



Procedure CO-ID-PR3 Sponsored Affiliate Identification Cards (Mav Express ID)

Dates Effective: June 27, 2012: May 1, 2020

Responsible Officer: Vice President for Administration and Campus Operations

Sponsoring Department: Mav Express

Errors or changes to: Office of Legal Affairs policysite@uta.edu

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Objective

This procedure provides guidance in the acquisition, replacement, and use of Mav Express sponsored affiliate cards. Sponsored affiliate cards are authorized by UTA departments or the Vice President for Administration and Campus Operations and issued for individuals and groups who require special access.

Scope

Anyone who is eligible for one or more types of Mav Express sponsored affiliate cards, and any required department-approved requestors.

Procedures

Responsibilities

Department Approved Requestor

- Provide authorization specified for each sponsored affiliate card type. May be required to pick up, distribute, and retrieve cards. Monitor use for appropriate activity where needed.
- Promptly notify the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via access@uta.edu.

Mav Express

- Completes steps required to issue cards to qualified applicants

Vice President for Administration and Campus Operations or Designee

- Authorizes applications for sponsored affiliate cards of non-university individuals associated with the University through a facility lease

Patrons

- Follows instructions specific to the application for the appropriate type of card
- Returns the card when no long eligible to use the card

Section I. Acquiring an Assigned Departmental Card (Vendor/Guest/Contractor)

This card provides access to vendors, guests and contractors.

A. Eligibility

1. The visitor/guest/vendor must be approved by a UTA sponsor who is also an approved requestor.
2. The patron must be in CS Gold with an EMPL ID.
3. Patron must produce a government-issued photo identification.

B. Department Approved Requestor's Instructions

Requesting sponsors should request that cards be assigned to specific individuals.

1. Department approved requestors will go to www.uta.edu/netidrequest and select the option for visitor/guest/vendor.
2. The option for Visitor/Guest/Vendor is selected. This will allow the department approved requestor to request a UTA Net ID and password and to update the access privileges associated with the Guest/Visitor/Vendor.
3. Upon submitting a Visitor/Guest/Vendor request, the sponsor/requestor will be sent an email disclosing the Visitor/Guest/Vendor's NetID and password and providing additional necessary information to complete the process. The sponsor/requestor should use this email as a guide to assist the Visitor/Guest/Vendor.
4. The Guest/Visitor/Vendor will visit www.uta.edu/selfservice to activate his/her Net ID account and to obtain his/her new PIN. Additional information on this initiative is available at www.uta.edu/mypin.
5. The requesting department is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via access@uta.edu. Any access requested, by e-mail or by the Access Wizard Tool, is required to have an expiration date at the time of request for guests who are Visiting Scholars.

C. Patron's Instructions

1. When the requestor/sponsor notifies the vendor/guest/contractor, the patron will then go to the Mav Express office in person.
2. See [Procedure Section IX, ID Card Photograph Rules](#).

D. Privileges and Card Description

1. Privileges
 - a. Access privileges are determined by the sponsor. No additional privileges will be given to vendors or contractors.
 - b. This card allows use of Mav Money.
 - c. Mav Express Card activity should be limited to use by a single identifiable individual.
2. Card Description
The card has a full color front, black back, and a magnetic stripe.

Section II. Acquiring an Unassigned Departmental Card (Vendor/Guest/Contractor)

While generally Mav Express card activity should be limited to use by a single identifiable person, it may be necessary to issue a card to a department for general departmental use.

A. Department Approved Requestor's Instructions

1. Approved requestors may send an email to access@uta.edu with the following Information:
 - a. Request date
 - b. Requesting Department
 - c. Approved requestor/departmental representative
 - d. Approved requestor phone number
 - e. Patron Type (Guest/Vendor/Recreation)
 - f. Name that will be on the card
 - g. Desired access locations
 - h. Card activation date
 - i. Card expiration date
 - j. Any additional notes or comments as needed
2. The authorizing department assumes responsibility for:
 - a. Requesting cards
 - b. Picking up and distributing the cards
 - c. Reporting lost cards to Mav Express so that they can be deactivated
 - d. Keeping track of who has the card
 - e. Requesting replacement cards
 - f. Collecting cards no longer used and returning them to Mav Express.

