

Frequently Asked Questions

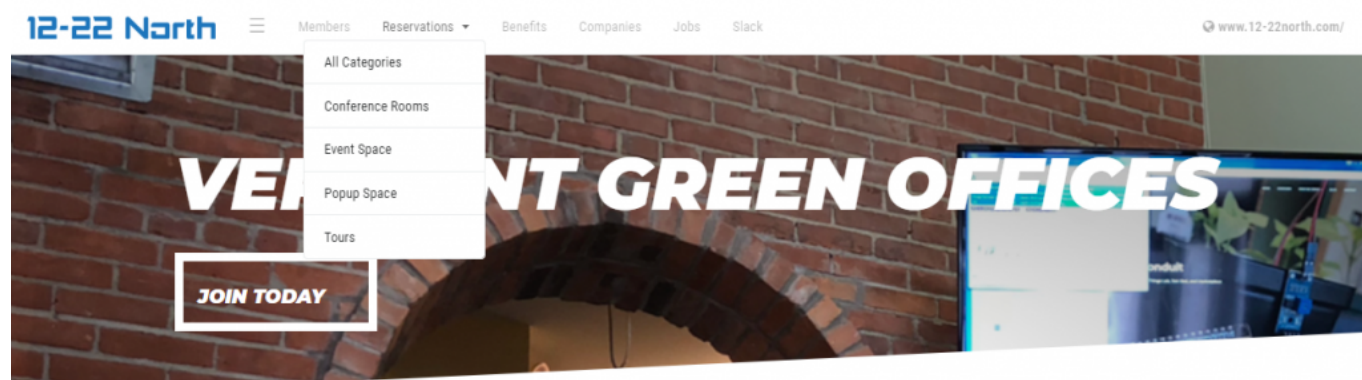
[How do I sign up for a student pass and use the Proximity site/app?](#)

First, navigate to <https://members.12-22north.com/> (can be accessed from the 12-22North homepage). In the Reserve section, click on the blue “reserve” button on one of the offices and register for a free membership. Before reserving an office, click on the profile in the top right corner and then the “Memberships” tab. Click the blue “Upgrade” button to upgrade your membership from a Community Member to part of the Study Space Program.

Once you’ve activated the membership and paid, you can easily book any office and edit your schedule in the Reservations tab.

[How do I book the Conference Room or Fishbowl?](#)

Select Conference Rooms in the drop down under Reservations on members.12-22north.com



You will need an account in order to reserve any of our resources.

[How do I sign up for a Day Pass?](#)

First, navigate to <https://members.12-22north.com/> (can be accessed from the 12-22North homepage).

Click on the blue “See Memberships” button and create a free account. You can then upgrade to a Day Pass membership in this tab by choosing “Activate membership” and schedule whichever day and office fits your needs.

Or, you can access the membership in the Reserve section, by clicking on the blue “reserve” button on one of the offices and register for a free membership.

Before reserving an office, click on the profile in the top right corner and then the “Memberships” tab. Click the blue “Upgrade” button to upgrade your membership from a Community Member to a Day Pass.

Once you’ve activated the membership and paid, you can easily book any office and edit your schedule in the Reservations tab.

[How do I deal with waste?](#)

We are committed to creating as little waste as possible. To help with this, please use the dishes in the kitchen instead of bringing in single use paper-ware.

We have recycling and landfill bins around the building in a few of the offices. If you are unfamiliar with the [CSWD Blue Bin Recycling](#) policy, please review that before putting anything in the bins.

In addition we have a vermicompost in the first bathroom and regular compost bin on the shelf above the sink in the kitchen. Check with the Ambassador to see if the vermicompost has worms and then follow the guide on top of the bin to make sure you are putting the right things in there.

[What types of memberships are available?](#)

All of our memberships can be seen on our website at members.12-22north.com

The most popular ones are the monthly flex desk passes and the punch passes.

[How do I use the dishwasher?](#)

In our efforts to be as close to zero waste as possible, we provide dishes and a dish washer for our members to use.

There is a magnet on the front of the dishwasher with a clean and dirty side.

