



## **Facilities Advisory 23-1122**

Administrative Regulation (AR) 3501 Campus Security and Access  
Pilot Key and Electronic Access Control Procedure AR 3501.1 Update  
**December 11, 2023**

### **Introduction**

In March 2020, Administrative Regulation (AR) 3501 Campus Security and Access was amended to add Pilot Key and Electronic Access Control Procedures under AR 3501.1. District Safety and Security (“DS&S”) is responsible for managing the inventory and distribution of new mechanical keys, electronic access control cards and/or electronic fobs (“access credentials”). The purpose of the new procedure is to ensure the ongoing safety, security, and accessibility for students, employees, and visitors of Rancho Santiago Community College District (“District”) by implementing key and electronic access control practices in accordance with Board Policy 3501. Safety shall supersede convenience.

As part of the ongoing pilot, the District is testing new software and technology for card access and key management to streamline employee key requests and those managers that approve such key requests. The District expects that the pilot will continue for two additional years. DS&S will conduct a bi-annual assessment of this pilot procedure to review the implementation process, retain feedback, review lessons learned and assemble the District’s Work Group as needed to review any proposed revisions to the AR as needed.

The District’s standard for all newly constructed buildings is electronic card access along with the new Medeco M3 mechanical keys for doors that are not electronic card accessible. The Medeco M3 keying system is the District’s Board approved key system standard.

DS&S is implementing and testing a new Access Management System (“AMS”). The new AMS integrates software that utilizes a web-based card and key request process in lieu of the current key and card request system. The system eliminates the current “paper” or PDF file access credential request form for all new card and Medeco M3 key requests. The new AMS will only be utilized for **new Medeco M3 keys** and all **new card access requests**.

Those buildings part of the pilot program include the following:

- Santa Ana College Science Center (both electronic access control key cards and Medeco M3 mechanical)
- Santa Ana College Johnson Student Center (both electronic access control key cards and Medeco M3 mechanical)

- Santa Ana College Health Sciences (both electronic access control key cards and Medeco M3 mechanical)
- Santiago Canyon College Security Campus Safety (both electronic access control key cards and Medeco M3 mechanical)

Forthcoming, the District will be undertaking a districtwide project to re-key **all buildings** and transition to the Medeco M3 standard. As buildings are re-keyed, the new AMS will be utilized for key requests. There are multiple legacy key systems throughout the District that have been installed over the years. College Maintenance and Operations (M&O) has maintained and issued keys for these systems and will continue to do so until they are replaced with the new Medeco M3 system. All legacy building keys will continue to use the existing **Access Credential Request Form 3501.2** to process. ([Click here for 3501.2 Form 1](#))

Attached is a brief status of in-progress pilot work with various employees and managers of the newly constructed buildings. Additionally, we kindly request that you circulate this Advisory to any appropriate staff. The Advisory is located on the RSCCD.edu Intranet under the departments of District Safety and Security and Facility Planning, Construction & District Support Services and will be updated to reflect revisions and additional information as needed. Should you have any questions or need assistance, please do not hesitate to contact District Safety & Security at (714) 564-6330 and Facility Planning, Construction & District Support Services at (714) 480-7510.

Sincerely,

*District Safety and Security and Facility Planning, Construction & District Support Services*

## **RSCCD District Card Access and Key Management History**

The District has several types of hard mechanical key systems that have been installed across buildings over the years. These older hard mechanical key systems are called “legacy key systems”. These systems will need to remain in use until the entire hard mechanical key system is replaced in the future. The legacy key systems are the older Medeco (A02139) system, Sargent and Corbin Russwin. All legacy key systems will be converted to the new Medeco M3 system under an upcoming project.

M&O at each campus is responsible for issuing all legacy keys until the District replaces these key systems with the new Medeco (A02868) system. Additionally, M&O will continue to issue all furniture and equipment panel keys.

In all new buildings, electronic card access readers have been installed along with Medeco M3 hard mechanical keys for doors identified not for electronic card access. The electronic card access system was implemented in Santa Ana College’s Johnson Student Center and more recently, the Science Center and Health Sciences. At Santiago Canyon College, the system is in Security Campus Safety. DS&S is responsible for managing and issuing all electronic card access and Medeco M3 requests.

In 2017, the District was working on the design plans for both the new Santa Ana College’s Science Center and Johnson Student Center. As part of these new buildings, it was desired to add electronic key access cards to certain doors. It was also discovered that there was no master key hierarchy developed for the hard mechanical legacy key systems which prompted an assessment of these key systems across buildings and doors districtwide.

