

## Quick Reference Information

**MHCXpress Account:** The debit function on all campus/ID cards. Funds deposited in this account can be used in vending machines, copiers, laundry, Blanchard Campus Center retail and food operations, certain locations in the Village Commons, and where you see the sign "MHCXpress Accepted Here!". Open your account with the CCT today, and additional deposits can be made at our Automated Deposit Machines in the Library and Blanchard Campus Center! **Card Only:** laundry, health center prescriptions, cable television payments and fax payments are card-only

**Dining Dollar\$:** Full-board Residential students have a small amount of value on their card in a separate account for purchasing guest meals and non-board, incidental food and beverages at Blanchard Campus Center. This amount expires at the end of each semester, and amounts not used do not transfer. You can not add funds to this account. Purchases beyond the board plan use this fund first. Once these funds are depleted, money is then taken from your MHCXpress account.

**Lits Dollar\$:** In another separate account students have a small amount of value on their card to print in computer labs on campus. This amount expires at the end of the academic year, and amounts not used do not transfer. You can not add funds to this account. These funds are used first. Once these funds are depleted, money is then taken from your MHCXpress account.

**Lost or Stolen Cards:** report it to our office during office hours or Public Safety after hours IMMEDIATELY! We will deactivate it to protect your funds and prevent unauthorized access using your card. Replacements are available from our office during business hours, and residential students can obtain a temporary card for dorm access and meals (**except Blanchard**) from Public Safety when we are closed.

**Access:** The All-Campus/ID card provides access to areas where you are authorized for entry. Residential students have 24/7 access to their own Residence Hall and 6 AM to 3 AM access in other Residence Halls.

**Worn or Damaged Cards:** Normal wear and tear, as determined by Card Services staff, whereby any vital part of the card is no longer functional, merits a free replacement. There is no photo retake with these replacements. Cards which have been damaged by any other means will be replaced after payment of a fee, if applicable.

## Your Key to the Mount Holyoke College Experience!

The Mount Holyoke College All-Campus/ID Card was established to provide our Community Members with a simple solution to several simultaneous needs. Our One-card system was put in place to supply door access to residence halls, academic spaces, and to allow Dining Services staff to verify residential students' meal plans.

A debit function, called the MHCXpress Account, was added for use in vending, copying and laundry machines, laser printing, and at some retail and food purchasing locations, both on campus and at the Village Commons shops. As our campus evolves and new challenges are addressed, our system will be adapted to meet those challenges.

Our goal is to simplify your life at Mount Holyoke College by making your campus experience easier and more efficient. We also work with the Office of Public Safety to provide security, and strive to make the Mount Holyoke College campus a safe and secure place to live and work!

### Contact Information:

**Cable, Card and Telephone Services**

**Mount Holyoke College**

**Central Services Complex**

**South Hadley, MA 01075-6485**

**Office hours: Monday—Friday**

**8:30 AM - 5:00 PM (Academic Year)**

**8:30 AM—4:00 PM (Summer Hours)**

**Phone: 413.538.3111**

**Fax: 413.538.3112**

**Email: [cct@mtholyoke.edu](mailto:cct@mtholyoke.edu)**

**<http://www.mtholyoke.edu/offices/cct/>**

**After Hours: contact Public Safety at x2304**



## Cable, Card and Telephone Services

## Card



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## The Mount Holyoke College All-Campus /ID Card

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**Door Access, Debit, Dining, Vending  
and More!**

## What Does the Card Do?

It is an **access key** to Residence Halls, Academic Buildings during specified time periods, and, in certain circumstances, areas designated for individual study.

It is a **meal card** for residential students and day students who purchase a meal plan from Dining Services. You must have your card with you to enter dining halls during meal periods, and for accessing the meals available on your meal plan at Blanchard Campus Center. Meals can also be purchased with the card's debit function.

The **debit account** Your MHCXpress account which can be used in vending machines, copiers, laundry, printing in computer labs, Blanchard Campus Center retail and food operations, for health center prescriptions and at certain locations in the Village Commons, and where you see the sign "MHCXpress Accepted Here!". **Card Only:** laundry, health center prescriptions, cable television payments and fax payments. Books can be purchased with MHCXpress or charged to your Student bill using the card.

The **bar code** on the card allows book lending from the Mount Holyoke College Library as well as other Five College libraries.

