

Toad Hall

# Toad Hall Room Guide



Australian  
National  
University





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# Card Reader

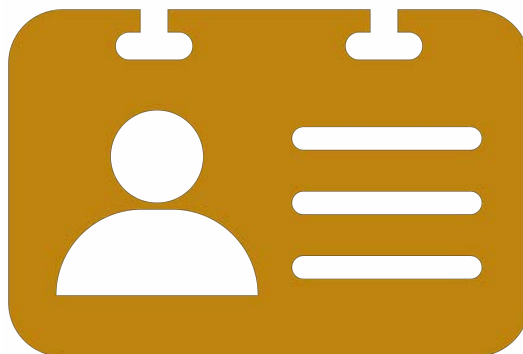
## How to access your room:

The rooms at Toad Hall operate using Salto key cards and card readers. At or shortly after check in, you can have access to your room added to your university ID card. You will need your key card to gain access to your room and common spaces. To access, simply hold your card up to the provided card reader. A green light will flash, indicating access has now been granted.

Your key will need to be updated at the update point next to the front desk at least once every seven days. Failure to update will result in your card not working and an update will be required for your card to continue functioning.

## Troubleshooting:

- 1 Red Light is present after swiping your key card:** A solid red light represents that your key card has been declined access to this door. Typically, this is the result of a wrong key card being used or that your key has expired. In these instances, please first update your card at the update point next to the front desk, or see the friendly reception staff who can check your key and update/provide a replacement key if necessary.
- 2 Red light is flashing after swiping your key card:** A red flashing light occurs when your door lock is running low on batteries. Please notify reception of this at your earliest convenience so the batteries can be replaced as soon as possible.





# Room Power

Use the switch next to your room door to turn on your main room light. Use the switches on various power points in your room to activate the power to those power points. Your desk lamp switch is located above your desk, in between two power points.

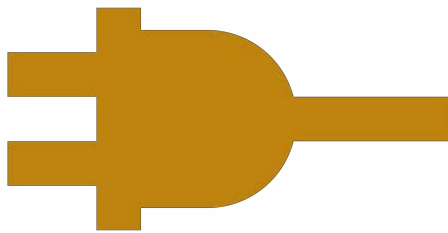
## Troubleshooting:

### Power in your room switches off:

This occurs when the circuit breaker in an electrical switchboard 'trips'. This is usually due to either:

- 1 A large volume of appliances or
- 2 A faulty appliance that has been connected to the power sources (power points) in your room.

These electrical switchboards are located in each block and are only accessible by hall staff. If during office hours, call or make your way down to reception and inform them that there is no power in your room. After hours, call the Duty SR for assistance.



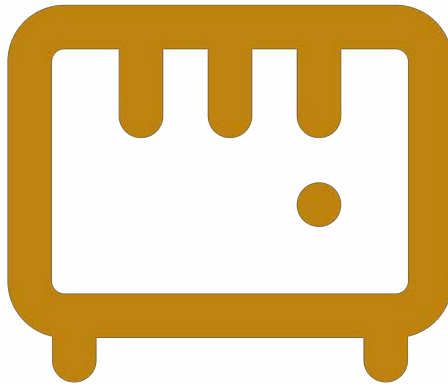


# Heater

## How to use:

Make sure the wall-mounted heater is plugged in and set at the desired temperature.

Please log a maintenance job if your heater is not emitting heat or reaching the correct temperature.





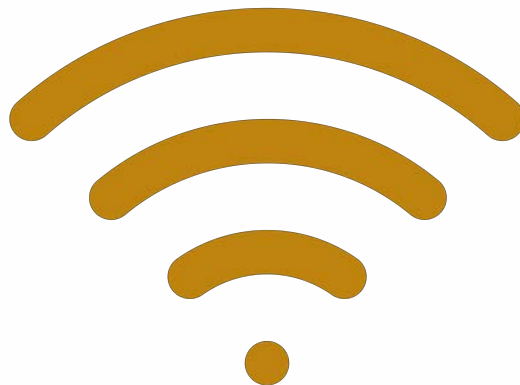
# Room Wi-Fi

## How to Use:

Select 'Resnet' in your suggested Wi-Fi options. To log in, use your university ID and password.

## Troubleshooting:

- 1 **Connected to Resnet but pages not loading:** Try forgetting the network then reconnecting. If the problem persists, please contact ANU IT on: <https://servicedesk.anu.edu.au/sp>
- 2 **Can't connect a gaming console to Wi-Fi:** Unfortunately, gaming consoles such as Playstation and Xbox can't connect to Resnet or ANU-Secure using Wi-Fi as they are not programmed to be able to connect to Enterprise Wi-Fi which is what Resnet is considered. The alternative to getting gaming consoles onto the network is by plugging in an Ethernet cable into them.





