Facilities Planning & Management

Building Security Services

Key Request Instructions

Building Security Services
June 2, 2016
Facilities Planning & Management, Building Security Services manages and provides key information to campus departments. The key information is only accessible by department key coordinators who have been authorized to represent their departments by the department dean, chair or administrator in conjunction with Building Security Services. Backup coordinators may also be approved to access the key ordering system. The duties of a Department Key Coordinator are defined in the policy library at [http://www.policy.iastate.edu/policy/keys/](http://www.policy.iastate.edu/policy/keys/)

Click the **Key Request** link at [www.fpm.iastate.edu](http://www.fpm.iastate.edu). See Figure 1.
LOGGING INTO THE KEY REQUEST FORM
You will be taken to the Department Coordinator Login screen. See Figure 2

![Department Coordinator Login Screen](image)

You will be required to enter your @iastate.edu email address as shown in the ISU Phone book. You will be required to enter a password that was sent to you when you requested to become a department coordinator.

If you have forgotten your password, click on the link above where you can ‘Have it emailed to you’ link in the grey box on the right.

If you are new and need to request a password to become your department coordinator, click the link in the grey box, “Request to become one of your department coordinators” Figure 3 is the page you will be directed to.

*Only permanent ISU employees can be approved to become department key coordinators.*
Enter your @iastate.edu email address and click the NEXT button.

Figure 4 is an example of the screen that you will need to complete before you can request to become a coordinator. You will be able to select if you only want Key Request, Key Reports, Card Access Request or Card Access Reports. You are required to enter your supervisor’s name.
If you are replacing an existing coordinator, enter the name of that person. If left blank, we will be contacting any existing coordinator’s to verify that you are assuming these duties.

Click the box if you are becoming the primary coordinator for your department.

The comments box is free form field that you may wish to provide Building Security Services with additional information regarding your request.

Click on the **Submit Request** button.

You will receive an email confirming you have been approved as a Key Coordinator and may proceed with the login process. If denied, you will receive an email with the denial and an explanation of the denial.
After you have successfully logged into the Building Security Services Key Requestor page, your screen will look similar to Figure 5.

**Note:** If you leave this application after you have signed in, you will be required to login in again after 15 minutes of inactivity.

If you would like to have your computer automatically log you in to the Key/Card Request system you can click on the link “Make it do that”. You can click on the link “Make it stop”. This is a toggle on/off option.

From this screen you can Request Keys, view My Key Requests, view Dept. Key Requests, Transfer Keys, Renew Keys for Students and Non-ISU Employees, Return Keys and view various Key Reports. If you are also the Department Card Coordinator you may have access to the links related to card access. See Building Security Card Services for detail instructions for card requests.

The following pages of instructions will walk you through the process for each of these options.
REQUEST KEYS

Keys ordered by 4:45 will be available the following business day at noon during the academic year. During the summer months the hours change to 3:45 p.m. and keys will be ready by noon the next business day.

To request key(s) click the Request Keys link. Figure 6

Figure 6 is an example of the options you have to choose from:

- Request new keys for a person
- Request new keys (from key audit, no keys needed)
- Replacement for lost keys ($25 per key)
- Replacement for bent/broken/nonworking keys
- Request Desk/cabinet/misc. keys ($5 per key)
- Request lost keys (no replacement) ($25 per key)
Request new keys for a person

Click on the link to Request new keys for a person. Figure 7 is a sample of the screen that it will take you to.

Figure 7

Enter the University ID number of the person you are ordering the keys for the click NEXT.
You will have to select which building you are ordering keys for. Some departments will only have a single building to select from. For this example, General Services Building has been selected. See Figure 9. If you have to order for more than one building each building needs to be order separately.
Enter a valid key mark for the building. If you do not know what key you should be entering, use the Key Reports which will open a new window. See Figure 10. This is a screen shot of the report options that you will be able to use. For more information on Key Reports, see Key Reports section for details of each report.
Figure 10
In the example on Figure 1, key number B6AC was entered. Notice that the green background. This represents the key mark that has been entered is a valid key number.

