Revised Aug 24, 2023

FAQs for Aldrich Hall Key Card Launch

KEY CARDS

1. **Why is Aldrich Hall transitioning to key cards?**
   As part of a larger security project, Aldrich Hall is transitioning exterior door access from hard keys to proximity key cards. Key cards are a more advanced and secure way to control access to our facilities, especially during emergencies. They provide several benefits, including easier management of access permissions, enhanced tracking capabilities, and improved response times in critical situations.

2. **Do other UCI buildings and departments use key cards?**
   Yes. Many departments and buildings at UCI are already successfully using the campus key card system, and Aldrich Hall is joining this group.

3. **Will the key cards replace our existing hard keys?**
   Key cards will replace the hard keys that currently open the five exterior doors located on the 1st and 2nd floors of Aldrich Hall. Departmental offices will remain accessible as they are now, mostly via hard keys. Some departmental offices are accessible via keypads or proximity readers, and these will also remain in effect as they are today.

4. **What does the key card look like?**
   Key cards are printed on a white plastic card and will include the employee's picture which will help identify building occupants in the event of a building closure.

5. **How do I get my key card?**
   On site distribution events were held in mid-July. You can still get your key card by going to the UCI Lock Shop. Their location and hours are posted on their web site. If you received the invitation email to participate in the on-site distribution event, your request information is on file with the Lock Shop. Call (949) 824-5235 or email lockshop1@exchange.uci.edu to make an appointment. Bring your government-issued ID with you to your appointment.

   The Lock Shop will retain the key order forms for those employees noted above and will continue to fulfill those orders until Friday, August 18. Moving forward, departments will need to submit a new key order (see question 21 for additional information).

6. **I already have a key card. Do I need a new and/or additional card?**
   It depends. If your key card **does not** include your picture, you will need a new key card. Pictures are needed on key cards in order to ensure access to Aldrich Hall during a building closure.

   If your key card already includes your picture, your existing key card will be programmed to include your current access plus the new access to the exterior doors.

Either way, please bring your current key card with you to the distribution event (or to your Lock Shop appointment if you can't attend the onsite events) in order to confirm that your access is correct.

7. **Do these new key cards function as an employee ID card?**
   No, your key card is separate from the employee ID card. However, UCI is looking to adopt a new fully integrated system called One Card in the future.

8. **Our office is moving out of Aldrich Hall. Do we need a key card?**
   That depends on the timing. The system goes live in August, which may impact your needs. Your departmental leadership should determine what makes sense for your team.

9. **I work fully remote, and I never come to Aldrich Hall. Do I need a key card?**
   No. Unless your department requires that you have a keycard, you may opt to forego having a keycard.

USING THE KEY CARD

10. **How soon will my key card be activated after receiving it?**
    The new access system will be activated on Thursday, August 24, 2023. During the transition time, both systems (hard keys and proximity key cards) will allow access in order to test the key cards but still allow regular access with hard keys if needed.

11. **During what hours will the key card work?**
    Aldrich Hall's exterior doors are unlocked at 7 a.m. and locked at 6 p.m., Monday-Friday. Key cards will allow access to Aldrich Hall outside of those normal building hours as well as on holidays when the campus is closed.

12. **Do I need to carry the key card with me at all times?**
    It is recommended that Aldrich Hall occupants carry their key card with them in order to serve as identification during a building closure.

13. **Will the key cards grant access to all areas of the building?**
    Keys cards will grant access to the five exterior building doors. Key cards will also grant access to those office suites that already have key card proximity readers. All other doors are controlled by either hard keys or keypads.

OLD HARD KEYS

14. **Will my exterior door hard key (T1) still work?**
Exterior door keys issued before August 24, 2023 will no longer work after September 12, 2023.

15. **What should I do with my old hard exterior door building key (T1)?**
From September 12 – Oct. 31, return your T1 hard key to the key box at the Welcome Desk on the second floor. Beginning Nov. 1, 2023, return unneeded hard keys through intercampus mail. Attention: FM Lock Shop ZotCode 5444.

16. **Do I need to keep the hard keys to my departmental suite?**
Yes. All Aldrich Hall units will continue to manage their own departmental doors, hard keys, and push button keypads (if applicable). Departments will continue to maintain and manage their own inventory of hard keys.

17. **The door to my department has a keypad. Will that still work?**
Yes. Doors that have a keypad will continue to function the same. Management of this access will remain with the departments.

18. **The door to my department has a proximity reader. Will that still work?**
Yes. Doors that have a proximity readers will continue to function the same.

IN THE FUTURE

19. **Will new employees still need to go to The Hill (UCI bookstore) to get an employee ID card?**
Yes. While key cards will include the employee's picture and might be accepted by certain offices as an ID, UCI's official employee ID card is granted at The Hill as a separate card.

20. **How will new employees get access?**
New employees will get a key card via a request form and an online request work order. After a work order is submitted into the FM system, the UCI Lock Shop will generate the key card after ensuring the proper approvals have been obtained.

21. **What is the process to get a new key card?**
Since key cards include an identifying picture, each employee will need a personalized key card. The steps for requesting a key card are as follows:
    1. Departments fill out the request form and route it for approvals.
    2. The departmental authorized requester submits an FM work order.
    3. The employee contacts the Lock Shop at (949) 824-5235 or email lockshop1@exchange.uci.edu to schedule an appointment.
    4. Employees bring their government-issued ID and request form to their appointment.

    5. Lock Shop staff will program the key card based on the information on the request form.
    6. Employee signs the work order and received their new key card.

22. What is the process to get a new hard key?
1. Department leaders enter a work order request into the FM Work Order system.
2. As long as the request is from an authorized requestor, the Lock Shop will generate the hard key.
3. The requester will be notified by automated response when the key is ready.
4. The authorized 'pick up' person will go to the lock shop to get the key.

23. What if I lose or damage my key card?
Notify your supervisor and/or the Lock Shop, and a new key card will be created. A Facilities Management work order must be submitted with an explanation that a replacement key card is needed and that the old key card must be deactivated. There may be a replacement fee for lost or damaged key cards.

24. Can I keep the key card when I separate from UCI or no longer work in Aldrich Hall?
No. Key cards are the property of UCI as noted in 902-14 Policy for Key Control and Access to Campus Facilities. Please return key cards through intercampus mail. Attention: FM Lock Shop ZotCode 5444.

ACCESS MANAGEMENT

25. What is the best practice for department leaders to manage their hard key inventory?
While any system or tool can be used to meet your departmental needs, a form is located within 902-14 Policy for Key Control and Access to Campus Facilities. Designated managers can also contact the Lock Shop to get access to the key management software known as SIMPLE-K.

26. What if I change departments?
Just like now, supervisors collect University property that will not be needed by the departing employee. Supervisors will collect key cards as well and return them to Lock Shop through intercampus mail. Attention: FM Lock Shop ZotCode 5444.

27. What is the process to remove access? (e.g., when an employee separates)
Notify the Lock Shop via email at lockshop1@exchange.uci.edu and access can be quickly removed. The request form includes a "remove" function, if your unit would prefer to formerly document this change. Return key cards to the Lock Shop through intercampus mail. Attention: FM Lock Shop ZotCode 5444.