

Building Access, Security, and Keys – Procedures

These Procedures are issued under the authority of the Building Access, Security and Keys Policy. The Policy sets the University's requirements for building access, security, and control of keys and key cards. These Procedures provide instruction and detailed steps and standards needed to guide faculty, staff, students, and contractors in complying with access control requirements.

1. Key Issuance

- All keys and key cards must be requested through the Facilities Management Key Desk or Housing and Dining Services Access Control using the work management system.
- Master and Sub-master keys require written approval from authorized officials (Director of Facilities, Executive Director of Housing and Dining Services, Chief of CSUPD, LSC Director, or VP for University Operations).
- Key cards may be issued by Housing & Dining Services, Lory Student Center, or the RamCard Office.
- The Key Manager is appointed by a department head and is responsible for:
 1. Access Management: Order, issue, and track all keys and cards following security policies.
 2. Request Processing: Use the university's system to submit key and card requests to the Key Desk.
 3. Auditing: Perform an annual check to ensure all key and cardholder records are accurate. Key Managers have access to the Key Manager's Microsoft Team which is where all key records are stored. Annual verifications will be requested through the Team.
 4. The Key Manager plays a critical role in ensuring secure and efficient access control within their department.

2. Key Return

- Employees: Return keys when transferring to another building, upon termination, retirement, or when requested by Building Proctor or Key Manager. If the same key is needed by another employee (such as a new hire or another person in the department), the Key Manager may reassign the key through the Key Desk instead of requiring the key to be returned and reissued.
- Students: Return keys at the end of the academic semester or when requested.

- Contractors: Return keys upon completion of work or when expiration date passes.
- Emeritus Faculty: Return keys when relinquishing assigned office or lab space.
- Keys must always be returned to the Key Desk or designated issuing office.

3. Lost or Stolen Keys/Key Cards

- Report lost or stolen keys within 24 hours to the Facilities Management Key Desk and file a police report in person.
- Report lost or stolen key cards to the Key Desk or Department Key Manager for immediate deactivation.
- RamCard-related losses must be reported to the RamCard Office.

4. Lock Changes

- Departments are responsible for costs associated with lock changes due to missing keys.
- Submit a lock change request through Facilities Management.
- If a master or sub-master key is lost or stolen, Facilities Management, in cooperation with other university partners will conduct a risk assessment to determine whether rekeying is necessary. Based on that assessment, some or all locks within the affected access system may need to be rekeyed. The department responsible for the key may be responsible for the associated costs

5. Broken or Worn Keys

- Return damaged keys to the Key Desk for replacement.
- Keys issued by Housing & Dining Services or the Lory Student Center should be returned to their respective offices for replacement.

6. Access Hours and Lockouts

- Campus Buildings: Restricted from 10:00 PM to 7:00 AM on weekdays and all day on weekends.
- Residence Halls: Restricted from 7:00 PM to 7:00 AM on weekdays and all day on weekends. After-hours access must be planned in advance and individuals must have their own keys.
- During business hours, contact the Building Proctor for access if locked out.

- After hours, CSU Police Department (CSUPD) will only unlock doors in emergencies when proctors are unavailable.

7. Emergency Access

- CSUPD will unlock doors only in life-threatening situations or other emergencies.
- Requesting party must provide proper identification and authorization from a proctor supervisor, Dean, or Vice President.

8. Installation or Change of Access Systems

- All access systems require prior approval from Facilities Management before purchase, installation, or modification.

Resources:

[Microsoft Team – CSU Key Managers](#)

[Building Proctor Identifier](#)

Building Access, Security, and Keys – Procedures (LSC)

Building Access, Security, and Keys – Procedures (H&D)

Building Access, Security, and Keys – Procedures (SPUR)