C-Cure Operators Reference Guide

Document Provided by the Building Access and Security Systems Team

Version June 22, 2020

Preface

This Operating Guide addresses the expectations and operational responsibilities of C-Cure Operators for local departments when using the C-Cure software to manage access, schedule of doors, reporting any repairs needed and running various reports for their areas. Management and the Building Access and Security Systems team may revise or diverge from these guidelines as appropriate.

Building Access and Security Systems Contact Information

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Public Safety Police Dispatch C-Cure Reference Guide

Chapter One – C-Cure Operators Expectations and Responsibilities

C-Cure Operators will play an important role in campus security by managing access, door schedules, reporting any repairs needed, and running various reports for their areas.

1.0 C-Cure Operator and Confidentiality and Expectations

C-Cure Operators will have access to confidential information related to Campus Security in addition to managing access to secure areas of campus. Each C-Cure Operator will be required on an annual basis to agree and complete the C-Cure Operator Confidentiality and Expectations Form.

As a C-Cure Operator you will agree to perform the following:

- Adding/maintaining clearances to personnel requesting access to my area/department of responsibility.
- Removing the clearances of terminated, transferred employees and/or personnel who no longer need access to my area/department of responsibility.
- If at any time Campus Building Access & Security Systems personnel are requested to help with **temporarily** assigning access, a designated person within the department must be identified prior and state clearly what access to assign (which Clearances) via email.
- Managing Access Requests and Auditing Clearances
    - A Card Holder Access Request Form must be created and maintained of all users/personnel requesting access to your area. You can request a basic form we have created for your use.
    - (The department or area is welcome to use their own physical or electronic form)
    - Card Holder Access Request Forms are to be kept/maintained for the duration of the employees need.
    - Card Holder Access Request Forms are to be audited annually by the department.
    - Campus Building Access & Security Systems personnel will annually spot check your record. Noncompliance will result in the removal of employee as an operator.
- Immediate notification to Campus Building Access and Security Systems for needs of assistance with Urgent termination and disabling access.

- Requests for Campus Building Access and Security Systems to assist with creating Manual Actions or Schedule modifications submitted 24 business hours prior to the event.
- C-Cure Operator Access Request form and Training must be renewed annually.
- Observe any ethical restrictions through access, distribute and share of Institutional Data only as needed to conduct University business. This includes all production and non-production data, e.g. test program output failed production runs, etc.
- Respect the confidentiality and privacy of individuals whose records or data I access.
- Protect my security authorizations (user IDs and passwords) and be personally accountable for all work performed under my security authorization.
- Protect confidential information displayed on my workstation monitor.
- Ensure that Institutional Data I store on my computer's hard disk or non-network hardware is protected and backed-up as needed.
- Report knowledge of security breaches.
- Comply with all department and University security policies and procedures regarding acceptable use of computing resources.
- Abide by an applicable state or federal laws with respect to access, use, or disclosure of information, including but limited to the Utah Government records Access and Management Act, section 63-2-100, et seq., Utah Code Ann. (11993 and Supp. 1997) as amended.
- Maintain Visitor Access Cards as assigned to my department.
- Follow emergency procedures as outlined by my department and as outlined during my C-Cure Operator Training.

Chapter Two – Using C-Cure Client Admin

The C-Cure program is a powerful security management system providing critical security and safety protection for people, buildings and other University assets. The University uses this software as a standard approach to physical access authorization throughout the University of Utah and off campus locations. This software can be accessed through a workstation, laptop or mobile device.

In addition to managing access, the C-Cure software is used to monitor and respond to alarm and other security notifications.

There are two different C-Cure applications commonly used by Operators, C-Cure Client Admin and C-Cure Client Monitoring.

C-Cure Client Admin is used to perform the following:

- Add/Remove Clearances to a person
- View an individual's card access history
- Audit assigned clearances

C-Cure Client Monitoring

- Monitor Alarms and other Security Notifications (Primarily used by Security and Campus Police Dispatch)
- Run historical report for doors
- Manual Actions – Temporarily override a schedule to lock/unlock a door

2.0 How to Login to C-Cure Client Admin from a Desktop or Laptop Computer

Only approved and trained C-Cure Operators are able to use the C-Cure software. To become a C-Cure Operator, reach out to the Building Access and Security Systems Team for additional information.

NOTE: If you are logging into C-Cure using a MAC computer, a download of Microsoft Remote Desktop application is required. You may need to contact your departments IT team to further assist with installing this software. After Microsoft Remote Desktop has been downloaded restart the MAC computer before logging into C-Cure.

To Login to C-Cure perform the following:

- Open C-Cure RD Webpage using the link provided below. Copy and paste link into the URL or click on the link to open in web browser.
- https://fm-rdsbe1.fm.utah.edu/RDWeb/Pages/en-US/login.aspx
- In the Domain\username field, enter AD\UNID. See below as an example.
- In the Password field, enter your CIS Password.
- Example:
    - Domain\username: AD\u8675309

- Password: ***********

- After logging in, select the appropriate SAS Folder for your building(s) and select the appropriate application for the desired task.

NOTE: After logging in, there may be another window asking for credentials. Enter the same information as done during initial login.

If you have trouble logging into C-Cure, contact The C-Cure Team by emailing **buildingaccess@fm.utah.edu**

- Single click, the folder with the appropriate server.
- Select the desired application, Client Admin or Client Monitoring.

2.1 How to Logout of C-Cure Client Admin

To logout of C-Cure perform the following:

- To log out of C-Cure click the X in the right hand corner of the Client Admin or Client Monitoring window.
- Navigate back to the web browser used to open the application(s) and select Sign Out.