A District Work Group was formed consisting of members from the Colleges’ Administration, Safety and Security, ITS, M&O, Student Support Services, and District Facilities. Several meetings occurred over the course of the design phase for the projects, resulting in a new selection of software, a new master key hierarchy and hard mechanical key standard, along with a new electronic key access system, including a new pilot procedure AR 3501.1 for requests of any type of key by an employee.

### **What revisions are currently being proposed to the AR 3501.1 Pilot Procedures**

- Revisions are currently being proposed to AR 3501.1 to reflect changes in the access credential request and management process for the new card and key management system. Access credential requests for a new Medeco M3 key or new access card will be processed electronically versus the paper form. These changes were required to accommodate and test the new available software/technology which is currently underway as a pilot at the new SAC Health Sciences building.
- AR 3501.1 is being changed to clarify the new card access and key request process while concurrently maintaining the existing legacy key systems process. AR 3501.1 defines

both roles for DS&S and M&O in key management of new buildings and older buildings.

- In summary:
  - An employee/recipient reaches out to Supervisor/Dean for a new Medeco M3 key or new access card.
  - Supervisor/Dean or authorized administrative assistant (“Authorized Requestor”, “Requestor”) will log onto the website to start the request process. There is no paper form.

### **How does the Access Management System work?**

AMS utilizes a web-based card & key request process. An initial request is submitted on the system website by an authorized requester for an employee/recipient to receive an access card or key.

Please refer to **Exhibit A**, step-by-step graphical instructions on the process of requesting cards or keys. Below is a brief summary of the changes:

**Step 1:** The requesters are set up by the system administrator, DS&S.

**Step 2:** The request is then forwarded to the 1<sup>st</sup> level approver by email. The approver could be a Dean, Vice President, Assistant Vice Chancellor, or other authorized approvers as outlined in AR 3501. The system allows flexibility per location and reporting structure.

**Step 3:** The 1<sup>st</sup> level approver will then be automatically logged into the key management system after clicking on the link in the email to approve the request.

**Step 4:** Once approved by the 1<sup>st</sup> level approver, the key system will then be emailed to the next level approver for final approval. The 2<sup>nd</sup> level of approval will be by authorized DS&S personnel.

**Step 5:** After final approval by the 2<sup>nd</sup> level approver, the request will reside in the key management system request queue for processing. The system administrator will process the approved request by issuing the key to the recipient.

**Step 6:** The key management system will send an email to the key recipient notifying them that the key has been approved and ready for pick up at a designated location.

**Step 7:** The recipient will then go to the pickup location and electronically sign using a physical digital signing device for the key. The signature page is automatically saved as a PDF in the key system. The recipient can also receive a copy by email or printed at the site.

The process for a card request is the same as a key request except the final activation of the access groups for the card will be done in a separate access control management system known as Genetec.

### **What is the Card and Key request process for new buildings and rekeyed Buildings?**

DS&S will manage and issue all card access and Medeco M3 A02686 key system requests. Access credential requests will be through the Access Management Software system website request form following the steps outlined above. Contact DS&S for access to the website for RSCCD Access Management. Training on how to request a card or key will be available to designated employees that register to be card or key requesters.

### **What is the key request process for older buildings?**

M&O will manage and issue all legacy key systems used throughout the District. Access credential requests for all legacy mechanical keys systems will be through the existing Access Credential Request paper form.

### **How do I know which building is on what system?**

Santa Ana College: Johnson Student Center, Science Center, and Health Science have new card access systems and utilize the new Medeco M3 system. DS&S is responsible for issuing cards and keys to these buildings. All other buildings on campus are utilizing legacy key systems and M&O is responsible for issuing keys to these buildings.

Santiago Canyon College: Security Campus Safety is on the new card access and Medeco M3 system. DS&S is responsible for issuing cards and keys to these buildings. All other buildings are utilizing the legacy key system and M&O is responsible for issuing keys to these buildings.

### **Districtwide Medeco M3 Rekey Project**

District Safety and Security in coordination with Facility Planning, Construction, & District Support Services in the planning phase of a districtwide Medeco M3 system rekey project of all existing buildings that are under the legacy key system at Santa Ana College and Santiago Canyon College. The tentative schedule to rekey and distribute keys at Santa Ana College is Spring of 2025 through Spring of 2026. The Santiago Canyon College will follow in the Spring of 2026 through the Fall of 2026. The District will provide more details including a building phasing schedule at a later time. The schedule is subject to change based on multiple factors including the availability of key records.

