University of Nevada, Reno

Building Access Cards and Key Control Procedures

PURPOSE

The purpose of this document is to specify procedures for obtaining access to facilities using card keys and hard keys, clarify responsibilities for the control and use of card keys and hard keys, and to explain responsibilities for the installation and maintenance of access control devices.

DEFINITIONS

- AMAG: Campus standard for the card access security software system.
- Approving Authority (as defined in this policy): Approving Authorities for hard and card keys are Vice Presidents, Deans, Directors and Department Chairs.
- Building master keys: Keys which allow access to all rooms and areas within a given building.
- Building perimeter keys: Keys which allow access to perimeter (outside) doors of a given building.
- Building sub-master keys: Keys which allow access to multiple areas within a given building.
- Card Key or Access Card: A WolfCard enabled to open specific doors with electronically actuated locks connected to the university’s perimeter access control system.
- Hard Key: a metal key which opens mechanically actuated locks.
- Individual pass/space keys: Interior-only hard keys which allow access to one room or a single space within a given building.
- Keyed-alike Keys: Interior-only keys which allow access to multiple rooms within a given building.
- Lock Shop: The university office responsible for all hard key services, located in the Facilities Maintenance Services Building, 1303 Evans Avenue, mail stop 0248.
- Perimeter Access Control: The electronic system used on many university buildings to control access through exterior doors and selected internal doors by means of a card key.
- Replacement keys: Any key(s) issued to replace a lost, stolen or worn out key.

ROLES AND RESPONSIBILITIES

Information Technology

- Provide virtual servers with resources that meet vendor specifications for both the Housing and Campus Systems. This system will be located on an internal network.
- Both systems will be maintained in accordance with campus security and management policies. All security and critical patches will be applied to the systems and the systems rebooted during normal maintenance windows.
- No support beyond normal operating system and network support will be provided to the Housing System.
- Vendor access to the Housing System will be managed through a dedicated vendor NetID and the use of a VPN. Access will be available 24 hours a day, 7 days a week.
- Vendor access to the Campus System will be managed through a dedicated vendor NetID and the use of a VPN. Access will be enabled as needed.
- Tier 1 support for the Campus System will be provided by the IT support desk and applications group. Tier 2 support will be escalated to the Vendor but managed by IT staff.
There will be no application support provided by IT for the Housing System.
Audit logs from both systems will be made available to Information Security solely for compliance purposes.
IT support will only be available during normal business hours of 8am to 5pm. Support outside of those hours will be done on a ‘best effort’ basis.

Facilities Services

- Select a replacement Campus security access software system, contract for its replacement and manage the vendor’s implementation of it.
- Serve as the Campus AMAG Software Administrator.
- Program the (1) control panels, (2) doors (i.e., readers, inputs and outputs), (3) schedules, (4) access rights and (5) CPU firmware at the doors.
- Ensure all security and critical application patches supplied by the vendor are applied to the AMAG system within 30 days of release.
- Ensure any individual who has access to the server maintains the system in accordance with University Computing Policies.
- Provide any custom scripts to the IT applications group.
- Provide access to system and access logs to Information Security if requested.
- Provide Police Services administrative viewing access to the Campus System in the event of an emergency or for purposes of a security audit.
- Serve as the True Vision Software Administrator.
- Issue hard keys and provide hardware maintenance that typically includes troubleshooting and repairing locking hardware, magnetic locks, sounders, request to exit devices, door contacts, fuse panels, relays and boards, wiring, power transfers, bypass switches, readers, keypads, reader posts and motorized gate controls.
- Receive unidentified lost-and-found hard keys from Police Services to identify and account for potential security risks.
- Pay for annual cost of the annual licensing fee for the Campus AMAG System.

Housing

- Serve as the Housing AMAG Software Administrator.
- Program the (1) control panels, (2) doors (i.e., readers, inputs and outputs), (3) schedules, and (4) access rights for the Housing System, and (5) CPU firmware at the doors.
- Ensure all security and critical application patches supplied by the vendor are applied to the AMAG system within 30 days of release.
- Ensure any individual who has access to the server maintains the system in accordance with University Computing Policies.
- Provide any custom scripts to the IT applications group.
- Provide access to system and access logs to Information Security if requested.
- Pay for all costs associated with the implementation and administration of the Housing system.
- Provide Police Services administrative viewing access to the Housing System in the event of an emergency.
**Police Services**

- Receive lost-and-found hard keys and card keys, and forward to associated Approving Authority if known or Lock Shop if unidentified (hard keys only).
- Perform security audits of the Campus and Housing Systems as deemed appropriate by Police Services.
- Approve cameras placement as deemed appropriate for security purposes.

