1.0 **PURPOSE:**

This procedure provides the NC Department of Administration, and Security Systems a consistent and uniform process to receive **(ACR)** Forms from approved Building Coordinators.

2.0 **HISTORY OF REVISIONS:**

Date	Revision	Change	Reference Section
03/04/2021	**2**	**All**	**Page 1 -**

3.0 **PROGRAMS AFFECTED:**

3.1   Facility Management Division/Security Systems

3.2   All State Agencies, Building Coordinators, Permanent, Temporary, and Contract Employees requiring a Card Access Badge or ID Badge created through the DOA Facility Management/Security Systems office.

4.0 **REFERENCES:**

4.1   All North Carolina Department of Administration OSHR Badge ID policies.

4.2   **BCF** (Building Coordinator Request Form)

4.3   **KCRF** (Key and Core Request Form)

4.4   **DOA** (Inclement Weather Policy) – Inclement Weather Policy

5.0 **POLICY:**

    5.1   The Facility Management Division/ Security Systems, Department of Administration will use consistent and uniform forms and processes for accepting Access Card Requests **(ACR's).**

    5.2   All Agencies, Departments, and Building Coordinators will use the approved **(ACR)** Form (.pdf 03032021) and send through the **(ReaDY Badging Access Application)**

6.0 **DEFINITION:**

    6.1   **ACR** *(*Access Card Request) This form is used for replacement, lost, damaged, agency or department change, employment change, and/or name change.

    6.2   **Building Coordinator** – Selected individual(s) assigned and approved from an agency and or Division to send in Key Request Forms, Access Card Request Forms, changes to access levels up to and including deactivations of an individual's access card.

    6.3   **BCF** (Building Coordinator Form)

    6.4   **DOA** (Department of Administration)

    6.5   **FMD** *(*Facility Management Division)

    6.6   **New Hire** (to include, Permanent, Temporary, Contractor, Intern Employee and Board and/or Commission members).

    6.7   **Security Systems** - Card Access will be processed through the **(ReaDY Badging Access Application)** for all security related correspondence. ***Do not attempt to send requests through a conventional work order.*** This includes Access Card Requests **(ACR's),** changes in access, activations and deactivations, reports, inclement weather, and emergency lockdowns and unlocks of buildings.

7.0   **RESPONSIBILITY:**

7.1   **DOA FMD Badging Office Manager** is responsible for the following:

     7.1.1   Ensure all Building Coordinator lists are up to date.

     7.1.2   Provide a Building Coordinator the direction to the **(ReaDY Badging Access Application)** portal to submit a BCF form.

     7.1.3   Educate and assist all new Building Coordinators. This includes providing a copy of **Standard Operating Procedures** regarding **(ACR),** the (**ACR**) Form, and any information pertinent to their specific agency/department regarding access.

     7.1.4   Review and ensure all **(ACR's)** received **(ReaDY Application)** requests are from approved Building Coordinators are correct.

     7.1.5   Inclement Weather / Emergency Building lockdowns and unlocks.

7.2   **DOA FMD Security Systems Office** is responsible for the following:
Receiving all Card Access Requests from the **(ReaDY Badging Access Application)** portal regarding changes to access.

     7.2.1   **Card Access Badges.**

          7.2.2.A - Scheduling Appointments.

          7.2.2.B - Print badges with Photos from Remote Sites.

          7.2.2.C - Print badges and badge replacements if:

               1.) Broken

               2.) Lost

               3.) Stopped Working

               4.) Return to Work

               5.) New Hire

               6.) Agency / Department change

               7.) Name Change

     7.2.2   Make access level changes that are requested via the **(ReaDY Badging Access Application)** from an approved Building Coordinator.

7.3   **DOA Building Coordinators** are responsible for the following:

     7.3.1   Generating (**ACR**) forms.

     7.3.2   Submitting Forms to Security Systems need to be processed through the **(ReaDY Badging Access Application)**.

          a.) Building Coordinators *__must__* monitor their ReaDY App for:

               1. **rejections**

               2. **inquiries**

               3. **completions**

               4. **deletions**

          of badges and/or information.

          b.) Building Coordinators *__must__* respond to:

               1. **Date changes - informational**

               2. **Time changes - informational**

               3. **Wrong phone numbers – get an alternate**

               4. **No voice mail available – advise as to how to pass on information, etc.**

          c.) All rejected forms must be resubmitted on a new ReaDY request.

