

Messiah University
Transact Door Access Policy and Procedure
April 2025

Policy: In the event of a common door access failure that occurs on campus during normal university business hours, the initial IT investigator should check and an indication of who should troubleshoot next. During off hours, the initial investigator would be Dispatch/Safety to determine who should be notified to investigate further.

Procedure: This policy will be initiated with a report of an inoperable card reader

Responsibility:

Transact Door Access – Initial Diagnostic (updated: 03/25/2024)

The following table summarizes the most common door access failures, what an initial investigator should check, and an indication of who should troubleshoot next. During off hours, the initial investigator would be Dispatch/Safety to determine who should be notified to investigate further. These symptoms and issues are in the 95% range of accuracy.

Indicator or Action	Information/Behavior	Who to contact
Initial Reader Check		
reader power light is off (power light is below the midpoint of the reader and can be either green or red)	no power to reader	IT
reader indicator is blinking constantly	Indicates a bad reader or controller	IT
reader indicator is constant green	door in UNLOCK state and will not respond to cards	If not supposed to be green, call Safety If still locked, call IT
reader indicator is constant red	door in LOCK state and will not allow any cards to unlock.	If door is unlocked, Facilities or IT
reader indicator is off	Door in CONTROLLED state and should respond to cards	If light turns green does not unlock - Facilities If light turns red and unlocks - IT
Door State Check		
If the door state (unlocked vs controlled) per the lights is unexpected, the door state schedule is likely the issue.		Safety or Housing controls the door state schedule. If the schedule is verified to be correct, IT.
Card Tap Check		
momentary red light after card tap	access is denied due to permissions	Permissions for card could be incorrect. Permissions are Safety or Housing. If permission is verified, IT
momentary green after card tap	door should unlock	If door remains locked, Facilities
door instantly unlocks & relocks	a fast relock indicates an issue with a door position sensor or lock power supply	Facilities

Door Access Sequence (what is supposed to happen with a functioning reader and door)

- Controller board initiates an unlock as a result of one of these:
 - card tap
 - card tap tells control board to request permission from Transact
 - if Transact denies access, red denied light is turned on for a few seconds
 - if Transact allows access, green light is turned on followed by the unlock sequence below
 - request to exit signal via a crash bar, button, or other method
 - door state schedule indicates the door should be unlocked at this time
- Unlock sequence:
 - control board relay tells the lock power supply to change power state to the lock
 - if unlock is NOT due to a door state schedule change:
 - if door has position sensor, the lock is re-engaged once the sensor indicates the door is open
 - if door does NOT have position sensor, a timeout occurs before and the lock is re-engaged

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