

• INTRODUCING •

REMOTE LOCK-OUT ASSISTANCE



[WITH HRL]

THE LOCK-OUT PROCESS:

→ **Monday - Friday || 8AM - 5PM**

\$10 lockout fee

- Call the Housing Office at 310.506.7586 to report your lockout and answer your security question which must be completed in the Housing Portal (see below). **Remote unlocking is only offered during business hours.** After answering your security question, an HRL staff member will unlock your door remotely. This means that you do not need to walk to our office! Once you have access into your room, you will need to verify that you found your card by re-entering your room using your ID card.

→ **After 5PM + Weekends and Holidays**

\$15 lockout fee

- Go to the Seaside Hall front desk to obtain access from 5PM-9PM, Monday-Friday. After 9PM, or during weekends or holidays, contact your Resident Advisor (RA) or the Spiritual Life Advisor (SLA) to request lockout assistance. If an RA or SLA is not available, contact the Department of Public Safety (310.506.4442). Remote unlocking is not offered and security questions will not be asked during weekends, holidays, or after business hours.

If you have lost your ID permanently, you will need to obtain a replacement ID from OneStop (8AM-5PM). You can also obtain a temporary card from the HRL Office. However, if this card is not returned by 5:00PM the same day, you agree to pay a \$35 replacement fee.

TO SET UP REMOTE LOCK-OUT ASSISTANCE:

→ Prior to your first lockout, **you must set up your security questions** through the Housing Portal. Scanning the QR code to the right will link you to the portal.

- *Please note, you are not eligible to use remote unlocking if you have not set up security questions within the Housing Portal.*



310.506.7586

community.pepperdine.edu/housing/

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