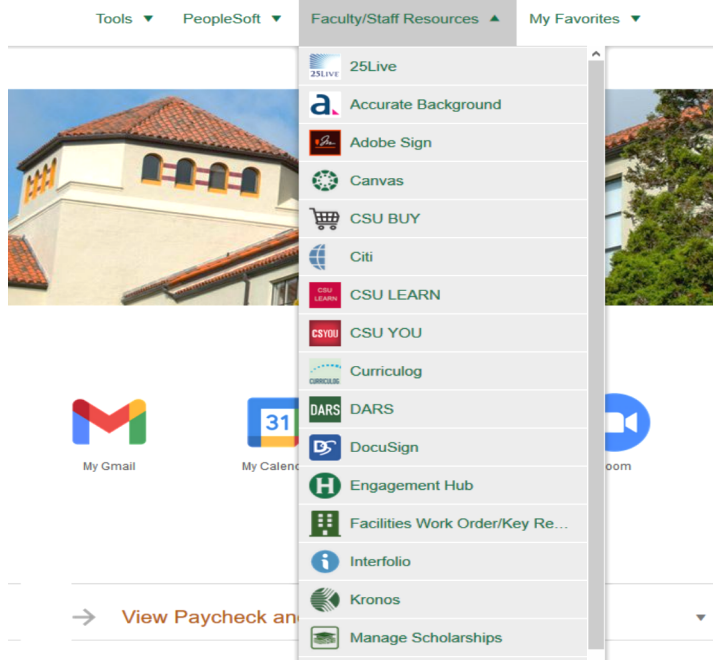


Accessing FacilitiesLink (FL) and the FL Public Dashboard

1. Access key requests through myHumboldt by choosing Faculty/Staff Resources then Facilities Work Order/Key Request:



2. If you are a key approver, you have access to both the full program of FacilitiesLink (FL), as well as the public dashboard view of key and work orders. All key approver interaction with key requests happens through the Public Dashboard. You can access the public dashboard from FL by clicking on the green shield at the bottom left of any FL page.

Lost a Key Request

1. On the Public Dashboard choose the link "Request Keys"
2. The left section "Key Requester" will be autofilled but you will need to complete the Phone Number and Requester Type fields.
3. On the right section is the "Key Holder" information - if it is the same as the requester then click on the box in the upper right hand
4. Key Request Context - choose the appropriate option based on your request.
 - a. "New Key Access" option allows you to request a new key.
 - b. "Access Extension" option applies to replacing an expired key, damaged key or adding/subtracting doors on an already issued key.

- c. "Lost or Stolen Key" option is to report a lost or stolen key and to request it's replacement - you can also note that a key is lost or stolen but a replacement key is not needed by including this in the "Additional Information" box
5. Provide up to 10 - templates, key numbers or Building/room numbers
6. Request Priority allows you to let us know when a request is urgent
7. Exterior Access defaults to "Exterior Key Not Needed" but you can choose "Exterior Key Requested" when appropriate
8. Access Start Date and Access End Date are required fields
9. The "Additional Information" box allows you to provide useful notes

Key Request Best Practices:

1. Student keys requested for a class - before requesting these, please make sure students really "need" an access card or key, as many buildings/doors are unlocked most of the time and many of these keys have not been picked up by students in the past.
2. Exterior doors & students - most buildings are open most of the time and most students do not need exterior door access. However, please note that during Holiday breaks buildings do not unlock.
3. Ownership (double-dip ability)- please make sure to note this in the "Additional Information" for added doors. Primarily for Faculty/TA.
4. Access End Date - access cards can only last for 3 years, if requesting a metal key for staff or faculty and want it to be for term of employment please choose the date 5/30/30.

Approving Key Requests

Emails will be sent automatically to Key Approvers when the requester is not the approver. When an email is received, click on the link within the email and review the request carefully, leave a comment when appropriate (if you deny a request for instance), and then approve or deny the request.

Key Approvals Best Practices

1. Leaving Comments is very important, especially when denying approval
2. Emails are sent to the approver automatically when Key Control adds them as an approver.

Reviewing Key Requests or Key Approvals

To view Key Requests or Approvals you have submitted go to your Public Dashboard and click on "My Keys Issued".

Choose "Requests" or "Approvals" based on what you want to view

The screenshot shows the user interface for managing key requests. At the top, there's a navigation menu with 'Requests' highlighted. Below it, there are search filters for 'Request', 'Requester', 'Key Holder', 'Org Unit', 'KR', 'Location', 'Date', 'Range', and 'Keys'. The 'Keys' dropdown is set to 'KS'. The status bar at the bottom indicates '1 Active / 0 Closed / 1 Total'.

Then make sure that on the far right side of the screen you select "Total". This will ensure that you see all requests or approvals instead of only the ones that are still active.

HUMBOLDT STATE UNIVERSITY

Home Dashboard Approvals Sarah Myers 9/29/21 3:31 pm Logout

Request Keys Sarah Myers - Key Approvals

Requests Approvals Keys Ready Keys Issued 0 Active / 5 Closed / 5 Total

Request KR Location Date mm/dd/yyyy Range mm/dd/yyyy

Requester Key Holder Org Unit Keys KS

Request # Key Requester Approval Type Description Key Holder Sign Off

These views will allow you to see the status of your requests or the “sign-off” of an approval.