**Key Holders**

- Individuals requesting keys are responsible for any and all keys issued to them by the university. Hard and card keys may not be loaned or transferred to any other individual.
- Police Services will only respond to requests for access after-hours based on verbal or email approval by the Approving Authority. Individual key holders are not authorized to allow others into buildings after normal business hours, with the exception of individual meetings within their offices.
- Doors may not be unlocked or propped open for others. Requests for building access are to be referred to the responsible department for approval.
- Hard keys are to be returned to the university Lock Shop when an individual terminates employment, transfers within the university, graduates or leaves the University for any reason. Final paychecks, grades and/or transcripts may be held pending return of hard keys. The department is responsible for assuring return and custodianship of keys. If, as a result of keys not returned, it is necessary to re-key a building or office, the cost becomes the responsibility of the department.
- Any university keys which are found must be turned in to University Police Services.
- Any university keys which are lost or stolen must be immediately reported to the Appointing Authority, and card keys must also be deactivated online.
- Doors to unoccupied rooms are to be locked by the occupying department when not in use
- Outside building access doors are to be locked by the responsible department after normal business hours.
- Maintenance gates and chains are to be re-locked immediately after passing through.
- Locking and unlocking classrooms are the responsibility of the academic departments
- Facilities Services personnel, including the Lock Shop, are not authorized to lock or unlock facilities.

**Approving Authorities**

- Approving Authorities have the responsibility for granting access to assigned buildings.
- Receive lost-and-found hard keys and card keys associated with their assigned buildings, and ensure they are correctly returned to key holders.
- Report lost keys for their assigned building to appropriate personnel to address and eliminate any potential security breaches.

**Wolf Card ID Office**

- Issue and replace AMAG cards.
CARD KEYS

Department requests for installation of new card access perimeter security devices or additions to existing systems are made to Facilities Services. Requesting departments are responsible for the purchase costs and subsequent maintenance and any future upgrade or replacement costs that may occur.

All requests for card keys are initiated using the University Card Key Request form, which is found at: http://www.unr.edu/facilities/forms

The request form is forwarded to Facilities Services for activation of access rights. The card key is normally activated within one to three business days after the request form is received.

Changes to card key access must be requested by completing a new request form. In the event it becomes necessary to effect an emergency activation/deactivation of the perimeter security system, Facilities Services must notified immediately by calling the after-hours phone number (775-771-3580).

In the event a building access card is lost or stolen, the individual whose card is missing must immediately notify their supervisor or department head to report the loss and then must deactivate the card as noted below.

To deactivate the card, the individual must:
- Access the online WolfCard website (https://wolfcard-sp.blackboard.com/eaccounts/AnonymousHome.aspx) to place a “freeze” on their card.
- Contact Facilities Services at 784-8020 or send an email to woadmin@lists.unr.edu to report the loss.

Residential Life, Housing and Food Services (RLHFS)

The Department of Residential Life, Housing and Food Service is responsible for authorizing access to residence halls for faculty, staff, and students. Access for students is provided automatically through the use of a database script from the housing software. Access for faculty and staff requires the signature of the Director of Housing.

- Guests and others are granted access by RLHFS based on each individual request
- In the event a card is lost or stolen, the faculty, staff, or student worker must immediately notify their supervisor or department head to report it and deactivate the card. Access the online WolfCard website: (https://wolfcard-sp.blackboard.com/eaccounts/AnonymousHome.aspx) to place a “freeze” on their card.
- Residence Hall students must immediately notify the Resident Director of their assigned building who will suspend their card and instruct the student to deactivate the card. Access the online WolfCard website (https://wolfcard-sp.blackboard.com/eaccounts/AnonymousHome.aspx) to place a “freeze” on their card.
- Residential Life, Housing and Food Services is responsible for access control hardware in their buildings and for providing appropriate staff to maintain it. If access to the perimeter security system is needed, temporary access rights are granted by the perimeter security coordinator or designated back-up.
Knowledge Center

Building access to the Knowledge Center for faculty/graduate students study areas may be obtained by completing a card key request form and obtaining approval from their appropriate Vice President, Dean, Director or Department Chair, as well as the Knowledge Center Building Operations Manager. Once the appropriate signatures are obtained, the requestor must take the signed form to the WolfCard Office located in JCSU Room 204 to receive the card key. If the requestor already has a card key, the request form will be delivered to Facilities Maintenance Service Center and they will activate access.