- g. Promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via access@uta.edu.
- h. Monitoring the actions of card holders while they are in areas with protected card access.
- i. The requesting department is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via access@uta.edu.

B. Privileges and Card Description

1. Privileges

- a. Electronic door access requested by the authorized requestor/sponsor only.
- b. Any requests for financial privileges associated with these cards should be reported to the Director of Campus Card Operations.

2. Card Description

The card has a full color front, black back, and a magnetic stripe.

Section III. Acquiring a Card for Organizations Leasing UTA Space (Non-UTA Employees)

This card provides privileges to non-university individuals associated with the campus through a UTA facilities lease. These individuals may require ID cards, building access, and/or UTA computer access privileges in the performance of their duties. These patrons are similar to university visitors, guest, and vendors sponsored by a university department and approved to receive various privileges; however, this card requires the sponsor to be the Vice President for Administration and Campus Operations. Department approved requestor instructions are completed by the vice president's staff.

A. Eligibility

Must be approved by the Office of the Vice President for Administration and Campus Operations.

Patron must produce a government-issued photo identification.

B. Authorizer's Instructions

- C. The authorizer must be the Vice President for Administration and Campus Operations or a designated member of the vice president's staff.
1. To provide a new patron with a UTA Guest ID Card, Computer Access, and/or Facilities Access:
 - a. Go to www.uta.edu/netidrequest
 - b. Select the option for visitor/guest/vendor
 - c. Complete the form to request a UTA Net ID and password
 - d. Complete the form to request computer access if required
 - e. Complete the form to request building access privileges if required
 - f. When the confirming email is received, forward it to the patron. The email will provide further instructions.
 2. To change the privileges of provide an existing patron with a UTA Guest ID Card forward the request with guest name, UTA ID and access request by email to access@uta.edu with a statement that the request has been approved. The requesting department is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted.
- D. Patron's Instructions
1. When directed by the Vice President for Administration and Campus Operations or the vice president's staff, proceed to the Mav Express office with a valid government issued photo identification document (passport, driver's license, etc.).
 2. See [Procedures Section IX, ID Card Photograph Rules](#).
- E. Privileges and Card Description
1. Privileges
- The following privileges are allowed upon request and approval:
- a. Entry to card access controlled locations
 - b. Mav Money
 - c. Meal Plans (including Dining Dollars)

2. Card Description

The card has a full color front, black back, and a magnetic stripe.

Section IV. Acquiring an English Language Institute (ESL) Student Card

This card is used as a means of identification for patrons of the English Language Institute program. The card provides access to card-related privileges within the University community. The English Language Institute (ELI) assists students with English as a second language (ESL).

A. Eligibility

1. Patron must be participating in the ELI program
2. The patron must have "Active" status in the CS Gold system.
3. The patron must have an INT patron type in the CS Gold system.
4. New and replacement ELI IDs can be made at any time as long as the eligibility requirements are met.
5. Patron must produce a government-issued photo identification.

B. Department Approved Requestor's Instructions

The patron's information must be entered in My Mav. If approved by the Mav Express administrative assistant, Mav Express staff may accept lists from the ELI program in emergencies when they did not have time to enter the data. The requesting department is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via access@uta.edu.

C. Patron's Instructions

1. Patron must appear in person at the Mav Express office with a valid government issued photo identification (passport, driver's license, etc.)
2. New ELI IDs can be made anytime for eligible ELI patrons.
3. If information for new ELI students has not shown up in the system, the student should contact the ELI office to verify that data has been entered properly.

D. Privileges and Card Description

1. Privileges

- a. Patron automatically gets access to the library.
- b. The following privileges are available upon request and approval:
 - I. Entry to card access controlled areas
 - II. Mav Money
 - III. Meal Plans (including Dining Dollars)

2. Card Description

This card has a full color front, black back, and magnetic stripe. These cards are assigned ten-digit numbers from a block beginning with 0009; therefore numbers will have the format 0009XXXXXX.

Section V. Acquiring an Aramark Employee Card

Aramark employee cards are used to provide access to card-related electronic privileges within the University community.

A. Eligibility

1. Must be an Aramark employee.
2. Must have been assigned a 1000 number.
3. Must be in the CS Gold system.
4. Must have an AMA patron type.
5. Must be at Mav Express in person for picture and for taking possession of the card.
6. Patron must produce a government-issued photo identification.

