Facilities Customer Service

KEY MANAGEMENT with SimpleK

TABLE OF CONTENTS

This document has been structured by the key topic(s) and process(es) involved in the management of building equipment assets. Please view the table below to locate a specific topic or process contained within the document.

SimpleK 1.17.4

❖ Introduction to FC Keys

NEW KEY MANAGEMENT SYSTEM: FC KEYS WITH SIMPLEK

BENEFITS

Increased Security - Know exactly who has access to mechanical keys, what and where they have access to, which keys are expiring

Complete oversight and transparency- Up-to-date key system information, audit trails, secured access, agreement forms, etc.,

Improved Productivity - Quick access, complex queries, detailed reports, reminders, automatic email notifications, search tools, more.

Reduced costs - minimize lost or non-returned keys

Improved Efficiency - Enhanced operational efficiency, standardized key control process and workflow, elimination of PDF forms, and self-service functions for key authorizers within the departments.

CAPABILITIES

Key Request (New/ Lost) Workflow

Key Transfers

Key Issuance & Returns

Master Key Systems and Keys Management

Key Blank Management

Key Cutting Information

▶ **PROCESS**

▼ GETTING STARTED

❖ Legacy process vs. FC Keys

► PROCESS

WHAT IS CHANGING?

1. Paper authorization form is completely gone. Everything will be online/paperless

2. The ability for any employee to enter a key request is going away. Only key authorizers can enter requests.

3. Lock shop will no longer manage the master document of key authorizers. Each department will now self manage the key authorizers.

WHAT IS NOT CHANGING?

1. Financial process:
    1. No change to billing
    2. All done in Facilities Connect
    3. Cost of keys or labor

2. Key holders still have the responsibility of accepting the Terms &Conditions.

3. Still pick up keys at Customer Service.

4. Delivery still available with charge.

NEW FEATURES

1. Online site to submit, view, and track requests throughout the process – increased transparency.

2. Series of email notifications

3. "Copy Request" functionality

4. One place for key reporting

▼ GETTING STARTED

❖ Access SimpleK systems to perform specific actions
   ❖ Website
   ❖ Mobile
   ❖ Desktop

▶ PROCESS

DESKTOP

- Administrative version

- Used by Lockshop and Customer Service to manage requests

- Key Authorizers and Key Holders do not have access to this version

WEBSITE

- Employee facing version to enter key requests and manage keys

- Can be used by Customer Service to search for Key Authorizers

MOBILE

- Used only by Lockshop and Customer Service for Key Pick up or Delivery to get Customer signature

PROCESS

Process 1.1
View Key Authorizers
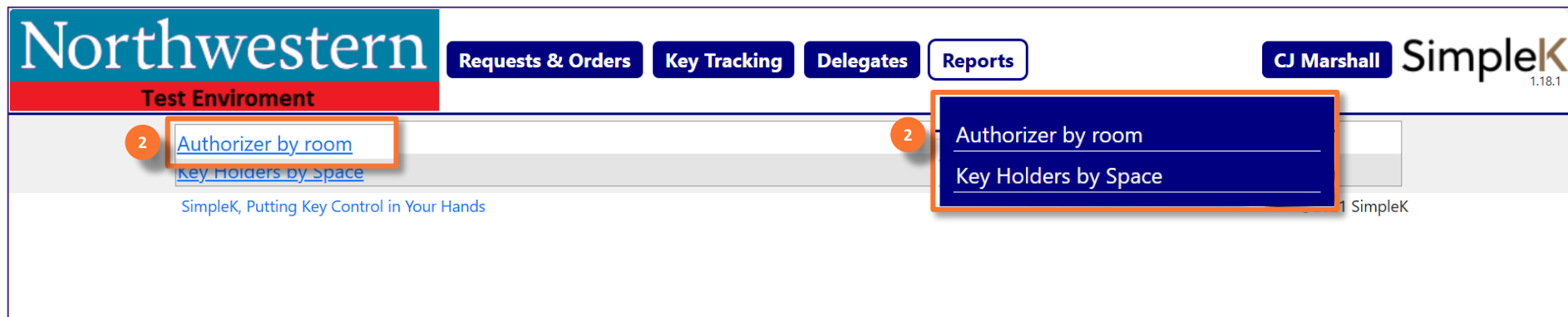
From the SimpleK website,

