Online Key Request Application
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Good afternoon. We've been working on a new electronic access system for campus. We are in the middle of moving forward with that, but first we have a couple of test projects going on right now, one in West Gym and one in Towers. We're starting the implementation throughout campus this month. April 22, we're going to convert the BCS building. So, along with that, we're going to replace the fob that everybody uses. If you have electronic access, whether it be a fob or a white card, like a credit card people have, those are going to be replaced by a new University ID card. That ID card will include the same things it does right now, your dining dollars, your access to the Library, Wellness Rec. It will also be your proximity card to enter a building. So, I want to show you a couple of different things here.

This is the old key request form that most people are familiar with. Hopefully, there's not a whole lot of these bookmarked right now, so we don't start getting these any longer, but in this form somebody would fill it out. You would need to get a department head signature on it and then a lot of times either send it to campus mail for fax it over to us and then we would pick it up. What we did with the new system is we tried to mimic more what the workflow is for what our typical eBiz is. I want to just kind of show you what that looks like.

Here again, starting at the home page, you can go to the Forms Repository or you can to go the Physical Plant web site. If you go to the Forms Repository, it will be under "Keys" and it's this new form right here.

Access Request Form

University ID				Person Type	Choose Person Type ▾
First Name				Last Name	
Approving Dept	Choose Department ▾			Start Date MM/DD/YYYY	

| Request Status | | Approval Date | |
| Approver | | Delegated Approver | |

[Submit Request]

Request Type	Building	Room	End Date MM/DD/YYYY	Notes
Choose Request ▾	Choose a Building ▾			
Choose Request ▾	Choose a Building ▾			

Then you'll have to login with your username and password. This is not my username, but this is where I can show you how it all works. Ok, so you go there..and I am going to go somewhere different...sorry. That's where you get the real form, this is our test site. So, if remember from the old form, you were asked who the person was; what their UNI ID was; if they were a student, faculty, staff; what department they were in; and then what keys you wanted. This does the exact same thing, only it does it electronically. I'm going to give you an example of a couple of features on it. Starting out with UNI ID I put my name in. I'm a staff. I'm going to make an error here. Again, this is test, so you would put your approving department. In this case, I'm going to use ITS. I'm just going to say I'm here again, the new temporary replacement was the old form. You choose where you want to go. I'm going to say East Bartlett, Room 19. You fill it out, submit the request. It's going to give me an error on this one. What it does is it looks for the last name to match up with the University ID number. So, if there is an error, hopefully, it's going to be found before it ever gets over to the Physical Plant while processing it. That's all it does. It's not going to tell you what was wrong, but it's going to look at the ID and make sure it matches the last name. So, this will give you an opportunity to go fix it. I still spelled it wrong. Start date. Once I submit it, it's going to say that it's been submitted and I have a chance to edit it or do another request. You can put multiple lines on a single request. This is going to generate an email to the requester and also to the person who needs to approve it. From that point, I need to get out of here. I just want to show you what you'll see. I've been setup to get the emails for whomever this goes to. They are all coming from PHP Workorders. This was the confirmation. It says that the access request was submitted. You can go hit the link and you can modify it yet as the approver. So the approver will get the link. Then, just like you would in eBiz notification about a requisition or anything like that, they can click on it from their email, login, and all they have to do is approve the request or they can deny it if they say this person shouldn't. But, once they approve it we'll have it over at the Physical Plant. We'll process it. Again, after we process it, we'll update it. Right now there is a phone call that generally goes out to the user. This will generate an email out to the user as soon as it's processed and the key is get ready to get picked up at the Physical Plant or if it's electronic access that your card is now active. You don't have to come in and get a different card, it's just when you get your new ID, we'll activate it for whatever building you're going to be needing.

Any questions about that right now? Yes?

The question is, "When is this going into effect?" This is actually in effect right now. Today, we modified and took the old forms off the web site and put this on.

Yes? Generally, I believe there are policies that that don't allow just that ID number, you have to put a person's name in. You could put the wrong ID number in and so we want those two to match just to make sure we are looking at the right person. Yes? The question was, "If we just put in the ID number or first and last name would it automatically populate?" That question, I think I'm going to ask Erik to help me out on this. There were some restrictions that ITS had and some policies set in place. Erik: The University ID is considered a protected ID number and since this is available to anyone that can login from students to faculty to staff, then if we allow

people to put in a first name and last name and no ID, then it will allow people to just go and search for people's UIDs and visa versa. So if I just put in my UID, then my, from an IT perspective, this is a University policy and we try to protect that.