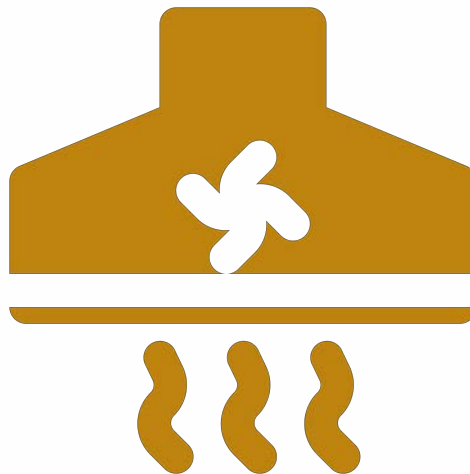
# Range Hood

## How to use:

The purpose of the range hood is to filter out odors, smoke, grease, and any other pollutants released into the air. Hence, it is highly recommended to turn on the range hood while cooking. Most range hoods in the building have switches to turn on both the light and fan.

## Troubleshooting:

- 1 **Smoke in the room:** The range hood must be used to avert large amounts of smoke that can potentially trigger the fire alarm. In case the fire alarm goes off please remove cooking food from heat, remain calm and follow evacuation procedures. Triggering the building fire alarm and will incur a cost of \$820 if it is a false alarm.
- 2 **Light is not working:** Sometimes the rangehood light might stop working, however, it does not usually affect the functionality of the range hood itself. If the rangehood stops working altogether, please log a maintenance job.





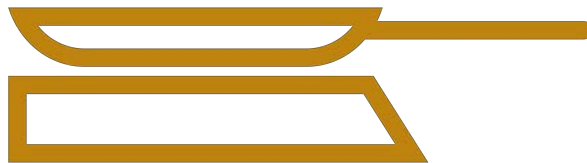
# Stove Top

## How to use:

Most kitchens in Toad Hall have 2 stove tops with four electric plates. There is a power switch located in all kitchens which must be turned on in order for stove tops to receive power. This switch is labeled appropriately and is usually located around the lower cupboard spaces. Once the power switch is on, please use stovetop knobs to activate heat in electric plates.

## Troubleshooting:

In case the stovetop is not working, please log a maintenance job.





# Microwave

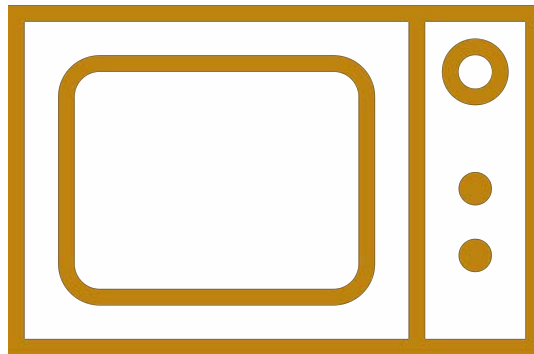
## How to use:

There are a few different brands and models of microwaves across Toad Hall. While the basic functionality of the microwave is the same, you can find the brand name on the microwave and search for a user manual online for a detailed overview of all the features. To operate, make sure the plug is connected to the socket and the switch is turned on.

You must only use containers that are microwave safe to avoid any hazards. Any containers or utensils that are not microwave safe can cause sparking, painful burns, or can be a potential fire hazard. Hence, you must not put in any stainless steel containers/cutlery, containers made of or consisting of aluminum foil, or any metal-rimmed crockery.

## Troubleshooting:

- 1 Microwave plate is not spinning/came off:** If you notice that the plate inside the microwave is not spinning, check to see if it has come off from its fitting. You can usually adjust this by yourself, however, if the problem persists you can log a maintenance job.
- 2 Light is not working:** Sometimes it is possible for the microwave light to stop working. This is caused by two reasons: the light has fused or there is loose wiring. In either case, please submit a maintenance request.





# Urgent Maintenance Issues

When it comes to urgent maintenance issues, it is recommended that you escalate them to the reception as soon as possible so that the matter can be investigated promptly. Alternatively, non-urgent maintenance issues can be logged via the QR code provided.

Whilst this is not an exhaustive list, some examples of urgent issues include flooding in the room or water seeping into the carpets, broken/damaged water pipes, power outages, bed bugs, etc. To assess whether the maintenance issue is urgent or not, ask yourself the following questions:

- 1 Does this issue pose a safety or a security risk?
- 2 Is this issue causing significant disruption?
- 3 Can this issue wait until the next day?

If the issue does pose a safety or a security risk, is causing significant disruption, and cannot wait until the next day, you must inform the reception staff immediately.





# Still experiencing problems after consulting this guide?

Scan the QR code to  
submit a maintenance  
request or contact  
reception on 6125 6060.





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## Contact us

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