



RE: Public Safety Physical Security Support Requests

Dear Students, Faculty and Staff:

In 2006 the University began a project to convert all identification cards to a format that would eliminate the storage of Social Security numbers on the cards. The project involved the recarding of all students, faculty and staff, the installation of state-of-the-art access control devices and an upgrade to our video monitoring systems.

With the new system, Public Safety is responsible for ensuring the proper access to physical spaces on campus that the University ID Card provides to students, faculty and staff. I am pleased to announce that a new web-based tool been developed for cardholders to use when encountering ID card access problems in campus locations. To request assistance, you simply need to go to the Public Safety website ([www.columbia.edu/cu/publicsafety](http://www.columbia.edu/cu/publicsafety)) and click on “Physical Security Support,” or go to <https://www1.columbia.edu/sec/cu/publicsafety/tickets/index.shtml>. I encourage you to bookmark that link for your convenience.

This web-based system replaces the previous email address used for access issues ([psa-support@columbia.edu](mailto:psa-support@columbia.edu)). Students, faculty and staff may continue to call the Physical Security Support helpline at 212-854-8500, Monday to Friday, during business hours.

One of the benefits of this new system is that it allows us to track requests from initial contact to completion, ensuring the satisfactory resolution of problems encountered by cardholders. I am confident that it will help us to better assist you in keeping our campus safe and convenient.

Thank you for your cooperation!

James F. McShane  
Associate Vice President for  
Public Safety