You may add additional key marks to a single request by clicking on the Add line button. You may add as many as you need to complete the individual’s request.

DO NOT USE CUT AND PASTE, you’ll need to enter the key number to get a “GREEN” acceptance for a valid key mark.

When you have completed entering the key numbers, click on Enter request button.

You will then be redirected to Figure 13.
Figure 12

Figure 12 has a key number B6AAA and the background is RED which represents that the key mark is NOT a valid key number for that building.
The key order information screen lets you know that your key order has been sent to FP&M’s BSS. This information provides you with details regarding the key order.

You will need to print the **Signature Sheet** which will require department signature authorization. You may require the key holder to obtain this signature(s) or you may obtain them and then provide the signature sheet for the key holder.

Figure 14 is an example of the signature for the key number that has been used in the ordering process for these instructions.

The signature sheet is REQUIRED to be submitted by the Key Holder or Department Runner to FPM Building Security Services, GenSvc Bldg. Room 108 before they will issue the key(s).
An example of the signature sheet for the key order processed for these instructions. One of the two signatures is REQUIRED to authorize this request. The signature(s) in the boxed in area, will be considered the primary signature(s), replacing the need to have the Authorizing Signature/Dept. Head.

Runners may pick up key(s), provided they sign the signature form. The assign to person does need to sign the form before we will let the runner pick up the key.

My Key Request in the last _XX_ days.

You can check on the status of the requests that you have processed. You can change the default of 30 days to as far back as you have been a Department Key Requestor or November 1999, whichever is first.

It will give you all new key requests and transfer requests. Figure 15 shows the activity for the past 30 days.
If you need to reprint a Signature Sheet for either new request or a transfer, you may click on the R######. For this example, the number is R145697.

If you were to need to locate a transfer, the letter would be T followed by six numbers.

You can also cancel a key request by clicking on the “cancel” button to the right. If a key request isn’t picked up in 30 days there will be a restocking fee of 25.00 dollars.
Dept Key Request in the last _XX_ days.

Figure 16

Dept. Key Requests will show you all of the Key Requests that have been requested. The above example is for the past 30 days. The date change can be changed to search for prior Key Requests.

If you need to reprint a signature sheet, you may do so by double clicking on the R######.
Transfer Keys

To transfer a key from one individual to another, as a Dept. Key Coordinator, you may enter the transfer information as shown in Figure 17. Put the University ID of the person you are transferring **FROM** and **TO**.

See Figure 18 for an example
Figure 18

The name will appear under the University ID.

Click the **NEXT** button
A list of keys the original Key Holder currently has issued will be populated to select and make your transfer. For this example, the SCM key has been selected to transfer to Allison Mickelson.

When you have selected all of the keys you wish to transfer, click **FINISH**.

**NOTE:** **Keys will not be officially transferred until Building Security Services receives the transfer sheet.** See **Figure 20**
The person who will be receiving the transferred key(s) is required to sign the form along with any authorizing signatures. This Signature Sheet must be returned to Building Security Services in order to complete the transfer.

The transfer Signature Sheet may be sent through campus mail to BSS, General Services Rm 108 or emailed to buildingsecurity@iastate.edu.
Figure 21 is an example of a transfer sheet from the previous transaction. The new Key Holder is required to sign the form along with an authorizing signature from 1 of the 4. The transfer sheet that you create will differ on the required signatures.

A completed transfer from **must** be returned to Building Security Services to complete the transfer. It can be mailed, emailed to buildingsecurity@iastate.edu or dropped off at General Services Building Room 108 at the Building and Key Services Desk.
Key Request Process for Students and Non-ISU Employees

Effective July 1, 2009, keys requested for students and non-ISU employees will require a due date. This is to increase the probability of the keys being returned and maintaining some level of security. The due date selection will be limited to 3 months, 4 months, 6 months, 9 months or 1 year and is based on the date of issue. Keys will require the Department Key Coordinator to renew the keys when they become due and/or assist in the retrieval of the key(s). This will only affect new key requests for students. Prior student key requests that have been processed before July 1, 2009 will not have a due date.