NOTE: Do not select Operator option in the top left hand corner and do not select Log Out. This may lock all other C-Cure Operators out of C-Cure.

2.2 Search for an individual

To search for only **one** individual (employee, staff, faculty, student, etc…) within C-Cure, there are three ways to perform this search.

1. Search by First Name/Last Name
2. Search by UNID
3. Search by Card Number
   a. AKA 2+, 2* or Proxy Number which is located on the back of a U-Card

2.2.1 Search by Frist Name/Last Name

- Login to the Client Admin Application under the appropriate SAS
- Select Personnel option in the bottom left hand corner
- Select Personnel option in the dropdown list, located to the left of the green arrow
- Enter all or part of the individuals First Name in the Frist Name field
- Enter all or part of the individuals Last Name in the Last Name field
- To execute the search, press Enter on the keyboard or click on the green arrow

2.2.2 Search by UNID

- Login to the Client Admin Application for the appropriate SAS
- Select Personnel option in the bottom left hand corner
- Select Personnel option in the dropdown list, located to the left of the green arrow
- Enter individual’s UNID in the UNID’s field <u>without the letter U</u>
- To execute the search, press Enter on the keyboard or click on the green arrow

  Or
- Login to the Client Admin Application for the appropriate SAS
- Select Personnel option in the bottom left hand corner
- Select Personnel option in the dropdown list, located to the left of the green arrow
- Select Advance option located above the Options and Tools
- Double click on Personnel UNID Query
- Enter the individual’s UNID in the value field <u>without the letter U</u>
- Click Run to execute the search

2.2.3 Search by Card Number or Proxy Number

- Login to the Client Admin Application for the appropriate SAS
- Select Personnel option in the bottom left hand corner
- Select Personnel option in the dropdown list, located to the left of the green arrow
- Select Advance option located above the Options and Tools
- Double click on Personnel Card Number Query
- Enter the individual’s Card Number in the value field
- Click Run to execute the search

2.3 Search for Multiple Individuals

Some departments may have a need to add or remove access to multiple individuals on a regular basis. If needing to add/remove the same clearance(s) to multiple individuals at the same time, there are two ways to perform this search function:

1. Search by UNID
2. Search by Card Number or Proxy Number

2.3.1 Search by UNID

- Login to the Client Admin Application for the appropriate SAS
- Select Personnel option in the bottom left hand corner
- Select Personnel option in the dropdown list, located to the left of the green arrow
- Select Advance option located above the Options and Tools
- Double click on Personnel UNID Query
- Change the filter type by clicking on the dropdown arrow and selecting the In List option
- Click on the three dots under the value field
- Enter the individual's UNID in the values field without the letter U
- Repeat as needed in the newly populated field
- Click okay in the top left hand corner of the new window
- Click Run to execute the search

2.3.2 Search by Card Number or Proxy Number

- Login to the Client Admin Application for the appropriate SAS
- Select Personnel option in the bottom left hand corner
- Select Personnel option in the dropdown list, located to the left of the green arrow
- Select Advance option located above the Options and Tools
- Double click on Personnel Card Number Query
- Change the filter type by clicking on the dropdown arrow and selecting the In List option
- Click on the three dots under the value field
- Enter the individual's Card Number in the values field
- Repeat as needed in the newly populated field
- Click okay in the top left hand corner of the new window
- Click Run to execute the search

2.4 Personnel Profile

Every University Employee, Staff, Faculty, Student and Sponsored Vendor/Contractor that issued a U-Card will have a Personnel Profile in C-Cure. The Personnel Profile will contain information about the individual, U-Card information, what clearances they have assigned to them, department information, and historical reports of where they have used their U-Card. There are several tabs in the Personnel Profile, which will allow you to navigate through this information.

2.4.1 General Tab

The General Tab contains general information regarding the individual's profile.

- Name – the Personnel's First Name and Last Name are contained in the General Tab. To have this information changed or updated, send request to buildingaccess@fm.utah.edu
- Personnel type – This indicates what their current status with the University of Utah. Categories may adjust overtime
    - Employee
    - Student
    - Staff/Student
- Modification History – This tells you who the last person was to make a change to an individual's profile
- Options or Check Boxes

    Options when checked or unchecked will enable/disable specific features of a personnel's profile. C-Cure operators are able to use the Disabled and Alternate Shunt (ADA) options. ONLY the Building Access Department are authorized to

    - Disabled –
        - When this box is checked, it will disable assigned U-Cards for ALL door access regardless of clearances assigned.

        Best Practice NOTE: Use Disable function only when personnel has lost their card and they need time to get a replacement. This will prevent someone else from using the lost U-Card
    - Alternate Shunt (ADA)
        - This box should always be checked
    - When this box is checked, it will enable the personnel's badge, when scanned, to unlock and open doors automatically which are programmed to do so (as long as the personnel has the necessary clearance assigned)

2.4.2 Credentials Tab

The Credentials Tab is where an individual's card information (Card number, 2*or+ number, Proxy) is stored.

- Blue highlighted bar contains the individual's physical U-Card information. In the second column Card Number should match what is on the back of their U-Card just after the 2* or 2+.

- If the number does not match, send a request to buildingaccess@fm.utah.edu with the correct card number, UNID, and first and last name of individual needing to be updated.

NOTE: Only Building Access and Security systems are able to update, add, or remove a card from an individual's profile.