7.3.3 Forwarding emails and/or notifying employees when badges are ready for pick-up.

7.3.4 **Informing Employees** of their fiscal responsibility when they need to pay for a badge, lanyard, etc.

8.0 **PROCEDURE:**

8.1 The approved **Building Coordinator** will accurately fill out the **(ACR) Form**. The form must be **electronically filled out** and sent as a **"saved pdf document"**. This must be in the appropriate Acrobat Format. Handwritten, scanned or any other type of document (Word, Excel, etc.) will not be accepted. *Any type of alteration* to the form will not be accepted. If the form is altered or is not submitted by an approved Building Coordinator it will be sent back and can lead to subsequent delays.

8.2 **Filling out the (ACR) Form**

- **The following block areas are required to be filled out. If not, the form will be sent back requesting the information to be completed.**

8.2.1 **Agency Information**: (*Line Item 1)* Each block of information must be completed. It is recommended to *prefill this area* and save it with exception of the request date. This block has a drop-down menu that can be filled on the actual request date. *Save this as your pdf template.*

8.2.2 **Payment Option:** *(Line Item 2)* Only one of the two boxes can be selected. If "**send invoice to agency**" is selected, the company and center number **must** be provided. If "**payment by employee**", check that box and **ensure** the employee is aware of their responsibility for payment.

8.2.3 **Complete this portion for each person: (***Line Item 3)* The information provided in this section is the most important aspect of the **(ACR).** Missing information may lead to the delay of scheduling and/or reprinting of a badge.

8.2.3.A The "**reason for request**" *must* be checked, in order for Security Systems personnel to understand and proceed with the request. The choices below are indicated as **check boxes** on the **(ACR)** form.
- **1.) Broken**
- **2.) Lost**
- **3.) Stopped Working**
- **4.) Return to Work**
- **5.) New Hire**
- **6.) Agency Change**
- **7.) Name Change**

8.2.3.B **(Badge Stopped Working):** If an employee indicates to the Building Coordinator that the badge has stopped working *please inquire:*
- *Has it been left in a vehicle?*
  The cards are sensitive to hot and cold temperatures.
- *Is there any sign of a bend or crack?*
- *When was the last time it worked?*
- *How old is the badge?*
- *What door and what time and when/date did it occur?*

Asking these questions will help determine if a replacement is required or to get a service request to have a technician investigate if it is a programming or hardware issue.

8.2.3.C (**Name Change**): Put the new name in the boxes indicating First and Last Name. Under *"Additional Instructions"*, **please put in the former or maiden name.** This name is what is in the system and how we can cross reference the individual.

8.2.3.D (**Department**): *(example - Department of Administration)*

8.2.3.E (**Division**): *(example - Facility Management Division)*

8.2.3.F (**Identification required with current photo**)
- (Driver's License # **Last (4) digits only**)
- (Passports, Federal or State ID # (**also Last (4) Digits**)

8.2.3.G (**Phone number with Area Code**): this can be the employees' office or cell phone. A Supervisor's or a Building Coordinator number is also acceptable if he/she is responsible for scheduling appointments.

8.2.3.H (**New Hire**): Please ensure that the hire date is entered under **"Employee Start Date"**, this is also a drop-down menu to view and check **"click the date".**

8.2.3.I (**Access Levels**): One box must be checked. The days and times reflect the type of access, Regular Day, Extended Day or Unlimited 24/7.

8.2.3.J (**Access Card Expiration Date**): This area *must* be filled out for Temporary Employees, Contractors, and Interns.

8.2.3.K (**Employment status**): Hiring status of the employee, **box must be checked and be accurate.** This determines the color of the stripe of the badge. *(selections below)*

          1.) Permanent Employee - Red
          2.) Temporary Employee – Sky Blue
          3.) Board or Commission Member - Gold
          4.) Contractor - Yellow
          5.) Intern – Purple

8.2.3.L **Access Needed**: This area is for all the access levels needed, be as specific as possible.

8.2.3.M **Additional Instructions**: The employee's former name, ID purposes only, Field office location, alternate phone number for scheduling etc. Enter any additional information you may feel will help to expedite the process.

