

Course: Introduction to SimpleK Web

Audience: Authorized Key Clerks at McMaster University

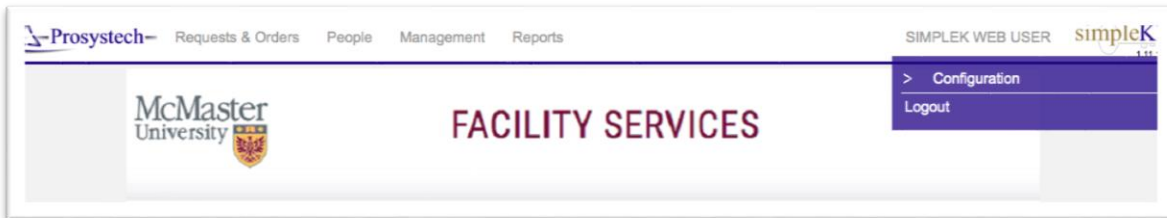
(<https://facilities.mcmaster.ca/app/uploads/2018/10/KeyclerkAuthorization.pdf>)

Learning Objective: Familiarize the user with the SimpleK Web Key Management System

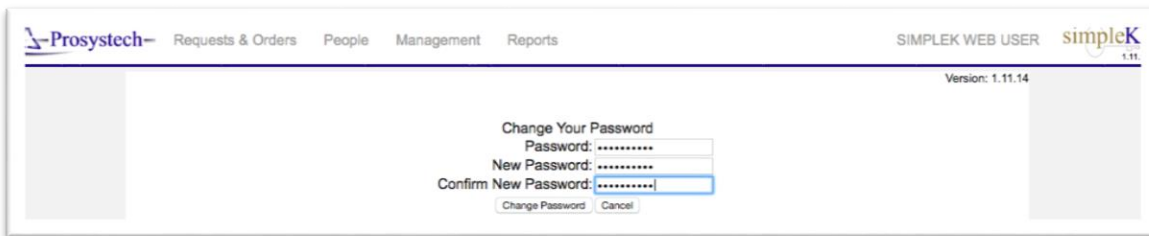
Learning Exercise: Changing your Password

Steps:

1. Log into the SimpleK Web application at <http://skweb.services.mcmaster.ca/simplek/> using the username and password provided to you (please email keys@mcmaster.ca if you have not received your login information).
2. Click on your username in the top right corner to display the Configuration menu. Click Configuration.



3. Enter your old password in the first box. Enter your new password in the second and third boxes using a minimum of 8 characters (at least one upper case, one lower case, and one special character or number). Click Change Password.

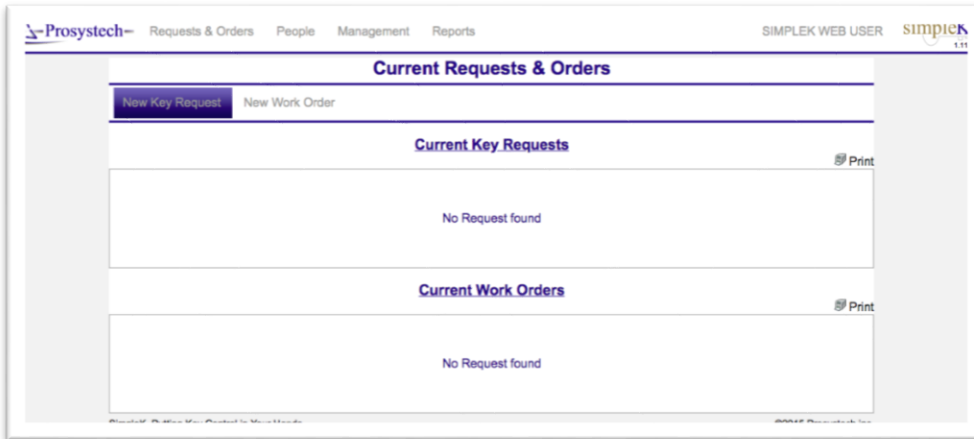


4. Click continue to return to Main Menu.
5. Your password has been changed.

Learning Exercise: Submit a Key Request

Steps:

1. Log into the SimpleK Web application at <http://skweb.services.mcmaster.ca/simplek/> using the username and password provided to you (please email keys@mcmaster.ca if you have not received your login information).
2. Click on Requests & Orders on the top left corner of the page.
3. Click on New Key Request to open the key request form.



4. The current user will be displayed in the Requester field.
5. Enter the Key Holder. The Key Holder is the authorized key clerk for the area (usually the same as the Requester). Begin typing the name of the Key Holder until it appears in the drop-down list. Select the Key Holder name from the drop-down list.
6. Enter a Reason Code for the request.
 - a. Broken Key – Key is already issued to holder and requires a replacement. Add notes in the Notes section to provide the Key Stamp ID from the broken key.
 - b. New Key – A new key is required.
 - c. Recut – Key was delivered to holder but is defective. Add notes in the Notes section to describe the problem in detail.
7. Enter a chargeback Chart Field string in the Account Number field including Business Unit, Fund, Account Number, Department ID and Program Code. Please ensure the number is entered in this order. A fee will be charged per key as identified in the current Key Control Policy (<https://facilities.mcmaster.ca/app/uploads/2018/10/Key-Control-Policy.pdf>).
8. Keys can be requested by Key ID code, by Location, or by both Code and Location.
9. If you are the Key Holder for all keys in your department, you will likely see messages warning that you have already been assigned the requested key. You can click OK and proceed to ignore this warning.