B. Department Approved Requestor's Instructions

1. The Director or Assistant Director of Aramark must send a request to the University Center for the creation of a 1000 number.
2. When Aramark receives the 1000 number, Aramark gives the

number to the employee and directs him/her to go in person to the Mav Express office for picture taking and for possession of the ID card with a government issued photo ID.

3. The requesting department is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via access@uta.edu.

C. Patron's Instructions

1. When given the direction from Aramark, proceed to the Mav Express office with a government issued photo identification document for picture taking and for possession of the ID card.
2. See [Procedures Section IX, ID Card Photograph Rules](#).

D. Privileges and Card Description

1. Privileges
 - a. Entry to approved card accessed locations
 - b. Mav Money
 - c. Login to Micros for cash register transactions
2. Card Description

This card has a full color front, black back, and magnetic stripe.

Section VI. Acquiring a Maverick Track Program Card

Maverick Track Program participants receive ID cards for identity in the University community and for after-hours access to the library. When the participant becomes a student, the card will be exchanged for a UTA student ID card.

A. Eligibility

Patron must be "active" in the CS Gold system with an MTK patron type.

Patron must produce a government-issued photo identification.

B. Department Approved Requestor's Instructions

1. Patron lists are sent to the Director of Campus Card Operations, the Applications Specialist, and the Mav Express Administrative Assistant.

2. The Application Specialist will add the information to a nightly override file that will keep the patrons active until a request is received by Maverick Track to remove them or until they become students, in which case the patron type will automatically change to the correct student patron type.
3. The requesting department is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via access@uta.edu.

C. Patron's Instructions

1. When instructed by program staff, proceed to the Mav Express office with a government issued photo ID.
2. See [Procedures Section IX, ID Card Photograph Rules](#).

D. Privileges and Card Description

1. Privileges

- a. This card can offer the same privileges as a typical student card.
- b. The only automatic privilege added to this card is after-hours access to the library.
- c. All additional privileges must be requested and, if required, approved by the proper department approved requestor.

2. Card Description

The card has a full color front, black back, and a magnetic stripe.

Section VII. Acquiring an Upward Bound Program Card

The Upward Bound card is provided to participants of that program. It is a means of identification and provides access to the library after-hours. If a program participant becomes an official UTA student, the card will be exchanged for an official UTA student ID card.

A. Eligibility

The patron must have "active" status in the CS Gold system and must have a UPW patron type. Patron must produce a government-issued photo identification.

B. Department Approved Requestor's Instructions

1. Patron lists are sent to the Mav Express Administrative Assistant, who will pass the information to the Application Specialist.
2. The Application Specialist will add the information to a nightly override file that will keep the patrons active until a request is received to remove them or until they become students, in which case the patron type will automatically change to the correct student patron type.
3. The requesting department is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via access@uta.edu.

C. Patron's Instructions

1. When instructed by program staff, proceed to the Mav Express office with a government issued photo ID.
2. See [Procedures Section IX, ID Card Photograph Rules](#).

D. Privileges and Card Description

1. **Privileges:** This card can offer the same privileges as a typical student card.
 - a. The only automatic privilege added to this card is after-hours access to the library
 - b. All additional privileges must be requested and, if required, approved by the proper department approved requestor.
2. Card Description

This card has a full color front, black back, and magnetic stripe.

Section VIII. Acquiring an Apartment Guest Card

This card is not an official UTA ID but rather a means to provide approved access for registered occupants to UTA apartments.

A. Eligibility

1. Must have completed on-line registration as an additional occupant in a UT Arlington apartment.
2. Must have been assigned a 1000 number by the Housing Office Leasing Staff.

3. Must be in the CS Gold system.
4. Patron must produce a government-issued photo identification.

B. Department Approved Requestor's Instructions

1. When the patron has completed on-line registration as an occupant, the Leasing Consultant from Housing will request an EMPL ID (a 1000 number).
2. The Leasing Consultant informs the patron by email that an EMPL ID has been assigned and directs the patron to take the notifying email and a government issued photo ID to the Mav Express office.
3. The requesting department is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via access@uta.edu.