To Renew overdue or potentially overdue keys, click on the Renew Keys link. See Figure 22

The Renew Keys link will provide you with a report of keys coming due within 30 days. This report will be for new key issues issued after July 1, 2009. Any previously ordered keys for students will not have the appropriate information. If you would like to update the information, please let us know and we can work with you to set this up.
You will be required to select from one of the following:

- Three months from today’s date
- Four months from today’s date
- Six months from today’s date
- Nine months from today’s date
- One year from today’s date

The Supervisor/Contact field is a free form field. This field can be used to aid in tracking for an area that has many students. You can enter the supervisor’s name or contact information for future verification. Please be sure you are consistent with the spelling of the supervisors/contact name. Enter the last name first, separated by a comma, and the first name, i.e. Doe, John.

A Report of keys to be renewed will be generated, similar to the report above.

Keys that are past due show up in red. All keys due within the next 30 days will have the due date listed.
Renewing Keys

Select one of the selections 3 mo., 4 mo., 6 mo., 9 mo. or 1 yr. For this example, I have clicked the 3 mo. button and the system put in 3 months from today.

If you would like to send an email to remind the key holder, an example is shown below when you click on the Return reminder link. You can modify the email has you see fit.

Figure 24
Retrieval Process
The retrieval process begins at the department level. If the student should no longer need the key(s), the department should contact the student or Supervisor/Contact.

If you submit an email, please cc buildingsecurity@iastate.edu. If you want to bill the student for the key(s) you will need to email buildingsecurity@iastate.edu with an account number to charge for the key(s) and we will send the department the key return receipt which they can use to work with accounting to charge the U-bill. This is the same for facility and staff.

Transferring Keys to Students
Key transfers from one student to another will also require a renewal date. Click on Transfer Keys tab.
Enter the University Id you wish to transfer FROM.

Then enter University Id you wish to transfer TO.
You will need to select the 3 mo., 4 mo., 6 mo., 9 mo. or 1 yr. to complete the transfer.

The Supervisor/Contact field is optional. If you use this field, please be sure you are consistent with the spelling of the supervisors/contact name.

Enter the last name first, separated by a comma, and the first name, i.e. Doe, John.

Click Finish and print the Signature Sheet for the transfer. Obtain the appropriate signatures and email to buildingsecurity@iastate.edu or forward to BSS at 108 General Services Building. The transfer is not complete until the Signature Sheet has been received and processed by BSS.
Return Keys

Figure 28

You may return keys and provide a Return Sheet for the Key Holder within your department.

Enter the University ID of the Key Holder. Click Next

See Figure 29
The screen will populate with the name under the University ID and list all of the keys issued to the Key Holder for the space within your department. You can Select “All” or click next to the Key Mark for the keys you wish to return.

When you have selected all of the keys you wish to return, click Submit Request.

The next screen will provide you with a “Return Sheet”. See Figure 30.
Print the Return Sheet and provide a copy to the Key Holder to accompany when returning keys to BSS, Room 108 General Services Building.

The keys will not be cleared from the key system until they are physically returned to Building Security Services.
Key Reports

The Key Reports Window offers a variety of reports that you can run to find out keying and Key Holder information. Figure 31 is a screen shot of the types of reports you have available to you.

![Key Reports Window](image)

Figure 31

**What keys does a person have to my department space?** Figure 32 is an example of this report.
You must enter net-ID or the University ID or use the drop down for individual Key Holders that you do not know their net-ID or University ID number.

You will see information based on the space your department.
Figure 33 represents entering the net-ID mmhamil and pulling up the keys the Margaret Hamilton has currently checked out. If you click on the + you can expand the buildings that the keys are referenced to. By clicking on the – it will contact the buildings.

You will see all of the keys that your department has assigned to your space.
Who has a key that opens my department’s space?