## What Doesn't the Card Do?

**The card provides only authorized access.** Day students must request access to Residence Halls by visiting or emailing our office. Residential Students have 24/7 access to their own Hall and 7AM to Midnight access to other Halls. Student access to Academic Buildings is generally until 10PM or according to posted hours.

**It is not an ATM card!** You cannot withdraw cash.

**If you do not have a meal plan, you cannot access dining halls unless you purchase a meal.** Residential students have a basic meal plan with provisions for guests on a debit basis. Day students can purchase a meal plan from Dining Services or purchase individual meals in dining halls.

## What are My Responsibilities?

**Do not share the card with anyone!** Unauthorized use of cards is subject to disciplinary action and possible criminal charges. Additional identification may be required for verification.

**If lost or stolen,** you must report it to our office or Public Safety IMMEDIATELY! We will deactivate it to protect your funds and prevent unauthorized access using your card. Replacements are available from our office during business hours, and students can obtain a temporary card from Public Safety when we are closed.

**Replacement of a card** for normal wear and tear is free! However, charges may apply for cards damaged by any other means.

**Keep your card in a safe place** where loss or wear and tear are minimized. It is your card for the duration of your stay. **MHCXpress Account.** Your MHC All-Campus/ID Cards have a

## The Debit Function

debit function that can be used in vending machines, copiers, laundry, laser printing, Blanchard Campus Center, dining halls, and some non-campus locations including some retailers at the Village Commons. Books can be purchased from Odyssey Books and the Campus Store. The account must be opened with Cable, Card and Telephone Services but additional deposits can be made by cash at our Automated Deposit Machines (ADM) or via mail by check. Cash or check are accepted at our office. The **MHCXpress Account** is non-interest bearing, and there are no fees to establish or maintain the account (there are fees for returned checks, etc. as per the Account Agreement). The account is valid for the duration of your time at MHC, provided you follow the terms set in the Account Agreement. **Balances on your MHCXpress Account** forward from semester to semester, year to year. When you leave or graduate, a requested refund of any remaining balances is subject to a \$10.00 processing fee;

## Other Associated Accounts

**Dining Dollar\$:** Full-board Residential students have a small amount of credit on their card in a separate account for purchasing guest meals and non-board, incidental food and beverages at Blanchard Campus Center. This amount expires at the end of each semester, and amounts not used do not transfer. You can not add funds to this account. Purchases beyond the board plan use this fund first. Once these funds are depleted, money is then taken from your MHCXpress account. **Lits Dollar\$:** students have a small amount of value on their card to print in computer labs on campus. This amount expires at the end of the academic year, and amounts not used do not transfer. You can not add funds to this account. These funds are used first. Once these funds are depleted, money is then taken from your MHCXpress account.

## Frequently Asked Questions

**What do I do if my card stops working, I left it home or I lost it?** If you lose your card, contact us immediately to deactivate it. If we are closed, contact Public Safety. You can sign out a temporary card for a day (or longer if it is weekend or holiday!) until you can come to our office for the replacement. There is a replacement fee for lost or stolen student cards.

**Can I deposit funds in my MHCXpress Account with a credit or debit card?** No, we are not able to accept these forms of payment. We do accept cash, checks and money orders (U.S. funds only). We can provide you with self-addressed envelopes and deposit slips if you prefer to mail your check or money order deposit.

**Can I get a refund of money left on my account at the end of the year?** Funds remain in your account from year to year until you leave the college (see the Account Agreement for details). If you request a refund at that time, there will be a \$10.00 fee for processing a refund check.

**I'm a student, and my card is all scratched or cracked; do I have to live with it for all four years?** If the damage on the card is due to normal wear and tear (we can recognize the signs), there is no charge for a replacement card. You do not get a new photo taken for this no-fee replacement. If you wish to have a new photo, or the damage is not due to normal wear and tear, there will be a replacement fee.

**I am required to work after hours in my department, but my card doesn't let me into my building or lab after hours. What can I do?** Contact your professor or the administrative assistant of your department and ask them to send us an email authorizing your after-hours access.

**How can I find out what my balance is? How can I see where the money went?** Each time you use your card in a financial transaction, the balance will be shown on the equipment display. If you visit the Card Services Office, our staff can check your balance(s) for you, and you can request a transaction history showing how your funds were used. A monthly history is available upon request. Any disputed amounts must be reported to us within 30 days.