

RAM WORKS: KEY MANAGER RESPONSIBILITIES

Revised By: SWhite





CONTENTS

What is Ram Works Key Request	2
Requesting Keys	2
Responding to Key Approval Requests	5

WHAT IS RAM WORKS KEY REQUEST

- Ram Works allows the ability to users to request keys for use around campus
- Lory Student Center and Facilities Management manage keys for their respective locations on campus
- The responsibly of the Key Manager is to approve the issuance of Keys to key holders that fall within their scope of duties
 - o The Key Desk will sometimes need to route the approval to the Key Manager before Keys can be issued

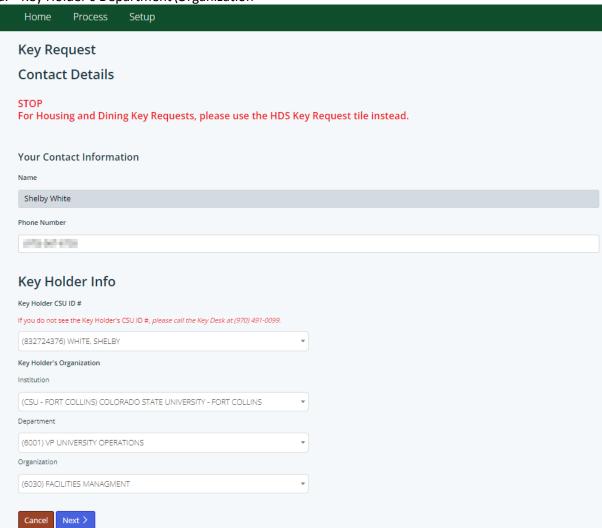
REQUESTING KEYS

- You cannot request key for yourself
- 1. Log into Ram Works with your NetID username and password: https://ramworks.colostate.edu
- 2. Click on the **Key Request** module



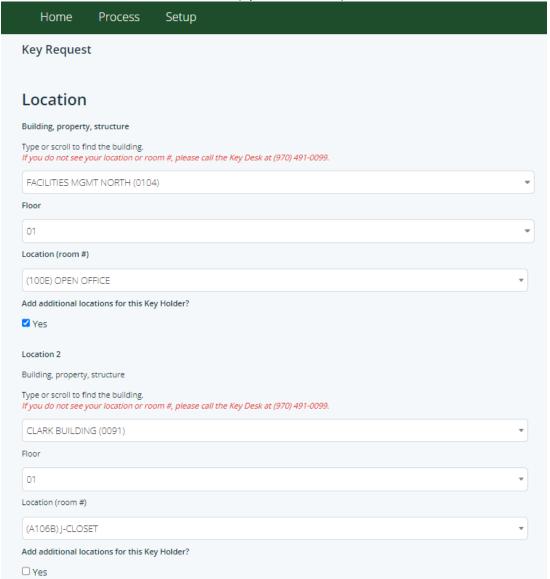
- 3. Fill out the Contact Details screen
 - a. Who are you requesting keys for?
 - b. Requestor's contact information
 - c. Key Holder's CSU ID#

d. Key Holder's Department\Organization

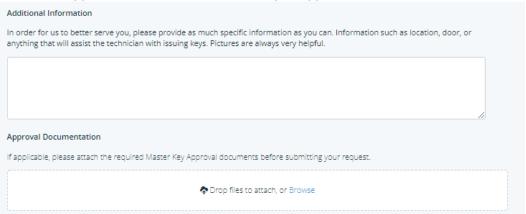


- 4. Fill out the Location details
 - a. Where the Key Holder needs access to

b. Add additional locations as needed (up to 6 locations)



- 5. Supply additional details if needed
- 6. Attach approval documents for Master Keys if applicable