1) Hover over or click on the **Reports** button

<<Upon clicking, the Report Menu will appear in the main window>>

2) Click on the report titled **Authorizer by Room**

Northwestern
Test Enviroment

Requests & Orders   Key Tracking   Delegates   **1**   **Reports**   CJ Marshall   SimpleK 1.18.1

simpleK®   Putting Key Control in Your Hands

Northwestern University Key Management

SimpleK, Putting Key Control in Your Hands   ©2021 SimpleK

Northwestern
Test Enviroment

Requests & Orders   Key Tracking   Delegates   Reports   CJ Marshall   SimpleK 1.18.1

2   Authorizer by room
Key Holders by Space

2   Authorizer by room
Key Holders by Space

SimpleK, Putting Key Control in Your Hands   1 SimpleK

INFORMATION

PROCESS

Process 1.1
View Key Authorizers

(continued)

3) Scroll through the Authorizer list

4) Use the **Search** button to search for building name, room number, or authorizer name.

▶ INFORMATION

Northwestern
Test Enviroment

| Requests & Orders | Key Tracking | Delegates | Reports |

CJ Marshall   SimpleK 1.18.1

Authorizer by room

Search

Download   Print

Last Name	First Name	ID	Room	Building	Hook	Description
Hicks	Anthony	1016590	00100A	8588 - 1838 Chicago	10124	1838 CHICAGO ALL MECHANICAL, ELECTRIC, ELEVATOR ROOMS
Aaron	Rob	1094003	00100A	8588 - 1838 Chicago	10128	1838 CHICAGO - MECH MASTER
Hicks	Anthony	1016590	00100E	8588 - 1838 Chicago	10124	1838 CHICAGO ALL MECHANICAL, ELECTRIC, ELEVATOR ROOMS
Aaron	Rob	1094003	00100E	8588 - 1838 Chicago	10128	1838 CHICAGO - MECH MASTER
Hicks	Anthony	1016590	00200A	8588 - 1838 Chicago	10124	1838 CHICAGO ALL MECHANICAL, ELECTRIC, ELEVATOR ROOMS
Aaron	Rob	1094003	00200A	8588 - 1838 Chicago	10128	1838 CHICAGO - MECH MASTER
Hicks	Anthony	1016590	00200E	8588 - 1838 Chicago	10124	1838 CHICAGO ALL MECHANICAL, ELECTRIC, ELEVATOR ROOMS
Aaron	Rob	1094003	00200E	8588 - 1838 Chicago	10128	1838 CHICAGO - MECH MASTER
Hicks	Anthony	1016590	00300A	8588 - 1838 Chicago	10124	1838 CHICAGO ALL MECHANICAL, ELECTRIC, ELEVATOR ROOMS
Aaron	Rob	1094003	00300A	8588 - 1838 Chicago	10128	1838 CHICAGO - MECH MASTER
Hicks	Anthony	1016590	00300E	8588 - 1838 Chicago	10124	1838 CHICAGO ALL MECHANICAL, ELECTRIC, ELEVATOR ROOMS
Aaron	Rob	1094003	00300E	8588 - 1838 Chicago	10128	1838 CHICAGO - MECH MASTER
Hicks	Anthony	1016590	00400A	8588 - 1838 Chicago	10124	1838 CHICAGO ALL MECHANICAL, ELECTRIC, ELEVATOR ROOMS

▼ PROCESS

Process 2.1
Key Pick Up Process

On the iPad home scree,

1) Tap on the SimpleK Mobile App icon

*<<Upon tapping, the **SimpleK app** will open>>*

▶ INFORMATION

PROCESS

Process 2.1
Key Pick Up Process

Once on the SimpleK Mobile App,

2) The **completed Key Requests** will appear on the home screen

INFORMATION

Menu   **Key Transaction**

2

Angela Walker
No signature provided

Julie Henderson
No signature provided

Marcus Cruz
No signature provided

Waylon Dalton
No signature provided

SimpleK 1.17.4

▼ PROCESS

Process 2.1
Key Pick Up Process

To open the complete Key Request,

3) Locate the Key Holder in the list OR

Use the **search bar** to locate the Key Holder

4) Tap on the **name** Key Holder

*<<Upon tapping, the **signature page** will open>>*

▶ **INFORMATION**

Menu　　　　　　**Key Transaction**　　　　🔄

3 ➡️ [search bar]　　　　　🔍

4 ➡️ **Angela Walker**
No signature provided

Julie Henderson
No signature provided

Marcus Cruz
No signature provided

Waylon Dalton
No signature provided

PROCESS

Process 2.1
Key Pick Up Process

On the Signature page,

5) The Key Holder will **sign** in the gray signature box

6) The Key Holder will tap **Confirm** save their signature and re-accept the key policy

*<<Upon tapping, the **signature page** will automatically close, and you will be returned to the home screen>>*

IMPORTANT

It is very important to scroll the page all the way up in order to see the Confirm button.

