.uta.edu/mavmoney](http://www.uta.edu/mavmoney).
2. A computer kiosk is available outside the Mav Express Office for your convenience.

3. Deposit cash, check, or credit card charges at the Bursar's Office in Davis Hall.
4. Deposit cash at the CSVT Machine (Cash Machine) in the Central Library next to the Help Desk.
5. Deposits to a Mav Money account may be made through one of the three locations shown below.

<b>Deposit Location</b>	<b>Online at <a href="http://www.uta.edu/mavmoney">www.uta.edu/mavmoney</a></b>	<b>Bursar's Office (Davis Hall)</b>	<b>CSVT Machine in Central Library (By Help Desk)</b>
Cash		X	X
Check		X	
Debit Card with Visa/Master Card Logo	X	X	
Master Card	X	X	
Visa	X	X	
American Express	X	X	
Discover	X	X	
Transaction Fee	\$1.00 / deposit	None	None
Notes	Computer Kiosks and Computer Labs are available around campus for your convenience		

**D. Deposit Limits and Restrictions**

A Mav Money Account cannot exceed \$1,000.00 and is set to reject any deposit transactions that would result in the balance being over this limit. A deposit cannot be made to a Mav Money account if the patron's CS Gold account is inactive. Meal Plans The Housing department sells a combination of meal plans with designated amounts of dining dollars. Mav Express manages the CS Gold software and hardware used for the vending of meal plans as well as the procurement of meals by patrons at the proper time and location. Mav Express is also responsible for both the initial population of meal plans at the beginning of each term and the removal of meals and dining dollars at the end of each spring and summer semester. Mav Express may make adjustments to meal plans and dining dollars per request by the Housing department. Mav Express provides reports on meals procured and other relevant information Housing is responsible for the management of meals during the semester. This responsibility includes: purchase payments of meal plan, deactivating/activating meal plans and the adjustment of dining dollars. Dining Dollars Balance reset to Zero It is necessary to periodically reset the balance of Dining Dollars to Zero as they do not carry over from semester to semester, with the exception of the fall-spring semester change. Dining dollar balances re cleared at the end of the spring and summer semesters.

## Section V. Card Access

This section only applies to those cards that have access privileges.

Mav Express offers two types of access control systems, both of which require the use of the Mav Express card. The on-line system is a server based system hardwired to our private network. The off-line system uses stand-alone battery operated locks. The on-line and off-line systems are coordinated through the on-line database to ensure current credentials are used for access.

### A. Submitting Access Requests

In order for an access request to be considered, it must come from an Approved Requestor. Mav Express keeps an updated list of approved requestors that can be audited by Directors (and above) upon request. An annual audit of all approved requestors is performed on an annual basis so that respective department heads can confirm the validity of their approved requestors.

#### 1. Authorizing Approved Requestors

Requests for designating approved requestors must be sent via email to the Director or the Assistant Director of Campus Card Operations by a Director or any position above the Director level.

#### 2. Approved Requestors that do not work for UTA

Representatives of outside organizations that are utilizing UTA facilities as their offices may need to request IDs, access and net IDs for the patrons of their facilities.

- a. Any requests regarding non-UTA approved requestor status will be sent to the Office of the Vice President for Administration and Campus Operations for approval and routing to Mav Express.

#### 3. Routing an Access Request

Access requests must be sent by an authorized requestor through to email address [access@uta.edu](mailto:access@uta.edu). Only requests sent to this address will be processed. The request must include:

- a. Requestor's full name
- b. Brief description of what the request is (Few words to a sentence)
- c. Attachment: Card Access Request Form

### B. Service and Response Time Expectations for Card Access Requests

1. Card access to parking facilities, residence halls, and many academic facilities are granted automatically based on qualifying criteria. Additional card access to individual facilities and labs is provided based on departmental request through a designated authority.

