Why doesn't my #$%@ (darn) KeyCard/Fob Work ?????

OK, you have your new Key Card or Fob and you're trying to get into the outdoor range or the clubhouse and it won't work – "what's the stupid problem ???" you ask.

In no particular order, here some of the possible reasons:

1) The Key Card/Fob is broken – possible but unlikely. Out of the 1200+ Cards/Fobs we have issued in the last couple of years we have seen one of each (1 Card and 1 Fob) go bad. An inconvience but not a serious problem – the Cards and Fobs are guaranteed for life. If it's defective and not abused, you will get a new one FREE.

2) Didn't pay your dues. The computer automatically deactivates the Cards/Fobs midnight Dec 31st unless your dues have been paid and the computer updated. Life and Senior Life members are automatically "updated" each year. Towards the end of the year, the renewals pour in and it takes time to process them. The earlier you get your renewal in, the less likely it is you will miss a day at the range/club. Are errors made in processing the updates – yea, sure – heck, we're only human. Last year we had about 10 errors and that's not bad for the, approximately, 2000 computer entries that have to be made (approx.1000 entries each in two different systems - the membership database and the security database).

3) You are an Associate (Social) Member. Associate Members do not have Rifle/Pistol, Archery, Skeet/Trap Range Privileges. Your Card/Fob will work to get you in the clubhouse but will not get you in the outdoor or indoor range.

4) You are still using an old Key Card (issued before March 2005). The original Swipe type Key Cards will not work on the new Proximity type system. You must get a new proximity type Key Card or Fob.

5) You are using your Key Card from work or your Library card. A lot of businesses and some Libraries are using the same security system we are using. The Key Cards/Fobs look the same but each and every Key Card/Fob is programmed with a unique security code and that unique code has to be programmed in the security system in order for the Door or Gate to unlock.

6) You are a new member (since April 2005) and have not taken/passed the "shooting test". When you become a member you are issued a Key Card/Fob and it is immediately activated to get you in the Main Club House but, you still have to take/pass the shooting test before your Card/Fob is activated to get you access into the Rifle/Pistol Range.

7) You found your "lost" Card and tried to use that one: If you lose your card and get a "new"one, we deactivate the "lost" card - it won't work any longer. If you have your "new" Card/Fob and then "find" the "lost" one - throw the "old" one away – or use it as a fish scaler maybe.

More Information: There is more information in the Membership Handbook on how to get a Key Card/Fob, taking the shooting test, etc. The Handbook is now available on the RGC WEB site or at the Club House bar. The Membership Application package also has information on scheduling / taking the shooting test.

Report Problems: If you're having problems with your Key Card/Fob, and the club house is open, tell the bartender. If the Club House is not open, call the club. Or E-mail the "Membership" person on the RGC WEB Page under "Club Contacts". Briefly describe the problem and leave your name and KeyCard/Fob number. On the back of your Key Card/Fob are two numbers. The number on the right (similar to 11039823-31) is the card part number – don't use that. The 7-digit number on the left (similar to 1572500 or 1834712, etc.) is your membership number and the Key Card/Fob code number – we need that number. Sometimes we can fix the problem immediately – at other times it may take a couple of days.

How Long: When you become a new member or pass the shooting test, your Card/Fob is usually activated by mid-afternoon the following day. If you get a new Card or "upgrade" to a Fob or get a "new" Card/Fob to replace a lost one, it usually takes a day or two to get the new Card/Fob activated. Sometimes, although not often, the changes may take several days to take effect.

Bob Pratt