C. Patron's Instructions

1. Patron registers online as an occupant.
2. Patron receives an email notification containing an assigned EMPL ID from the Housing Office.
3. Patron proceeds to the Mav Express office with the notification email and a government issued photo ID (passport, driver's license, etc.).
4. See [Procedures Section IX, ID Card Photograph Rules](#).

D. Privileges and Card Description

1. Privileges
 - a. Electronic access to approved locations
 - b. Mav Money
2. Card Description

This card has a full color front, black back, and magnetic stripe.

Section IX. ID Card Photograph Rules

The following rules are followed when the patron is being photographed for an ID card.

- A. Headgear is not allowed unless worn for religious reasons. Even if allowed,

headgear must not keep the eyes, nose and mouth from being visible in the picture.

- B. The patron must face forward and have a neutral facial expression or a smile.
- C. Only clear prescription glasses are acceptable. Sun glasses and other tinted eyewear are not acceptable.
- D. The patron should be alone in the picture.
- E. The patron's head, neck and possibly part of the shoulders should fill the picture field: the background should be uniformly light or white.
- F. The patron must present a a valid government issued photo identification document (passport, driver's license, etc.).

Section X. Debit Plans and Mav Money

This section only applies to those cards that include debit plans in the "privileges" section.

A. Debit Plans

Mav Express Currently Manages 7 Debit Plans for the UT Arlington Community

1. Mav Money is the primary debit plan offered to the University community. It is available to anyone with a Mav Express card and deposits have no spending restrictions.
2. Sponsored Student Debit Accounts are limited to food purchases only. Deposits to this type of account are arranged through the Office of Sponsored Students.
3. Dining Dollars are part of a meal plan package and may be used at Dining Services facilities only. Dining Dollars not used before the end of each semester are forfeited.
4. Camp & Conference debit plans are for guests and operate the same as Mav Money.
5. Print Quota - Camp & Conference Print quotas are for lab printing based on pre-determined qualifications. This is not real money and no refunds are given from this account. Print Quota is an annual allotment for printing in campus computer labs. The student allotment is \$100.00 per academic year beginning in fall and is prorated for new spring or summer students. Any quota not used by the end of the summer is forfeited.
6. Copy & Print accounts are primarily funded through departments or organizations. They are limited to use at copier readers and printing in campus computer labs.
7. Book Advance accounts are requested through the Financial Aid office. Spending from these accounts is limited to the UTA Bookstore and Maverick Computer until census date. Following census date, Book Advance account funds are moved to Mav Money or the student may request a refund.

B. Mav Money Features and Benefits

1. Mav Money is the primary debit plan offered the University community. It is available to anyone with a Mav Express card and deposits have no spending restrictions.

2. Mav Money is accepted at 12 photocopiers, printers at OIT computer labs, three laundry facilities, all campus retail and dining locations, and several off campus merchants. Purchases made with Mav Money at any Campus Dining Service location will receive a 5% discount. Mav Money can also be used to make purchases from selected off-campus merchants and restaurants.
3. All Mav Money funds are carried forward each semester for as long as a person continues association with UTA. Because Mav Money is a debit plan, you cannot go in to debt using Mav Money. Once your account is depleted, you cannot use the card until funds are replenished.
4. Mav Money is to be used for purchase of goods or services only and no cash may be withdrawn.
 - a. Any request for an early refund of Mav Money before leaving the University must be submitted to the Director of Campus Card Operations. The Director will consult with the Executive Director for Management Services and a decision will be rendered.
 - b. Upon leaving the University, students may request a refund of any balance remaining. Refunds will be credited to the student's University account. If no balance is owed to the University, a check will be mailed to the student's home.
 - c. Students seeking a refund should complete and sign a Mav Money/Book Advance Refund Request form. An email will serve as an approved request if the student cannot be present. The form will be given to the Mav Express administrative assistant. If the student is not currently enrolled and is due a refund according to MyMav and CS Gold, the student's MyMav account will be credited for the appropriate amount due and their Mav Money balance will be withdrawn.
5. Deactivating a Mav Money account: An individual cardholder is responsible for completing a Mav Money Refund Request form at the Mav Express Office. Refunds are issued only by the Bursar. In the instance where a card is not issued to an individual but to a department, refund of the credit balance would require an interdepartmental transfer (IDT).

