

## Frequently Asked Questions: ATO - Building Access for Secured Spaces

- 1. Do I still need to maintain an essential personnel list or spreadsheet?** Separate lists or spreadsheets are no longer required. The ATO system is the repository for identifying personnel working on-campus and it provides a dynamic tool for identifying who is authorized at any point in time. RCs should ensure that all personnel working on-campus are granted authorized building access within the ATO system. The system will enable RCs and Departmental approvers to produce up to date lists of authorized personnel at any given time.
- 2. What if my building doesn't use the RS2 card readers? Do I still need to use the ATO approval protocol?** Yes. RCs and departments are required to use the approval process for individuals who will be working in University owned or leased facilities. However, actual building access data will not be available within the ATO platform for buildings without RS2 readers at this time.
- 3. How do I request authorized building access?** Submit your request on the ATO App at [buildingapproval.pitt.edu](https://buildingapproval.pitt.edu). Your request will be routed for approval to provide access – please allow a minimum of 24-48 hours for review and approval.
- 4. Do I need to request access each day?** No. Once you have been authorized within the ATO system and your ID card has been activated for the selected building(s), you won't need to request access each day. However, you will need to comply with all established standards and guidelines for working on campus as detailed at [coronavirus.pitt.edu](https://coronavirus.pitt.edu), such as wearing appropriate face coverings, physical distancing, and completing the [Daily COVID-19 Health Check](#) on the My.Pitt portal.
- 5. Can I access the ATO App from my tablet or mobile device?** Yes! The ATO app [buildingapproval.pitt.edu](https://buildingapproval.pitt.edu) is a web application, so it can be accessed via any web browser.
- 6. When will the system be active for people to submit requests?** The ATO app is active now and may be used to submit requests. However, departmental approvers MUST be in place in order to ensure proper routing of requests. If you are unsure, please contact your RC head or Director of Administration prior to requesting access.
- 7. I currently work from home – Can I enter a building for a meeting, conference or event without prior authorization?** In all operational postures, remote attendance for meetings and events is recommended. Prior approval is required for campus access at this time.
- 8. I have authorized building access now – Do I need to re-submit my access request for next semester?** No. Faculty and staff who have already been approved for access may continue to access approved buildings as required. However, if you require

access to a building that you have not been previously approved to enter, you must submit a new request for that building.

9. **I need one-time access to my workspace to pick up materials or personal items. Should I use the ATO app to request access?** Not at this time. ATO authorization is currently designed for individuals who will be accessing University buildings on a regular or semi-regular basis. Individuals needing one-time access must have the approval of their RC Head for the date they plan to report to campus and must complete all safety requirements prior to entering a campus building, including the daily health check, use of a proper face covering, submitting to a thermal temperature check, and adhering to physical distancing protocols.
10. **I was authorized to access a building, but my Pitt ID card did not work – Who should I contact?** Please contact your assigned RC administrator or departmental approver, who will confirm authorized access and assist with troubleshooting.
11. **Will individuals that park in Pitt building garages (i.e. Posvar) be able to request access to the garage elevator lobbies?** Most parking garages should have the elevator lobbies included in their swipe access levels. In most cases, permit holders will have the same access they had prior to the COVID shut-down.
12. **If I select specific days/times for access and need to come in on a different day/time, do I need to submit another request?** No. While the goal is to identify the dates/times needed for access, your access card will continue to work at other times.
13. **Do I have to enter separate requests for an employee if they desire access to more than one room?** In most cases, entering the individual's primary location will be sufficient. If an individual must enter multiple locations requiring separate card access, additional entries would be required. If individuals require access to multiple buildings, separate requests must be entered for each building.
14. **What is the process for leased spaces?** Those in leased spaces are required to use the ATO system for approval to enter that space. However, RS2 building access data may not be available for buildings without University-installed card readers.
15. **How can I ensure that my ID card will work to access my building or space (when doors are locked)?** If in doubt, employees should work with their RC Administrator, Director of Administration, or Departmental Approver to ensure that all necessary access is programmed to their ID card. For example, please remember that if an individual has access to only a room or suite within a building, that access level may not grant entry to the exterior building doors. Individuals required and authorized to enter buildings during non-business hours (weekends, holidays, evenings) should ensure that they also have card access for the exterior entrances.

16. **What should I do if my ID doesn't work to enter my building?** Individuals should first check with their RC Administrator, DOA, or Departmental Approver as described above. If the problem is believed to be related to card damage or wear, individuals should contact Panther Central at [PantherCentral@pitt.edu](mailto:PantherCentral@pitt.edu), through chat at [Panther Central](#), or by calling 412-648-1100.
17. **Who is my RS2 Administrator?** [This link is only for the Pittsburgh Campus](#)
18. **What happens in High-Risk Posture?** During High-Risk posture, all buildings will be locked down and Integrated Security (ISD) will take control of building access. Only those individuals approved on ISD's "hard lockdown" access pattern (primarily Police, Facilities and selected mission-critical personnel) will be granted access.

### ***ATO Platform***

1. **How can I log onto the ATO platform to view building access activity?** Only assigned RC administrators and designated departmental approvers are authorized to log in and view building entry activity. RC heads must designate RC Administrators and departmental approvers by completing the surveys linked below. RCs and departments are encouraged to authorize backup or proxy approvers in the event that the primary approver is not available.
  - i. [Assign RC Administrators Here](#)
  - ii. [Assign Departmental Approvers Here](#)
2. **What if I need to change a Departmental Approver for a department within my RC?** RC Heads or RC Administrators may request these changes by contacting the Pitt IT help desk for ATO platform assistance at (412)624-HELP (4357) or by email at [helpdesk@pitt.edu](mailto:helpdesk@pitt.edu).
3. **I am an RC head or departmental approver and cannot log into the ATO platform – Who should I contact?** Please contact the Pitt IT help desk for ATO platform assistance at (412)624-HELP (4357) or by email at [helpdesk@pitt.edu](mailto:helpdesk@pitt.edu).
4. **Will RC administrators and departmental approvers automatically receive ATO building access reports?** No; however, these can be viewed on the ATO platform, allowing RC administrators and departmental approvers to customize reporting by specific building, department, dates and times.
5. **What should an RC administrator or departmental approver do if they identify unauthorized building access through the ATO platform?** If an RC administrator or departmental approver identifies individuals within their RC who are accessing spaces without authorization, the approver should first verify with the RC head that access should not be not authorized.
  - a. If it is determined that the unauthorized individual should not be granted access to a building or space, the departmental approver should contact the

individual or their supervisor to advise the individual that they are not authorized and thus prohibited from entering University buildings.

- b. If it is determined that the individual should be authorized, the individual should be advised to request access at [buildingapproval.pitt.edu](http://buildingapproval.pitt.edu)
  - c. Please note that certain University employees have been granted authorized access in order to perform essential job functions. You may therefore see individuals within your building that you have not authorized within ATO. Examples include Facilities Management employees, Pitt Police, Environmental Health and Safety, Radiation Safety and other operational personnel.
  - d. In October 2020, RC Heads and Directors of Administration began receiving regular reports of non-conformance with the daily health self-check and ATO authorization. Immediate action is expected to address any non-conforming individuals.
6. **What is expected for Regional Campuses?** The ATO platform should be implemented at the regional campuses to the extent possible. We understand that levels of RS2 access vary by campus. Regardless of RS2 capabilities, regional campuses are expected to implement the approval process for faculty and staff who will be working in University facilities. This will provide easy access to authorized personnel data at any given time. That said, actual building access data will not be visible within the ATO platform for buildings without RS2 readers.