

Annual Key Audit FAQ

What is this “key” under my name that starts with an “A” and is 5 digits long? (ex: A5152)

- It is electronic access available to the cardholder to the indicated area.
- It’s not a physical key; it is access available to use with your connection card!
- If you’d like it removed, please write it in the notes section under your name.

I’m getting an expired link error message when I try to open the document:

- DocuSign expires links after a few days.
- Use the "Send New Link" button: Open the original email and click the button on the expired page to request a new link, [as suggested by DocuSign support](#), which will be emailed to you.
- Contact the Sender: If the button isn't there or doesn't work, ask the sender to resend the envelope or provide a new link.
- Log in to your Account: If you have a DocuSign account, log in and access the document from your inbox, as the link expiration won't affect your account access.
- Delete Old Emails: Delete the expired link emails to prevent accidentally clicking them again.

How do I report a lost key?

- Use the notes section under your list of keys
- Reference the missing key by the Key Code
- Sign the signature line for any keys that you still possess

Can I print and sign instead of using DocuSign?

- Yes. If you do, you must email keyshop@cwu.edu to indicate this is your choice by January 27th.

I’m having trouble using DocuSign, do you have references for me?

- Yes! Please watch this video: [The Signing Experience](#)
- Or read these Adobe instructions [How do I sign a DocuSign document?](#)

Try these these steps:

- Click **Review Document**.
*if link is expired see end of document
- Agree to the **Terms and Conditions**, then select **Continue**.

- Locate the **correct line** that requires your signature and click on it.
- Type your **name and initials**, then click **Adopt and Sign**.

Adopt Your Signature ×

Confirm your name, initials, and signature.

Full Name ← Initials ←

SELECT STYLE DRAW UPLOAD

PREVIEW [Change Style](#)

Signed by: DS

lock shop student *LSS*

4517AB29174E49DD...

By selecting **Adopt and Sign**, I agree that the signature and initials will be the electronic representation of my signature and initials for all purposes when I (or my agent) use them on documents, including legally binding contracts.

Adopt and Sign Cancel

- Repeat this process by clicking each remaining signature line.
 - Your signature will automatically be applied.
- Click finish once you've sign where needed.
- If you see this page your done and good to go !

 **docuSign**

Securely manage agreements with just one more step

● You received a request to sign

● **You signed**
Sender has been notified
[Save a Copy](#)

● Upcoming: next recipient

● Completed
All parties received a completed copy.

Finish setting up your free account

cwkeyst03@cwu.edu

By clicking Set Your Password you agree to DocuSign's [Privacy Notice](#) and [Terms & Conditions](#)

Set Your Password

Region: United States ▼

- Lastly, our service desk is available to help as well! Their contact number is 963-2001

Annual Key Audit - Department Heads or Department Delegated Signers FAQ

Can I print and have everyone sign this report by hand?

- The preferred method is to use the digital form, however if you need an exception for any individual in your report, the lock shop will need to know this by January 27th.

Why are students not in this report?

- This report contains keys issued indefinitely to staff and faculty. Students only appear on the Quarterly Key Renewal Report.

What if I don't know someone who appears in this report?

- Please email them and make an inquiry! If they appear on the report, the department assigned the keys, and they are still checked out to that individual. In some cases, it could be a Key Shop mistake. If it is, please email KeyShop@cwu.edu and reference the individual's name.
- If they have a CWU email address, the lock shop has attempted to collect their signature on the Audit.
- If the mystery remains at the time of the report deadline, please indicate that under their notes section and complete your signing. The Key Shop will do an Irretrievable Key Report for the keys listed as issued to that individual.

What if I can't contact my Emeritus key holder, but I still want them to have the key access? Or if I wish to revoke their access?

- Please indicate that under the notes line of the individual. When the key authorizer signs the bottom, they are stating that the individual is authorized to keep the key access.

An employee on my report no longer works here, now what?

- The employee never returned their keys if they still appear in this report.
- Please indicate that they no longer work here in the notes section, sign their signature line and complete your own signing.
- When the report is complete, the Key Shop will file an Irretrievable Key Report for the keys and remove them from future reports.

I'd like to issue more keys to an employee, how do I accomplish this?

- Fill out a key authorization card and list what access/keys the department would like to grant. Please ensure your departments key authorizer signs the form, and give it to the employee. They will need to make an appointment with the Key Shop to receive the key.