If the magnet is dirty side up:

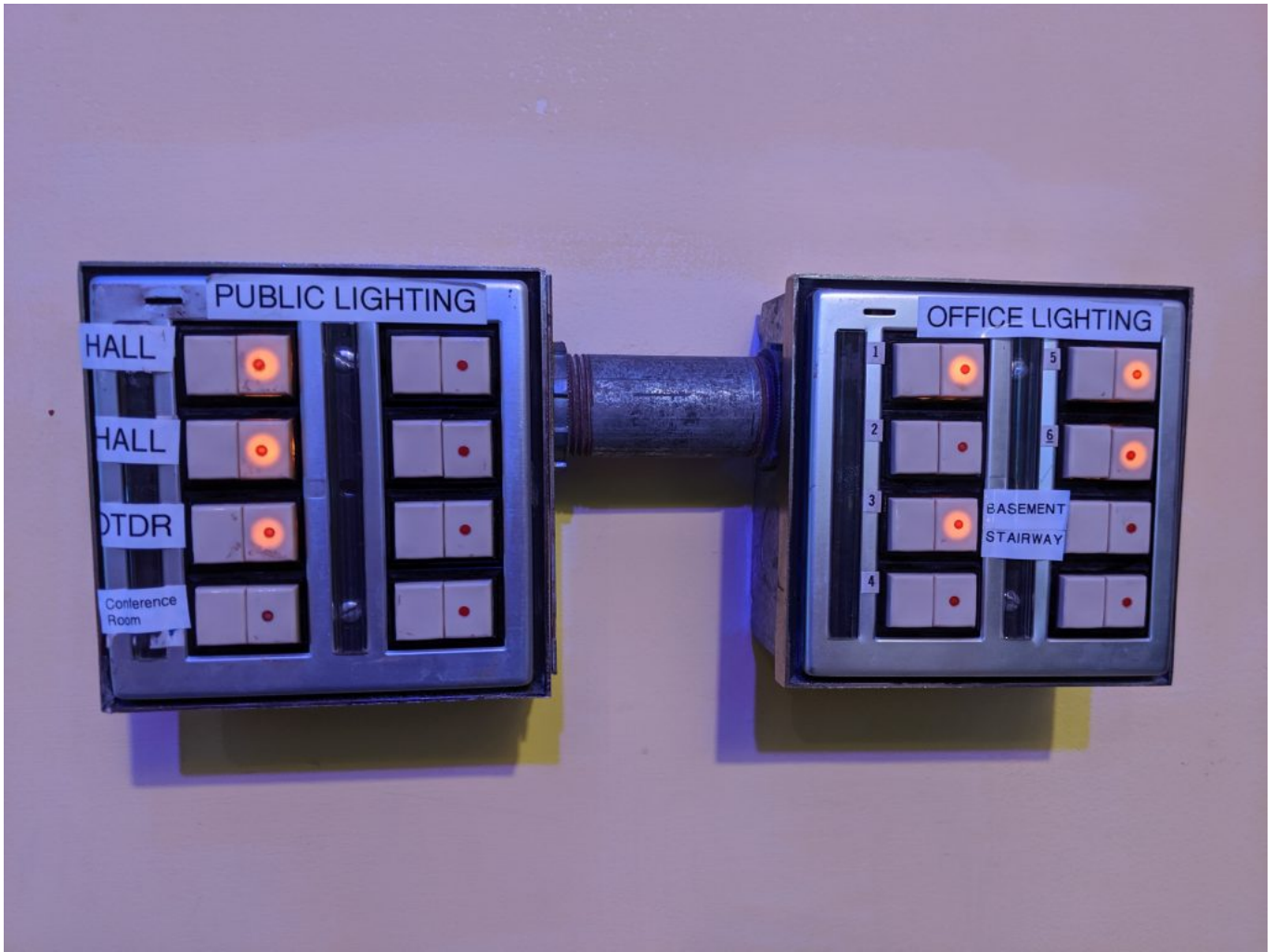
- add dishes (rinse first)
- When full (or on Fridays)
 - add soap
 - start cycle
 - turn the magnet to clean

If the magnet is clean side up

- put dishes away
- turn magnet to dirty

[How do I turn on the lights?](#)

All the light switches are behind the front desk where the Ambassadors sit. The Office Lighting #5 button turns on the lights in the Flex Desk area.



[How do I turn on the heat/AC](#)

There are 2 thermostats. 1 is on the left of the stairs to the second floor, next to the bathroom. It controls the whole building except the Conference Room. The second is in the Conference room and controls the heater in there. There is also an electric heater/fireplace in the conference room which should be used first to heat the room. The control lives on the shelf above the fireplace.



AC is controlled behind the building using the control box on the left marked "12N AC". The lever should be flipped up in the morning and turned off at night. If it is left running for too long, ice will build up on the pipes and it will not work. If this happens, it should be turned off, allowed to thaw, and then turned back on again.



[How do I start the day if I am the Ambassador? \[Suspended due to COVID-19\]](#)

We have a morning checklist at <https://www.12-22north.com/ambassador-checklist/>