If you cannot see the button, you have not scrolled down far enough.

< **Key Transaction**   **Angela Walker**

Key Duplicate List

Click on key to remove

CX5-33
To be returned on 7/17/2026

This is a demonstration of key delivery. You can use SimpleK to keep track of all your keys and locksmithing needs.

By accepting the key(s) and signing this form, I agree to the following:

- I confirm the accuracy of the key(s) list.
- I will not attempt to duplicate this key(s).
- I am not authorized to loan or give this key(s) to any other individual.
- I will return the key(s) no later than the due date listed above or at the end of my mandate, if no due date is listed.
- I will promptly declare any lost or damaged key(s) to the appropriate person

5

Please sign here (Press Clear to retry).

6   **Confirm**

PROCESS

Process 2.1
Key Pick Up Process

The completed Key Request will automatically disappear from the list.

The Key Holder will get a copy of their signature and the key policy in an email confirmation.

▶ **INFORMATION**

Menu **Key Transaction**

7

Julie Henderson
No signature provided

Marcus Cruz
No signature provided

Waylon Dalton
No signature provided

▼ PROCESS

Process 3.1
View the Status of a Key Request

On the SimpleK Desktop, to view the list of Key Requests or Issuance Requests,

1) From the Desktop homepage, click on the **Issuance Report** button.

*<<Upon clicking, the **Issuance Request List** will open in the main window>>*

▶ **INFORMATION**

SimpleK SK-SQL : NWU-SK   User: Bonilla, Greicy

File   View   Configuration   Quick Actions   Tools   Help

Homepage

Configuration   Tools   About

Keys & Systems

People

Buildings & Doors

Documents

1

Issuance Request

SimpleK

PROCESS

Process 3.1
View the Status of a Key Request

2) View the list of requests to view details such as,

    a) Request Number

    b) Authorizer

    c) Key Holder

    d) Request Date

▶ **INFORMATION**

PROCESS

Process 3.1
View the Status of a Key Request

2) View the list of requests to view details such as (continued),

   e) Optional Delivery

   f) Status

   g) Pickup Delegate

   h) Chartstring

INFORMATION

Issuance Request

Issuance Requests:

Filter

Active Requests

Optional Delivery	Closed	Status	Reason	Requested Accesses	NUPD #	Pickup Delegate	Chart String	us
✓		Pending Acceptance	New or Replaceme...	20503A			171-5610100-10066...	Evanston
		Pending Acceptance	New or Replaceme...	20508A			171-5610100-10066...	Evanston
		Pending Acceptance	New or Replaceme...	20506A			171-5610100-10066...	Evanston
✓		Pending Acceptance	New or Replaceme...	20509A			171-5610100-10066...	Evanston
✓		Pending Acceptance	New or Replaceme...	20507A			171-5610100-10066...	Evanston
✓		Pending Acceptance	New or Replaceme...	20509A			171-5610100-10066...	Evanston
✓		Pending Acceptance	New or Replaceme...	20507A			171-5610100-10066...	Evanston
✓		Pending Acceptance	New or Replaceme...	21546A		Mark Wheeler	110-5600220	Evanston

Assignment Tool   Automatic Assignment   Reject   Off

PROCESS

Process 3.2
Edit a Key Request

To Edit the Key Request or Issuance Request,

1) Double click anywhere on the **line item** you want to edit

*<<Upon clicking, the **Key Request Record** will open in a new window>>*

INFORMATION

PROCESS

Process 3.2
Edit a Key Request

Edit such fields as,

2) Key Holder

    a) Click the **drop-down menu** to expand the Key Holder list

    b) Or **type** the name of the new Key Holder if known

▶ **INFORMATION**

Process 3.2
Edit a Key Request

Edit such fields as (continued),

3) Key Return Date

a) Click the **calendar icon** to choose a key return date

KR-0000066

Save   New   Delete   Cancel   Copy   ✕ Close

| General | Note | Requested Accesses |

Main Information

Number   KR-0000066

Key Authorizer   Cisneros, Erika {1094788, Kellogg Facilities}   Status   Pending Acceptance

