

# Secure Badge Team FAQs

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# Secure Badge FAQ

[doa.dgs.securebadge@alaska.gov](mailto:doa.dgs.securebadge@alaska.gov)

## Introduction to the Secure Badge Team

The Secure Badge Team will help streamline the newly implemented security system processes and procedures throughout Department of Administration (DOA) owned buildings in the State of Alaska. They are currently based in Anchorage and are managed by the Shared Services of Alaska Division (SSoA). The Secure Badge Team will be the point of contact for processing all security access requests relating to the buildings listed below:

Anchorage	Fairbanks	Juneau	Palmer
<ul style="list-style-type: none"><li>• Geological Materials Center (GMC)</li><li>• Linny Pacillo Parking Garage (LPPG)</li><li>• Robert B. Atwood Building (Atwood)</li></ul>	<ul style="list-style-type: none"><li>• Fairbanks Regional Office Building (FROB)</li></ul>	<ul style="list-style-type: none"><li>• 400 Willoughby</li><li>• 410 Willoughby</li><li>• Alaska Office Building (AOB)</li><li>• Court Plaza Building (CPB)</li><li>• Dimond Court House (DCH)</li><li>• Douglas Island Building (DIB)</li><li>• Facilities Center (FC)</li><li>• Goldstein Building (Inner Doors)</li><li>• Michael J Burns Building (Inner Doors)**</li><li>• State Office Building (SOB)</li></ul> <p><i>**Previously known as Goldbelt Building</i></p>	<ul style="list-style-type: none"><li>• Palmer State Office Building (PSOB)</li></ul>

To aid in tracking, greater efficiency, and due to the nature of our office space, we ask that you contact the Secure Badge team via email at [doa.dgs.securebadge@alaska.gov](mailto:doa.dgs.securebadge@alaska.gov).

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## How to Use Your Access Badge:

1. Gently press or hover the badge over the reader and wait for the reader to indicate with a light.  
The reader needs time to make connection with the badge. Oftentimes, a “swipe” does not allow for proper connection between reader and badge. What may appear to be a malfunction is simply the reader not connecting with the chip in the card.

The color of the light on the reader after a badge swipe is as follows:

- **RED** indicates access was not granted and the door will remain locked.
- **YELLOW** indicates access was not completed. Hold the badge to the reader.
- **GREEN** indicates access is granted.
- No light change may indicate a malfunction of the badge, reader, or door. Contact [doa.dgs.securebadge@alaska.gov](mailto:doa.dgs.securebadge@alaska.gov) for troubleshooting.

## Troubleshooting Steps

1. Hold your badge against the reader.
2. Wait for the reader to flash.
  - a. **RED** likely indicates your access has not been provisioned for that door.
  - b. **YELLOW** indicates access was not complete and the badge did not read properly.
  - c. **GREEN** indicates access is granted
  - d. **No light change** may indicate an issue with the badge, reader, or door
3. If you are not granted access and you think this may be in error, email [doa.dgs.securebadge@alaska.gov](mailto:doa.dgs.securebadge@alaska.gov) with the following information and a Secure Badge Team member will troubleshoot the issue further.

Please include the following details in the email:

- Your full name
- Department
- Division
- Badge issue
- Color of the reader light after attempting to swipe your badge
  - **RED**
  - **YELLOW**
  - **GREEN**
  - No light change
- Location of the door in question (Building, Floor #, Suite #)

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## **Authorized Delegate(s)**

Authorized Delegate(s) are the person(s) responsible for approving access requests to the department's or division's suites, secure doors, parking, and amenities (nursing suites/freight elevator/executive parking, if available). For security purposes, your Authorized Delegate may not be listed publicly. If a change in access is required, it must be approved by the respective Authorized Delegate prior to completion.

If you know your Authorized Delegate(s):

1. Please contact your Authorized Delegate to address your access requests and/or inquiries.
2. Depending on the request or inquiry, they may instruct you to fill out an access form. If an access form is required, the Authorized Delegate must provide their approval and submit to The Secure Badge Team.
3. Once approval has been received, the access request will be processed, and a confirmation email will be provided.

If you do not know your Authorized Delegate(s):

1. Please submit a General Building Access Form and submit it to the Secure Badge Team.
2. A Secure Badge Team member will provide you with contact information for your Authorized Delegate and/or will forward the access form onto your Authorized Delegate for approval.
3. Once approval has been received, the access request will be processed, and a confirmation email will be provided.

Employees may email [doa.dgs.securebadge@alaska.gov](mailto:doa.dgs.securebadge@alaska.gov) directly for any troubleshooting. All requests are subject to verification and may require additional information prior to completion.

## **Access Requests from HR Manager(s)**

These requests will be handled immediately and confidentially.

1. These requests should be sent to the Secure Badge Inbox for processing.
2. The Secure Badge Team will not require additional approval for requests made by HR Managers. This applies to requests made by the respective department's HR Manager(s) only. It does not include general HR personnel (i.e HR techs, etc).
3. Once the request has been completed, the Secure Badge Team will respond with confirmation only to the HR Manager who made the request. There will be no additional follow up between the Secure Badge Team and the corresponding Employee, Supervisor, Section/Division/Department, Authorized Delegate, etc. regarding the request. Instead, the Secure Badge Team will route any questions and concerns regarding the request to the appropriate HR Manager(s).

# Secure Badge FAQ

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## New Employee Access Requests

Please submit new employee requests at a minimum of 2 days prior to the employee's start date.