# Exhibit - A



## Access Management System

Access Credential Authorization Process



**Genetec**

**medeco**

**SimpleK**



## RSCCD Access Management Website

URL: SACNPSIMPLEK1.RSCCD.ORG/SIMPLEK

Main Access Management  
System Card & Key Request  
Page



A screenshot of a web browser displaying the SimpleK website. The browser's address bar shows "sacnpsimplek1.rsccd.org/simplek/". The website header includes the Rancho Santiago Community College District logo, a navigation menu with buttons for "Requests &amp; Orders", "People", "Locksmithing", "Key Tracking", "Item Tracking", "Visitors", and "Reports", and a user profile for "Timothy Wootton". The main content area features the SimpleK logo and the slogan "Putting Key Control in Your Hands" above a large image of keys. Below this is a white box containing the text "RSCCD Key Management System". A yellow warning banner at the bottom states "SSL is not enabled. Without an SSL certificate installed on your server, any data provided on this site may be compromised. Please, request it from your server administrator." The footer contains the SimpleK logo and slogan, and the copyright notice "©2021 SimpleK".



# Access Management Key Request Main Web Page

Click for New Card or  
Key Request

— — — — — →

[Requests & Orders](#) [People](#) [Locksmithing](#) [Key Tracking](#) [Item Tracking](#) [Visitors](#) [Reports](#)

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simpleK<sup>®</sup>

Putting Key Control in Your Hands

Default page!  
You can modify this page here: <images/banners/default.txt>



# Card & Key Request Main Web Page

Click to start new Key Request



Click to start new Card Request



Request history queue



[New Key Request](#) [New Card Request](#) [New Work Order](#)

[Issuance Requests](#)

Number	Recipient	Status	Request date
<a href="#">001</a>	<a href="#">Joe Melendez</a>	<a href="#">New</a>	5/10/2022
<a href="#">002</a>	<a href="#">Chris Baker</a>	<a href="#">New</a>	6/7/2022

[Work Orders](#)



# New Key Request Window

Authorized Requester

Fill in recipient name

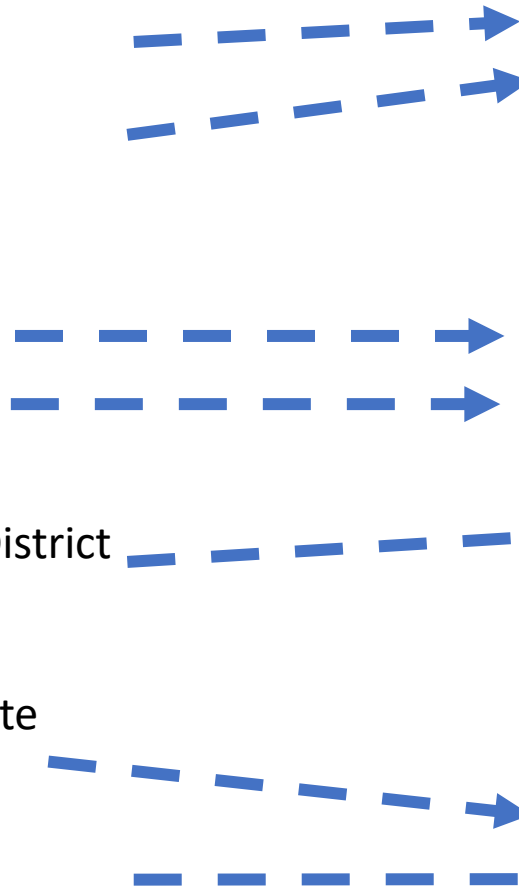
Select Building

Select Doors

2<sup>nd</sup> Level Approver by District  
Safety & Security

1<sup>st</sup> Level Approver by Site  
Administrator

Click Submit Button



### New Key Request

Requester Baker, Chris | 2066883 | Facility Planning, District Construction & Support Services | DO - Facility Planning

Recipient

Reason

**Requested Access**

Key

OR

Building

Door

Quantity	Key	Door	Approver	Key
<input type="text" value="1"/>		201-1 OFFICE	<input type="text" value="Waters, David"/>	

Additional Information / Notes:

Acceptance Required By Melendez, Joe | 2281738 | Facility Planning, District Construction & Support Services | District Facilities Planning



## Key Request submitted in the Access Management System

- Key request will be emailed to 1<sup>st</sup> Level Approver
- 1<sup>st</sup> Level Approver will receive email from [keys@rsccd.edu](mailto:keys@rsccd.edu).
- Email will have link to Access Management System approval webpage
- 1<sup>st</sup> Level Approver will click on link and accept or deny request