C. Mav Money Deposits

1. Deposit online at www.uta.edu/mavmoney.
2. A computer kiosk is available outside the Mav Express Office for your convenience.

3. Deposit cash, check, or credit card charges at the Bursar's Office in Davis Hall.
4. Deposit cash at the CSVT Machine (Cash Machine) in the Central Library next to the Help Desk.
5. Deposits to a Mav Money account may be made through one of the three locations shown below.

Deposit Location	Online at www.uta.edu/mavmoney	Bursar's Office (Davis Hall)	CSVT Machine in Central Library (By Help Desk)
Cash		X	X
Check		X	
Debit Card with Visa/Master Card Logo	X	X	
Master Card	X	X	
Visa	X	X	
American Exp	X	X	
Discover	X	X	
Transaction Fee	\$1.00 / deposit	None	None
Notes	Computer Kiosks and Computer Labs are available around campus for your convenience		

6. Deposit Limits and Restrictions
A Mav Money Account cannot exceed \$1,000.00 and is set to reject any deposit transactions that would result in the balance being over this limit. A deposit cannot be made to a Mav Money account if the patron's CS Gold account is inactive.

D. Meal Plans

The Housing department sells a combination of meal plans with designated amounts of dining dollars.

1. Mav Express manages the CS Gold software and hardware used for the vending of meal plans as well as the procurement of meals by patrons at the proper time and location.

2. Mav Express is also responsible for both the initial population of meal plans at the beginning of each term and the removal of meals and dining dollars at the end of each spring and summer semester. Mav Express may make adjustments to meal plans and dining dollars per request by the Housing department. Mav Express provides reports on meals procured and other relevant information
3. Housing is responsible for the management of meals during the semester. This responsibility includes: purchase payments of meal plan, deactivating/activating meal plans and the adjustment of dining dollars.
4. Dining Dollars Balance reset to Zero
It is necessary to periodically reset the balance of Dining Dollars to Zero as they do not carry over from semester to semester, with the exception of the fall- spring semester change. Dining dollar balances are cleared at the end of the spring and summer semesters.

Section XI. Card Access

This section only applies to those cards that have access privileges.

Mav Express offers two types of access control systems, both of which require the use of the Mav Express card. The on-line system is a server based system hardwired to the UT Arlington network. The off-line system uses stand-alone battery operated locks. The on-line and off-line systems are coordinated through the on-line database to ensure current credentials are used for access.

A. Submitting Access Requests

In order for an access request to be considered, it must come from an Approved Requestor. Mav Express keeps an updated list of approved requestors that can be audited by Directors (and above) upon request. An annual audit of all approved requestors is performed on an annual basis so that respective department heads can confirm the validity of their approved requestors.

1. **Authorizing Approved Requestors**
Requests for designating approved requestors must be sent via email to the Director or the Assistant Director of Campus Card Operations by a Director or any position above the Director level. The requesting department is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via access@uta.edu.
2. **Approved Requestors that do not work for UTA**
Representatives of outside organizations that are utilizing UTA

facilities as their offices may need to request IDs, access and net IDs for the patrons of their facilities.

Any requests regarding non-UTA approved requestor status will be sent to the Office of the Vice President for Administration and Campus Operations for approval and routing to Mav Express.

The requesting department is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via access@uta.edu.

3. Routing an Access Request

a. Access requests must be sent by an authorized requestor through to email address access@uta.edu. Only requests sent to this address will be processed. The request must include:

- I. Requestor's full name
- II. Brief description of what the request is (Few words to a sentence)
- III. Attachment: Card Access Request Form

B. Service and Response Time Expectations for Card Access Requests

- 1. Card access to parking facilities, residence halls, and many academic facilities are granted automatically based on qualifying criteria. Additional card access to individual facilities and labs is provided based on departmental request though a designated authority.

2.

Lock Type	Off-Line Locks	On-Line Locks
Typical Locations	- Classrooms - Labs - Studios	- Building - Exterior - Parking - Gates
Granting Access Privileges	Access privileges are granted as soon as the authorized request is entered into the central database and a technician visits the off-line lock site.	Access privileges are granted as soon as the authorized request is entered into the central database. On- line locks are updated automatically through network connections.