The areas below "Additional Instructions" are for internal use and signatures only Do not attempt to fill any information out here.

Signature will be obtained upon pick up of Access Card

8.3   **Processing the (ACR):** Security Systems will determine the action to take for processing the **(ACR).** New hires and any existing employees that request a new or replacement badge with a photo over five years old will be contacted for a formal photo shoot. **The Scheduling Admin will contact the employee and schedule an appointment which will then be confirmed by sending them an email with the date and time for their sitting @ the Badge Office located at 120 West Lane Street, Raleigh NC 27603.**

All missed appointments will be canceled in ReaDY and will have to be resubmitted

Appointment times:
Tuesday, Wednesday and Thursday from 9:00am to 11:00am and 2:00pm - 4:00pm

8.3.1 **It is the responsibility of the Building Coordinator** to forward an email to the employee receiving the badge that it is ready for pickup and that it is the employee's responsibility to pay for and pick up the badge.

8.3.2 Any **(ACR)** that is considered a **re-print**, or the photo is **under five years old** will be printed and the Building Coordinator will receive an email that the badge is ready for pick up.

- Instructions on where Security Systems is located and the times available for pick-up will be the responsibility of the building Coordinator to pass on to the badge recipient.

- If an *employee is responsible* for payment, it is the responsibility of the Building Coordinator inform the employee of the cost of the badge and the option to purchase a lanyard.

- **Check and/or cash** are the only means of payment.
  - ❖ *Exact change is required – we do not break bills.*

8.3.3 If an **Access Card Badge** is left in the office over **(30) thirty days**, the Building Coordinator will receive an email that the badge has not been picked up. If it has not been picked up within **(7) seven** business days of the reminder email it will be destroyed, and the **agency will be invoiced** for the card.

8.3.4 **Photo submissions** must follow these guidelines.
      a.) All photos will be from shoulders to above head respectively.
      b.) All photos must be taken with a **Red background** behind the individual.
      c.) Please submit all photos in the JPEG format.

8.4 **Access Changes**: If there is need for an employee to have additional access, deleted access, disabled access, temporarily or permanently, ***do not use the (ACR).*** All **Card Access changes will be processed through the (ReaDY Badging Access Application)** by an approved Building Coordinator.

8.4.1 **Procedure:**
- **Under Contact information you put your name and telephone number.**
- **Method of payment - Other**
- **Property - Your building**
- **Reason for badge - Other**
- **Enter name - Name of badge i.e., Jane Doe**
- **Select Employment Status**
- **Enter brief Summary:**
- **Example "Please deactivate Jane Doe at cob 11/24/2020"**
- **Review**
- **Submit**

If an employee needs access to a building other than the one, he/she works in, the Building Coordinator must reach out via email (***copying to the security systems email account***) to the appropriate Building Coordinator responsible for that building for access approval. Once approved the requesting Building Coordinator would then submit the request through the **(ReaDY Badging Access Application)**

➢ **Multiple deletions may be added on (1) ReaDY request**
➢ **Multiple names requiring the same access may be on (1) Ready request**

8.5 **Building Coordinator Information:** All building coordinator information and inquiries can be obtained by contacting Security Systems @ 984-236-0460

8.6 **Badge & Lanyard Costs:** All information regarding the costs for Lanyards, Badges, Clips or Mini Prox Pucks can be obtained by calling Security Systems @ 984-236-0460

8.7 **Scheduling Multiple Groups of 10 or more:**
When there is a need to do a **remote photoshoot** i.e., groups of *__10 or more__* individuals, we recommend scheduling an event. This would be for multiple employees at one agency, groups of interns coming in, transition team members, and/or new elect groups. **An (ACR) Access Card Request is still required for each employee in the group**

Please provide in your ReaDY Request:

- Company and Center Numbers that cover multiple employees may be submitted on (1) ReaDY request.
- Provide a complete roster of employees in the ReaDY App Portal as an attachment. (See example below)

Company & Center #'s		
13-0101	**13-0102**	**13-0103**
Employee Name		
Bob Smith	Robby Benson	Governor Cooper
Jane Doe	Robert Redford	Lt. Gov. Mark Robinson
Bill Johnson	Dawn Wells	
Candy VanHausen		