- Card Status – Options where you can temporarily or permanently disable a person's card(s). If an individual has more than one card, you can update the status of each card as necessary. Most individuals should only have one card.
    - Lost – This disables and marks the individual card as Lost preventing someone from being able to use this card to access buildings and areas with a card reader. Once the individual has located their card, the C-Cure operator will need to re-enable the card.
    - Stolen – This disables and marks the individual card as Stolen preventing someone from being able to use this card to access buildings and areas with a card reader. Once the individual has located their card, the C-Cure operator will need to re-enable the card.
    - Disabled – This disables and marks the individual card as disabled preventing someone from being able to use this card to access buildings and areas with a card reader. Once the individual has located their card, the C-Cure operator will need to re-enable the card.
    - Temporary – A temporary card can be directly assigned to an individual if they need a loaner U-Card until they are able to locate their original card or until they are able to acquire a permanent replacement.

2.4.3 Clearances Tab – Add/Remove Clearances (Access)

Clearances tab is where access is assigned or removed from an individual. Each C-Cure operator will only be able to see clearances for the areas they manage access for. Therefore, an individual may not have access to other areas which may not be seen by a C-Cure operator(s).

NOTE: Clearances are **NOT** automatically removed when an individual leaves the University of Utah. C-Cure Operators are **REQUIRED** to remove access when an individual is separated from the University of Utah regardless if their U-Card is collected.

Add Clearances

- Select add Icon
- Identify and select the clearance(s) needs based on their responsibilities

NOTE: Filter or search for a specific clearance, click in the yellow highlighted row just below the column header Name. Once you see the cursor in the yellow space, begin typing the name of the clearance(s) to narrow the list of clearances.

- Click okay
- Select Save or Save and Close

Remove Clearances

- Select or highlight the clearance(s) to remove.
- Select the Remove icon
- In the pop up Warning window, select Yes
- Select Save or Save and Close

Clearance Filter Level

NOTE: Specified areas have been given permission by Building Access and Security Systems to adjust an individual's clearance filter.

- If a clearance requires this to be adjusted, click on the drop down and select Clearance Filter Level 2

2.4.4 Customer and Customer Extended Tabs

The Customer and Customer Extended tab contains text fields, which can be used for additional data entry regarding the individual such as department name, job title, end date for employment, graduation date, etc… Depending on which building and which server the operator is logged into will dictate which field is available for data entry.

NOTE: Building Access and Security Systems team **does not** automatically update Customer and Customer Extended Fields. Use of these fields is not required however when used in queries it can be helpful to filter different information for auditing purposes.

Everyone – Fields open for use by all C-Cure Operators

- Department
    - Enter an individual's department information in this field
- Disabled Notes – Text 2
    - Enter notes of why an individual's profile has been disabled
- Separation Date/Time – Text 3
    - Enter Separation Date/Time in this field

Building Access and Security Systems Team

The following Fields are to be used by the Building Access and Security Systems Team Only:

- BASS Use Only – Text 4
- BASS Use Only – Text 5
- BASS Use Only – Text 12 - Unique
- BASS Use Only – Text 13 - Unique
- BASS Use Only – Text 22
- BASS Use Only – Text 23
- BASS Use Only – Text 24
- BASS Use Only – Text 25

HSC SAS1 Fields

- Text 6 – HSC SAS1 – 1
- Text 7 – HSC SAS1 – 2

HSC SAS2 Fields

- Text 8 – HSC SAS2 – 1
- Text 9 – HSC SAS2 – 2

SAS1 Fields

- Text 10 – SAS1 – 1
- Text 11 – SAS1 – 2

SAS2 Fields

- Text 14 – SAS2 – 1
- Text 15 – SAS2 – 2

SAS3 Fields

- Text 16 – SAS3 – 1
- Text 17 – SAS3 – 2

SAS4 Fields

- Text 18 – SAS4 – 1
- Text 19 – SAS4 – 2

SAS5 Fields

- Text 20 – SAS5 – 1
- Text 21 – SAS5 – 2

2.4.5 Previous Doors Tab

Previous Doors Tab is used to view at an individual’s history up to 90 days prior to the current date of running the report. Running a Previous Doors report is only authorized for use of official University of Utah business.

To Run a Previous Doors Report Perform the Following

- Select Limit Replay to 3 Records check box OR option from Limit All Replays drop down list to filter search results
- Select Find All Pervious Doors in Past option to execute search

To Export Previous Doors Report Perform the Following

- Select the export icon (two pieces of paper with arrow)
- Double click on This PC
- Select your drive
- Locate a folder known to be on the local PC
- Name the file as needed
- Select Save
- Select No on the popup window to open in excel
- To open the excel file, locate the file where the document was saved.
- Double click on the file to open in excel

Previous Doors Report Details

The report will display the following information:

- Column Object 2 Name
    - Name of Door
- Column Message Type
    - Card Admitted
    - Card Rejected
- Column Message Date and Time
    - Date when card was scanned on door
- Column Message Text
    - Details of what happed when an individual scanned their badge

2.5 Updates to Multiple Personnel

C-Cure Operators can update different items for multiple personnel simultaneously include but are not limited to the following:

- Add/Remove Clearances
- Update Customer Text Fields

To Update items to Multiple Personnel, perform the following

2.5.1 Search for Multiple Personnel

- Select Advance Option and perform a search using Search by Card Number or Proxy Number or Search by UNID
- Before entering the Card Number or UNID, change Filter Type from Equals to In List
- Click in the Value Field
- Click on the three dots
- A new window will open, enter the Personnel's Card Number or UNID. A new field will appear allowing for multiple Card Numbers or UNIDs to be queried
- Select Okay in the top left hand corner
- Select Run

2.5.2 Assign or Remove Clearances for Multiple Personnel

- Perform search for Multiple Personnel
- Highlight all the personnel by clicking and dragging the cursor, or by pressing the Ctrl key and left clicking on each personnel to receive the necessary clearance
- After necessary personnel have been highlighted, right click, and select Assign or Remove Clearances
- Select the appropriate clearances and select okay

NOTE: You will receive an error if personnel already has the clearance.

