Ursula Hall Main Wing Room Guide

Australian National University

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Card Reader

How to access your room:

The rooms at Main Wing operate using Salto key cards and card readers. You will need your key card to gain access to the building, common spaces, and your own room. To access, simply tap your card on the provided card reader. A green light will flash, indicating access has now been granted.

Troubleshooting:

1 **Red Light is present after tapping your key card:** A solid red light tapping 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 use one of the four main entry stairwell update points to reactivate your access card. Should you still have access issues, please come and see the friendly team at reception who can check your key and update/provide a replacement key if necessary.

2 **Red LED flashing 4-times followed by 1-green flash and beeping tones after tapping your key card:** A red/green flashing light occurs when your door lock is running low on batteries. You will still be able to access your room. Please come and notify reception of this at your earliest convenience so the batteries can be replaced.

3 **No Light Visible:** When no light is visible when you have tapped your key on the reader, this usually is a sign that the door batteries have expired and no access will be granted until the door batteries have been replaced. Before visiting reception, try again. If this doesn't work, see reception and they will organise the maintenance team to attend ASAP.
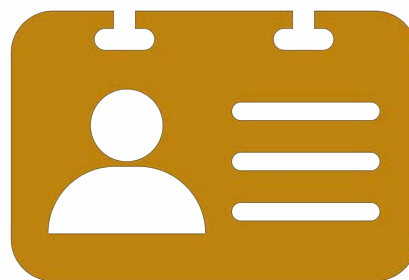
Room Wi-Fi

How to Use:

Select Resnet in your suggested WiFi options. To log in, you will need to use the same log-in details as your Wattle/ISIS page.

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's and Xbox aren't able to connect to ResNet or ANU-Secure using WiFi. This is because they are not programmed to be able to connect to Enterprise WiFi which is what ResNet is considered. To fix this, you will need to plug your console directly into the port via an ethernet cable.
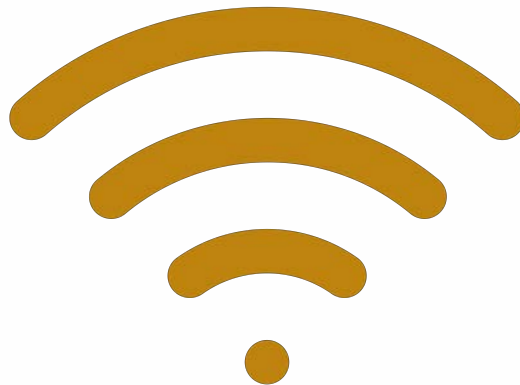
Microwave

How to use:

There are a few different brands and models of microwaves across Main Wing. 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 aluminium 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.
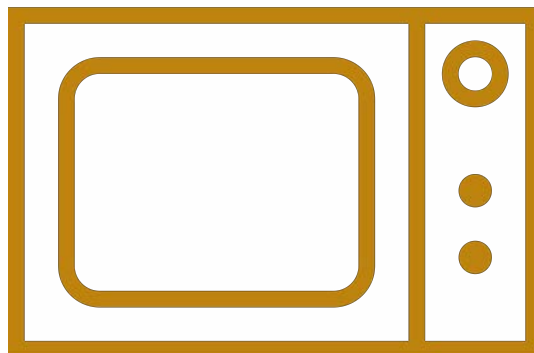
Sink Tap

How to use:

To activate, pull the handle up to dispel water.

Troubleshooting:

1 **A bad smell:** When a sink has not been used for a period of time, the seal (created by water) in the plumbing begins to diminish, allowing odours to come up through the system. To fix it, simply turn on your tap for a small period of time. This will reset the seal. If the issue persists, please log a job via the maintenance portal.