- To request a key by Key ID Code, enter the Code in the Key field and press Enter. If you are authorized to receive this key it will appear in the form as the first requested key. Change the quantity as required. If the key does not appear, this indicates you have entered an invalid key code or a key code for which you are not authorized.

New Key Request

Requester WEB USER, SIMPLEK | JASKIEW | HOLDER

Key Holder

Email

Reason

Account No

Requested Access

Key

OR

Building

Door

| | Quantity | Key | Building | Door |
|--------------------------|----------|----------------------|----------|------|
| <input type="checkbox"/> | 1 | CG MEDECO-C 32-A | | |

Additional Information / Notes:

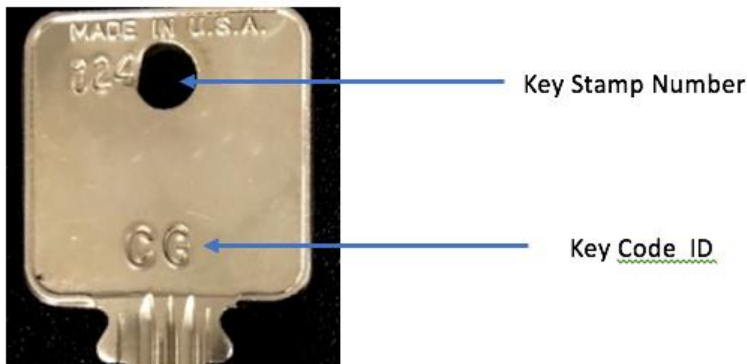
MY KEY IS BROKEN. PLEASE REPLACE AND USE STAMP 124.

Fill out this form to complete your request.

Use the "Add" button to request access for multiple doors or keys.

Use the "Submit" button to send the request.

- To request a key by location, select the building and door location and click the Add button. The key will display in the list of requested keys. Change the quantity as required.
- Additional Information/Notes: Add any additional notes or details pertaining to the requested keys. If you are requesting a replacement key, please indicate the full Key ID Code (alpha-numeric code, e.g. AB123) and Stamp Number (numeric code, e.g. 2) of the key.



- Click Submit. The Key Request is now created.

New Key Request

Requester WEB USER, SIMPLEK | JASKIEW | HOLDER

Key Holder WEB USER, SIMPLEK | JASKIEW | HOLDER

Email JASKIEW@MCMASTER.CA

Reason BROKEN KEY

Account No MAC01-20-600001-10000-30000

| Quantity | Key | Building | Door |
|----------|----------------------|----------|------|
| 1 | CG MEDECO-C 32-A | | |

Additional Information / Notes:

MY KEY IS BROKEN. PLEASE REPLACE AND USE STAMP 124.

Your request: KR00000326 has been sent

Copy Request

Close

Learning Exercise: View an Active Key Request

Steps:

1. Log into SimpleK Web Application at: <http://skweb.services.mcmaster.ca/simplek/> using the user name and password provided to you (please email keys@mcmaster.ca if you have not received your login information).
2. Your active key requests will show under 'Current Key Requests' where you can view the current status of the request and the 'Expected By' date.
3. Click on the Key Request number to view details and any additional comments added by the Facilities Key Administrator. Click 'Close' to return to your list of active Key Requests.

The screenshot displays the SimpleK web application interface. At the top, there is a navigation bar with the Prosystem logo and menu items: Requests & Orders, People, Management, and Reports. The user is logged in as 'SIMPLEK WEB USER'. The main content area is titled 'Current Requests & Orders' and contains a table of 'Current Key Requests'. A table with the following data is visible:

| Number | Key Holder | Status | Request date | Expected by |
|------------|------------------|---------|--------------|-------------|
| KR00000326 | SIMPLEK WEB USER | Pending | 4/12/2019 | 4/30/2019 |

A 'Key request details' pop-up window is open over the first row of the table. It contains the following information:

- Number: KR00000326
- Key Holder: WEB USER, SIMPLEK | JASKIEW | HOLDER
- Key Manager:
- Operator: Account No: MAC01-20-600001-10000-30000
- Request date: 4/12/2019
- Status: Pending
- Note: MY KEY IS BROKEN. PLEASE REPLACE AND USE STAMP 124. THERE IS A DELAY IN KEY DELIVERY AT THIS TIME. DELIVERY DATE ESTIMATED AT 04/30/2019. - UPDATED 04/16/19
- List of associated keys and doors:

| Key | Door | Quantity |
|---------------|------|----------|
| CG (MEDECO-C) | | 1 |

The pop-up window also includes a 'Close' button at the bottom right.

4. For additional information on your key request, please email keys@mcmaster.ca or call extension 24490.