RAM WORKS: KEY MANAGER RESPONSIBILITIES

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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 responsibility of the Key Manager is to approve the issuance of Keys to key holders that fall within their scope of duties
  - 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:

   **Review Request for Keys - RamWorks - 6642**

   From: noreply@ramworks.colostate
   To: [Email]
   
   **Caution: EXTERNAL Sender**

   RAM WORKS

   You have been assigned an approval task on the following request:

   6642: FAC - Ready Request for 832724376-SHELBY WHITE

   Key Manager approval is needed to continue with the request.

   Click the link above and respond to this request. Please follow the necessary steps:

   1. Review the Key Property, Location, and Key Holder of the request
   2. Review the any attachments in the Attachments section for approval documentation where applicable
   3. Make any necessary comments in the comments section.
   4. Both Facilities and the original requestor can see and respond to your comments
   5. If you approve of the request, click Approve Request. If you deny the request, click Reject Request.

   **More Information**

   - Call (970) 491-0077

   Facilities Management Customer Service Center
   Colorado State University, Fort Collins, CO 80523
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