Mike: How come everybody saved the questions for this part of the show? (laughter)

A question clear in the back? This goes to the department head, just like the old form did. You're selecting which department head is doing it. when you select the department approver, that's where it's going to go to.

Bryan? If we have multiple departments within a building that somebody could request access for, again, similar to the way we've done it. If we have some of those cases, right now, if it's an area that someone is allowed to approve, we'll do it. If it's something that needs to go through Maucker Union, one of the things is we work with the people who are affected to make sure they know, hey, this has to go through Maucker Union Administration, or we could also look at this on our end. We can say, "Hey, no. Wait a minute. Not sure this person can really approve this." We do this quite often and then we'll make a phone call or send it to someone to get additional approvals. Erik: There's also the ability to delegate. You see over on the right you can add somebody that it needs to be delegated to. So, the department head is just associated to the approving department, but then you have the ability to sign off.

The question was, "Should we turn in our old fobs and then get interior door keys when you get a new one?" Right now, the keys aren't going away. If you don't need it anymore, we would certainly encourage you to turn it in. So, the brass keys, if there is no need for it, we would totally encourage you to turn it in. As far as the fob goes, I would encourage you to keep it for right now. Eventually, I think we'll want those turned in. We're going to start with the BCS building. Some of those people would also have access to Curris and their new cards will not work on Curris until we convert Curris. So, it's really, I encourage you to just hang on to it until you know, hey, I only work in this building. I'm done with it. You can mail it back over to the Physical Plant. It would be greatly appreciated.

We have a question in the back? The question was, "Do we have a list of times when the buildings are going to be converted?" We're actually working on that right now. What we want to really test out is how long it's taking our contractor to get converted. We're starting with BCS on the 22nd. I think we'll have a much better understanding after at that point. We think we have a good idea, but we don't want to get into a position where we are impacting people right now, we didn't want to do, like an academic building. April 22. I think most of the people in BCS are there year-round, so whenever we did it, it was going to be an impact, but we don't want to do the same to an academic building. We'll try to hit those mostly during the summer, here.

The question was, "How do you designate master keys for something?" There is a "note" field that you can put in what rooms you want access to, but in the notes you can say this is. In your case, you do have scenarios where you know which keys you want for a submaster and you can put that. Generally, we don't want people to say that. We want them to specify what rooms

they want access to and then we'll provide the lowest level key that will give them access to those rooms. But if you have specific areas that you need access to, you can put that in the "notes" field and we'll get that.

The question is, "Are the brass keys going away or is everything going to electronics?" We're moving toward electronics. I don't see any time in the near to mid-future that we're going to be going away from brass keys. Really, we don't anticipate putting them on office doors. Electronic is expensive. It works really well for exterior doors and places where you need more security. We have a couple of places in Business Operations we want to track if somebody's going to be coming in, you want to know what's going on. But, typically, we don't want to do it on typical classrooms or offices, things like that.

The question was, "In DOR, if they are requesting access does it go through here?" Yes, they would go through here. We are working with DOR. There are some special circumstances we are working with and through with Nancy to deal with. Generally, if it's for a perimeter door access, we want this to happen and Nancy would actually have the administrator rights to get in and pick some of these up, as well. We're not distributing the scheduling on this. We're keeping it central. DOR will schedule their own buildings and Physical Plant will schedule the rest of the buildings on campus.

The question is, "What is a fob?" It's a little black, little thingy to put on your keychain that just, it's got a little antenna in there and it's encoded with a number. So you present it to the reader, it will pick-up that number and see if that number is allowed to open up the door. Yes, through the request, you can put some timelines on it. Like an end date, so if you're having somebody come in for, if you have a contractor come in, the only way they are going to get electronic access is they have to go get an ID and we have a way to do that. The ID card will look different for contractors. They're going to kind of look like they have a caution stripe on them. They're going to be yellow. They will have to have some purple, but they will be yellow with black bars like caution tape and then we'll put an end date on when we want those to be active. If you have a staff or faculty member that needs access to a certain area for a short period of time, we can put an end date on those, as well. Also, if it's, I want them to have access until midnight, we can accommodate that. We'll be working with the different departments on what makes sense so we don't have everybody having a different schedule. That doesn't make a whole lot of sense. We'll work with the departments

Yes? The question is, "Do the new ID cards need to be turned in when an employee leaves?" Once we deactivate them, they are pretty useless. They're going to have your face on them and so we won't reuse them. Eventually, we'll have electronic access probably on the perimeter of the majority of buildings on campus. We have, I think, outside of DOR, I think we have fourteen right now. We have the two Panther Village buildings that have the capability of electronic access and then we have two more residence halls where the exterior will be controlled electronically next year.