**New Key Request**

Requester Baker, Chris | 2066883 | Facility Planning, District Construction & Support Services | DO - Facility Planning

Recipient

Reason

**Requested Access**

Key

OR

Building

Door

Quantity	Key	Door	Approver	Key
<input type="text" value="1"/>		201-1 OFFICE	<input type="text" value="Waters, David"/>	

Additional Information / Notes:

Acceptance Required By Melendez, Joe | 2281738 | Facility Planning, District Construction & Support Services | District Facilities Planning &



## Status of Key request is visible from requester's login

- Key request will be sent by email to 2<sup>nd</sup> Level Approver
- After 2<sup>nd</sup> level approval, request will be automatically sent to the Access Management System issuance queue

**Request details**

Number: 033  
Requester: Wootton, Timothy | 2607849 | Facility Planning, District Construction & Support Services | DO - Facility Planning  
Recipient: Baker, Chris | 2066883 | Facility Planning, District Construction & Support Services | DO - Facility Planning  
Reason: Existing Employee  
Operator: Wootton, Timothy | 2607849 | Facility Planning, District Construction & Support Services | DO - Facility Planning  
Approval Required By: Waters, David | 2579077 | District Safety & Security | SAC/DO - Safety and Security  
Request date: 11/16/2023  
Status: Pending Acceptance  
Note:

List of associated keys and doors

Key	System	Door	Quantity
AWB2   106   RSCCD (A02686)	Assoc. Doors RSCCD (A02686)	120-2A (Health Science, 1st Floor)	1

Accept  
Deny   
Save Cancel

2<sup>nd</sup> Level Approver will accept or deny request





After 2<sup>nd</sup> level approval:

- Authorized Access Management Administrator will issue key or card to recipient
- Recipient will receive email stating the key has been issued and is ready for pickup at the designated location
- Recipient will sign with electronic signature device upon pickup of the card or key

\\sqlxpress : SimpleK User: Wootton, Timothy

Security Quick Actions Tools Help

Report History Form **Issuance Requests** Work Orders Purchase Order Log Assignment

Issuance Requests: Filter Active Requests

Any Column Contains Search in the current data

Number	Requester	Requester's Phone	Key Holder	Key Manager	Operator	Approver	Validated By	Accepted By	Request Date
032	Wootton, Timothy,...	(714) 480-7517	Baker, Chris, 2066883		Wootton, Timothy,...	Sergeyeva, Larisa, 2...			11-02-2023

Assignment Tool Automatic Assignment Reject Call Off

0 of 0



# Access Management System Signature Form

Recipient's personal information from RSCCD Active Directory






Card or key information issued to recipient



Recipient will sign with Electronic Signature Pad



Signature page automatically saved as PDF file in AMS and can be emailed to recipient

**Rancho Santiago Community College District**  
Access Credential Authorization Form (Employees Only)

**PERSONAL KEY INVENTORY**

Holder : <DP> <DN> , <DID>  
<DF>  
<DD>  
<DE>  
<DTL>

Name & Employee ID ← From Simple K  
Title  
Department  
Email Address & Telephone Number

On <DATE>, here is the complete list of key(s) in your possession:

<u>Key</u>	<u>Sequence No.</u>	<u>Status</u>	<u>Issue Date</u>	<u>Due Date</u>
<CP>	<ES>	<EE>	<EDE>	<EDR>

Key inventory for From Simple K

I understand that by signing this form, I agree to the terms and conditions of Board Policy and Administrative Regulation 6520, and Key and Electronic Access Control Procedures including, but not limited to:

1) A receipt will be provided to employee upon return of keys. Human Resources will require receipt for proof of return as a condition of final exit interview and completion of returning District property. Refer to Section IV.F, Returning and Collecting Keys of Key and Electronic Access Control Procedures).

2) District Safety and Security Office shall be notified if a key is reported lost, stolen, or not returned by employee utilizing the Lost, Stolen, or Unreturned Access Credential Report Form. 3) Employees may be assessed a lost key penalty fee. Penalty fees to be assessed are as follows: AL-2 = \$150; AL-3 = \$100; AL-4 = \$50; AL-5 = \$25; Cabinet Master = \$10; Cabinet File/Desk = \$3. New keys will not be issued until assessed fees are paid. (Refer to Section IV.G, Key Loss or Failure to Return of Key of Electronic Access Control Procedures). By signing this form, I agree to the following:

Simple K Electronic Signature Pad

EMPLOYEE SIGNATURE: \_\_\_\_\_

Copied Form Current Access Authorization