

From: [PPM Information Technology Services](#)
To: [PPM Information Technology Services](#)
Subject: Improvements coming soon to campus electronic locks
Date: Friday, July 26, 2024 10:58:56 AM

*This email is being sent on behalf of the **PPM Work Control Center** at ppm.wcc@csun.edu.*

Please read this message in its entirety as action is required to avoid building and room access issues.

CSUN is undertaking several initiatives surrounding campus electronic locking systems to improve security, increase business process efficiencies and effectively leverage CSUN's MataCard initiative.

Over the decades, CSUN has installed several variants of electronic locking devices. For a photo review of the various types of hardware, and the support status and limitations, please see our website at <https://www.csun.edu/facilities/ppm-lock-key-lock-types>. Our latest and current generation of locks are known as Sargent brand locks. These locks fully support the MataCard, along with "proximity" tap cards.

CSUN has also issued several types of electronic access credentials over the years, including numeric PIN codes (entered into a keypad), magnetic stripe cards (cards that are slide through the lock or are "dipped" into the lock), and "proximity" tap cards (cards that are tapped against the lock).

CSUN is discontinuing the use of less-secure PIN codes and magnetic stripe cards on the Sargent locks, while still permitting the use of magnetic stripe cards and PIN codes only where older generation lock hardware is installed. This gradual sunset will allow CSUN to slowly retire the less-secure PIN and magnetic stripe cards, while recognizing that there is an existing inventory of legacy door hardware still installed and functional across over 6 million square feet of building space.

Sargent locks fully support CSUN MataCard

The next generation Sargent electronic fully support CSUN MataCard. With this deployment, faculty, staff and students have a choice to use their Digital CSUN MataCard on their Android or Apple iPhone, or their Apple Watch, to unlock doors.

Any active employee or student who already have an existing PPM-issued access card can apply for the CSUN MataCard, and their existing tap card access will be automatically copied to their MataCard.

If you have not gotten your MataCard yet, you may learn more at the Enrollment Services website at www.csun.edu/matacard. The first step in activating a MataCard is having a photo in their database. If you still have questions after reviewing the information on the MataCard page, you may reach out to matacard@csun.edu for assistance.

One day after the MataCard enrollment is complete, any existing door access is copied from their existing tap card credentials onto the MataCard.

Departments and Colleges maintain full control over their door access via the MataCard. When an authorized requestor instructs PPM to delete door access, it is deleted from the MataCard at the same time as any physical card. Departments can request door access be added to a MataCard using the same process and chargeback cost as programming an existing physical card. Your employee/student should obtain the MataCard before requesting access.

Upgrading lock hardware

If your area has a legacy OmniLock, and you would like to replace it with a Sargent brand lock for MataCard support, please see our standard pricing at <https://www.csun.edu/facilities/lock-key> for installing a new Sargent lock.

If a department has an existing older OmniLock, that lock can continue to be used with magnetic stripe (most models) or PIN (on the oldest models that do not support magnetic stripe cards), and departments can retain the legacy OmniLock as long as it functions. However, if the lock malfunctions, PPM cannot replace or repair the lock, as the older locks are no longer supported by the manufacturer. In this situation, the department can choose to upgrade the lock to a Sargent lock at our standard pricing, or we can convert the door to use a metal key.

ACTION REQUIRED – Limited sunseting of PIN codes and magnetic stripe cards

A portion of CSUN employees, students and vendors who use PIN or magnetic stripe cards will be impacted by the security change.

On or shortly after Thursday, September 5, all PIN codes and magnetic stripe cards will be disabled on modern Sargent brand door locks. These locks support newer and more secure access credential types, including “proximity” tap cards and digital CSUN MataCards.

For areas that have existing legacy OmniLock hardware supporting magnetic stripe cards, the magnetic stripe (“magstripe”) cards will continue to be supported on these lock models, as the models do not support the newer tap and MataCard credentials.

For the oldest generation of locks that only support PINs, access PINs will continue to be supported on these lock models only.

Action required by September 5, if using PIN or magnetic stripe on a Sargent lock

If your team is using a PIN code or magnetic stripe card on the Sargent brand locks, they will need to use a proximity tap card or MataCard on all Sargent locks before September 5.

If your team is using a PIN code or magnetic stripe card on a legacy OmniLock, after September 5 they will continue to use the PIN or magstripe card on these legacy locks only.

If a team member is using a PIN code or magnetic stripe card on the Sargent brand locks today, and

does not have a proximity tap card or MataCard, they will need to obtain a proximity tap card or MataCard.

To obtain a MataCard, the team member can learn more at the Enrollment Services website www.csun.edu/matacard. The first step in activating a MataCard is having a photo in their database. If you still have questions after reviewing the information on the MataCard page, you may reach out to matacard@csun.edu for assistance. After obtaining the MataCard, the department office can submit a request through the usual chargeback process to add door access onto the new MataCard.

If your team member prefers a physical proximity tap card from PPM, your department can submit a chargeback to PPM following our normal procedure for a proximity card to be created.

For those with both PIN codes or magnetic stripe cards, and the current-generation proximity tap cards and MataCards, the PIN code or magnetic stripe card access level may not be identical, depending on the original request received from the department office. Departments needing to update an existing proximity tap card or MataCard to match the PIN can submit a chargeback to PPM following our normal procedure.

We will be reaching out directly to most employees and students who have PIN codes or magnetic stripe cards to alert them of this change. Some employees and students may not receive a notice because our legacy records are missing a valid PeopleSoft ID number.

Automatic expiration of cards from PeopleSoft

CSUN has integrated the Sargent locks with PeopleSoft so when an employee or student is deemed inactive, their door access automatically expires. This automatic expiration does not operate on the legacy locks, and does not necessarily catch reassignments or employees with multiple positions, so please continue to notify PPM Lock Shop of all separations/transfers per the separation clearance form.

We're here to help

Please reach out to us with any questions or concerns at ppm.wcc@csun.edu.

Escalations can be directed to PPM IT Services at ppm.mis@csun.edu.

PPM would like to thank the MataCard Operations Committee, the MataCard executive sponsors, Information Technology, Enrollment Services and Human Resources for their assistance in this project.

Work Control Center
Physical Plant Management
California State University, Northridge
Phone: 818-677-2222

Email: ppm.wcc@csun.edu