FACILITIES

MANAGEMENT

AT COLORADO STATE UNIVERSITY

RAM WORKS: KEY MANAGER RESPONSIBILITIES

Revised By: SWhite

COLORADO STATE UNIVERSITY

CONTENTS

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

- <u>You cannot request key for yourself</u>

1. Log into **Ram Works** with your NetID username and password: https://ramworks.colostate.edu
2. Click on the **Key Request** module

Key Request

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)

Home	Process	Setup

Key Request

Location

Building, property, structure

Type or scroll to find the building.
If you do not see your location or room #, please call the Key Desk at (970) 491-0099.

> FACILITIES MGMT NORTH (0104) ▾

Floor

> 01 ▾

Location (room #)

> (100E) OPEN OFFICE ▾

Add additional locations for this Key Holder?

☑ Yes

Location 2

Building, property, structure

Type or scroll to find the building.
If you do not see your location or room #, please call the Key Desk at (970) 491-0099.

> CLARK BUILDING (0091) ▾

Floor

> 01 ▾

Location (room #)

> (A106B) J-CLOSET ▾

Add additional locations for this Key Holder?

☐ Yes

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

Additional Information

In order for us to better serve you, please provide as much specific information as you can. Information such as location, door, or anything that will assist the technician with issuing keys. Pictures are always very helpful.

>

Approval Documentation

If applicable, please attach the required Master Key Approval documents before submitting your request.

> ☁ Drop files to attach, or Browse

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

Today

FAC - Ready Key Request
for 832724376-SHELBY
WHITE
6642 - Shelby White
10/31/2022

Request Summary
Key Request for [object Object]

Location Organization

Institution
CSU - FORT COLLINS

Business Unit or College
(1019) LIBRARY

Department
(1018) ACAD COMPUTING & NETWORKING SERV

Location Organization

Institution
CSU - FORT COLLINS

Business Unit or College
(1019) LIBRARY

Department
(1019) LIBRARY

Attachments

Drop files to attach, or Browse

CO 001 - 210201C
Facilities North

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

Comments

Click to enter comment

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

Workflow

Approve Request   Reject Request

   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