- Location of remote photoshoot
- Time and Date of remote photoshoot
- Number of persons attending to match all ACR's submitted in ReaDY

Please call the Badge Office @ 984-236-0460 with any questions regarding this option

8.8 **ReaDY Portal Process** for multiple employees under (1) Company and Center Number

Access Badge Request profile
Reason for badge request
o **New Hire**
Will this user be issued a state parking?
o **No**
Enter the full name(s) of the person(s) the card is being requested for.
o **Group of Interns – 30ppl**
Select the employment status.
o **Temporary Employee**
Enter a brief summary of the request for access.
o **New interns arriving for work. Requestor has intended to have the photoshoot at their building in room G102 on March 3rd, 2021 @ 10:00am**
Attach the badge access request forms here.
o **Attach all forms and roster here which should include date, times, and location of event**

8.9 **Example form:** The most current image of the form used for requesting an access card will be attached here to view. As revisions occur, they will be reflected at this part of the document. *(See Page 9. Below)*

ACCESS CARD REQUEST
North Carolina Department of Administration
Division of Facility Management-Security Systems
984-236-0460
Appointment Hours: Tuesday-Thursday 9:00 AM - 11:00 AM and 2:00 PM - 4:00 PM

1. AGENCY INFORMATION:

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BUILDING COORDINATOR:		**REQUEST DATE**	
DEPARTMENT – DIVISION:		**BUILDING NAME**	
MSC# and Zip Only:		**TELEPHONE #**	

2. SELECT PAYMENT OPTION:

☐	**SEND INVOICE TO REQUESTING AGENCY**	**COMPANY & CENTER NUMBER** ➡			
☐	**PAYMENT BY EMPLOYEE (CHECK MADE PAYABLE TO DOA OR EXACT CHANGE REQUIRED)**	**DATE:**	**CHECK #:**	**RECEIPT #:**	

3. COMPLETE THIS PORTION FOR EACH PERSON. (Pictures over 5 years old must be updated)

REASON FOR REQUEST:		EXPLANATION		
☐ BROKEN ☐ LOST ☐ STOPPED WORKING ☐ RETURN TO WORK ☐ NEW HIRE ☐ AGENCY CHANGE ☐ NAME CHANGE				

FIRST		MIDDLE		LAST	

DEPARTMENT: NO ABBREVIATIONS	
DIVISION: NO ABBREVIATIONS	
DRIVER'S LICENSE # LAST (4) ONLY:	
PHONE NUMBER WITH AREA CODE:	
EMPLOYEE START DATE: * required*	
EMPLOYEE EMAIL:	

☐	REGULAR DAY ACCESS 6:30 AM TO 6:30 PM, MONDAY THROUGH FRIDAY, NO HOLIDAYS	☐	PERMANENT EMPLOYEE
☐	EXTENDED DAY ACCESS 6:30 AM TO 10:30 PM, MONDAY THROUGH FRIDAY, NO HOLIDAYS	☐	TEMPORARY EMPLOYEE
☐	UNLIMITED ACCESS - 24 HOURS A DAY, 7 DAYS A WEEK, INCLUDES HOLIDAYS	☐	BOARD OR COMMISSION MEMBER
☐	ACCESS CARD EXPIRATION DATE: *REQUIRED FOR: Temps, Interns and Contractors*	☐	CONTRACTOR *requires picture*
☐	START DATE	☐	INTERN

ACCESS NEEDED:	
ADDITIONAL INSTRUCTIONS:	

4. ONLY APPROVED BUILDING COORDINATORS ARE AUTHORIZED TO SUBMIT A COMPLETED REQUEST FORM

https://sonc.assetworks.cloud/ready

5. SECURITY SYSTEMS WILL CONTACT EACH PERSON TO SCHEDULE AN APPOINTMENT FOR AN ACCESS CARD.

6. GO TO https://ncadmin.nc.gov/about-doa/divisions/facility-management **for additional guidelines and information.**

Signature:		Date:	

WORK ORDER NUMBER:			**MATCH NUMBER:**	
COMPLETED BY:			**COMPLETION DATE:**	

PROX CARD	LANYARD CLIP COMBO	CLIP ONLY	LANYARD ONLY	MINI-PROX DISC
☐ #9201	☐ #9913	☐ #9192	☐ #9190	☐ #9221