2.5.3 Add Data to a Customer Field for Multiple Personnel

A Customer Field is used to store department information, job title, description, end date for access or other data/notes related to the individual or department on a personnel's profile.

- Perform search for Multiple Personnel
- Highlight all the personnel by clicking and dragging the cursor, or by pressing the Ctrl key and left clicking on each personnel to receive the necessary Customer Field data entry
- After necessary personnel have been highlighted, right click and select Set Property
- Click on the three dots
- Look for the appropriate designated field for data entry
- Ex to enter the department name in the department field select Department
- Type the information into the Value Field
- Select Okay

2.5.4 Remove Data from a Customer Field

- Perform search for Multiple Personnel
- Highlight all the personnel by clicking and dragging the cursor, or by pressing the Ctrl key and left clicking on each personnel to receive the necessary Customer Field data entry
- After necessary personnel have been highlighted, right click and select Set Property
- Click on the three dots
- Look for the appropriate designated field for data entry
- Leave the Value field blank
- Select Okay

2.6 Auditing who Has Access to an Area, Clearances or Specific Door

C-Cure Operators are required at a minimum to run an audit on who has access to the area(s) they manage. C-Cure Operators are encouraged to conduct an audit more frequently or as department's policy requires.

BEST PRACTICE NOTE: When looking at who has access to your area, and you are unsure who the person is or if they should have this access, you can do the following:

- If you have access to PeopleSoft, you can confirm their employment status and current position
- If you do not have access to PeopleSoft, you can use the University of Utah's Campus Directory to search if they are an active employee or student with the University – URL for campus directory https://people.utah.edu/uWho/basic.hml
    - If you are unable to find the individual under employee or student in the campus directory and they are not a contractor or vendor, it is likely safe to remove the personnel's clearances for your area
    - If you are able to confirm their status as an employee or student, you can do one of the following:
    - Attempt to reach out to the personnel's supervisor to confirm if they are still needing clearance
    - Review the personnel's Previous Door history to see how recently they have used their card for your area.

2.6.1 Audit Personnel Based on Clearance – Advance Search

- Select Personnel in the drop down list, left of the green arrow

- Click on Advance located above the Options & Tools button on the navigation plane
- Double click on Personnel with Clearance Audit SAS…

NOTE: Each SAS will have SAS # at the end of the name of the audit

- Click so the cursor is in the Value Field
- Click on the three dots
- Select the Clearance to audit

NOTE: Best Practice is to start with clearances with likely the least number of personnel assigned the clearance.

- Click run

NOTE: To sort list alphabetically click on the column header Name. See total number of personnel with clearance top right hand corner of screen where it indicates Count

2.6.2 Audit Personnel by Show Associations via Clearance

- Select Clearance in the drop down list, left of the green arrow
- Click on the Green Arrow to execute the search
- Highlight the clearance with a single left click
- Right click on the Clearance
- Select Show Associations in the drop down menu
- Double Click on Personnel – a new window will open with a list of personnel who have the clearance

NOTE: To sort list alphabetically click on the column header Name. See total number of personnel with clearance top right hand corner of screen where it indicates Count

2.6.3 Personnel Inactivity Audit

In this query, a C-Cure Operator can run an audit which will generate a report to see who has **NOT** used their badge within a specified time frame based on the clearance. This query can be helpful in identifying individuals who are not actively using a specified space.

NOTE: Personnel may still need the selected clearance even if they have not accessed the area within the specified time frame. For example IT personnel might be assigned a clearance to a communications room, they only need to access every 6 months for maintenance. This report is designed to help identifying individuals who potentially no longer need the clearance.

To perform a Personnel Inactivity Audit, perform the following:

- Select Personnel in the Navigation Pane on the lower left side of the C-Cure window
- Select Personnel in the drop down list, left of the green arrow
- Click on Advance located above the Options & Tools button on the navigation plane
- Double Click on the Personnel Inactivity Audit query
- In the Value Field on the first row labeled Message Date/ Time select the specified time frame
- In the Value Field on the second row labeled Clearance Item (Clearance) click in the value field and select the three dots.
- A new window will populate. Select the desired Clearance
- Click Okay in the top left hand corner
- Click Run

2.6.4 How to find Personnel's Supervisor During an Audit

When performing an Audit, it might be necessary to contact a personnel's supervisor and confirm they will still need access. Locating the personnel's supervisor contact information can be done on the University's Pulse site. To locate the supervisors information perform the following:

- Navigate to the Pulse site https://pulse.utah.edu
- Login using your University UNID umail in the following format:
  - Username Example: U01234567@umail.utah.edu
  - Enter University CIS Password
- Scroll down the page until you see the Dynamic Org Tree Tile, click on the following link or enter the following into the navigation bar:
  - https://Pulse.utah.edu/Pages/OrgTree.aspx/orgs
- Enter the employee name or UNID in the search field
- In the search results, a tile of the personnel's information will display. Click on the Red Up Arrow to see the individuals direct supervisor.

2.7 Run a Historical Report for a Door in C-Cure Client Admin Application

Historical report for a door will display personnel who has accessed or attempted to access a door when the door is locked. Additionally it will display information when the door locks/unlocks if it is on schedule or manual action, if the door is held open longer than the pre-programmed time (default is longer than 10 seconds, however this can be customized), and when the door is forced.

These reports can be helpful if an event occurred in an area, diagnosing potential issues with a door, or during a situation like the Corona Virus Pandemic when you may have to notify individuals who may have been exposed to the virus.

NOTE: This information is to be used for business purposes ONLY.

