

College Facilities

F.A.Q.

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I. Suite Life

How do I dispose of trash?

There are two trash chutes on every floor inside the Utility Room.

- ❖ Recyclables like plastic bottles, cans, uncrumpled papers go into the Recyclables chute.
- ❖ Everything else goes into the General Waste chute.

Please:

- ❖ **Do not throw glass** down the trash chutes as this creates a minefield of broken glass for the cleaners on the first floor. Instead:
 - Bring them to the first floor trash bins,
 - Bring them to the glass disposal bins at CAPT;
 - Or leave them inside the Utility Room.
- ❖ Do not recycle anything that has food waste on it, and do not throw anything bulky or dangerous (such as large batteries) down the chute.
- ❖ If you need to recycle old clothes, there is a clothes recycling repository near the UTown Starbucks.
- ❖ Please bag your trash before throwing them down the chutes.

The school provides every suite with one communal trash can. Suites with female residents also receive a sanitary trash can in the bathroom.

- ❖ This trash can is emptied once a week during suite cleaning.
- ❖ It's good practice to get your own trash can for your small room.

Can I prop open the stairwell door?

- ❖ Please **don't prop open** the stairwell doors--these are fire doors meant to contain fires from spreading into the stairway and throughout the building.
- ❖ Earlier students have attempted to negotiate this restriction, but it's an issue of fire safety and is non-negotiable.
- ❖ When taking the stairs, please exit from the main stairwell at a skygarden floor, then take the skygarden stairs to get to your floor.

There are flies in our bathroom but our windows are closed!

- ❖ These are drain flies that--as the name suggests--come from the drain. Usually, this happens when some organic matter (usually hair) gets stuck in the drain and decomposes.
- ❖ As a first resort, boil some water and pour it down the drain.
- ❖ As a second resort, pour vinegar down the drain followed by boiling water. Do this thrice.
- ❖ As a third resort, use drain cleaner.
- ❖ As a last resort, use duct tape and tape the drain beside your toilet closed. Be sure not to use the bidet spray during that time.
- ❖ If many suites in your RC are also having drain flies, email Infra immediately at infra@yale-nus.edu.sg so they can help contain the li'l pests.
- ❖ It's good practice to clear the drain trap every 2-3 days, for waste buildup is nutrition for flies.

The shower is running over!

Empty your drain trap.

- ❖ Remove the metal top of your shower drain, pick up all the hair and gunk that's inside, and throw it into the trash can.
- ❖ Don't flush it down the toilet.

Oh my goodness, the shower is so hot!

- ❖ The College got us excellent water heater systems, hence the shower handle is very responsive.
- ❖ Don't turn the handle all the way to the left before stepping in unless you're looking to hard-boil an egg for breakfast.

Can I decorate my room?

- ❖ Yes--but please only use **Blutack** or some other removable adhesive. **Blutack** is available at Bookhaven in UTown.
- ❖ Tape, nails, etc. damage the paint on the walls, and you will be charged for damage to school property.

Oh my goodness, there is black stuff all over my fan/aircon!

- ❖ This is normal. Dust particles from the air and surroundings will settle on your fan and aircon over time.
- ❖ Make sure to wipe the fan blades and aircon vents with a wet wipe every so often to prevent unsightly buildup.

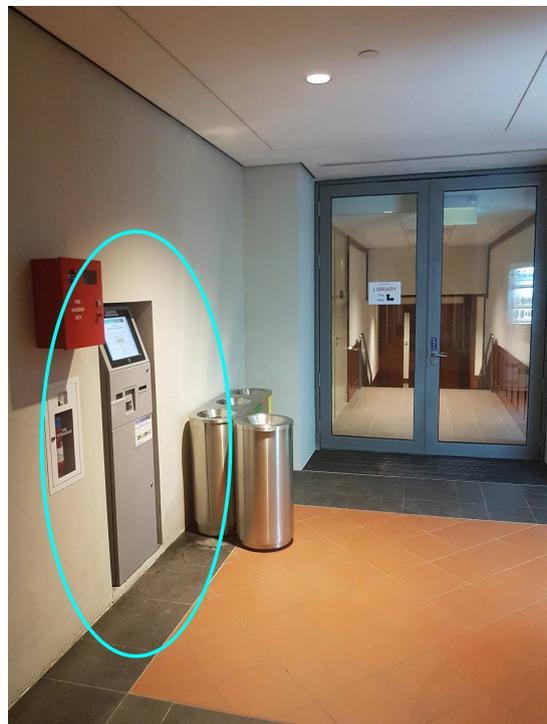
What do I do if I am locked out of my room late at night?

Call the RCA duty phones for them to let you in with a temporary key:

- ❖ Cendana: 9338 3452
- ❖ Elm: 9338 3449
- ❖ Saga: 9338 3440

How do I top up my aircon credits?

