

## **WARREN INFORMATION DESK – COVID-19 Procedures**

### **OPERATING HOURS:**

- Monday-Friday 9:00am – 5:00pm
- Closed Noon-1pm for lunch

### **CONTACT INFORMATION:**

- [infodesk@wcl.american.edu](mailto:infodesk@wcl.american.edu)
- (202)-274-4016

### **SERVICES OFFERED:**

#### **VISITOR MANAGEMENT:**

- Guest must have a scheduled appointment to enter. There will be no public access.
- Guest must use the Warren entrance for access to the building. Face covering must be worn when entering and remain on while on campus.
- Request to admit guest must be submitted to [Infodesks@wcl.american.edu](mailto:Infodesks@wcl.american.edu) prior to arrival. Once received, will be pre-registered in our visitor management system. Once on campus, we will then complete the sign-in process. Remind guest a valid ID will be needed.
- Once signed in, you will receive notification to meet your guest at the Warren Information Desk, no exceptions.
- To monitor the capacity in the building, guest must check out at the Warren Information Desk before leaving.

#### **DOCUMENT DROP BOX:**

- Guest needed to just to drop documents off, may do so in the secured drop box posted outside the Warren entrance.
- Documents will be retrieved daily between 9am-3:45pm. They will be forwarded to Mail Services to be placed in your mailbox. Documents received after 4pm, will remain at the Warren Information Desk until the next business day.
- Guest would not be required to have an appointment, since no access will be granted.