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 this error message when I try to open the document:

Please login as an authorized signer in order to view and sign this document.

- You must be logged into Adobe to view or sign the Audit. Please open an Adobe PDF (not in a browser) then find this icon in the toolbar: and log in using your Adobe credentials.

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 Acrobat Sign?

- Yes. If you do, you must email keyshop@cwu.edu to indicate this is your choice by April 17th.

I'm having trouble using Acrobat Sign, do you have references for me?

- Yes! Please watch this video: https://helpx.adobe.com/sign/how-to/adobe-for-signers.html?playlist=/ccx/v1/collection/product/sign/segment/designer/explevel/beginner/applaunch/continuinged/collection.ccx.js&ref=helpx.adobe.com
- Or follow these steps:

  1. Open your PDF attachment from the email you received
  2. Click on the yellow start tag
  3. Review the keys assigned to you below to your name.
  4. Sign the document electronically.

- Or read these Adobe instructions: https://helpx.adobe.com/acrobat/using/signing-pdfs.html#Signanagreement
- 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 on your report, the lock shop will need to know this by April 17th.

Why are students not on 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 on this report?

- Please email them and do 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 individuals 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 on 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 departemtns 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.