- ❖ Go to this [link](#).
- ❖ Log in with the ID and password taped above your AC remote.
- ❖ Select “Purchase Electricity” and follow the instructions. Pay with a Singapore credit card.
- ❖ If, after 1 hour, the aircon still hasn't turned on, email Infra at infra@yale-nus.edu.sg.
- ❖ To check your AC credits, click on Web Calculator -> View Meter Credit.
- ❖ If for some reason you're at Cafe Agora and feel the desire to top up your aircon credits, there is also a top-up station at the bottom of the Agora stairs, beside the library ground floor entrance.



I lost my laptop/phone charger!

- ❖ Check out the [library loan counter](#) if they have spare chargers to lend you in the meantime.
- ❖ If you suspect it was a theft, report to Security at security@yale-nus.edu.sg.
- ❖ The library also loans out DSLRs, tripods, and other multimedia equipment.

How do I contact ERT, Infra, or Security?

	Telephone	Email
ERT	6601 5123 working hours only	yncit@yale-nus.edu.sg
Infra/Security	6601 3696 24/7	infra@yale-nus.edu.sg

II. Shared Spaces

How do I connect my laptop to projector systems?

- ❖ Use the HDMI cable provided if your laptop has a HDMI port.
- ❖ To connect to the WowVision wireless projection system, download Collab8 software [here](#) for Mac or Windows.
- ❖ Mac users must also install the additional audio plugin.

Where can I smoke on campus?

- ❖ The nearest smoking area is the bus stop next to Clementi road, across the Cendana gate.
- ❖ You **cannot smoke** on either the Yale-NUS campus or NUS campus, as quite a number of residents are allergic to smoke to some degree.
- ❖ Smoking in private spaces like suites and skygardens is **also prohibited** as the smoke tends to get into neighboring rooms and rise to higher floors.

How should I take care of the school pianos?

- ❖ The College has given students the privilege of using pianos in all Common Lounges and Practice Rooms.
- ❖ Please **do not unplug the cords near pianos!** Those are dehumidifiers that prevent the piano strings from breaking in Singapore climate.
- ❖ Keep food and water away from the pianos.
- ❖ Close the piano lids and cover them with the cloth after use.
- ❖ Approach the Yale-NUS Arts team for any further questions.

How can I book a classroom to use?

- ❖ Head to [this](#) link (only accessible through Yale-NUS wi-fi).
- ❖ Familiarize yourself with the [Room Booking Policy](#).
- ❖ You may book spaces as an individual or on behalf of student organizations
- ❖ You are expected to abide by a community code of mutual fair use of rooms, and may not book rooms beyond a one-month time-frame.

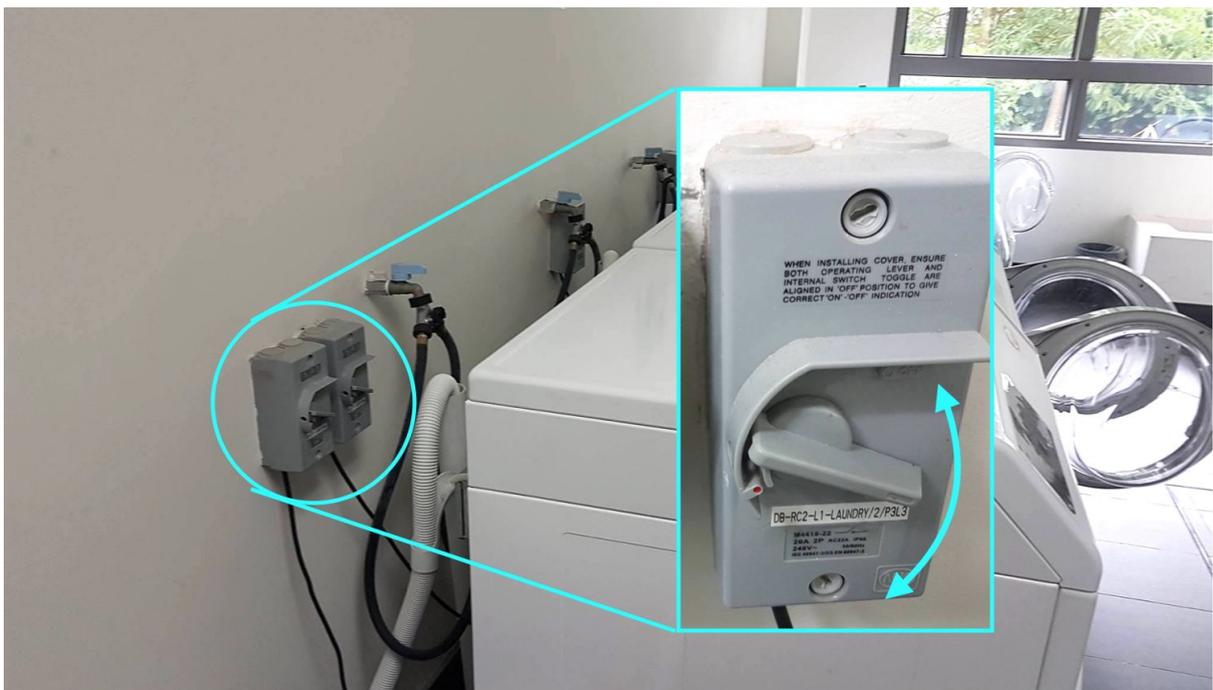
Oh my goodness, the lift is broken!

