Procedures for School of Medicine Badge Requests

In keeping with current UNC COVID-19 policies and protocols, the SOM Photo ID Office is completing transactions remotely. While the office is active, it is not open for in-person or walk-in transactions. Please review the following updates for obtaining a School of Medicine Photo ID Badge or updated badge access permissions.

All SOM Photo ID Badge Requests:

1. The current SOM Badge Request Form is located on the School of Medicine Planning Office website: https://www.med.unc.edu/planning/id-badges-building-access/photo-id-badge-request-form/
2. A department authorizing designee should submit the completed and signed badge request form, including the CDME designation for the badge recipient, via email to the SOM Photo ID Office (photoidbadge@med.unc.edu). Badge recipients may not submit the badge request form.
3. If the badge recipient is not designated “CDME” personnel, that person should either wait until campus returns to normal operations or alternatively, the department authorizer may request a badge and indicate the department’s intent to change the CDME status of the recipient and copy the department HR representative in the email badge request for confirmation of CDME status change.
4. CDME expiration dates are subject to change based on UNC campus policies. For more information, contact your SOM-HR representative.
5. Please include all forms and photos in one correspondence via email to photoidbadge@med.unc.edu.
6. SOM Photo ID Badge Office will notify the department contact once the badge is processed.
7. The badge recipient will need to send a confirmation email of receipt to the Photo ID Badge Office with the following information (instructions are also included in the mailing):
   ▪ a photo of the front and back of the badge,
   ▪ PID number.
8. The badge will be activated once the SOM Photo ID Office receives this confirmation from the badge recipient.
9. If badge is not received within the two-week mailing time, please refer to Emergency Exceptions below.

Badge Delivery: Please indicate the delivery method on the badge request form.

1. USPS is the primary badge delivery option. Please allow up to 2 weeks for processing and delivery. This is a conservative allowance from the start of the email request to receipt and activation of the badge—it may only take a few days for local addresses.
2. Alternatively, the department authorizer can request delivery of badges to the on-campus department designee as a single point of contact or to an assigned lockbox in MacNider Hall. Department designees will be able to pick up the badge from the lockbox at their convenience and distribute to the badge recipient.
   ▪ To request a lockbox for your Department, please contact Tyler Coble, SOM Planning Building Coordinator, at tyler_coble@med.unc.edu.
   ▪ The current lockbox delivery schedule is Wednesday and Friday afternoons. Please let the Photo ID Office know if badge is needed sooner than the next normal delivery day.
3. For Emergency Exceptions, see below.
**New Hires:** Includes No Previous SOM ID Badge.

To begin the process, the department authorizing designee will:

1. **Submit** via email the completed and signed SOM ID badge request form with CDME status to the SOM Photo ID Office.
2. **Attach** a passport quality digital photo of the badge recipient (neutral flat background; no outdoor photos/scenery).
3. **Select** the box for delivery method. Include the badge recipient’s mailing address in the email request if USPS delivery is required.
4. For badge activation, please refer to All SOM Photo ID Badge Requests, above.

**Updated Badges:** For expiration dates, changing departments, job title, etc.

1. If a badge is expired, the current badge will be extended for 2 weeks to allow time for the new badge to be delivered via USPS. Once the new badge is received and confirmed, then the old badge will be deactivated.
2. Any individual who needs to update an SOM ID Badge must have their Department confirm the change approval and current CDME status with the SOM Photo ID Office. This may be submitted to the Photo ID Badge Office by either:
   - an email from the authorized designee or department head, OR
   - an updated badge request form submitted by the department head or authorized designee.
   Please include the badge recipient’s mailing address in the email request if USPS delivery is required.
3. If the badge recipient wishes to submit a new photo, they must do so via the department approval email. Photos must be passport quality (neutral cool background; no outdoor photos/scenery).
4. For badge activation, please refer to All SOM Photo ID Badge Requests, above.
5. When the updated badge is received, the old badge should be reclaimed. Departments can return old badges to the SOM Photo ID Office, or they can shred the old badge and send email confirmation to the SOM Photo ID Office.

**Emergency Exceptions:** The Badge and Planning Office teams will work to meet the emergency badging needs as described/determined by any department’s access authorizing designee. Some examples of badge emergencies may include lost badges, a badge that suddenly stops working (not due to expiration), or a badge that was mailed but has exceeded the 2-week mailing time.

1. If a badge is lost or stops working, the Department should contact the SOM Photo ID Office as soon as the issue is known to confirm the badge need and CDME status (required) with the following information:
   - Employee PID,
   - Badge number, if possible.
   - Card Reader number located on the side of the device, for failed access cases.
2. The SOM Photo ID Office will expedite emergency badge delivery from the options below:
   - Placement of badge in the Department’s assigned lockbox in MacNider Hall (see description above).
   - **In-Person Scheduled Appointment:** Emergency badge recipients with a scheduled appointment for visiting the SOM Photo ID Office will need to be accompanied into MacNider Hall by someone with badge access permissions to MacNider Hall.
   - **Hand-Delivery:** Emergency badge recipient’s Department will need to arrange for on-campus delivery.

For badge activation, please refer to All SOM Photo ID Badge Requests, above.

Please call SOM Photo ID Badge Office at 919-843-3787 to schedule emergency badge delivery.