The BASIS system is the collection of hardware and software that provides the foundation for Access Control. It is split into two separate applications, System Administration E.T., which provides the software to edit access and devices, and change system settings, and Alarm Monitoring, which provides a solution to view events in the system to ensure proper Access Control.

The best way to ensure you are logging into BASIS correctly and getting the quickest response to help requests is to use the Access Control website, located at http://cardaccess.cornell.edu. This will also give you updates to known issues, updates to the Access Control system such as software upgrades, and contain documents and manuals to help you find information you may need.

NOTE: By submitting a ticket through the Access Control website, the ticket is sent directly to an Access Control Administrator, thereby reducing the time it takes for a response.
Accessing the BASIS System:

1. Click on the BASIS link at the top of the Access Control website

2. You are given the option to choose the type of logon you wish to use (explicit or anonymous). Please be sure to select ‘Explicit’ as the BASIS applications do not allow anonymous logons.
3. The user name and password fields continue to be your netid and kerberos password as they have been in the past.
4. As you have in the past please also be sure to select ‘cit.cornell.edu’ from the Domain dropdown menu.

NOTE: If you are getting a wrong username/password error, please check http://netid.cit.cornell.edu to ensure your password strength is appropriate before submitting a ticket.
5. After logging in you may be greeting with the plug-in download page shown below.

6. If you do not yet have Citrix installed or wish to upgrade to the latest version please accept the terms and conditions then download the latest plug-in.

7. Otherwise please select ‘Already Installed’ from the options on the right.

8. Once logged in you should see the screen below. Click on ‘Card Access’ to view the BASIS applications.

9. You will then see the usual BASIS applications. To launch an application simply click on the icon.
Getting Help:

To submit a trouble ticket:


2. Click on the Help link.
3. Check the F.A.Q. (Frequently Asked Questions) link to see if your problem has already been addressed. If not, then proceed to the Help Request link on the left to submit a trouble ticket.

![Computer Help Request Form]

4. You will have to put in your e-mail address to submit a ticket.

5. After submitting your e-mail, the ticket system will present a form for you to fill out, automatically filling out fields like your department and phone number, if you used a Cornell e-mail address. If your phone number is not automatically filled out, please fill out an e-mail where we can contact you.

6. Select a priority for the ticket.

NOTE: Select Critical if you cannot continue your work without the problem being addressed, or if the problem poses a potential security risk. Critical tickets will be worked on as soon as they are submitted, 24 hours a day, 7 days a week. Select high if the ticket is not critical, but needs to be fixed as soon as possible on the current business day, or early the next business day if the ticket was submitted in the afternoon. Select medium if the problem needs to be addressed within one business day. Select low if the ticket is for a feature request, a suggestion/comment for improvement, or is not affecting anything important for you to continue working, and poses no security risk.