To run a historical report for a door, perform the following:

- Select the Hardware option on the Navigation Pane
- To the left of the Green Arrow located near the top of the window, click on the dropdown menu and select iStar Door
- Click on the Green Arrow. This will search for all the doors within your area
- Single click on the desired door to highlight the door to run a historical report
- Right click and select Find in Journal in the dropdown list
- In the pop-up window select the desired range of time for historical data

In Range (Default Option):

- C-Cure has specified a number of default range of time (e.g. Last hour, Last 7 days, Last 30 days, etc…
- Select range of time from the dropdown menu
- After desired range of time is selected, select Run

In Custom Range:

- C-Cure has an option to specify specific date and range and time to narrow or expand data in search results
- Click on dropdown under Filter Type column
- Select option In Custom Range
- Click in the Value field and adjust date range to desired time frame
- Select Run

<u>Tips and Tricks Historical Report for a Door:</u>

Columns and Definitions

- Message Type Column – This will display
    - Card Admitted
    - Card Rejected
    - Object Change State
- Server Date/Time

- Date and Time event occurred

➢ Message Text

- Gives a detailed description of what happened

Sorting/Filtering Data

➢ Sort by Date

- To bring the most recent date on top, click or double click on the column header Server Date/Time

➢ Sort by Message Type

- Click the Funnel icon towards the top of the window
- Click in the yellow space directly below the column header

2.8 View/Modify Schedule in Client Admin

Several areas across campus have schedules programmed to unlock/lock their doors/areas to the public on a regular basis. Depending on the area and the business need, these doors will also lock automatically for University Holidays. To view/update the schedule for your area, perform the following:

➢ Select Configuration in the navigation pane on the left hand side of C-Cure

➢ To the left of the green arrow, click on the drop down list and select the schedule option

➢ Click on the green arrow to view all possible schedules for the desired area

2.9 Manual Action in Client Admin

A Manual Action can be created in either the Client Admin Application or C-Cure Monitoring Application and is used to schedule a door or other item in C-Cure to be locked or unlocked (activated or deactivated) outside of its normal state or schedule. The manual action can be set to go into effect immediately or several years from now. When the Manual Action expires, the device will return to its default schedule or status.

The Manual Action is used for one time situations and is not designed for re-occurring daily schedules. To make a permanent schedule change, contact the Building Access and Security Systems Team for assistance in making these changes. Some areas/departments can be trained to make these changes on their own.

2.9.1 Creating a Manual Action for a Door in C-Cure Client Admin

To Create a Manual Action for a Door(s) perform the following:

➢ Click on the Hardware option in the navigation pane on the left-hand side

➢ Click on the dropdown arrow to the left of the green arrow

- Select the iStar Door option
- Click on the green arrow to search for all available doors
- Single click on the desired door
    - To select multiple doors for a manual action, on one of the doors click and drag to highlight multiple doors

      Or

    - Hold the Ctrl key and click on the desired doors

Tips and Tricks: If there are several doors in your area, you can help filter the search to find the desired door by clicking on the funnel icon, click in the yellow row below the Name Column and begin typing the name of the door or door number

- Right click and select lock or unlock option
- Enter the start and end date/time
- Select a Priority between 76-99
- Leave the Time Zone field blank
- Enter the following in the Instruction Field
    - Reason
    - Who
    - Contact Information

  Example:

  Unlock door for open house. Per John Smith. Contact James at 801-123-4567 if there are any questions.

- Click Save and Close in the top left corner

2.9.2 Creating a Manual Action for an Event/Schedule

Creating a Manual Action through using an Event or Schedule can be helpful to make a temporary change to schedule for a door or a group of doors

To create a Manual Action using an Event/schedule perform the following:

- Click on the Configuration option in the navigation pane on the left-hand side
- Click on the dropdown arrow to the left of the green arrow
- Select Events
- Click on the green arrow to search for all possible events
- Single click on the desired event to highlight

Tips and Tricks: If there are several events in your area, you can help filter the search to find the desired door by clicking on the funnel icon, click in the yellow row below the Name Column and begin typing the name of the event. Most doors attached with an Unlock Schedule will have the word Unlock in the naming of the event

- Right click on the event
- Select Deactivate in the dropdown list to lock the door(s) during a time when the door(s) would normally be unlocked
- Select Activate to unlock the door when a door is normally locked
- Enter the start and end date/time
- Select a Priority between 76-99
- Leave the Time Zone Blank
- Enter the following in the Instruction Field
    - Reason
    - Who
    - Contact Information

    Example:

    Unlock door for open house. Per John Smith. Contact James at 801-123-4567 if there are any questions.
- Click Save and Close in the top left corner

2.9.3 Cancel Manual Action in C-Cure Client Admin

There are two ways to cancel a Manual Action in C-Cure Client Admin Application

Canceling Manual Action Using Show Associations

To Cancel a Manual Action using Show Associations, perform the following:

- Single click on the item (door or event/schedule) to highlight
- Right click on the item
- Select the Show Associations option
- Double Click on the Manual Action option
- Single click on the desired Manual Action to highlight
- Right Click on the manual action and select Cancel

Cancelling Manual Action Using the Query Function

Using the Query Function to cancel a Manual Action is helpful when it is not clear which item the manual action is attached to or if there are more than one item attached to the manual action.

To Cancel a Manual Action using the Query Function, perform the following:

- Select the Data Views option on the navigation pane on the left-hand side

- Click on the dropdown arrow to the left of the green arrow
- Select the Query option
- Click on the Green Arrow to search for all the available queries
- Click on the plus icon to view the Manual Action Query option
- Double Click on Manual Action Query
- Click Run
- Single Click on the desired Manual Action to highlight
- Right click on the Manual Action and select Cancel

2.10 How to See What Doors are Part of a Clearance

There are two ways to see which doors are part of a clearance. Due to security reasons, there might be a few doors listed under a clearance which will not be visible to all C-Cure Operators. If this is in error, please contact the Building Access and Security Systems Team to confirm.

