

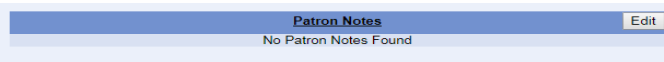
When making a request for building access, please follow these steps below.

**1. Process for requesting building access:**

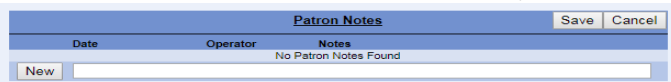
- a. Advanced notice is always best if possible. One reason, if a door lock is “online” an update will happen quickly but if not “online” it could take up to 24 hours for its update.
- b. Please use our ticketing system found at the top right corner of [HRL’s Intranet homepage](#) or [Request Computer or Access Help](#)
  - i. When entering a ticket, please set the category to “Building Access” and set the “Owner” to Michael D. Cvetanovich.
  - ii. In the “Comment:” section, please include the following:
    1. Start Date & Time of Access
    2. Is it a Conference Card Number(s) or UVA ID number?
    3. Who authorized the access request
    4. Its purpose
    5. Whether it going to staff, student, contractor or guest
    6. Very importantly, include the expected **Expiration Date**.
  - iii. If the Expiration is unknown, use a calculated estimate and update the ticket when that information is known.
  - iv. You will receive an email confirmation with a link to your case ticket.
  - v. Clicking on the link in the email ticket confirmation will reopen the ticket, notifying me of a change of status. Enter any changes in a new comment field.

**2. Giving Access using CS Gold**

- a. If you’re capable of granting access or opening common doors, please use the same steps above, and create a ticket for access which creates departmental awareness.
- b. **[Security Concerns]** It’s very important to always use an Expiration Date & Military Time in the schedule so it will remove access or relock the door automatically.
- c. In CS Gold Patron Lookup page, a note of your access actions should add in Patron Notes. Your Computer ID will be added automatically to the note. This will help with communication in case there is some confusion later.



- d. Click on the Edit button and enter new note, then Save.



**A note about the benefits of using our Kace K1000 Management Ticketing System.** The primary benefit of using our ticketing system is visibility, accountability, and case specific information about your request to more than one person in our department.

Additionally, the ticketing system has automatic reminders built-in to help make sure jobs don't get forgotten.

You can use your email confirmation and quickly access your ticket, make changes, and respond to any related questions.

Or login directly and see a list of your entered tickets only. Give up searching for your email for a certain ticket.

**Getting to our ticket system has gotten easier.** Note the new link location on our Intranet below. The **Ethics Statement** has been removed for login convenience and will be issued some other way.



Login using your standard Netbadge or Email computer ID & Password

