



# Welcome to Key Management!

How to...all things keys.

Forms and additional information  
can be found at

<https://www.fm.colostate.edu/keys>



# New System – New Protocol Same Key Desk

Many changes have been implemented at the key desk over the last several months with more exciting ones to come. The implementation of a new key tracking system will provide improved tracking and reporting for both FM and CSU Departments.

As a Department Key Manager you are authorized to request key access for assigned campus space, track and audit key assignments.

In order to assist you in your key management duties and help FM ensure we provide the correct and necessary access, we have provided policy, request and management information in this presentation.

Please read the University Access and Security Policy at [fm.colostate.edu/files/forms/access\\_and\\_security\\_policy.pdf](https://fm.colostate.edu/files/forms/access_and_security_policy.pdf)

# Most Common Management Tasks:

- New Key Manager Authorization
- Key Requests
- Key Transfers
- Broken, Bent, Non-working, and Lost keys
- Returning Keys



# Key Managers

A quick review of Key Managers and Authorization.



# Key Manager Authorization Form

Found at [fm.colostate.edu/sites/default/files/keyAuthorizationForm.pdf](https://fm.colostate.edu/sites/default/files/keyAuthorizationForm.pdf)

- A new Authorization form required with each new Key Manager.
- The completed form authorizes you to request keys for department assigned spaces.
- Electronic signatures are accepted.

Department Information and assigned building/space you will be authorized to manage.

Dean or Department Head signature authorizing above information.

Revised 04/09/2015

**DEPARTMENTAL  
KEY REQUEST SIGNATURE AUTHORIZATION FORM**

Dept. Name \_\_\_\_\_ Dept.# \_\_\_\_\_  
Bldg. Address \_\_\_\_\_ Phone # \_\_\_\_\_ Fax# \_\_\_\_\_

**KEY MANAGER INFORMATION/SIGNATURE**

Printed Name \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_  
Signature \_\_\_\_\_

Email Address \_\_\_\_\_

**ADDITIONAL AUTHORIZING NAMES**

Printed Name _____	Printed Name _____
Signature _____	Signature _____
Title _____ Date ____/____/____	Title _____ Date ____/____/____
Phone# _____ Fax# _____	Phone# _____ Fax# _____
Email Address _____	Email Address _____
Printed Name _____	Printed Name _____
Signature _____	Signature _____
Title _____ Date ____/____/____	Title _____ Date ____/____/____
Phone# _____ Fax# _____	Phone# _____ Fax# _____
Email Address _____	Email Address _____

**DEAN'S, DEPT. HEAD'S, OR DIRECTOR'S  
SIGNATURE OF APPROVAL FOR THIS FORM**

Printed Name \_\_\_\_\_ Signature \_\_\_\_\_  
Title \_\_\_\_\_ Phone# \_\_\_\_\_ Fax# \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_  
Email address \_\_\_\_\_

Key Manager information and signature

Additional or Backup Key Manager/s information



# What if you need to request a key for yourself?

Complete the Key Request Form with the key information you are requesting and have another authorized Key Manager or your Dean or Department Head sign. As a measure of security we may not approve keys or access for ourselves.

# Department Reports

A department report containing all keys assigned or lost may be requested annually or if security risks have been identified, by emailing or calling the Key Desk at 970-491-0099 or [fac\\_shared\\_key\\_desk@mail.colostate.edu](mailto:fac_shared_key_desk@mail.colostate.edu)

Please provide your department code when you request the report.

It is recommended that departments audit their reports annually to ensure accuracy of data and help maintain a secure campus.

Lost keys will remain on key holder records.





# Key Requests

\*\* Completing forms accurately and with all requested information will help expedite the request.