2.10.1 View all Doors Based on a Clearance

To see what doors are attached to a clearance, perform the following:

- Select the Personnel Option on the Navigation Pane
- Click on the drop down menu to the left of the Green Arrow
- Select the Clearance Option
- Click on the Green Arrow to execute a search
- Double Click on the desired clearance
- Select the Doors tab
- Select the Elevator tab to see Elevators listed under this clearance

2.10.2 View what Clearance Based on a Door

To see which clearance a door is a part of, perform the following:

- Select the Hardware option in the navigation pane
- Click on the drop down menu to the left of the Green Arrow
- Select iStar Door
- Click on the Green Arrow to execute a search of all available doors
- Single click on the desired door
- Right click on the door and select Show Associations
- In the new window, double click on Clearance

This should display all the clearances the door is attached to. From here you can double click on the clearance and see all the other doors attached to this clearance.

Chapter Three – Using the C-Cure Client Monitoring

C-Cure Client Monitoring is primarily used by Security and Campus Police Dispatch to monitor and respond to events and alarms. C-Cure Operators will primarily use this program to review door history and to create Manual Actions (schedule doors to be locked or unlocked outside its primary schedule).

3.0 How to Login to C-Cure Client Monitoring

Only approved and trained C-Cure Operators are able to use the C-Cure software. To become a C-Cure Operator, reach out to the Building Access and Security Systems Team for additional information.

NOTE: If logging into C-Cure using a MAC computer, a download of Microsoft Remote Desktop application is required. You may need to contact your departments IT team to further assist with installing this software. After Microsoft Remote Desktop has been downloaded restart the MAC computer before logging into C-Cure.

To Login to C-Cure perform the following:

- Open C-Cure RD Webpage using the link provided below. Copy and paste link into the URL or click on the link to open in web browser.
- https://fm-rdsbe1.fm.utah.edu/RDWeb/Pages/en-US/login.aspx
- In the Domain\user name field, enter AD\UNID. See below as an example.
- In the Password field, enter your CIS Password.
- Example:
    - Domain\user name: AD\u8675309
    - Password: ***********
- After logging in, select the appropriate SAS Folder for your building(s) and select the appropriate application for the desired task.

NOTE: After logging in, there may be another window asking for credentials. Enter the same information as done during initial login.

If you have trouble logging into C-Cure, contact The C-Cure Team by emailing **buildingaccess@fm.utah.edu**

- Single click, the folder with the appropriate server.
- Select the desired application, Client Admin or Client Monitoring.

3.1 How to Logout of C-Cure Client Admin

To logout of C-Cure perform the following:

- To log out of C-Cure click the X in the right hand corner of the Client Admin or Client Monitoring window.
- Navigate back to the web browser used to open the application(s) and select Sign Out.

NOTE: Do not select Operator option in the top left hand corner and do not select Log Out. This may lock all other C-Cure Operators out of C-Cure.

3.2 Client Monitoring View

Client Monitoring has four main sections:

Explorer Bar:

- The Explorer Bar, also known as the Navigation Pane located on the left hand side of the Client Monitoring.

Event Viewer:

- Event Viewer is located in the upper half in the center of the screen. It is typically the largest portion of the screen. Here is where different alarms and notifications will display when activated.

Activity Viewer

- Activity Viewer displays details of when doors swipes are admitted/rejected through card swipe.

Swipe and Show

- Swipe and Show displays the image (if available) of individuals who have swiped their badge at a card reader.

3.3 Run a Historical Report for a Door in C-Cure Client Monitoring

Historical report for a door will display personnel who has accessed or attempted to access a door when the door is locked. Additionally it will display information when the door locks/unlocks if it is on schedule or manual action, if the door is held open longer than the pre-programmed time (default is longer than 10 seconds, however this can be customized), and when the door is forced.

These reports can be helpful if an event occurred in an area, diagnosing potential issues with a door, or during a situation like the Corona Virus Pandemic when you may have to notify individuals who may have been exposed to the virus.

To run a historical report on a door, perform the following:

- Under the Explorer Bar in the Non Hardware section, click on the Doors option. A new window will open
- Single click on the desired door

Tips and Tricks: If there are several doors in your area, you can help filter the search to find the desired door by clicking on the funnel icon, click in the yellow row below the Name Column and begin typing the name of the door or door number

- Right click and select Find in Journal from the dropdown list
- In the pop-up window select the desired range of time for historical data

In Range (Default Option):

- C-Cure has specified a number of default range of time (e.g. Last hour, Last 7 days, Last 30 days, etc…
- Select range of time from the dropdown menu
- After desired range of time is selected, select Run

In Custom Range:

- C-Cure has an option to specify specific date and range and time to narrow or expand data in search results
- Click on dropdown under Filter Type column
- Select option In Custom Range
- Click in the Value field and adjust date range to desired time frame
- Select Run

<u>Tips and Tricks Historical Report for a Door:</u>

Columns and Definitions

- Message Type Column – This will display
    - Card Admitted
    - Card Rejected
    - Object Change State
- Server Date/Time
    - Date and Time event occurred
- Message Text
    - Gives a detailed description of what happened

Sorting/Filtering Data

- Sort by Date
    - To bring the most recent date on top, click or double click on the column header Server Date/Time
- Sort by Message Type

- Click the Funnel icon towards the top of the window
- Click in the yellow space directly below the column header

3.4 Creating a Manual Action in Client Monitoring

A Manual Action can be created in either the Client Admin Application or C-Cure Monitoring Application and is used to schedule a door or other item in C-Cure to be locked or unlocked (activated or deactivated) outside of its normal state or schedule. The manual action can be set to go into effect immediately or several years from now. When the Manual Action expires, the device will return to its default schedule or status.

