CSUSB
Facilities Services
Online Student Key Renewal
Handbook

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For more information contact:
Facilities Services
(909) 537-5166
e-mail: keys@csusb.edu
internet: http://facilities.csusb.edu/services/Key.asp

Introduction

The Online Student Key Renewal Program has been created to better meet the needs of our customers–the campus community–in response to customer comments. We welcome your input regarding the new process. Your input/suggestions will guide future development and use of the program.

Prerequisites

What do you need to participate in this new online system? Basically two things:

- o *A current Key/Access Signature Authorization Form* on file at Facilities Services. The form can be downloaded from http://facilities.csusb.edu/services/Key.asp (by scrolling to the bottom of the page, and clicking "Signature Authorization Form").
- o Authorizing staff with *valid campus e-mail address(es)*.

How It Works

First, you will need to let us know that you would like to participate in the Online Student Key Renewal Program by notifying the Facilities Services Front Office staff (via phone, 909/537-5166, or e-mail: keys@csusb.edu) who will forward the request to appropriate Facilities staff. First, the assigned staff will check to see if your department has a current *Key/Access Signature Authorization Form* on file at Facilities Services. If that is complete, the assigned Facilities staff will request user access to the system. You will then be contacted regarding usernames and passwords.

To use the Online Student Key Renewal Program, you will need a login and a password. The login will be your whole e-mail address (xxxxxxxx@csusb.edu). Your password will be provided by Facilities Services staff. If you wish to change your password, you are welcome to do so by calling our technician, Jeff Whitman, ext. 73123.

An online renewal submission will trigger an e-mail to our office staff, at keys@csusb.edu, to check the renewal database. We will compare the submitted information to the information in our key database. If it appears correct, we will approve the request. If it does not appear correct, or if we have questions, we may place the status as "denied" with an explanation. The system will automatically e-mail you this reply.

The URL for the Key Renewal website is on a secure server. It may be helpful to bookmark the site in your internet browser. The site is:

https://adminfin.csusb.edu/keyrenewal/

The website will require you to know the following for each key to be renewed:
- o Key holder last name
- o Key holder first name
- o Key holder SID
- o Key ID (i.e., C4E1702)
- o Key issue number (i.e., 1)
- o Department (representing the keyholder)

o   The phone extension you wish us to call with any questions about the key holder or key

There is a way to mirror the keyholder information so that you do not have to re-type it each time. A button will appear upon confirmation allowing you to do so.

If anything seems odd or does not occur in a timely manner, please contact us (x75166 or e-mail "keys@csusb.edu") for assistance.

We appreciate your interest in the Online Student Key Renewal Program and encourage your comments regarding this new process.

Facilities Services Staff

Instructions

Step One:
- o Know your password.

Step Two:
- o Go to the Facilities Services Key Renewal URL:

    https://adminfin.csusb.edu/keyrenewal/

- o The URL for the Key Renewal website is on a secure server. It may be helpful to bookmark the site in your internet browser.
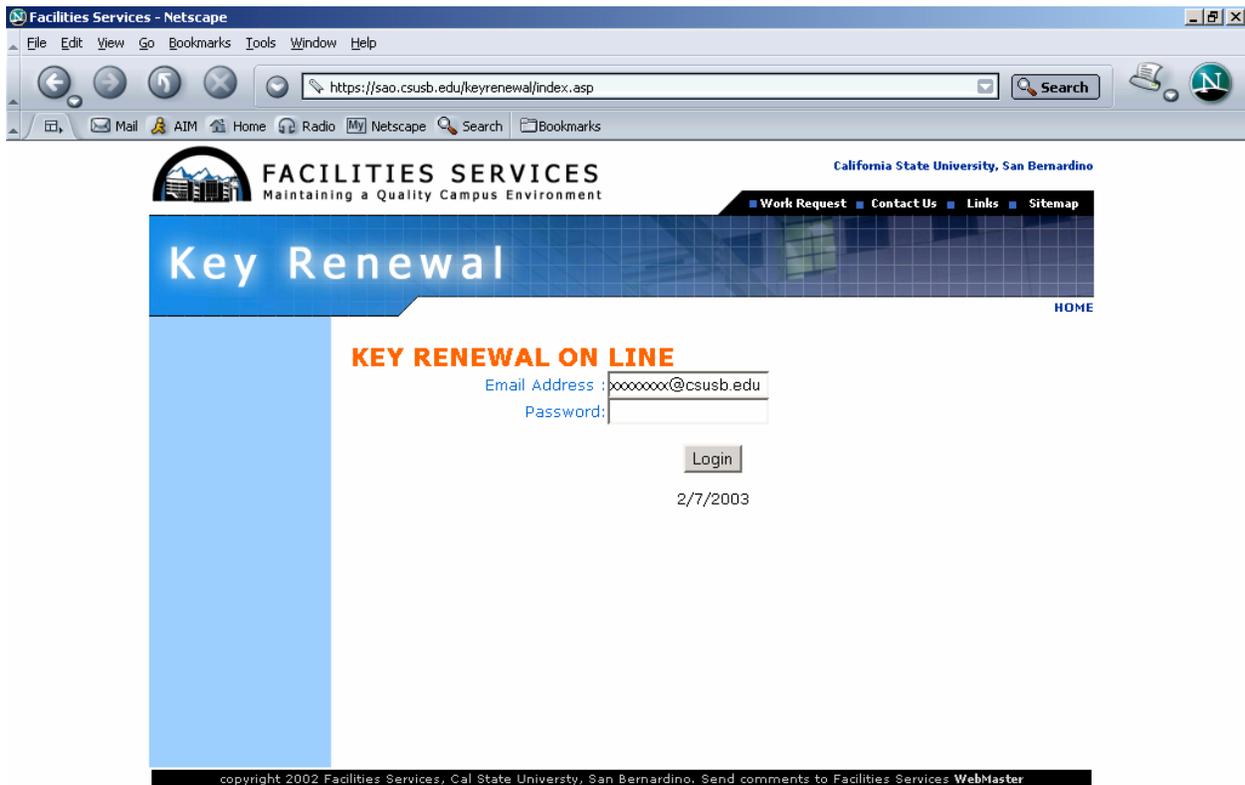
Step Three:
The website will require you to know the following for each key to be renewed:
- o Keyholder last name
- o Key holder first name
- o Key holder SID
- o Key ID (i.e., C4E1702)
- o Key issue number (i.e., 1)
- o Department (representing the keyholder)
- o The phone extension you wish us to call with any questions about the key holder or key