Key Holder   Skibicki, Aubrey {1093277, Kellogg Admissions and Fin Aid}   Accepted By

                                                                         Validated By

Reason   New or Replacement Key   Request Date   2025-05-20

☑ Optional Delivery   ☐ Closed   Key Return Date   ☐ 2025-05-20

Additional Information

NUPD #   Chart String   171-5610100-10066764-01

Custom2   Campus   Evanston

Pickup Delegate   Custom4

2 Requested Accesses - KR-0000066

Building	Number	Floor	Room	Door	# Requested	Old key holder	Required Deposit	# Available	Owner Department
					1			3	
8881 - Kellogg Gl	8881	8881-01	01325		1			3	

1 of 8

▼ PROCESS

Process 3.2
Edit a Key Request

Edit such fields as (continued),

4) Chartstring:

    a) Click the **drop-down menu** to expand the Chartstring list

    b) Or **type** the new Chartstring if known

5) Campus: use the **drop-down menu** to choose between Evanston and Chicago campus

▶ INFORMATION

KR-0000066

Save   New   Delete   Cancel   Copy   Close

| General | Note | Requested Accesses |

Main Information

Number	KR-0000066		Status	Pending Acceptance
Key Authorizer	Cisneros, Erika {1094788, Kellogg Facilities}		Accepted By	
Key Holder	Skibicki, Aubrey {1093277, Kellogg Admissions and Fin Aid}		Validated By	
Reason	New or Replacement Key		Request Date	2025-05-20
☑ Optional Delivery ☐ Closed			Key Return Date	☐ 2025-05-20

Additional Information

NUPD #		**④** Chart String	026-9802001
Custom2		**⑤** Campus	Evanston
Pickup Delegate		Custom4	

2 Requested Accesses - KR-0000066

Building	Number	Floor	Room	Door	# Requested	Old key holder	Required Deposit	# Available	Owner Department
					1			3	
8881 - Kellogg Gl	8881	8881-01	01325		1			3	

1 of 8

![SimpleK 1.17.4 logo]

PROCESS

Process 3.2
Edit a Key Request

Edit such fields as (continued),

Type in any of the following fields:

6) NUPD#

7) Pickup Delegate

▶ **INFORMATION**

KR-0000066

💾 Save | ⊕ New | ⊗ Delete | ↩ Cancel | 📋 Copy | ✕ Close

General | Note | Requested Accesses

Main Information

Number	KR-0000066
Key Authorizer	Cisneros, Erika {1094788, Kellogg Facilities}
Key Holder	Skibicki, Aubrey {1093277, Kellogg Admissions and Fin Aid}

Status: Pending Acceptance
Accepted By:
Validated By:

Reason	New or Replacement Key
☑ Optional Delivery ☐ Closed

Request Date: 2025-05-20
Key Return Date: ☐ 2025-05-20

Additional Information

6 NUPD # [_____] String 171-5610100-10066764-01
7 Pickup Delegate [_____] us Evanston
n4 [_____]

2 Requested Accesses - KR-0000066

Building	Number	Floor	Room	Door	# Requested	Old key holder	Required Deposit	# Available	Owner Department
					1			3	
8881 - Kellogg Gl	8881	8881-01	01325		1			3	

⏮ ◀ 1 of 8 ▶ ⏭

PROCESS

Process 3.2
Edit a Key Request

Once you make any changes on the Key Request, the following buttons will be available:

8) **Save**: save progress and continue to edit

9) **Cancel**: undo your last change

10) **Save and Close**: save your progress and close the Key Request window

▶ **INFORMATION**

KR-0000073

Save   New   Delete   Cancel   Copy   Save & Close

General   Note   Requested Accesses

Main Information

| Number | KR-0000073 | | |
Key Authorizer	Cisneros, Erika {1094788, Kellogg Facilities}	Status	Pending Acceptance
Key Holder	Adamczyk, Elizabeth {2327799, School of Professional Studies}	Accepted By	
		Validated By	
Reason	New or Replacement Key	Request Date	2025-05-20
☑ Optional Delivery ☐ Closed		Key Return Date	☐ 2025-05-20