![Image](https://www.fpm.iastate.edu/buildingsecurity/coordinators/key/requests/report_Persons_Key.jsp)

**Figure 34**

For this report example B6A was entered. This is a list of key holders who have been issued a B6A key.

<table>
<thead>
<tr>
<th>Name</th>
<th>Qty</th>
<th>Holder Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHRISSON DONALD</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>CURRIE ROBERT W</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>EHS FIRE PROGRAM</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>HAMILTON MICHAEL E</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>ISU POLICE</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>MCCORMICK DERRI L</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>MILLER MARC J</td>
<td>1</td>
<td>PERMANENT</td>
</tr>
<tr>
<td>PRUSSMANN KRISTIN A</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>SLOAN DANNIEL</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>
What rooms are opened by a Key?

Figure 35

This report lists all of the rooms that key mark B6AC will open.
What keys open a room?

Figure 36

This report will show you what key(s) will open a room by building. Enter the building then room number.
Who has access to a room?

You can use this report to find out who has a key issued to them that will open a room. For this example, General Services Building, Room 0180J was entered.
What coordinators can request a key?

This report provides you with the name(s) of Key Coordinators that can request a key mark. This example the B6AC key was used and produced these results for FPM Key Coordinators.
What coordinators can request key?

<table>
<thead>
<tr>
<th>Name</th>
<th>Department</th>
<th>Email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donald Hoffman</td>
<td>FFM</td>
<td><a href="mailto:dhoffman@iastate.edu">dhoffman@iastate.edu</a></td>
<td>409-6543</td>
</tr>
<tr>
<td>Barbara Steiner</td>
<td>FFM</td>
<td><a href="mailto:bsteiner@iastate.edu">bsteiner@iastate.edu</a></td>
<td>290-2207</td>
</tr>
<tr>
<td>Margaret Hamilton</td>
<td>FFM</td>
<td><a href="mailto:mhamilt@iastate.edu">mhamilt@iastate.edu</a></td>
<td>290-2520</td>
</tr>
<tr>
<td>Tonya Buskey</td>
<td>FFM</td>
<td><a href="mailto:tbuskey@iastate.edu">tbuskey@iastate.edu</a></td>
<td>294-6493</td>
</tr>
<tr>
<td>Pameza Oakland</td>
<td>FFM</td>
<td><a href="mailto:poakland@iastate.edu">poakland@iastate.edu</a></td>
<td>294-8795</td>
</tr>
<tr>
<td>Robert Tott</td>
<td>FFM</td>
<td><a href="mailto:rtott@iastate.edu">rtott@iastate.edu</a></td>
<td>294-4233</td>
</tr>
<tr>
<td>Allison Mickelson</td>
<td>FFM</td>
<td><a href="mailto:amickels@iastate.edu">amickels@iastate.edu</a></td>
<td>294-4211</td>
</tr>
<tr>
<td>Matthew Helpertson</td>
<td>FFM</td>
<td><a href="mailto:mhelpertson@iastate.edu">mhelpertson@iastate.edu</a></td>
<td>293-6908</td>
</tr>
<tr>
<td>Mona Wilton</td>
<td>FFM</td>
<td><a href="mailto:mwilton@iastate.edu">mwilton@iastate.edu</a></td>
<td>294-9640</td>
</tr>
<tr>
<td>John Hoffman</td>
<td>FFM</td>
<td><a href="mailto:jhoffman@iastate.edu">jhoffman@iastate.edu</a></td>
<td>294-4566</td>
</tr>
</tbody>
</table>

This report will provide you with who can request keys based on the building and room number. This example is for room number 0108H General Services Building. Because of the space association, keys for your space will be all that you can request to be issued.
Student Key Holders