The Manual Action is used for one time situations and is not designed for re-occurring daily schedules. To make a permanent schedule change, contact the Building Access and Security Systems Team for assistance in making these changes. Some areas/departments can be trained to make these changes on their own.

3.4.1 Creating a Manual Action for a Door in Client Monitoring

To create a manual action for a door, perform the following:

- Under the Explorer Bar in the Non Hardware section, click on the Doors option. A new window will open
- Single click on the desired door
    - To select multiple doors for a manual action, on one of the doors click and drag to highlight multiple doors

      Or
    - Hold the Ctrl key and click on the desired doors

Tips and Tricks: If there are several doors in your area, you can help filter the search to find the desired door by clicking on the funnel icon, click in the yellow row below the Name Column and begin typing the name of the door or door number

- Right click and select lock or unlock option
- Enter the start and end date/time
- Select a Priority between 76-99
- Leave the Time Zone Field blank
- Enter the following in the Instruction Field
    - Reason
    - Who
    - Contact Information

    Example:

Unlock door for open house. Per John Smith. Contact James at 801-123-4567 if there are any questions.

- Click Save and Close in the top left corner

3.4.2 Creating a Manual Action for an Event/Schedule

Creating a Manual Action through an Event or Schedule can be helpful to make a temporary change to schedule for a door or a group of doors

To create a Manual Action using a Event/schedule perform the following:

- Under the Explorer Bar in the Non Hardware section, click on the Events option. A new window will open
- Single click on the desired event

Tips and Tricks: If there are several events in your area, you can help filter the search to find the desired door by clicking on the funnel icon, click in the yellow row below the Name Column and begin typing the name of the event. Most doors attached with an Unlock Schedule will have the word Unlock in the naming of the event

- Right click on the event
- Select Deactivate in the dropdown list to lock the door(s) during a time when the door(s) would normally be unlocked
- Select Activate to unlock the door when a door is normally locked
- Enter the start and end date/time
- Select a Priority between 76-99
- Leave the Time Zone Blank
- Enter the following in the Instruction Field
    - Reason
    - Who
    - Contact Information

  Example:

  Unlock door for open house. Per John Smith. Contact James at 801-123-4567 if there are any questions.

- Click Save and Close in the top left corner

3.5 Cancelling a Manual Action in C-Cure Client Monitoring

Cancelling a manual action might be necessary due to a schedule change, event was canceled, or a mistake was made when creating the Manual Action.

To Cancel a Manual Action in C-Cure Client Monitoring perform the following:

- Under the Explorer Bar in the Non Hardware section, click on the Manual Actions option. A new window will open
- Single Click to select the desired Manual Action
- Right Click on the Manual Action and click Details to confirm the correct Manual Action is selected. NOTE: you will not be able to modify the Manual Action
- Close the window
- Right Click on the Manual Action and select Cancel
- After clicking Cancel, the Manual Action will remove from the list of Manual Actions. If the Manual Action no longer appears in the list, this is a confirmation it has been canceled and will not activate.

Chapter Four – New Installations, Repairs, Relocation or Removal

All security devices new installations, repairs, relocation or removal, are to be requested through the Building Access and Security Systems Team.

4.0 Requesting New Installations, Repairs, Relocation or Removals

To request a New Installation, Repair or Removal of device, a Facilities Customer Request will be required, even when it is an urgent situation.

After the request has been submitted, you will receive a confirmation or work order number with details of the request. Soon after, a member from the Facilities Management Group will contact you with the next steps which may include a walkthrough to determine the scope of the request.

If the situation is urgent, notify the Building Access and Security Systems team once the Facilities Customer Request has been completed via email or phone number.

4.1 New Device Installations

To request the installation of a new device, perform the following:

- Click Here to be taken to the Facilities Customer Request Page or type in the following URL: https://finance.apps.utah.edu/uofu/fin/CustomerRequest/
- Login using your UNID and CIS
- Enter the building number
- In the description field, enter the details of the request.
    - For Example: Please install two card readers in building 0048 in rooms 2550 and 4550
- Enter contact information
- Under Chartfield Option select Billable
- Click Send

4.2 Device Repairs

Repairs to devices for most areas are included at no additional cost to an area. To request a device to be repaired perform the following:

- Click Here to be taken to the Facilities Customer Request Page or type in the following URL: https://finance.apps.utah.edu/uofu/fin/CustomerRequest/
- Login using your UNID and CIS
- Enter the building number

- In the description field, enter the details of the request or issue
    - For Example: Door …. Will not unlock when a card is scanned
- Enter contact information
- Under Chartfield Option select non-Billable
- Click Send

4.3 Device Relocation or Removal

Depending on the extent of the relocation or removal, there may or may not be an additional cost to relocate or remove a device. Once the request has been made, a walk through might be necessary to determine the extent of the request. To request a device to be repaired perform the following:

- Click Here to be taken to the Facilities Customer Request Page or type in the following URL: https://finance.apps.utah.edu/uofu/fin/CustomerRequest/
- Login using your UNID and CIS
- Enter the building number
- In the description field, enter the details of the request or issue
    - For Example: Door …. Will not unlock when a card is scanned
- Enter contact information
- Under Chartfield Option select non-Billable (A new Facilities Customer Request may be required if it requires an additional charge not covered by the monthly maintenance fee)
- Click Send

Chapter Five – Temporary, Visitor, Contractor and 3rd Party Vendor University U-Cards

Depending on the area, there may be a need to issue U-Cards on a temporary basis. These cards could be used for a variety of reasons. The following Chapter will address different process and procedures regarding these types of U-Cards