Additional Information

NUPD #		Chart String	110-5600220
Custom2		Campus	Evanston
Pickup Delegate		Custom4	

2 Requested Accesses - KR-0000073

Building	Number	Floor	Room	Door	# Requested	Old key holder	Required Deposit	# Available	Owner Department
8881 - Kellogg Gl	8881	8881-LL	LL152		1			0	
					1			4	

8 of 8

PROCESS

Process 3.3
View Full History of a Key Request

To view the complete history of a Key Request,

1) Click on the **History** button on the left side of the window

*<<Upon clicking, the **History details** will appear in the same window>>*

INFORMATION

KR-0000073

💾 Save   ⊕ New   ✖ Delete   ↩ Cancel   📋 Copy   💾 Save & Close

| General | Note | Requested Accesses |

Main Information

Number	KR-0000073			
Key Authorizer	Cisneros, Erika {1094788, Kellogg Facilities}	Status	Pending Acceptance	
Key Holder	Adamczyk, Elizabeth {2327799, School of Professional Studies}	Accepted By		
		Validated By		
Reason	New or Replacement Key	Request Date	2025-05-20	
☑ Optional Delivery ☐ Closed		Key Return Date	☐ 2025-05-20	

Additional Information

NUPD #		Chart String	110-5600220	
Custom2		Campus	Evanston	
Pickup Delegate		Custom4		

2 Requested Accesses - KR-0000073

Building	Number	Floor	Room	Door	# Requested	Old key holder	Required Deposit	# Available	Owner Department
881 - Kellogg Gl	8881	8881-LL	LL152		1			0	
					1			4	

⟨ 8 of 8 ⟩

▼ **PROCESS**

Process 3.3
View Full History of a Key Request

(continued)

2) The History will include the original request date at the top

3) And the date/timestamp of the modifications made and by whom.

▶ **INFORMATION**

KR-0000073

Save New Delete Cancel Copy Save & Close

General | Note | Requested Accesses

Main Information

Number | KR-0000073

Key Authorizer | Cisneros, Erika {1094788, Kellogg Facilities} | Status | Pending Acceptance

Key Holder | Adamczyk, Elizabeth {2327799, School of Professional Studies} | Accepted By

Validated By

Reason | New or Replacement Key | Request Date | 2025-05-20

☑ Optional Delivery ☐ Closed | Key Return Date | ☐ 2025-05-20

Additional Information

NUPD # | | Chart String | 110-5600220

Custom2 | | Campus | Evanston

Pickup Delegate | | Custom4

3 History - KR-0000073

Modification Date	User Name	Status	Operator	Validated By	Accepted By	Denial Reason
2025-05-20 07:27	Cisneros, Erika {1094788, Kellogg Facilities}	Pending Acceptan				
2025-05-20 13:25	Bonilla, Greicy {1118687, Facilities Mgmt EV}	Pending Acceptan				
2025-05-20 13:25	Bonilla, Greicy {1118687, Facilities Mgmt EV}	Pending Acceptan				

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▶ **PROCESS**

▼ **INFORMATION**

4.1 Appendix
Notification List

This lists contains the current notification types and who receives them.

The following pages will detail the content of each notification.

Notification Type	Key Authorizer	Key Holder
Request Creation		X
T&C Confirmation		X
Ready for Pick Up	X	X
Completion Confirmation		X
Key Policy Recurring Reminders		X
Pick Up Recurring Reminder	X	X
Key Expiration Recurring Reminder	X	X

SimpleK
1.17.4

▼ **INFORMATION**

4.1 Appendix
Notification List

Key Policy Acceptance

- Key Request has been created on your behalf.

- Request to sign the Terms and Conditions.

Key policy acceptance is required. KR-0000050

NR no-reply@simplekcloud.com

To 🕐 Joy Caluag

ⓘ This sender no-reply@simplekcloud.com is from outside your organization.

\<SimpleK Test Environment\>

A key request has been created for you. (KR-0000050)

You need to accept the University Key Policy to complete the request.

Log on to [site](#) to accept the policy

▶ **PROCESS**

▼ **INFORMATION**

4.1 Appendix
Notification List

Key Policy Acceptance Confirmation

- Confirmationn that the Terms and Conditions agreement has been signed by the Key Holder

- Copy of the signed Terms and Conditions for your records.