Figure 40

This is a list of student key holders, holder codes and contact persons in your department.
This report lists everyone that has key access to every room in your department. You are limited to the key information related back to your space. See Figures 41 and 42 for examples.
Figure 42 shows all of the current key holders for General Services Room 0143. For the next example, a check mark was entered in the box to the right of the room selection. This will provide historical information on all keys currently issued and returned/lost. See Figure 43.
This shows historical information which includes all currently issued and returned keys. Some keys shown as returned may have been written off or shown as lost. It is the decision of the department to deem the space necessary to rekey. Rekeying is an expense the department is responsible for. To initiate a rekey, a service request will be required to be entered at [www.fpm.iastate.edu/forms/servicerequest/Default.asp](http://www.fpm.iastate.edu/forms/servicerequest/Default.asp).
Key Billing

The key policy at [http://policy.iastate.edu/policy/keys/](http://policy.iastate.edu/policy/keys/) states

**Lost or Stolen Keys**

In the event a key is lost or stolen, the appropriate dean, director, or department chair responsible for the door associated with the lost key will determine if rekeying needs to occur. Costs associated with the rekeying will be paid by the issuing department. Fees for keys not returned are the responsibility of the issuing department. If the issuing department wishes to recover any of these costs from the employee, they must work directly with ISU Accounts Receivable to accomplish that.

Departments will be billed directly for keys reported lost or stolen. An account number will be required when requesting new replacement keys from the web request page. A $25 replacement fee will be assessed for each key at the time of the request. Figure 44 will assist you in the process if you are replacing the keys that were lost.

Click on Replacement for lost key link, see red arrow on figure 44.

![Figure 44](image)

Enter the 9-digit University ID of the person who lost the key(s). The name under will turn green when a correct ID has been entered.
The account number is required before the request can be processed. See red arrow on Figure 45. The account number is authenticated before you can proceed. The account number field will accept the account number with or without dashes.

The signature sheet will have the account number printed on it for future reference. This document is scanned with the issue request.
The completed authorized form is required to pick up the replacement key(s).
A receipt will emailed to both the Key Coordinator and Key Holder with the amount charged. It show the keys that were charged and the other keys currently in the Key Holder’s possession.

Figure 47

The Keys Returned Receipt can be used to collect the replacement fee. As the department key coordinator, you can collect the replacement fee from the Key Holder or they may forward the email to Account Receivable to process the charge against the individual Key Holder’s University Bill.
The key billing, once the charge has posted against your department’s account number, can also be used to forward the request to Account Receivable for processing against the Key Holder’s University ID.

See Key Billing Statements link below in Figure 48.

![Figure 48](image_url)

You will need either the Reference Number or Account Number that was charged.

For this example, the account number is used to track the bill for the example on Page 45.
Enter either the Reference Number or Account Number and click Go.

The key charges against the account number entered will be summarized on the first page.
Figure 50

If you click on reference number or detail it will take you to the screen below.
The details of the charge can be viewed by clicking on the Blue Details link.

Figure 51
If the department did not collect the replacement fee from the Key Holder, this page may be cut and pasted into an email for billing the Key Holder and sent to Accounts Receivable for processing to reimburse your department.

If you have any questions or need assistance, please contact Key Desk at 4-4211 or buildingsecurity@iastate.edu

If you don’t want to replace the key(s) and just want to pay for them or bill the Key holder see RED arrow on figure 53.
Enter the 9-digit University ID of the person who lost the key(s). The name under will turn green when a correct ID has been entered.

The account number is required before the request can be processed. See red arrow on Figure 54. The account number is authenticated before you can proceed. The account number field will accept the account number with or without dashes.
You will need to select the key(s) you want to pay for see figure 55. It will show you what the screen will look like with the key selected and the account number.
The account name will be displayed if you have entered a valid account. Hit submit request and an email will be sent to Building Security Services to process your request. Once we have completed your request you will get a email with the key return receipt that you may use to work with accounting to bill the person and also for you records.

Figure 56 is what the email to Building Security Services looks like.
Report of Lost Keys (no replacement requested)

Department Coordinator: MICKELSON ALLISON

Key holder: HAMILTON MARGARET MARIE

Account number to charge: 7011110aaa301

Keys Lost:

- 1393