

Frequently Asked Questions: ATO - Building Access Protocol

New Feature – Audible Alert:

1. Audible Alert Feature

The new building safety feature is an audible alert that will sound to inform the individual attempting to access the building, the building safety concierge volunteer, and building security that the individual attempting to enter the building is non-conformant with building access safety protocol. This applies to employees and students. The alert roll-out begins January 25, 2021.

2. What does it mean if there is an audible alert?

If an audible alert sounds when attempting to enter a campus building, the employee is non-conformant with building access safety protocol and will be denied entry to the building until proper resolution is taken by the employee and/or RC head.

3. What do I need to do to prevent sounding the alert?

If the employee does not have prior building access authorization through the Authority to Operate System (ATO): The first two times an employee attempts to enter a building without ATO authorization, the employee, supervisor, RC head and director of administration will receive an email notification. The employee must request access through the ATO system, allowing 24 hours for approval before returning for access. If entry is attempted a third time without ATO authorization, an email will be sent to the employee, RC head, director of administration, and Environmental Health and Safety who will revoke access for all campus facilities. The RC head may appeal this decision by contacting EH&S at safety@pitt.edu/412-624-9505.

If the employee is meant to be in isolation or quarantine: The employee must complete their quarantine or isolation period prior to accessing campus buildings, allowing 24 hours after completion of quarantine or isolation period before accessing any University facility. If entry is attempted during quarantine or isolation, the audible alert will sound and the employee will be denied access. The employee, supervisor, RC head, director of administration, and EH&S will also be notified.

4. Why is Pitt doing this?

Pitt remains committed to campus safety for employees and students, with University building access restricted to authorized Pitt community members during the spring term. The audible alert ensures only employees and students in conformance with building access safety protocol are allowed entry to campus buildings.

5. Who do I contact if the alert goes off?

When the alert goes off, the student or employee will be denied building access. If the alert is related to ATO non-conformance, only the RC head may contact EH&S to appeal. If the alert is related to quarantine or isolation, the employee will not be permitted in University buildings until the quarantine or isolation period has expired. Questions

regarding quarantine or isolation should be addressed to EH&S at safety@pitt.edu/412-624-9505.

6. If it goes off, can I just run to my office/lab to grab something?

No. For the safety of the University community, individuals sounding the alert may not enter the building for any reason. Urgent needs should be addressed with the individual's supervisor.

7. I don't think it should have gone off – I am in compliance with all safety protocols - and I need access, what should I do? Can you make an exception (I'll be quick)?

If an employee is adhering to all safety protocols but an alert still sounds, they should reach out to their supervisor or director of administration for assistance. RC heads may appeal the non-conformance designation by contacting EH&S safety@pitt.edu/412-624-9505.

General ATO FAQ's

8. 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 to see all authorized personnel at any given time.

9. 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.

10. How do I request authorized building access? Submit your request on the ATO App at 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.

11. Do I need to request access each day? No. Once you have been authorized within the ATO system, 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, such as wearing appropriate face coverings, physical distancing, and submitting to a temperature check at building entrances.

12. Can I access the ATO App from my tablet or mobile device? Yes! The ATO app buildingapproval.pitt.edu is a web application, so it can be accessed via any web browser.

13. **How are Departmental Approvers assigned?** RCs should assign departmental approvers for all departments that include employees. Departmental approvers **MUST** be in place in order to ensure proper routing of requests. Each RC has at least one assigned RC ATO administrator who has rights to assign or change departmental approvers through the ATO app.
14. **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 in ATO is required for campus access at this time.
15. **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.
16. **I need one-time access to my workspace to pick up materials or personal items. Should I use the ATO app to request access?** Yes. ATO 2.0 permits individuals to request access on a one-time basis. This feature should be used for individuals who need to report to campus on an infrequent, non-regular basis. Note that all safety protocols must be followed even for a quick visit.
17. **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. Please note that anyone parking in a University garage will also need to be authorized in ATO for that building.
18. **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?** Individuals authorized for regular (weekly, daily, monthly) access will not need to submit a separate request if they need to come in on an alternate day. While the goal is to identify the days needed for access, your access will still be considered authorized for other days. However, individuals authorized for one-time access will need to submit additional requests should their plans change.
19. **Do I have to enter separate requests for an employee if they desire access to more than one room in the same building?** No. Entering the individual's primary location will be sufficient. If individuals require access to multiple buildings, access must be requested for all required buildings.

20. **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.
21. **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 card access to only a room or suite within a building, that access level may not grant entry to the exterior building doors when they are locked. 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.
22. **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 who can confirm authorized card access and assist with troubleshooting. If the problem is believed to be related to card damage or wear, individuals should contact Panther Central at PantherCentral@pitt.edu, through chat at [Panther Central](#), or by calling 412-648-1100.
23. **Who is my RS2 Card Access Administrator?** [This link is only for the Pittsburgh Campus](#)
24. **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 in ATO for access in High-Risk posture will be granted access.

ATO Platform

25. **How can I log onto the ATO platform to view building access activity?** Only assigned RC administrators and designated departmental approvers are authorized to view building entry activity. Each RC has one or more designate RC Administrators who can appoint or change departmental approvers. RCs are encouraged to authorize backup or proxy approvers in the event that the primary approver is not available.
26. **What if I need to change a Departmental Approver for a department within my RC?** ATO 2.0 has a new "Manage Departmental Approvers" function which permits RC Administrators to appoint or change departmental approvers.
27. **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 assistance at (412) 624-HELP (4357) or by email at helpdesk@pitt.edu.

- 28. 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.
- 29. 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, immediate action should be taken to address the non-conformance.
- 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
 - 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 related to building access. Immediate action is expected to address any non-conforming individuals.
- 30. 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.