5.0 Temporary and Visitor U-Cards

A department may need to issue a Temporary or Visitor Card to an individual or group of individuals on a temporary basis. Some examples may include but are not limited to:

- A personnel may have lost their badge at home and may need a replacement
- A department may issue a Visitor Card to a third party vendor needing to access their space to complete contracted work
- A department may issue a Visitor Card to non-University employee or personnel to temporarily access a space
- A department may issue a visitor card to another department to access their space on a temporary basis

5.1.1 Requesting New Visitor U-Cards

To request a new Visitor U-Card(s) submit a Facilities Customer Request. To submit a Facilities Customer Request, perform the following:

- Click Here to be taken to the Facilities Customer Request Page or type in the following URL: https://finance.apps.utah.edu/uofu/fin/CustomerRequest/
- Login using your UNID and CIS
- Enter the building number
- In the description field, enter the following:
    - Number of visitor cards
    - Reason for requesting cards
- Enter contact information
- Under Chartfield Option select Billable
- Click Send

NOTE: The BASS team may contact you for additional information regarding your request.

5.1.2 Requesting an Activation Renewal for a Visitor Card

Visitor Cards expire every 30 days and will remain expired unless an authorized C-Cure operator has requested an Activation Renewal for a Visitor Card. This is done to ensure the security of the University of Utah and its properties.

If a renewal is being requested every 30 days for the same individual, it will be best to submit a sponsorship. Instructions on how to complete this request is outlined later in this chapter.

To request an Activation Renewal, perform the following:

- Send an Email to the Building Access and Security Systems Team at buildingaccess@fm.utah.edu
- In the Subject Field enter: Activation Renewal for Visitor Card(s)
- Enter the Card Number(s) in the main body of the email. This number can be located under the mag stripe on the back of the U-Card. It typically starts with a 2+ or a 2*
- If available, enter the UNID of the card in the email as well
- Indicate number of days of the extension. Note the maximum number of days a visitor card can be requested is 30 days.
- Click Send

  NOTE: Your request will be completed typically within 24 hours during normal business days i.e. Monday – Friday

5.2 Contractor or 3rd Party Vendor U-Cards (Affiliate Requests)

If a Contractor or 3rd Party Vendor will need access for more than 30days, the University Police Department and BASS Team recommends departments submit a request for an affiliate ID.

To request an affiliate ID, perform the following:

- Navigate to the University of Utah Affiliate Form by copying and pasting the following URL into a browser or clicking on the link https://www.hr.utah.edu/forms/affiliate.php
- Compete the required information on the form
- Click Submit

Once completed, you will receive an email regarding the status of the request. If approved, the contractor or vendor then visit the U-Card office to have their picture taken and U-Card issued.

Glossary

1.0 Device Category and Type Definitions

Name		Definition
C-Cure 9000		The C-Cure program is a is a powerful security management system providing critical security and safety protection for people, buildings and other University assets. The University uses this software as a standard approach to physical access authorization throughout the University of Utah and off campus locations. This software can be accessed through a workstation, laptop or mobile device.
C-Cure Client Admin		The C-Cure Client Admin Application is the primary tool used to complete all programming of doors, panic buttons, lock down switches, intrusion zones, schedules, clearances, events and other security processes. Many of the functions performed in C-Cure Client Monitoring can also be done in Client Admin. For C-Cure Operators, it is primarily used to perform the following: • Add/Remove Clearances to a person • View an individual's card access history • Audit assigned clearances
C-Cure Client Monitoring		C-Cure Client Monitoring is primarily used to view a life status of objects and events happening within the C-Cure software. Monitoring will allow a live status of doors, panic buttons, schedules, events, lock down switches, and other alarms. Security and University Police Dispatch will primarily use C-Cure Client Monitoring, however, It is common for C-Cure Operators to use this application for running historical reports on doors and creating Manual Actions.
Clearance		A clearance is a door or group of doors that when assigned to an individual's C-Cure personnel profile, will allow access to a door or an area. Clearances can also be customized to allow access for specific time frames.

Alternate Shunt (ADA)		When the Alternate Shunt (ADA) check box is selected, it will not only unlock a door if someone has the appropriate clearance, it will also automatically open the door.
Card Number		Also known as Proxy Number, 2* or 2+ number, is a unique number assigned to any University issued ID card (U-Card). The number is located on the back of the U-Card just below the magnetic stripe. It is 5-6 digits just after the 2* or 2+. It should match was is assigned to a personnel's profile under the credentials tab.
Manual Action		A Manual Action is tool used to schedule a door or other item in C-Cure to be locked or unlocked (activated or deactivated) outside of its normal state or schedule. The manual action can be set to go into effect immediately or several years from now. When the Manual Action expires, the device will return to its default schedule or status. The Manual Action is used for one time situations and is not designed for re-occurring daily schedules. To make a permanent schedule change, contact the Building Access and Security Systems Team for assistance in making these changes. Some areas/departments can be trained to make these changes on their own.
Event		An Event is a tool used to activate an action when triggered by an input, schedule, or object. The Even can trigger many different items including but not limited to, an alarm notification, a door to unlock, to an email sent to a group of individuals. Contact the Building Access and Security Systems team for additional information.
Schedule		A schedule will allow to create a consistent or permanent activation/deactivation of an event, or object such as a door. Additional items can be added to the schedule such as reoccurring holidays and other events. Contact the Building Access and Security Systems team for additional information.
iStar Door		An iStar door is the brand of the door programming in the C-Cure application. A door can consist of a door with a reader, a door with two readers, a door without a reader that can be

		locked or unlocked through the software, or a door that is simply monitored to know when it is opened or closed.