Typical Response Time	Allow up to forty-eight (48) hours for granting of access privileges. Allow additional time (up to 5 working days) at the beginning of each semester or any requests of more that 10 doors.	Allow up to forty-eight (48) hours for granting of access privileges. Allow additional time (up to 5 working days) at the beginning of each semester or any requests of more that 10 doors.
How to activate the lock.	1. Swipe card. 2. Wait for green and red flashing lights. 3. If no lights appear, press any key and swipe card again. 4. Enter your PIN (PIN is available at www.uta.edu/selfservice).	1. Swipe card. 2. Follow instructions on display.

C. Removal of Access Privileges

The approved requestor is responsible for promptly notifying the Mav Express office when a patron is no longer eligible to receive access privileges previously granted. The request to remove access privileges is sent via access@uta.edu.

1. Emergency access removal (students and faculty, staff, and all other non- student patrons)
Access removal is considered an emergency when a University official contacts Mav Express and requests action immediately due to a potential risk to some aspect of the UTA community and/or campus property. Mav Express notifies the requestor by email that access to online locks will be removed in 1 hour and access to offline locks will be removed within 12 hours. The requestor will also be notified when access has been removed.
2. Regular access removal (by request) students and faculty, staff, and all other non-student patrons)
A request for removal of access is sent via access@uta.edu by an approved requestor. The requestor will be notified when access has been removed.

3. Regular access removal (list removal agreement) (students)
Agreements are made with an approved requestor or with Residential Life/Housing to remove a list of patrons at a specific point in time. The authorized requestor is notified when access has been removed.

Section XII. Replacing an ID Card

Unless otherwise specified in each card type description, replacement cards for lost or stolen IDs will be provided during normal operating hours.

- A. If the person brings in an ID that is not working properly or worn out, the ID is replaced for free. There is also no charge to replace cards for name and/or status changes as long as they return the old card
(Mav Express will shred the old cards).
- B. In any situation where the card is not returned, it is necessary to re-issue the card (i.e. produce a card with a new ISO number). A replacement fee of \$15.00 should be charged. The \$15.00 replacement fee is waived if the replacement card is for a student returning to the University for a different degree/coursework or if a student is returning after being out for at least one full semester.
 1. An IDR (ID replacement 3-part form) must be completed. Building access requirements must be stated on the form.
 2. Visual identity is established by Mav Express staff through review of the patron's photo on file or with a photo ID.
 3. The pink copy of the form is given to the patron. The white copy goes to the administrative assistant for UTA billing.
 4. The new card is scanned and a printout is placed in a hanging UTA Charge folder.
 5. The patron takes the new card and logs into their MyMav account to pay the lost ID charge.
 6. The patron is told it will take from 24 to 48 hour to reprogram all locks if his/her old card gave access to offline locks.

Section XIII. Resolution of ID Card Issues

- A. Problems with employee appointment information required by the DEFINE system can be addressed with the Human Resources Employee Records

department at 817-272- 5554, or email hrrecords@uta.edu.

- B. Issues with the types of access privileges that have been granted should be addressed with the hiring department.
- C. Questions regarding print quotas can be answered by OIT helpdesk staff on the first floor of the Central Library at 817-272-2208, or email helpdesk@uta.edu.
- D. Access hardware suspected to be defective should be reported to the Mav Express office for replacement.
- E. For assistance any time after hours call Campus Police.

Section XIV. Mav Express Address Information

Physical Address

E.H. Hereford University
Center 300 West First
Street, Suite 110 Arlington,
Texas 76019

Mailing Address

Mav Express Office
P.O. Box 19070
Arlington, Texas
76019

Definitions

N/A

Relevant Federal and State Statutes

N/A

Relevant UT System and UTA Policies, Procedures, and Forms

DEFINE- department approved requestor activates appointments and sets up appropriate information to be transferred to MavExpress system.

access@uta.edu - department approved requestors use this email address to

request assigned and unassigned departmental cards

www.uta.edu/netidrequest - department approved requestors use this site to request visitor/guest/vendor (assigned departmental) cards

www.uta.edu/selfservice and www.uta.edu/mypin are accessed by the patron/applicant to complete processing of assigned departmental cards

Contact Information

All questions regarding this procedure should be directed to the Mav Express Office.