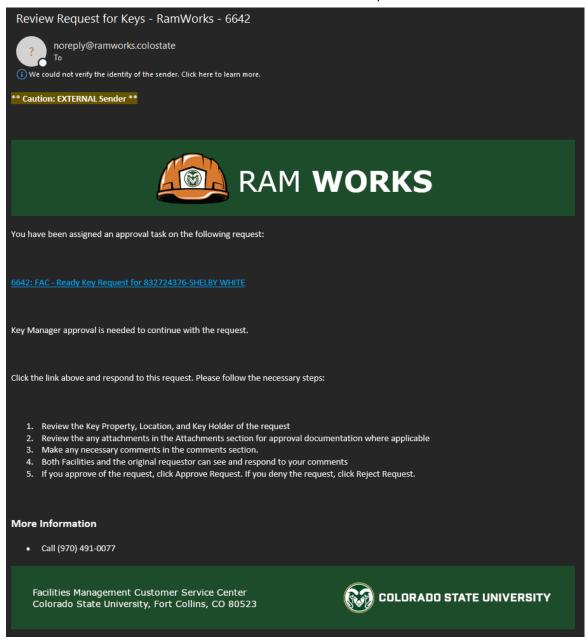


- 7. **Submit** the request
 - 1. The Key Desk will begin processing the request and will reach out if needed

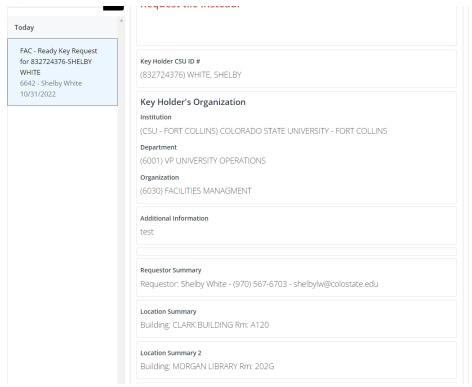
2. You will receive an email when keys are ready for pickup

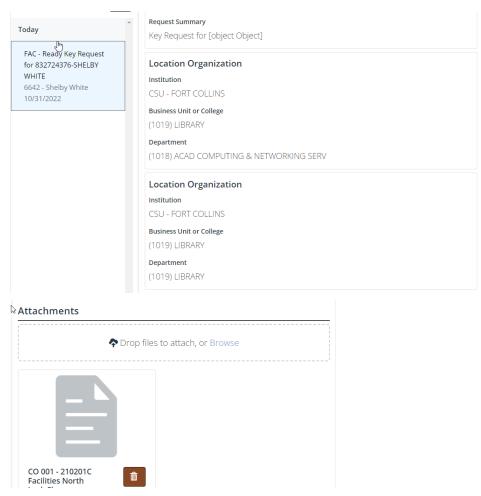
RESPONDING TO KEY APPROVAL REQUESTS

- The Key Manager will receive notification via email when a Key Approval is needed
- The Department that the Key Holder is assigned to will determine which Key Manager(s) the request will go to
- Keys cannot be issued until the approval is completed by the Key Manager in Ram Works
- 1. You will receive an email from Ram Works similar to this example:



- 2. Read the email carefully and respond to the request by following the link provided in the email
- 3. Be sure to read the details of the request. Most notably, please review these fields:
 - a. Key Holder CSU ID This is the person keys will be issued to
 - b. Key Holder Organization Department that the Key Holder belongs to
 - c. Additional Information Details provided by Key Requester
 - d. Requestor Summary Who submitted the request
 - e. Location Summary Where keys are being requested for
 - f. Location Organization This is the owner of the location
 - g. Attachments Any documentation attached to the request

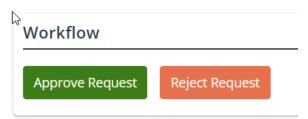




- 4. If you need to ask questions before approving or rejecting the request, please use the Comments section
 - a. A member of the Key Desk will respond to you shortly
 - b. This will be visible to the person who submitted the request



5. Respond to the request by clicking the Approve or Reject button



- a. If Approve Request is selected The Key Desk will begin processing they keys, and the key manager or key holder will be notified once the keys are ready for pickup
- b. If Reject Request is selected The request will be cancelled, and the Key Requester and Key Desk will be notified