HandKey System FAQ

What is HandKey?
HandKey is a biometric access system that uses a unique code and hand measurement to operate the gates that allow access to the Cal Poly Recreation Center.

Why does the Cal Poly Recreation Center use HandKey?
The HandKey system provides quick, easy access to the facility and ensures that only eligible members of the Cal Poly community are allowed past the gates. All members are properly identified before entering the facility.

What is measured by the HandKey kiosk?
The kiosk measures hand geometry including length, width, thickness and surface area of the participant's hand. It does not “read” or record fingerprints nor does it associate other legally identifiable information with the hand scan.

How do I register with the HandKey access system?
You must be an eligible member of the Cal Poly community to register. Please bring your photo identification to the recreation center front desk to register. If you have Cal Poly portal access, you'll be asked to authorize and agree to the ASI waiver of liability before registering your hand.

May I register with jewelry, bandages or other materials on my hand?
These items may interfere with the measurement, especially if they are not worn consistently. You may register with items on your hand, but you may experience difficulty if you have a new item, remove an item, or move the item among fingers. Length of nails is not part of the measurement.

What if I cannot register my hand, injure my hand, have a cast or bandage?
First, we will attempt to register your left hand upside down. If that is unsuccessful Recreational Sports may offer you a temporary access pass. The pass is not transferrable and must be accompanied by photo identification upon request.

What does HandKey do when I enter my code and hand?
Think of the access code as your account number and your hand measurement as your PIN. Entering your access code tells the system which hand measurement to expect. The system checks to make sure you have a valid membership, valid ASI waiver of liability, and verifies your identity as the original registrant. When everything has been verified, the gates drop, granting access to the facility.
How can I retrieve a forgotten access code?
Visit the access code retrieval website1 and provide the email associated with your Recreation Center account and your code will be emailed to you.

Do I need to keep my access code private?
No, while your access code is unique to your account at the recreation center, it is only useful when accompanied by your specific hand measurement. We will never use an access code alone to identify a participant.

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.

How are the HandKey devices cleaned? How often are they cleaned?
Each HandKey device has an antimicrobial surface. In addition, the recreation center staff clean HandKey devices on a regular basis.

I need to access my Cal Poly portal to start the registration process. What do I do if I can't remember my password for the 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.

1. Contact the Cal Poly ITS help desk at 756-7000
2. Access the Cal Poly portal. Click on the forgotten password link. Answer security questions to retrieve password. This only works if the security questions have been previously set-up.

1 Access code retrieval website www.asi.calpoly.edu/rec_access_code