1. Contact your Authorized Delegate for proper procedure.
2. You may be required to complete a specific department or division access form and return it to your Authorized Delegate for their approval.
3. All completed forms need to be submitted to [doa.dgs.securebadge@alaska.gov](mailto:doa.dgs.securebadge@alaska.gov) for processing.
4. A confirmation email will be provided with instructions on where to pick up the new access badge.

\*If you do not know your Authorized Delegate, fill out a General Access Form and submit to [doa.dgs.securebadge@alaska.gov](mailto:doa.dgs.securebadge@alaska.gov). We will assist you in obtaining the necessary approval. However, this may cause processing delays.

## Editing/Updating Access Requests

1. Contact your Authorized Delegate for proper procedure.
2. You may be required to complete a specific department or division access form and return it to your Authorized Delegate for their approval.
3. All completed forms need to be submitted to [doa.dgs.securebadge@alaska.gov](mailto:doa.dgs.securebadge@alaska.gov) for processing.
4. A confirmation email will be provided with instructions on where to pick up the new access badge.

\*If you do not know your Authorized Delegate, fill out a General Access Form and submit to [doa.dgs.securebadge@alaska.gov](mailto:doa.dgs.securebadge@alaska.gov). We will assist you in obtaining the necessary approval. However, this may cause processing delays.

## Exiting/Terminated Employee Access Requests

1. Contact your Authorized Delegate for proper procedure.
2. You may be required to complete a specific department or division access form and return it to your Authorized Delegate for their approval.
3. All completed forms need to be submitted to [doa.dgs.securebadge@alaska.gov](mailto:doa.dgs.securebadge@alaska.gov) for processing.
4. A confirmation email will be provided.
5. Return all access badges and vehicle hang tags or permits to the appropriate Building Maintenance/Management Office (listed below).

\*Security risks will be addressed immediately. Please mark the submission as **High Importance**

## Access Activity/History Reporting Requests

1. Contact your Authorized Delegate for proper procedure.  
Research requests regarding security access must be submitted to the [doa.dgs.securebadge@alaska.gov](mailto:doa.dgs.securebadge@alaska.gov) with the information below.
  - Employee's name
  - Date Range
  - Time Range

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- Building
- Area in question (ie Suite #, Floor #, or Entrance/Exit)

2. The Secure Badge Team will email the requestor the status of their request and/or if additional information or approval is required.

Please be advised that requests of this nature require additional levels of approval prior to release. Processing time is 10-14 days to allow for reports to be built and approvals to clear.

## **Lost/Broken Access Badge**

1. Please email the Secure Badge Team requesting a replacement access badge.
2. An access form may be required for processing.
3. A confirmation email will be provided to visit the appropriate Building Maintenance/Management Office (listed below).

## **Malfunctioning Access**

Please try troubleshooting the issue using the Troubleshooting Steps provided. If the issue persists, email the Secure Badge Team ([doa.dgs.securebadge@alaska.gov](mailto:doa.dgs.securebadge@alaska.gov)) for further assistance. The issue may be with the badge, reader, or door. Once we determine the problem, we will provide you with further instructions.

If access is not granted, you may be experiencing one of the following issues:

- The reader did not properly connect with the chip in the badge.
- Your badge may not be provisioned properly to grant access to the door.
- There may be an issue with the badge, reader, or door.

## **Where and When to Pick Up Access Badge**

Please submit an email request to the Secure Badge Inbox, at [doa.dgs.securebadge@alaska.gov](mailto:doa.dgs.securebadge@alaska.gov), prior to your visit. This will ensure someone is available to assist you.

Anchorage	Fairbanks	Juneau	Palmer
Colliers Building Management Office Atwood, Suite 280 (2 <sup>nd</sup> Floor) 907-269-0330 Business Hours: M-F 6am-6pm	Building Maintenance Office FROB, 1st Floor 907-451-2906 Business Hours: M-F 8am-4pm	Shared Services of Alaska (SSoA) Office SOB, Suite 801 (8th floor) 907-465-2250 Business Hours: M-F 8am-4pm	Building Management Office PSOB, Suite 240 907-707-1701 Business Hours: Mondays 8am-4pm

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## Turnaround Time for Requests

Request Type	Estimated Turnaround Time	Additional Comments
Priority Issues	1 Business Day	The Secure Badge Team will assign priority status as necessary.
Replacement- <i>Lost or Broken</i>	1-2 Business Days	Lost or broken badges can be replaced by Building Maintenance/Management Offices directly. Please email the Secure Badge Team prior to visiting these offices to ensure that your badge is available for pickup.
Malfunctioning	1-2 Business Days	Malfunctioning badges need to be reported to the Secure Badge Team for troubleshooting.
**New/Transfer Employee	1-2 Business Days	Employees will <b>not</b> be able to pick up their new or replacement badge until they have received confirmation from the Secure Badge Team. New Employee requests must be submitted at a minimum of 2 days prior the employee's start date.
**Exiting Employee	1-2 Business Days	Security risks will be addressed immediately. Please mark the request as <b>High Importance</b> in such instances. Please return all security badges and vehicle hang tags or permits to the appropriate Building Maintenance/Management Office.
**Editing/Updating Access	2-3 Business Days	
**Research and Reporting	10-14 Business Days	Investigative reporting will need to be approved through proper channels prior to release.

**\*\* Important Note! Approval is required from the department or division's Authorized Delegate(s).**