

Cal Poly Recreation Center HandKey System

The Recreation Center has a new form of entry to access the facility. All members must enter the facility through turnstile gates, which are operated by the HandKey Access System. HandKey entry provides quick and easy access into the Recreation Center and ensures accurate member identity and safety while in the building. Entry is only valid through the HandKey turnstiles with a combination of the member's access code. The PolyCard is no longer used for entry; however, it is required at initial HandKey registration.

HandKey Access System Registration

All members are required to complete a onetime registration process with the HandKey Access System. At the time of registration a photo ID (PolyCard, driver's license, or passport only) is required. The registration process takes less than 5 minutes. After completing the registration process, the newly registered member will receive their own personalize access code. It is important to memorize this access code. This code, along with hand measurement, is what identifies the member in the system in order to grant access into the facility.

The HandKey is an access control system used to verify member identification prior to entering a facility. Hand geometry is used to identify users and grants access. The HandKey device measures the size and shape of a member's hand including length, width, thickness and surface area. **The HandKey Access System does not read or store fingerprints or any other legally identifiable information.**

For more information contact memberships@asi.calpoly.edu



HandKey Access System FAQs

What are the benefits of using the HandKey Access System for Recreation Center members?

The initial registration process is quick and easy. All members will no longer have to remember to bring their PolyCards to enter the building. The HandKey entry allows the Recreation Center to ensure only students and members are accessing the building.

Where do I register with the HandKey Access System?

Please stop by the Recreation Center front desk during operation hours and the front desk staff will be happy to register you. This process requires you to authorize your asiConnect, agree to the ASI Waiver of Liability, and create your hand record with the system.

What do I need to bring to register my hand with the HandKey Access System?

A form of photo identification is necessary at the time of registration. Acceptable photo IDs are driver's license, passport, and/or your PolyCard. If you are a nonstudent member, you will need proof of member eligibility (faculty/staff, alumni, spouse, and emeritus/retiree). Please refer to the memberships tab on our website.

Do I have to renew my ASI Liability Waiver agreement ever year?

Yes, you will need to login to your Cal Poly portal annually and agree to the ASI Liability Waiver. If you are a member without Cal Poly portal access, you will need to sign a paper waiver annually at the Recreation Center front desk.

Does the HandKey system copy and save my fingerprints?

No, the HandKey Access System does not record fingerprints. The HandKey Access System measures the size and shape of a person's hand, including length, width, thickness and surface area.

What if I forgot my Access Code?

If you lost or forgot your access code there are a few simple steps to follow:

- Go to asi.calpoly.edu/rec_access_code
- Provide your [Cal Poly email](#)
- Complete the captcha security code
- Click submit
- Your access code will be emailed to you
- Retrieve access code from your email
- Store your access code in a safe place

Where did the money come from to pay for the HandKey Access Systems?

The entire Recreation Center, including HandKey systems, is currently being financed through the issuance of bonds. Repayment of the bonds, via the student University Union fee, will begin once the project is complete.

How are the HandKey devices cleaned? How often are they cleaned?

Each HandKey device has an antimicrobial surface. In addition, the Recreation Center staff will clean HandKey devices on a regular basis. There are also antibacterial hand dispensers located near all exercise rooms.

How does the HandKey Access System know it's measuring my hand? Is there a chance that someone else can key in their hand and use my access code?

When you first register your hand with the HandKey Access System it takes an average of your three initial measurements. This average score is recorded and saved; with future entries, it will recognize your hand based on your initial enrollment record. The odds someone else can access the building with your access code and their hand measurement are extremely unlikely. The combination of your initial hand geometry record and access code is what makes this probability low.

Why do I have to enter the Recreation Center with both my access code and my hand?

An access code is generated after you register your hand in the HandKey Access System. This access code is unique to you and is linked to your original hand measurement that is on file. When you enter the Recreation Center you will first enter your access code in the HandKey Access System. This pulls up your file in the computer system. Next you'll place your hand in the system to be measured once. This hand measurement is linked to your original hand measurement on file. Entry into the building with both your access code and hand confirms your identity.

Can I choose to not register my hand with the HandKey Access System, and still be able to enter the building with my PolyCard ID?

Entry into the Recreation Center is only valid through the HandKey controlled turnstiles with combination of your personalized access code. The only time your PolyCard ID is needed is at your initial registration. If you are unable to use the HandKey Access System due to a handicap or injury there will be an alternative form of entry using your PolyCard.

Do I have to register my hand into the HandKey Access System today?

You are unable to have access into the building without registering your hand. We recommend you get your hand registered at your earliest convenience. You will only have to register your hand once.

Can I register my hand with jewelry on my hand?

No, wearing jewelry while registering your hand affects the results of your hand measurement record. However, you may wear jewelry for future entries into the building.

Can I register my hand with long nails one day and then later with short nails?

Yes, the HandKey Access System does not measure that part of your hand.

What if my original hand registration does not work, can I reregister my hand with the HandKey Access System?

On some occasions, the original hand registration is inaccurate which will make entry into the building somewhat difficult. You can re-register your hand, by bringing a photo ID and visiting the front desk staff at the Recreation Center.

What if I injure my right hand or have a cast?

While your hand is injured you may enter the Recreation Center using one of the following forms of ID, Poly Card, driver's license, or passport. Once you're able to register your hand you will no longer be able to access the Recreation Center with your ID.

Can I register using my left hand?

The HandKey system only measures the right hand of an individual. For students and members who are physically unable to register their right hand, an alternative entry is available.

Will there be a HandKey controlled gate that is handicap accessible?

Yes, there will be a handicap accessible gate.

What characteristics of my hand will the HandKey device analyze?

The HandKey system uses a form of biometrics. Biometrics consists of methods for uniquely recognizing humans based upon one or more intrinsic physical traits. It measures the dimensions of your hand, and not your fingerprints.

How will ASI protect my sensitive data?

Your information will be stored on one server only used by ASI employees. Your information is on file for your safety and only used to protect you. It is not shared with any parties outside of ASI. The HandKey Access System does not store any of your personal information. It only stores your initial encrypted hand measurement and your access code. The access code is what identifies you in our server.

What do I do if I can't remember my password for my Cal Poly portal?

If you do not remember your Cal Poly password, Cal Poly ITS must be contacted. Cal Poly ITS is the only entity that can recover forgotten passwords; ASI staff cannot assist with password retrieval. There are two ways to retrieve a password:

Contact the Cal Poly ITS help desk at 756-7000

Click on the forgotten password link. Answer security questions to retrieve password. This only works if the security questions have been previously set-up.