2 **Leak:** If you ever witness continuous water dripping from the taps despite the taps being closed, please log a maintenance job as it may result in a potential leak.
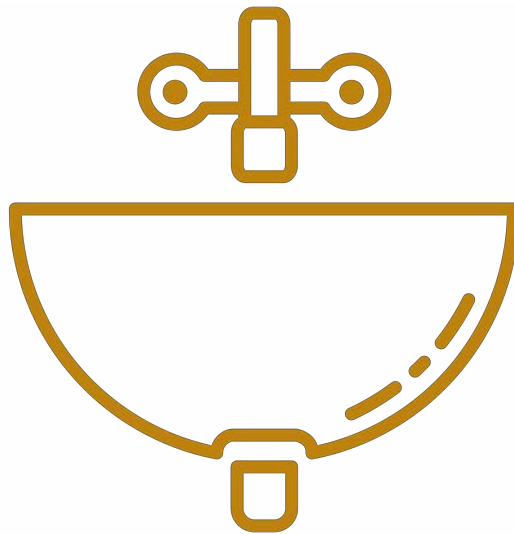
Communal Toilets

How to use:

All the bathrooms at Main Wing are installed with the dual flush toilet with the two options of half and full flush. Do not use exceed paper toilet. It can cause toilet blockage

😊Fun fact – The dual flush was developed in Australia in the 1980s, mainly designed as a water saving feature giving you the option to choose between two different flows when you press the buttons. Dual flush toilets save around 67 percent of water used compared to regular toilets. You can now do your part and save the planet with just a flush!

Troubleshooting:

1 **Toilet is blocked/Not flushing:** If your toilet is blocked or you notice that the flushing mechanism has stopped working, please log a maintenance job. This may occur due to various reasons such as a blockage in the plumbing system, old pipelines, or flushing non-flushable items. As a first step, please ensure that only toilet paper is being flushed down the toilet.
2 **Water leaking around the toilet bowl:** You must submit a maintenance request if you ever see water leaking around the toilet bowl. This usually occurs due to an issue with the valves or the tubes in the toilet tanks, which can be fixed by our maintenance team.

Pest Control

General:

Whilst this is not a common issue, it is possible for pest infestations to occur if general room hygiene is not maintained. Hence, to avoid pest infestation it is recommended to:

1 Keep your room clean, and make sure no food crumbs are left around the room overnight.
2 Vacuum the room and deep clean the sink at least once every fortnight and preferably do a surface clean daily.
3 Dispose of your garbage, specifically organic waste, promptly.

Troubleshooting:

It is highly recommended to invest in a bug spray in case you do notice any form of pests in your room. The bug sprays such as Mortein, Raid, First Force, etc. are easily available at any of the superstores. If you have followed all the steps and are still unable to get rid of the pests in your room, please log a maintenance job. However, if you ever notice bedbugs, immediately escalate it to reception so that pest control can be arranged to come in and deal with the situation.

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 online portal. Please follow these steps:

1 Log into accommodation portal: https://portal.rcc.anu.edu/StarRezPortal/
2 Select the maintenance tab: Enter maintenance details, including Category, Item & Description.
3 Stay informed: Track the progress of your logged maintenance via the portal.
4 Urgent requests: For all urgent or emergency maintenance repairs, please contact Reception on 61256200 or SR on 61250566

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:

5 Does this issue pose a safety or a security risk?
6 Is this issue causing a significant disruption?
7 Can this issue wait until the next day?

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

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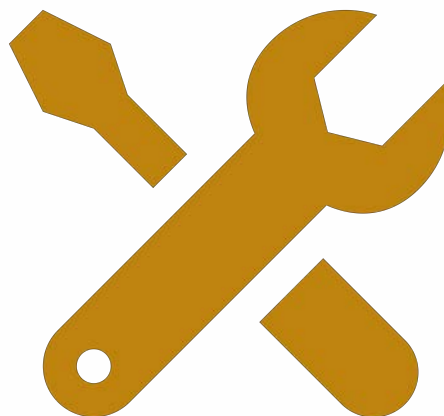
Still experiencing problems after consulting this guide?

Scan the QR code to
submit a maintenance
request or contact
reception on 6125 6200.

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Contact us

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