Northwestern

KEY ISSUANCE TERMS AND CONDITIONS

Holder : CJ Marshall , 1106547
Training & Support Specialist
Facilities Management

By signing this form, I agree to the following:

1. not to give or loan the key to others;

2. not to make any attempts to copy, alter, duplicate, or reproduce the key;

3. may only have one key per application (no spares);

4. to use the key for authorized purposes only;

5. to safeguard and store the key securely;

6. to immediately report any lost or stolen keys;

7. keys are property of Northwestern University and the key holder must produce or surrender the key upon official request;

8. if the key is lost, stolen, or not surrendered when requested, a charge that reflects the cost of changing all locks affected may be assessed.

cmj5077@ads.northwestern.edu
5/8/2025 2:43:03 PM

► **PROCESS**

▼ **INFORMATION**

4.1 Appendix
Notification List

Key Request Complete

- Keys are ready for pickup
- Will include **Location** and **Times** key can be picked up
- Key Pick up **Requirements**

Your keys are ready

NR no-reply@simplekcloud.com
To 🕐 Joy Caluag
8:05 PM

ⓘ This sender no-reply@simplekcloud.com is from outside your organization.

Your key request is complete, keys can be picked up at **345 E. Superior 15ᵗʰ floor.**

- **Keys can be picked up Tuesday and Wednesday from 8:30am-Noon.**

Person(s) picking up the key must-have, and present, a valid Northwestern ID.

Keys can only be picked up by the following individuals:

- Key Authorizer
- Person to whom the key is assigned.
- Or previously communicated designee.

▶ PROCESS

▼ INFORMATION

4.1 Appendix
Notification List

Confirmation of Key Receipt

- Confirmation the keys were picked up and by whom.
- Copy of signature
- Copy of Key Agreement

Northwestern

KEY ISSUANCE AGREEMENT

Holder :   Joy Caluag , 1076861
Systems Analyst Lead
Information Technology
j-caluag@northwestern.edu
847/467-6883

Date of Issuance: 2025-02-17

Issuer: Joy Caluag

Key	*Sequence No.*	*Due Date*
20973	20973-006	2025-03-01

By accepting the key(s) and signing this form, I agree to the following:

- I confirm the accuracy of the key(s) list.
- I will not attempt to duplicate this key(s).
- I am not authorized to loan or give this key(s) to any other individual.
- I will return the key(s) no later than the due date listed above or at the end of my mandate, if no due date is listed.
- I will promptly declare any lost or damaged key(s) to the appropriate person.

_____
Holder's Signature

PROCESS

INFORMATION

4.1 Appendix
Notification List

Recurring Reminders

- **Key Policy Required:** Sent every 3 days from Request Submitted Date

From: no-reply@simplekcloud.com <no-reply@simplekcloud.com>
Sent: Thursday, May 22, 2025 7:00 PM
To:
Subject: REMINDER Key policy acceptance is Required

A key request has been created for you. (KR-0000073)

You need to accept the University Key Policy to complete the request.

Log on to site to accept the policy

▶ PROCESS

▼ INFORMATION

4.1 Appendix
Notification List

Recurring Reminders

- Keys ready to pick up: Sent every 7 days from when request is ready for pickup

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REMINDER: Your keys are ready

N   no-reply@simplekcloud.com   😊 ↩ Reply   ↩ Reply all   ↗ Forward   ☑ ▦ ⋯

To: ✅ CJ Marshall; 🕐 Mark Wheeler

Wed 5/21/2025 7:00 PM

Your key request is complete, keys can be picked up at   2020 Ridge Suite 217 Customer Service
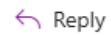
- Expanded hours TUE, WED from 8:30am-12pm.

Person(s) picking up the key must-have, and present, a valid Northwestern ID.
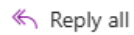
Keys can only be picked up by the following individuals:

- Key Authorizer
- Person to whom the key is assigned.
- Or previously communicated designee.

If keys are not picked up within 16 days, the request will be cancelled. Restock fees may apply.

↩ Reply   ↩ Reply all   ↗ Forward

▼ **INFORMATION**

4.1 Appendix
Notification List

Recurring Reminders

- Overdue Key Copies: Sent every 7 days, starting one month before keys expire