



Key Management System Instructions for Dept. Heads

Approve a request:

- You will receive an email regarding a request for approval of key/card access

Next Action	Department Head Approval
Request Overview	

- Click on the link next to “Review Request” to open the key/card access request in KMS

Comments	test
Review Request	http://isdev.operations.ttu.edu/odkms/deptapproval.aspx?requestid=20180322112254415

- The link should take you to the request approval department head page. The requestor’s and recipient’s information will be on the request, along with the access details
- If you missed the email or can’t find it, you can visit the “Pending Request” tab on the KMS home screen



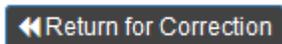
- On the pending request page, you will see **Review** next to any requests that still need your approval. You will click on “Review” and it will open the request page, where you can review and approve the request
- Below the recipient’s information, the requested access will be listed. You will review the access and determine if the recipient actually needs access to the requested locations
- If you determine the recipient needs the requested access, you will click on the “Approve Request” button



- A success message will pop-up at the top of the page if it goes through



- If you notice a mistake or a key that is not needed, you may leave comments then click on “Return for Correction”



- The request will be sent back to the requestor, and they will have the option to correct their request and resubmit it for approval
- If you get a request and believe the recipient does not need the requested access, you will click on “Cancel Request” 

Conduct an audit:

- Open KMS: <https://odis.operations.ttu.edu/odkms/>
- Click on the “Certification” at the top right corner of the page

Home Prerequisite Approval Current Access Report **Certification** Admin ▾

- The “Key Audit” page will open and your information should be listed next to the department head field
- Next, you will select your organization using the drop-down menu
- Give the page a minute to load and If an audit does not pop-up below, you will need to click on the “Create” button to start a new audit for your organization 
- For the audit you are currently editing, the audit status will be “In-Process”; however, you can select “Complete” to view previously completed audits
- The key audit should list all of the access that each person in your organization holds
- You will review the access for each employee and update the assigned status
 - If the employee still has the access listed, you should select the “Issued” status and click the floppy disk icon to save 
 - **Note:** before you hit save, put the date and your initials in the comment box, so there is a reference to the person who completed the audit
 - If the employee no longer has the access, you will either select “Returned” or “Lost” and click save 
 - **Note:** You must click save  after putting the status for each key, you can’t save multiple lines at the same time
- Once you have selected a status for each key, you can click on the “Complete” button 

Frequently asked questions:

- **Why is my information not auto-populating the “Requester and Recipient Information” on the request page?**
 - If you experience this problem, first make sure you are logged in with your eRaider, if not, log out and log back in. Secondly, try clearing your browser’s cache.
- **Why can I not find the room I need to make my request for?**
 - First, try looking for the room in the building entrance section. If it is not listed with the building entrances, search for the room on the floor plan and make sure it has a number tied to it. Lastly, send a room missing request.
- **Why can I not see anyone on the “Assigned To” drop-down menu on the “Terminate Card Access” tab?**
 - This may occur because you do not have approver access in KMS. Only users that have approver access can view the other people in their organization on the “Terminate Card Access” tab. However, if you do have approver access in KMS, you should clear your browser’s cache. After clearing the cache, you should be able to view the other users in your organization on the “Terminate Card Access” tab.
- **Where can I view the current key access of everyone in my department?**
 - You can view the key access of your employees on the “Report” tab. This page will list out all the employees in your organization that have key/card access, and it will tell you what access they currently have.
- **How can I add a new request approver for my department?**
 - When you need to add/remove someone as an approver in KMS, you will need to contact spacepladmin.isadmins@ttu.edu. Please include both the name/R# of the person and the name of the organization in the email.
- **Why is the system not allowing me to approve requests?**
 - This is a common browser problem, especially with Firefox. First, make sure you are logged into KMS on your eRaider. Second, clear your browser’s cache.
- **If you require further assistance, please email spacepladmin.isadmins@ttu.edu or call [\(806\) 742-1404](tel:8067421404).**