My ID badge isn't working!

Keeping Ledyard Public Schools safe and secure is important to all of us. Picture ID badges are a vital part of our security system.

We know that occasionally your ID badge may not work as expected.

Before you contact CO, here are a few troubleshooting steps that can help identify the problem:

If the card reader light only flashes green you may be trying to access a door you do not have access to. Try your card at the main entrance of the building if it works there your card is active. Building access is assigned based on your role and location.
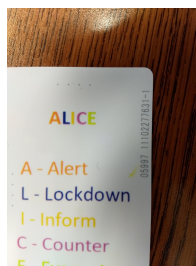
If the card reader light flashes green you may be trying to access a door at a time for which you do not have access. For example, before or after your scheduled start time or on a day you are not scheduled to work. Building access is assigned based on your role and location.

If the card reader light does not light up your badge is most likely inactive or defective.

If the card reader remains green but the door does not open, please try pushing on the door. The electronic locks are sensitive and at times the sun warming the door or in cold weather added pressure will allow the lock to release.

To resolve your issue:

With your phone take a picture of the back of your card showing the grey numbers on the side:

Send the photo of the card
Your job title and location
A brief description of the issue and include any of the troubleshooting steps you've taken to ealler@ledyard.net.

Most issues can be resolved by the next day - without a trip to CO.