

RAM WORKS: KEY MANAGER RESPONSIBILITIES

Revised By: SWhite



**COLORADO STATE
UNIVERSITY**



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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 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



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

Home Process Setup

Key Request

Contact Details

STOP
For Housing and Dining Key Requests, please use the HDS Key Request tile instead.

Your Contact Information

Name
Shelby White

Phone Number
[Redacted]

Key Holder Info

Key Holder CSU ID #
If you do not see the Key Holder's CSU ID #, please call the Key Desk at (970) 491-0099.

(832724376) WHITE, SHELBY

Key Holder's Organization

Institution
(CSU - FORT COLLINS) COLORADO STATE UNIVERSITY - FORT COLLINS

Department
(6001) VP UNIVERSITY OPERATIONS

Organization
(6030) FACILITIES MANAGMENT

Cancel Next >

- 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:

Review Request for Keys - RamWorks - 6642

 noreply@ramworks.colostate
To

 We could not verify the identity of the sender. [Click here to learn more.](#)

**** Caution: EXTERNAL Sender ****



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

[6642: FAC - Ready Key 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

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Ram Works: Key Manager Responsibilities

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

Key Holder CSU ID #
(832724376) WHITE, SHELBY

Key Holder's Organization

Institution
(CSU - FORT COLLINS) COLORADO STATE UNIVERSITY - FORT COLLINS

Department
(6001) VP UNIVERSITY OPERATIONS

Organization
(6030) FACILITIES MANAGMENT

Additional Information
test

Requestor Summary
Requestor: Shelby White - (970) 567-6703 - shelbylw@colostate.edu

Location Summary
Building: CLARK BUILDING Rm: A120

Location Summary 2
Building: MORGAN LIBRARY Rm: 202G



Ram Works: Key Manager Responsibilities

The screenshot displays a user interface for managing key requests. On the left, a 'Today' sidebar lists a request: 'FAC - Ready Key Request for 832724376-SHELBY WHITE' by '6642 - Shelby White' on '10/31/2022'. The main area shows a 'Request Summary' for 'Key Request for [object Object]'. Below this, two 'Location Organization' sections are visible, both listing 'Institution: CSU - FORT COLLINS', 'Business Unit or College: (1019) LIBRARY', and 'Department: (1018) ACAD COMPUTING & NETWORKING SERV'. The 'Attachments' section contains a dashed box with the text 'Drop files to attach, or Browse' and a file icon labeled 'CO 001 - 210201C Facilities North' with a trash icon.

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

The screenshot shows the 'Comments' section of the interface. It features a header 'Comments' followed by a text input field with a placeholder 'Click to enter comment'. To the left of the input field is a circular profile icon.

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

The screenshot shows the 'Workflow' section of the interface. It has a header 'Workflow' and two buttons: a green 'Approve Request' button and an orange 'Reject Request' 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