- ❖ If you think you're the first to discover it, give Infra a ring at 6601 3696.
- ❖ If it's been broken for a while, suck it up and take the stairs. These breakdowns are chance events that can't be foreseen, so rest assured that Infra is working hard to fix this issue as soon as possible.

My clothes are locked inside the washer!

Very likely, a coin/pen was left in your laundry and clogged the outflow pipe.

- ❖ Please double-check your laundry before loading the washer.
- ❖ Try rebooting the washer by turning the power off and on again.



- ❖ If the door doesn't disengage, **don't force the door**. Call Infra at 6601 3696.

What kind of detergent should I buy?

- ❖ Our washers are High Efficiency washers; they use less water than traditional machines. Please use High Efficiency detergents--you can check the side of the bottle for this logo:



- ❖ High Efficiency detergents produce fewer bubbles than traditional detergents, and are sold widely in supermarkets and convenience stores.
- ❖ If you must use non-High Efficiency detergent, use only one-fourth a capful per load. Any more detergent won't be washed off when the laundry cycle finishes, inducing mold growth inside the machines.

What is good laundry room etiquette?

- ❖ Set a timer and transfer/claim your laundry on time.
- ❖ If there are clothes left in the machine you want to use, it's okay to remove them, as long as you place them somewhere clean--a laundry basket, on top of a table, but not on the floor.
- ❖ Leave washer and dryer doors open after use to let them air and prevent mold growth from occurring.
- ❖ Always clean the lint trap before using the dryer! This reduces the fire risk, and ensures your clothes will dry properly.
- ❖ Don't remove communal laundry baskets.

III. Printers

How do I start using campus printers?

You need to install the Ricoh printer driver on your laptop, and register your Matric card with the system. [This document](#) guides you through the process.

How do I add credits to my card?

- ❖ The most convenient way is to pay with an EZLink card through the Top-Up Kiosks on the second floor of the Library (near the IT Services Office).
- ❖ Just tap your Matric card, enter the amount to transfer, then tap your EZLink card.
- ❖ Note that the Library second floor is not a 24/7 space, so if you anticipate a midnight printing spree, be sure to top up in the day.
- ❖ The Top-Up Kiosks may sometimes not accept an otherwise perfectly functional EZLink. Test your card early in the semester so you aren't caught in a fix during crunch time!
- ❖ Most Singaporean credit cards also have an EZLink function. Look for this logo:
- ❖ You can pay with cash at the Ricoh printer desk in the ERT Office on the first floor of the Library. However, the desk is only staffed during regular working hours (~9am to 5pm). During this time, the Ricoh representative also makes his maintenance rounds, e.g. refilling paper, ink, etc.
- ❖ Failing all else, there are 24/7 printers that work using EZLink at the Education Resource Center (first floor of Stephen Riady Centre directly across the Elm gate).



How do I check my printer credits balance?

- ❖ At any printer, tap your Matric card. Select “Use Device Functions.” Wait for the screen to load and it will display your name and printer credit balance.
- ❖ If you are not near a printer, head to [this](#) link and login with your NUSNET credentials (only accessible on Yale-NUS wi-fi).

I'm broke! How do I print in black and white?

Once the printing dialog box has opened, change this setting:

On Windows: Printer Properties -> One Click Preset -> Color / Black and White -> Black and White

On Mac: Printer Features -> Color Mode -> Black and White

In printer settings, how do I...

- ❖ Print 2 pages on one sheet?
 - On Windows: Setting -> Page Layout -> Handouts -> Two Slides
 - On Mac: Layout -> Pages per Sheet
- ❖ Print back to back pages?
 - On Windows: Setting -> Print on Both Sides
 - On Mac: Layout -> Two-sided

Selected printers can also staple your pages and punch holes for you, including those in the Library printing room, the Student Organisations Room, Rectors' Offices, and Writers' Centre.

- On Windows: Printer Properties -> Detailed Settings -> Under Menu, select Finishing -> Staple
- On Mac: Printer Features -> Staple/Punch -> On

How much does printing cost?

	A4	A3
B&W	\$ 0.04	\$ 0.08
Color	\$ 0.40	\$ 0.80

How do I print printer transactions for RFP claims?

- ❖ Head to [this](#) link and login with your NUSNET credentials (only accessible on Yale-NUS wi-fi).
- ❖ Click on Printer History and find the transaction you're submitting a claim for. A printout of this page is acceptable as a receipt.

How do I use the scan function?

- ❖ You can scan to print (e.g. photocopy), send the files to an email address, or save them to a USB.
- ❖ Scanning to email or USB are free, but require a minimum balance of \$0.06.
- ❖ Please follow the instructions in [this guide](#).