NEW MEXICO
LAW OFFICES OF THE
PUBLIC DEFENDER

Chief Public Defender
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LOPD Key Card Door and Office Access System
Instructions for Appropriate Use

Purpose

This instruction is to establish safeguards and security controls at the Law Offices of the Public Defender (LOPD). The LOPD refers to all office locations throughout the state. This instruction requires compliance of this established protocol to minimize the risk associated with intentional or unintentional acts or breaches of access of LOPD offices. All key card and access control devices are the property of LOPD.

This applies to all LOPD employees, including temporary personnel as defined herein, effective February 14, 2022.

Guidelines

    A. Control Procedures – In order to effectively manage access control to LOPD offices, protect the safety of all employees and visitors, and safeguard confidential information, the following procedures shall be adhered to:

        1. All LOPD employees, including temporary personnel, will be issued a key access card upon hire for access to LOPD offices. Key access cards and the Openpath mobile access app allow a contactless and convenient way to unlock LOPD doors.

            i. LOPD employees may – however, are not required to – utilize a phone application ("app") to gain access to LOPD offices without their key card.

          ii. LOPD employees may install the Openpath mobile access app on their Apple or Android phone. Additional instructions:

              a. Locate the Openpath mobile app through the Apple store (*as seen in the image to the right*) or Google Play App store for Android devices.

              b. Once installed on the mobile device, the app will request an email address. Enter your LOPD email address and the app will send an email link, including the setup instructions. *Please note that Openpath will only allow you to register with your LOPD email address, which is tied to each employee's Openpath account.*

              c. Open the email on your phone and click on the link, which will provide an automatic setup, including a password prompt.

              d. Once installed, the door will unlock by swiping your phone near the card reader. The card reader will also sense the phone and automatically open the door. In addition, doors available to unlock are listed in the app menu.

2. LOPD employees are responsible for safeguarding access to LOPD offices in accordance with this policy. They must maintain the integrity and security of a locked office/building before, during, or outside of regular business hours. Anyone entering a LOPD office before, during, or after regular business hours must utilize their key access card.
3. Key cards issued shall be safeguarded by the employee and are the employee's responsibility.
4. Key cards are assigned to individual employees and must not be loaned, shared, or handed off to another employee, or person hired to replace a departing employee.
5. Interns will be issued key cards for the duration of their internship, and key cards must be turned in to their supervisor upon the termination of their internship.
6. Individuals are prohibited from unauthorized possession, use, duplication, and changes to key cards or access control devices.
7. Employees are prohibited from bracing open doors equipped with access control devices.
8. Piggybacking (vouching), tailgating, or propping open doors is not allowed to gain access to LOPD offices. An employee must ensure that there is no unauthorized entry behind them.
9. Emergency personnel is authorized to gain access without a key card and gain access with a LOPD employee. Key card access override will be accessible only to LOPD IT, designated managers, police, and emergency personnel.
10. Under approved procedures, escorting a visitor into a LOPD office is allowable and not considered piggybacking.
11. Employees violating any procedures or guidelines may be subject to disciplinary action up to and including termination of employment. Any person intentionally damaging any locking device, Openpath hardware, or causing the system to be ineffective or non-functioning will violate this procedure, which may result in disciplinary action up to and including termination of employment.

B. Access Card Issuance/Return
1. Key cards will be issued on the employee's first day of employment. Employees will sign off as having received the key card and reviewing these instructions.
2. Employees are responsible for the safekeeping of their assigned key card. If a key card is lost, stolen, or misplaced, the employee assigned to the card must notify their immediate supervisor or designee within 24 hours of determining that the card is lost.
3. If a key card is lost or not returned upon end of employment, the employee is responsible for paying a $15.00 administrative fee for a replacement card.
4. The office manager of each office is responsible for maintaining a master list of all key access cards that have been issued within the division/office and sending the list to LOPD-IT as any updates are made. The office manager will ensure that immediate supervisors retrieve all department key cards from departing employees upon their separation from LOPD.
5. The office manager is responsible for reconciling the master key card log a minimum of once per month and notifying and providing an updated list to LOPD-IT and Human Resources when any updates are made.
6. Divisions/units that do not have an office manager may assign the duties to another employee as they deem most appropriate.

C. Reporting inoperative or malfunctioning key cards or readers
   1. Openpath allows for a faster unlock without the worry of internet outages or weak cell service. However, if a key card reader is not operative, a supervisor may authorize a designated employee to manually check the key cards of employees/interns entering the office.
   2. If a key card or key card reader is malfunctioning and not allowing entry, the employee denied access must immediately report the issue as soon as possible to LOPD-IT via email and the office manager.

Definitions

Access – The ability to enter a LOPD office using a traditional metal key, keypad or any electronic means of entry.

Access Control – Control of entry and/or exit to an area by any means, including manual, mechanical, or electronic.

Escorting – Accompanying an individual who is not a LOPD employee but authorized to gain access to a LOPD office (e.g., visitor at an office meeting with an attorney; maintenance doing work at an office). Escorting under approved procedures is not considered piggybacking.

Visitor – Any person, including children or other family members, not employed by or interning with LOPD.

Piggybacking (vouching) – A practice in which an employee with authorization to access an area allows another employee with an appropriate key card to enter the site without using automated access controls.

Tailgating - A practice in which an employee allows or fails to prevent other employees or individuals to enter with or behind them without verifying their key card or having personal knowledge of their authorization for access. Tailgating is not allowed in key access reader controlled areas.

I, _____(*print name*) have read and understand the LOPD's Key Card Door and Office Access System Instructions for Appropriate Use. I agree to abide by the instructions for the use of the key cards and/or the Openpath mobile app. I read and understand the instructions provided and accept the key card.

Employee signature: _____ Date:_____

Distribution:
Copies: Personnel File, Employee, and Supervisor