Temporary Card Key Access

In the event that temporary building access is required after normal business hours, Facilities Services shall be notified by the Approving Authority by means of email, text message or by a call to the after-hours phone number (775-771-3580). The request must be made by the Approving Authority to Facilities Services who will grant access with a specified deactivation date.

Other Temporary Card Key Access

Temporary card keys for visiting professors, temporary employees and students may be issued. The department must complete a card key request form stating when the card key will be returned or deactivated (i.e., one to two semesters, specific project end date, etc.). The temporary card keys are issued and activated by Facilities Services.

HARD KEYS

All key requests are submitted on the key request form (http://www.unr.edu/Documents/administration-finance/facilities-services/KeyRequest2.pdf) to Facilities Services in advance of the date needed. Requests may take up to five business days to process. Failure to obtain appropriate signature authorization on the request form will result in keys not being issued and the request being returned to the originating department. For future reference and key refund credits, departments should retain copies of key request forms and all records concerning the number and type of keys issued to them.

Departments should call in advance to schedule an appointment with the Lock Shop to replace broken or worn out keys. The replacement key is stamped exactly like the broken or worn out key, and the old keys are properly disposed of and any refunds issued, as appropriate.

An inventory of all master and sub-master keys issued on campus is maintained in the Facilities Services Lock Shop.

Each department is responsible for the keys issued within the department. It is recommended that each department maintain an internal, written inventory of the keys issued to them. External door keys should only be issued by the department to those individuals who must have after-hours access to the facility. Requests for copies of departments’ key inventories may be made in writing to the Lock Shop.

Departments wishing to authorize keys to graduate or under-graduate students must first verify the students are currently enrolled at the university.

Temporary hard keys for visiting professors, temporary employees and students may be issued. The department must complete a key request form stating when the hard keys will be returned
(i.e., one to two semesters, specific project end date, etc.). After this information is received by Facilities Services, the temporary hard keys are issued.

Vendors will be charged a $250 deposit for hard keys. The fee will be refunded once the key is returned.

Duplicating or replacing keys through an agency, company or private business other than the university Lock Shop is prohibited. The duplication or possession of any unauthorized university key(s) is a misdemeanor (per NRS.205.080). When a violation is discovered, University Police Services and the department's vice president, associate/assistant vice president or dean, as appropriate, is notified.

The Lock Shop may be notified to rekey a building, area or room. Rekeying expenses are charged to the requesting department.

**KEY FEES**

Administrative and academic faculty and staff are not required to pay for their initially-authorized/issued hard or card keys, but are required to pay for replacing lost hard or card keys.

Departments are required to submit a signed and approved key request form and pay for keys issued for temporary staff, students and visiting faculty. One key is issued per individual and each individual is required to sign for receipt of the key.

After four building sub-master keys are issued, the department is alerted and charged for any additional such keys which are issued.

For additional information regarding the cost of replacing card keys, contact the WolfCard Office by phone at 784-4001 or in person at the Joe Crowley Student Union, Room 204.

Key fees are as follows:
- Building master keys: $250 each.
- Building sub-master keys: $50 each.
- Keyed-alike keys: $10 each.
- Individual space/pass key: $10 each.
- Card Keys: $15 each.
- Broken or worn out keys: No charge for replacement.

The cost of replacing lost or stolen card keys are charged to the responsible department or individual. Residential Life, Housing and Food Services may charge additional fees in accordance with NSHE policy. Deposits for returned keys are credited to the department returning the keys.

**KEY AND LOCK CONTROL**

It is the responsibility of the department to retrieve all keys from departing employees and students. Employees failing to return their keys prior to terminating their employment with the university may have a financial hold placed on their final paycheck. Students failing to return their keys prior to graduating or leaving the university may have a hold placed on their final grades or transcripts.

All lost or stolen keys must be reported by the individual to their supervisor, and a Police Report must be completed and provided to Police Services.
All installation and repair of mechanically actuated door locks and mechanisms must be performed by the Facilities Lock Shop. All non-university locks that are encountered during the course of remodeling or building renovation will be removed at the offending department’s expense, including the cost of any hardware or materials necessary to complete the repairs.

Residential Life, Housing and Food Services is responsible for the funding and maintenance for access control hardware in their buildings and for providing appropriate staff to maintain it. Additionally, they are responsible for funding on-third the cost of the annual software licensing fees. If access to the perimeter security system for RLFHS is needed, temporary access rights are granted by the perimeter security coordinator or designated back up upon approval by the Director of Residential Life.

**VENDORS**

Access for vendors will follow the temporary access procedures.

**EVENTS**

Scheduling Services will request and coordinate event access with Facilities Services.