

UNIVERSITY of  
**HOUSTON**  
STUDENT CENTERS

Student Centers Electronic Access Policies & Procedures

KeyWatcher System Process

In an effort to more effectively manage our KeyWatcher key control and storage system and minimize key loss we have established the following procedures for implementation as outlined:

Submission of User Information by Group Type

1. **Auxiliary Services Contracted Partners (Dining and Campus Store/Bookstore)**  
Contracted partners should submit approved user names to Auxiliary Services. Once Auxiliary Services requests POI #'s (People of Interest) for the individuals they will complete the Student Centers on-line key access form (<https://uh.edu/studentcenters/facility-info/resources/key-access/>).
2. **Offices & Additional Contracted Partners (Ex. Bank)** Identified user names should be submitted as approved by area/office supervisors or advisors utilizing the on-line Student Centers Key Access Form (<https://uh.edu/studentcenters/facility-info/resources/>).

General Procedures

- Once received, user information will be entered into the KeyWatcher system and the Cougar Card will then need to be programmed at the appropriate KeyWatcher cabinet. If the Cougar Card has already been activated at the KeyWatcher, changes will be updated immediately within the software program.
- Once a Cougar Card is activated, the user will be properly instructed on how to use the KeyWatcher. If there are staff or students that will share keys with others, they will be assigned a group number. These numbers help the system to identify their key access level. This means that they can only access the keys to which they are assigned. If a user attempts to access other keys, the system will deny access.
- Key holders will need to return their keys to the KeyWatcher by the end of each shift or time period. Keys should remain within a Student Centers building if at all possible especially if keys are shared within a group. Keys should never leave the campus.
- Key holders should not share their keys with or allow access to unauthorized individuals.

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Version 2

Student Centers Administration

- If keys are not returned to the Keywatcher each day, a system violation/key overdue notice will be sent to supervisors requesting that action be taken to retrieve keys. If keys are not returned after three attempts, the UH Lockshop will report keys as stolen, begin lock changes for all areas impacted and charge individual areas and/or organizations responsible for the cost of the unreturned keys.
- Supervisors or advisors should provide notification of terminated employees or students vacating positions to Student Centers Operations office utilizing the online Student Key Access form found on the Student Centers webpage under forms/resources as soon as possible so access can be deactivated from the Keywatcher system.

### **System Reports**

The KeyWatcher system includes the capability for us to run reports to document who has access, who has accessed a certain FOB (set of keys) during a certain time period, who has overdue keys, and what keys are on each FOB. Management staff may request reports from the Student Centers' Operations staff via the SCFACOPS email (scfacop@uh.edu). If email notifications are required we will send them once the KeyWatcher system is fully activated.

### **BASIS Card Reader System Process**

The BASIS Card Reader System was implemented to more effectively manage our building security. This system will help minimize traffic flow through limited/restricted access areas and also provide building access to authorized users during time periods that fall outside of regular building operating hours. Due to University policy changes, exterior key access is no longer issued to individuals and all access must be granted through use of a card swipe system using an active Cougar Card at assigned entrances. Process of implementation will be as follows:

- Identified user names should be submitted as approved by area/office supervisors or advisors utilizing the on-line Student Centers Building Access form (<https://uh.edu/studentcenters/facility-info/resources/building-access/>).
- Once user information is provided, users will be entered into the system and their Cougar Card will be activated for immediate use.
- Cardholders should not allow access to any unauthorized individuals or their privileges may be revoked.
- Supervisors should provide notification of terminated employees or students vacating positions to Student Centers Operations utilizing the online Student Centers Building Access form found on the Student Centers webpage under forms/resources as soon as possible so access can be deactivated from the system.

NOTE: Video cameras are installed at all entrances of Student Centers' buildings and are monitored by UHPD.