Fitness Center Unmanned Access – FAQ's

1 –Who is eligible to utilize Unmanned Access?

No one under the age of 18 is eligible for Unmanned Access. Eligible participants include all DOD issued ID cardholders over the age of 18 years old, i.e. a CAC ID Card, Privilege Card.

2 – How do I gain access for unmanned hours?

Visit any MWR Fitness Center, or www.stuttgartarmy.mwr.com and fill out an Unmanned Access Enrollment Packet. Drop your packet off at any MWR Fitness Center in the secure drop box during normal hours of operation. After 10 days, visit a Fitness Center to match your ID card with data entered into the computer.

3 – Can I bring a guest with me during unmanned hours?

No, all users must swipe in separately.

4 – How long does it take to get access approval?

After turning in your Unmanned Access Enrollment Packet, approximately 10 days later check with the Fitness Center Staff to verify your information is in the system and your ID card is scanning in properly.

5 – Does my access expire?

Yes, if your account in our computer system has over five years of inactivity you will have to re-register for Unmanned Access. Please know it is mandatory for all new DOD ID cards and key fobs to be updated in the system.

6 – Can a Spouse, Family Member or Dependents register for Unmanned Access without the sponsor present?

Yes, as long as the Sponsors information is filled out in the Unmanned Access Enrollment Packet. Please keep in mind, you must visit a Fitness Center to verify your information is in the system and your card is scanning in properly.

7 – What are the appropriate steps to take in case of an emergency inside the facility during the Unmanned Access hours?

Each Fitness Center is equipped with one emergency phone which is linked directly with the MP desk, or call 112 from your personal mobile device.

8 – What are the appropriate steps to take if the Unmanned Access system is not functioning during my visit?

We apologize for this inconvenience. Please see Fitness Center Staff during normal business hours to rectify this issue.

For security reasons the computer system will experience routine updates nightly between 0200 and 0400. This access availability can last for a few minutes to an hour, possibly interrupting system usage.

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9 – Will aerobics, personal training or massage therapy be available during unmanned access hours?

No, Fitness Center Staff are not present during unmanned hours.

10 – Do I have Unmanned Access to Fitness Centers other than Kelley, Panzer, and Patch Fitness Centers?

No, your Unmanned Access is only active for Kelley, Panzer, and Patch Fitness Centers.

11 – After a patron scans in to gain access to the facility during unmanned hours, do they have to scan in again to capture the usage?

No, the initial scan registers the patron in the system.

12 – If two patrons come in at the same time to use the facility during unmanned hours, does the door have to be closed for the second or subsequent patrons to scan in?

No, patrons can scan in at the same time.

13 – Is it required for each member of my family to fill out the sponsor and dependent information in the Unmanned Access Enrollment Packet?

Yes, to ensure account accuracy please have each member requesting Unmanned Access to complete the entire Unmanned Access Enrollment Packet.

14 – If I have any questions or concerns, who may I contact?

Please contact the Panzer, Patch, and Kelley Fitness Center Staff, or the Sports and Fitness Management Team for additional information at CIV: 0711-680-5404.