Lock Type	Off-Line Locks	On-Line Locks
Typical Locations	Classrooms Labs Studios	Building Exterior Parking Gates
Granting Access Privileges	Access privileges are granted as soon as the authorized request is entered into the central database and a technician visits the off-line lock site.	Access privileges are granted as soon as the authorized request is entered into the central database. On-line locks are updated automatically through network connections.
Typical Response Time	Allow up to forty –eight (48) hours for granting of access privileges. Allow additional time (up to 5 working days) at the beginning of each semester or any requests of more that 10 doors.	Allow up to forty –eight (48) hours for granting of access privileges. Allow additional time (up to 5 working days) at the beginning of each semester or any requests of more that 10 doors.
How to activate the lock.	<ul style="list-style-type: none"> <li>a. Swipe card.</li> <li>b. Wait for green and red flashing lights.</li> <li>c. If no lights appear, press any key and swipe card again.</li> <li>d. Enter your PIN (PIN is available at <a href="http://www.uta.edu/selfservice">www.uta.edu/selfservice</a>)</li> </ul>	<ul style="list-style-type: none"> <li>e. Swipe card.</li> <li>f. Follow instructions on display.</li> </ul>

2. Toggle Lock/Unlock Feature (not all cards have toggle privileges)

Cardholders who access offline card reader locks in classrooms, labs, and studios may have "toggle" privileges on their cards. This function can be used to leave a classroom unlocked to provide access while the room is being used. Classroom doors should not be propped open.

- a. If this feature is used the cardholder must remember to use the toggle procedure to relock the door.
- b. The toggle procedure is the same for unlock and for lock:



- I. Swipe card
- II. Wait for green and red flashing lights
- III. If no lights appear, then press any key and swipe card again
- IV. Enter PIN (to find your PIN, go to [www.uta.edu/selfservice](http://www.uta.edu/selfservice))

### C. Removal of Access Privileges

1. Emergency access removal (students and faculty, staff, and all other non-student patrons)

Access removal is considered an emergency when a University official contacts Mav Express and requests action immediately due to potential risk to some aspect of the UTA community and/or campus property. Mav Express notifies the requestor by email that access to online locks will be removed in 1 hour and access to offline locks will be removed within 12 hours. The requestor will also be notified when access has been removed.

2. Regular access removal (by request) students and faculty, staff, and all other non-student patrons

Removal access is sent via [access@uta.edu](mailto:access@uta.edu) by an approved requestor. The requestor will be notified when access has been removed.

The requesting department is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted.

3. Regular access removal (list removal agreement) for students

Agreements are made with an approved requestor or with Residential Life/Housing to remove a list of patrons at a specific point in time. The authorized requestor is notified when access has been removed.

## Section VI. Time and Attendance

Mav Express provides a system for employees to clock in and out for work and to generate time sheets. Departments can use this system to verify employees' hours worked and to generate reports. Because setup can take up to several weeks, depending on the complexity of the configuration and Mav Express' workload, departments planning to implement time and attendance should plan in advance.

- A. Setup Process: Departments must contact Mav Express and work with its staff to complete the required configuration setup steps
  1. The department will receive a list of required information items to be provided to Mav Express in a specified format.

2. Mav Express will set up the department in the system and install any necessary software.
  3. Training: Mav Express will provide informal basic training in adjusting and printing timesheets to one or two departmental representatives. Mav Express does not have the resources to provide formal, group, or advanced training. Trained representatives will be responsible for training any additional departmental staff. The use of any additional system functions is up to each department and additional functions will not be supported by Mav Express.
  4. Mav Express will install administrative software on the computers of departmental staff who are charged to administer time and attendance. Note that this may require approval from a department head.
- B. Procedure for Clocking in and Out
1. Terminal Clocks: Mav Express maintains a large number of terminals across campus where staff can clock in and out using their ID cards. These terminals are available to be installed at additional specific locations that best suit a department's needs. The requesting department must pay for the total cost of these additional installations.
  2. Virtual Clocks: Mav Express will install, at no cost to the department, virtual time clock software on any departmental PC where one or more employees will clock in and out. The "virtual time clock" software is an on-screen emulation of a time clock and offers similar functions as a terminal. This solution does not require the use of the employee's ID card: employees clock in and out by entering their UTA ID.