The question is, "Once we have a building electronically controlled, who locks and unlocks them?" This is done via a schedule that we work with. We have a standard across campus what the building hours are going to be or what they should be. Right now, the buildings are locked down generally at 10:30 at night. With electronic, nobody needs to go over there, they automatically lock at 10:30. If there are adjustments that need to be made, we make those, as well. So, that will all be done through our scheduling office.

We have a couple of questions online.

Question #1:

"Is there a selection for other than faculty, staff, and students?" Probably, I would say, if we're talking about BCS, we have some what would you call them, they have an incubator area. I'd probably put them as staff and then use "notes" if you want their access to be cut-off at any certain time.

The other question is, "Is it up to each person to request keys or would a department secretary go out to request, like usual?" The department secretary can fill this out just like usual. There's no real change there. As long as they have the ID number and person's name, they can fill this out, as well.

Yes? I'm sorry, what? All keys will use this form. The question was, "If there was a department key for the conference room or something what would be done?" You would use this same form.

The question is, "What's the process of getting the new ID cards?" As we get into the buildings, we'll send a note out to everybody in the building that if they need access, they need to go to the Department of Residence office in Redeker and get a new UNI ID. We just did that with the staff in BCS this week. We have to have a new key request form in to get access. We actually want, you have to get a new ID. You can submit the form before you get the new ID, but we can't grant access until you have the card. It won't show up in our system.

Let me move on to the next piece that might kind of answer some of this question a little bit. Right now, it's up to the departments, if you have an employee that is an employee, a student, or somebody that you you've given electronic access to. Right now, it's been the department needing to contact us to remove that electronic access. We've got some flags in the system now, because this is tied in with Human Resources and Student Information System, so that if somebody is no longer enrolled as a student, they are not in the HR system as a faculty or staff, we're going to remove their access automatically. So, that's a little bit more of a safeguard. In order to do that, we know we probably have some cards out there that shouldn't be active anymore. We also have people that have access to areas where they don't need to have access any longer. So, we're going to ask that if you want that new electronic access you put in a new key request.

The other piece of this is deleting your access. You can do that through MyUniverse, so if you lose your card, one of the things we want to do is encourage people to report it as lost. So, through MyUniverse. The worst thing we can do is allow a card out there that has your picture on it, that somebody can look up where you work, where you live, and I can go get into that spot. So that's one of the downfalls, here. But, we also have a very quick way for you to report your card lost. If you go into MyUniverse and "Life at UNI" you can report your U-Card lost. When you click in there, it will take you to a page that is one click, and I did this by mistake last night. If you lose your U-ID card, with the help of DOR, I have it reactivated so that I can show you what it looks like when you do it. So if you lose it, we want you to go into MyUniverse and all you have to do is click this button that my card is lost. Now it says that as of April 3, my ID card is no longer active, so nobody can get into a building, I think it's within 10 minutes. I'll just refresh this so once you do this within 10 minutes, they won't have access to any building they won't have access to food service to put anything on your U-Bill, to do anything with the card. It's just a piece of plastic. If you find it and take it into the Department of Residence, they can reactivate it for you without a charge. If we print a new card because you lost it, then there is that lost card charge. If it's just you lost it and I'm in a panic, if you do hit deactivate, it will be reactivated at no cost. The ID cards don't cost anything when we make these conversions. You go get it just like you would a new card for a new employee.

More questions? Yes, Bryan?

The question is, "If you put an end date to an employee and you need to extend it. You would probably want to fill out the form and say this employee, I need access. It's really not a big deal, because we're going to have access. We'll look at it that everything matches and we'll just extend that deadline for when it becomes deactivated.

We're not doing the fobs any longer. The question is, "Can we have the fobs?" The answer is "no", it's UNI ID. Ok, so, like a clip that you can hang somewhere? Those will be available. We'll probably have some we have identified that we would recommend using. But it will probably be up to the department to purchase those. We'll see if DOR wants to get into that business. I'm getting a head shake up here, but anyway, we'll probably have some things listed on our web site as far as some recommendations we would have. I think some of the better ones are $5.

Yes? The question is, "If you lose your keys?" It's a $25 charge per key. A fob is just.. "Is that charge going to be different for the ID cards?" It's just a one charge. So, if you have to get a new ID card because you lost it and you couldn't find it, it's going to be a $25 charge or whatever the DOR policy is.

Bryan? The question is, "Can you do inside doors?" Yes, inside doors are going to be a department responsibility for the cost of installation and the cost of maintenance of those locks. They are not maintenance free like the regular lockset.