Your UCard

UCard won't work at your residence hall?
• Contact your Residential Service Desk for assistance.

Did you lose your UCard?
• Visit your Residential Service Desk for a Temporary Access Card.
• If your UCard is linked to your debit account, immediately contact the UCard Office to deactivate your UCard or you can deactivate it online after office hours at this web address: www.umass.edu/ucard/content/close-debit-account

FAQs

• Can I purchase stamps at the RSD?
No, we are not federally approved to sell US postage.

• Where can I get cooking and cleaning supplies?
See your Residence Education staff for assistance.

• Will the University replace my personal belongings if they are damaged or stolen?
No, the University strongly encourages students to consider Renter's Insurance to protect their belongings. Students are encouraged to review their options and determine what the right choice is for them.

• My mailbox combination is not on SPIRE. What do I do?
Contact your Residential Service Desk for assistance.

Your Room Key

You will receive a key to your room when you arrive on campus. Responsible use and careful control of keys are essential to the security of your residential community. Duplication of University-issued keys is strictly prohibited.

Important Tips: Never leave the door to your room unlocked. Never lend your keys, UCard, or temporary access card to anyone else or leave them unattended. Do not carry your keys and UCard on the same key ring to protect you in the event they are lost or stolen.

What happens if I am locked out or lose my key?

If you are locked out during RSD hours, go to the office and you will be issued a backup key. Each student is allowed up to three opportunities to sign out a backup key each semester at no charge. On the fourth sign-out of a backup key, the lock on your door will be recored and you will be billed the standard recore fee of $50. If you are locked out during RSD hours and unable to come to the desk in person, please call your RSD and request a "Lock-Out Assist" to let you into your room. The fee for a Lock-Out Assist is $25 per lock-out.

If you are locked out after RSD hours, please contact the Duty RA for your community and request a "Lock-Out Assist" to be let into your room. The fee for a Lock-Out Assist is $25 per lock-out. Duty RA phone numbers are located in your building’s lobby. North and Lincoln Apartment residents should call 545-0812.

If you have lost your key, please report it to the staff in the RSD to request a standard recore of the lock on your room door and the lock will be changed within two to three business days. The cost of a standard recore is $50.00.

If you have lost your keys and your UCard ID together, an expedited recore will be necessary and the lock will be changed within 3 hours of it being reported. The cost of an expedited recore is $125.00.

Mail/Package Delivery

• NEW For Fall 2015! Amazon @ UMass
For quickest delivery of your textbooks, choose to have them sent to the Amazon storefront in the Campus Center.

• Please address mail and packages with the accurate mailing address available at www.housing.umass.edu/reshall/reshalls_alpha.html
For example, David Allen in John Adams, Room 704 should have his mail addressed to:

David Allen
704 John Adams Hall
161 Fearing Street
Amherst, MA 01003-9234

• All packages will be delivered to your Residential Service Desk. We will notify you by an email to your student email account when you receive a package.

• Unclaimed packages will be returned to sender 7 days after receipt.

• The Residential Service Desk will not accept any packages that weigh more than 40 pounds.

• Your mailbox combination can be found on SPIRE in your Housing tab under Assignment Notification. To learn how to open your mailbox, you can view a short tutorial video located on our website. Go to: www.housing.umass.edu/reshall/desksvces

Residential Life Student Services
235 Whitmore Administration Building
(413) 545-2100
Living@umass.edu
Check-In
After fall move-in, students must go to their Residential Service Desk to complete a proper check-in.

Mid Semester Room Change
All students must go to the Residential Life Student Services office in 235 Whitmore to authorize any room change. Upon receiving a new assignment, you will have 48 hours to move. You must check in properly to your new assignment through the Residential Service Desk as well as check out properly through your previous Residential Service Desk.

*Any student that completes an unauthorized move will be subject to a $150 unauthorized move fee.

Cancellation/Withdrawing Mid-Semester
If you are withdrawing from the University and/or canceling your assignment mid-semester, you must remove all your belongings from the room, return your room to its original state, and return your key through the Residential Service Desk.

*Any student that completes an unauthorized move will be subject to a $150 unauthorized move fee.

End of Fall Semester
Students living in residence halls who are leaving for the winter session break and planning to return to the same room assignment for the spring semester do not need to turn in their key or remove their belongings from the room.

End of Spring Semester
All students must properly check out through their Residential Service Desk by the time Residence Halls close.

Hall Opening/Closings
Students living in North Apartments, Lincoln and Break Housing are permitted to stay in their Residence Halls continuously until spring closing.

Thanksgiving Break 2015
Close: Wednesday, November 25 at 6:00pm*
Open: Sunday, November 29 at 10:00am

Wintersession Break 2015
Halls close Saturday, December 19 at noon*

Spring 2016 Opening
Halls open Sunday, January 17 from 9:00am to 9:00pm

Spring Break 2016
Close: Friday, March 11 at 6:00pm*
Open: Sunday, March 20 at 10:00am

Spring 2016 Closing
Halls close Thursday, May 5 at 8:00pm*

* Students who check out or vacate their residence hall after the posted closing times will be subject to the $150 improper check out fee.

Visit the Residential Life website for complete up-to-date information on all aspects of living at UMass Amherst, including room selection, tutorials, and residential programs.

www.housing.umass.edu

LivingatUMass