## **Section VII. Replacing an ID Card**

Unless otherwise specified in each card type description, replacement cards for lost or stolen IDs will be provided during normal operating hours.

- A. If an ID that is not working properly or worn out is presented, the ID is replaced for free. There is also no charge to replace cards for name and/or status changes as long as they return the old card. (Mav Express will shred old replaced cards)
- B. In any situation where the card is not returned and it is necessary to re-issue the card (i.e. produce a card with a new ISO number) a replacement fee of \$15.00 is charged.
  1. An IDR (ID replacement 3-part form) must be completed. Building access requirements must be stated on the form.
  2. Visual identity is established by Mav Express staff through review of the patron's photo on file or with a photo ID.
  3. The pink copy of the form is given to the patron, the yellow copy is placed either in the Access Request hanging folder or in the shredder. The white copy goes to the administrative assistant for UTA billing.

4. The new card is scanned and a printout is placed in a hanging UTA Charge folder.
5. The patron takes the new card and logs into their MyMav account to pay the lost ID charge, if applicable.
6. The patron is told it will take from 24 to 48 hour to reprogram all locks if his/her old card gave access to offline locks.

## **Section VIII. Resolution of ID Card Issues**

- A. Problems with employee appointment information required by the DEFINE system can be addressed with the Human Resources Employee Records department at 817-272-5554, or email [hrrecords@uta.edu](mailto:hrrecords@uta.edu).
- B. Issues with the types of access privileges that have been granted should be addressed with the hiring department.
- C. Questions regarding print funding can be answered by OIT helpdesk staff on the first floor of the Central Library at 817-272-2208, or email [helpdesk@uta.edu](mailto:helpdesk@uta.edu).
- D. Access hardware suspected to be defective should be reported to the Mav Express office for replacement.
- E. For assistance any time after hours call Campus Police.

## **Section IX. Mav Express Address**

### **A. Physical Address**

E.H. Hereford University Center  
300 West First Street, Suite 110  
Arlington, Texas 76019

### **B. Mailing Address**

Mav Express Office  
P.O. Box 19070  
Arlington, Texas 76019

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## **FORMS AND TOOLS/ONLINE PROCESSES**

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DEFINE – department approved requestor activates appointments and sets up appropriate info to be transferred to Mav Express system.

[access@uta.edu](mailto:access@uta.edu) - approved requestors use this email address to request assigned and unassigned departmental cards.

[www.uta.edu/netidrequest](http://www.uta.edu/netidrequest) - department approved requestors use this site to request visitor/guest/vendor (assigned departmental) cards.

[www.uta.edu/selfservice](http://www.uta.edu/selfservice) and [www.uta.edu/myipin](http://www.uta.edu/myipin) are accessed by the patron/applicant to complete processing of assigned departmental cards.

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## DEFINITIONS

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N/A

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## RATIONALE

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Identification cards are required in instances involving security, for cashing checks on campus, for borrowing books from the University library, for attending many of the campus activities, such as athletic events and for access to some parking lots.

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## RELATED STATUTES, POLICIES, REQUIREMENTS OR STANDARDS

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UT System Administration Policies and Standards	Other Policies and Standards
N/A	N/A

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## APPENDICES

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N/A

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## CONTACTS

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If you have any questions about Procedure 17-2, *Electronic Access Review*, please contact the following departments:

Subject	Office Name	Telephone Number	Email/URL
All topics in Procedure	Mav Express Office	(817) 272-2645	<a href="mailto:access@uta.edu">access@uta.edu</a> <a href="http://www.uta.edu/mavexpress">http://www.uta.edu/mavexpress</a>
Website access	Administrative Information Management	(817) 272-0222	<a href="mailto:aim@uta.edu">aim@uta.edu</a> <a href="http://www.uta.edu/aim">http://www.uta.edu/aim</a>

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## WEBSITE ADDRESS FOR THIS PROCEDURE

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<http://www.uta.edu/policy/procedure/17-2>