Complete each box with the required information.

Step Four
  o   After completing the boxes, press the "Submit" button.

Step Five
A confirmation page will appear.

- o You can select "Add renewal for the same person" to mirror the keyholder information so that you do not have to re-type it each time.
- o Or you can select "Add renewal for a new person".

Additionally, you are able to search by SID Number for key renewal requests that you (meaning your user login) have requested in the past.
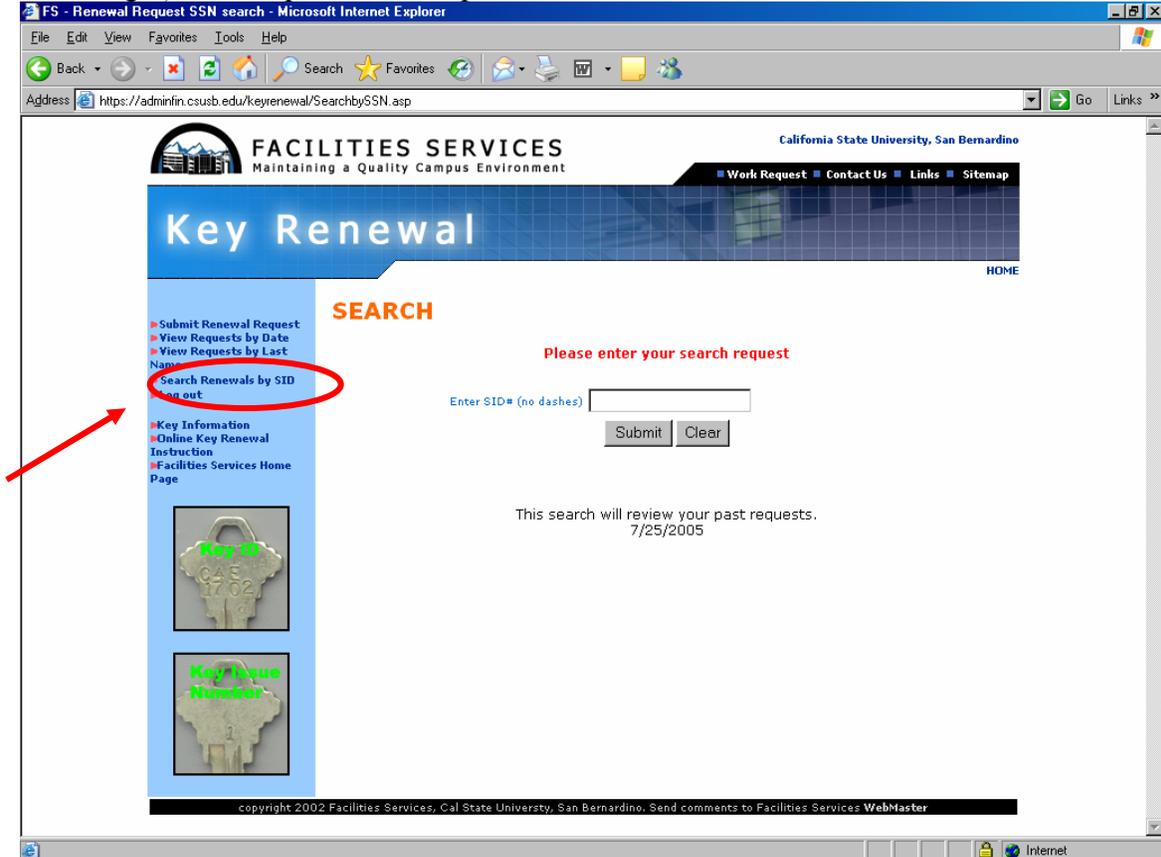
This could be helpful if you would like to see which keys you renewed in the past for a particular student.

Step Six
- o After you have completed your renewal submissions, please select "Log out" to end your session.

Support/Questions

If anything seems odd or does not occur in a timely manner, please contact us (x75166 or e-mail "keys@csusb.edu") for assistance. Our staff will assist you or forward your request to the appropriate Facilities staff.