# The Key Request Process

Start



End

# Required Information

The form is found on our website at [fm.colostate.edu/files/forms/keyreqform.pdf](http://fm.colostate.edu/files/forms/keyreqform.pdf)

- Department Code and Name
- Key Manager Name
- Key Manager Phone Number
- CSU eIDs for each Key Holder
- Name of each Key Holder
- Building Number for each key
- Room Numbers and/or Lock IDs for each key
- Key Manager Signature and Date
- If requesting Master Key, please include additional required documentation

**COLORADO STATE UNIVERSITY  
FACILITIES MANAGEMENT**

**KEY REQUEST FORM**  
Fax to: 970-491-0092

Department Name		Dept. Code	Key Manager		Phone #	Date	CIS/IMO DOCUMENT# Reference #	
Key Holder's CSU I.D. #	Key Holder's Name Last, First	EMPLOYEE STU- STUDENT CN- CONTR OT- OTHER	Lock I.D.	Bldg. #	Bldg. Name	Room #	Security # on key (key desk fills out)	
Authorizing Signature:			Date:	Keys Picked up by: (Print Name)			Date:	

# Example:

Key Request Form accurate and complete. Incomplete forms may be returned for additional information.

COLORADO STATE UNIVERSITY  
FACILITIES MANAGEMENT

## KEY REQUEST FORM

Fax to: 970-491-0092

CIS/IMO DOCUMENT#

Department Name		Dept. Code	Key Manager		Phone #	Date	Reference #	
Example Department		0000	Jane Smith		888 1234			
Key Holder's CSU I.D. #	Key Holder's Name Last, First	EMP- EMPLOYEE ST- STUDENT CON- CONTR OTH- OTHER	Lock I.D.	Bldg. #	Bldg. Name	Room #	Security # on key (key desk fills out)	
123456789	John Smith		WXYZ	0000		01		
Authorizing Signature: <i>Jane Smith</i>			Date: 1-1-2020	Keys Picked up by:(Print Name)			Date:	

Revised 2/28/02

Fax to 970-491-0092 or Email to: fac\_shared\_key\_desk@mail.colostate.edu

Add a footer

# Master Keys

Master and Submaster keys should not be issued for convenience, and only to those individuals who are responsible for multiple spaces. Typically, master level keys are issued to Building Proctor, Key Manager and Dean or Department Head.

Requesting a master key requires additional review and approval.

Requests for master keys should accompany the key request form on a separate request in memo format that includes the reason for the master level access and is signed by Dean or Department Head. Please use department letterhead for requests.




# Key Transfers

How to transfer key/s.

# Requirements for Key Transfers

Using the Key Transfer Form found at [fm.colostate.edu/sites/default/files/keytransfer.pdf](https://fm.colostate.edu/sites/default/files/keytransfer.pdf) Please fill out all required information:

- Department Code and Name
- Key Manager Name
- Key Manager Phone Number
- CSU eID for each Keyholder
- Building Numbers of keys being transferred
- Room Numbers and/or lock IDs for transferred keys
- Key Manager signature & date
- Required Department Memo for master or sub-master keys
- Duplicate keys may not be transferred



# Broken, Bent, Non-working, and Lost Keys

How to replace





# Damaged Keys

For broken, bent, or non-working keys, please use form  
<https://www.fm.colostate.edu/sites/default/files/keytransfer.pdf>

Please attach key to the form and return to the Key Desk for replacement.



# Lost Keys

A Lost Key report must be on file with the Key Desk before replacement keys can be issued.

Lost key reports are required to be filled in-person at the Facilities Key Desk by the key holder.



# Key Returns

How to return keys

# Easy and Simple Key Returns

- Identify correct keys and who they are assigned under.
- Attach the keys to form or in an envelope with the form.
- Either send to the key desk via campus delivery or drop at the key desk.

The key return form is found at [fm.colostate.edu/sites/default/files/returnkeyform.pdf](https://fm.colostate.edu/sites/default/files/returnkeyform.pdf)



# Thank You!

We look forward to working with you!  
Feel free to call or email if you have  
questions.

970-491-0099

[Fac\\_shared\\_key\\_desk@mail.colostate.edu](mailto:Fac_shared_key_desk@mail.colostate.edu)