

## DO YOU NEED ACCESS ADDED TO YOUR JAGCARD?

AU and AUHealth requires access approval before any access can be added to your JagCard. There are specific ways to get it:

- If your initial badge approval from Human Resources came with pre-approved access, it will be added upon creation. If not, it will need access as listed below. This also applies if access needs to be added in addition to what you already have.
- For AUHealth: Contact an Area Supervisor for the area you need access to. If you are having difficulty finding the correct person, contact AUHealth Security. Have that person email the approval to [hospitalaccess@augusta.edu](mailto:hospitalaccess@augusta.edu). With that approval, the access will be added to your card without you having to visit the JagCard office.
- For Health Sciences and Summerville buildings: Approval for access needs to be approved by the assigned Building Coordinator. For a list of Building Coordinators, use this link: <https://www.augusta.edu/facilities/facoperation.php> and see the “Related Links” section at the bottom right of the page. Have the appropriate Building Coordinator for the area you need access to send an approval email to [jagaccess@augusta.edu](mailto:jagaccess@augusta.edu). The access can be added to your card without a visit to the office.
- For Group Processing: Create a roster for the group needing access. Be sure to add the Student/Staff/Faculty’s JagCard number to this list so JagCard can ensure the appropriate person(s) are granted the access. Submit that to the appropriate approval authority. The approval and roster can be submitted to [jagaccess@augusta.edu](mailto:jagaccess@augusta.edu) or for AUHealth, [hospitalaccess@augusta.edu](mailto:hospitalaccess@augusta.edu)

Things to note:

- If your existing card is damaged, you will need to visit the JagCard office for a replacement. Be sure to let the JagCard staff know you had approved access on the card that you are having the issues with. You will need to turn that card in when you get a replacement. If the card was lost, access will be removed from the lost card and a new one can be issued.
- JagCard staff are not authorized to grant access based off of a phone call, walk in or any other form of verbal authorization. It must be an electronic request from an authorized approver. JagCard staff cannot grant access to an individual requesting their own access.
- JagCard does not “approve” access. JagCard “grants” access with appropriate approval.
- JagAccess mailbox is processed on a daily basis and typically access is added the same day it is received. During peak times, processing times may vary and plan for lead times when requesting access for larger groups.