

University of Arizona Facilities Management Key Issuance & Return Guidelines

The Security of University buildings is essential for the safety and protection of University students, personnel and equipment; therefore, the following guidelines are established.

The purpose of the following guidelines is to regulate the issuance, use, and return of keys to University of Arizona property. Adherence to these guidelines will help provide a safe and secure campus environment through the diligent control of University keys.

These guidelines apply to all students, faculty, staff, individuals, departments, colleges, divisions, and auxiliaries of the University to whom University keys are issued.

It is the responsibility of each department's authorized key signers to familiarize themselves with the Facilities Management (FM) Key Desk requirements for issuing University keys. University keys are issued to individuals, not departments.

"It is the requirement and responsibility of individuals issued University of Arizona building keys to safeguard those keys at all times."
~Dan Ross, UA Facilities Management

In the event you are new to the process of processing key requests for your department, FM Key Desk staff will be happy to assist you with procedural training either by phone or in person.

- **Required Identification** of all Faculty/Staff/Students requesting keys:
 1. Current and legible University of Arizona CatCard I.D.
 - All paperwork must match name on CatCard I.D.
 2. The Banner - University Medical Center employees with **no** CatCard I.D. - badge *and* driver's license

- **Multi-Part Key Request Form – Available, by request, from the FM Key Desk**
 1. The *Multi-Part Key Request Form* is **only valid for 30 calendar days** from the date present on the form - outdated or undated forms are not accepted and will be sent back to the department
 2. Each *Multi-Part Key Request Form* allows for the issuance of up to five (5) different room/door keys
 - If more than five individual (5) keys are being requested, an additional form is needed
 3. Complete the unshaded sections **ONLY**
 - The shaded area is for FM Key Desk use
 4. Any unused lines on the *Multi-Part Key Request Form* **MUST BE** crossed out with an 'X' by the authorized signer
 - Any lines that have been crossed through are void for key issue

5. Signature of the department's current departmental authorized key signer is required and must match the signature on file at the FM Key Desk
6. **Alterations:** Any alterations to the *Multi-Part Key Request Form* must include the **full signature** of the authorized signer who initially signed the form. The signature must be adjacent to the alteration and must match the signature currently on file at the FM Key Desk
 - The use of white out on key request forms is strictly prohibited
7. Photocopies of signatures or signature stamps are prohibited
8. BRING ENTIRE *Multi-part Key Request Form* TO THE FM KEY DESK

- **Room Privilege Card**

The Room Privilege Card, & Validation Sticker, is no longer relevant to the key issuing process, thus their use was discontinued on 11/01/2015

- **Authorized persons / departmental couriers picking up keys for another individual must bring:**


1. His / her own CatCard I.D.
2. **A legible photocopy of** either
 - The key requestor's CatCard I.D. , **or**
 - the front and back side of The Banner employee's badge *and* driver's license
3. All required paperwork related to the corresponding key request

It is the responsibility and obligation of the person picking up a University building key for another individual to confirm they are signing for *and* receiving the key(s) listed on the *Multi-Part Key Request Form*.



ADVISORY

When the key requesting department designates a courier to collect keys from the Key Desk and deliver to an individual in your department, it is the responsibility and obligation of the departmental authorized key signer, that signed the key recipients key request form, to inform that key recipient of their personal responsibility to return keys to the FM Key Desk when use of the key(s) is no longer authorized by the key issuing department or prior to or upon leaving the University.



- Departmental authorized key signers who are requesting keys for themselves must designate another departmental authorized key signer, within your department, to sign any and all required paperwork related to the corresponding key request.
 - **EXCEPTION:** Department Heads that are currently on file at the Key Desk
 - **Telephone authorizations are NOT accepted.**

- **Multiple key issues**

1. Duplicates of the same key are not issued to individuals
2. Keys are issued to individuals within a department, not to the department itself

Key Transfers:

For security reasons, the transfer of University building keys is prohibited.

Key Issuance *or* Return by Mail:

For security reasons University building keys cannot be issued or returned by mail.

Departmentally Restricted Keys


Individuals requesting **departmentally restricted keys** must submit:

1. *Multi-part Key Request Form* signed by the departmental authorized key signer
2. An electronically completed **Departmentally Restricted Room Key Request Form** signed with original signature, not initials, by any of the departmental authorized key signers
3. Legible photocopy of CatCard I.D.



PLEASE NOTE

Due to established security protocols, additional processing time is required for sub-master and building master key requests



Sub-Master Keys

Individuals requesting **building sub-master keys** must drop off the following documents to the FM Key Desk for processing: *(The key holder & requesting department will be contacted when the request has been processed)*

1. *Multi-part Key Request Form* signed by the departmental authorized key signer
 - The *Multi-part Key Request Form* must list the specific sub-master key requested under the “room” heading
2. An electronically completed **Sub-Master Key Request Form** signed with original signature, not initials, by any of the departmental authorized key signers
 - The **Sub-Master Key Request Form** must include:
 - Detailed justification for the building sub-master key, to include list of duties / responsibilities and how it pertains to the individual’s position in the department
 - The specific sub-master key requested
 - The rooms, floors, or areas that the individual needs to access
3. Legible photocopy of current CatCard I.D.


Building Master Keys

Individuals requesting **building master keys** must drop off the following documents to the FM Key Desk for processing: *(The key holder & requesting department will be contacted when the request has been processed)*

1. *Multi-part Key Request Form* signed by the departmental authorized key signer
 - The *Multi-part Key Request Form* must list the specific master key requested under the “room” heading
2. An electronically completed ***Building Master Key Request Form*** signed with original signatures, not initials, by **both the department head and building manager** currently on file at the Key Desk.
 - The ***Building Master Key Request Form*** must include:
 - Detailed justification for the building master key, to include list of duties / responsibilities and how it pertains to the individual’s position in the department
 - The specific building master key requested
3. Legible photocopy of current CatCard I.D.



FOR SECURITY REASONS:

1. Building master keys or sub-master keys may only be picked up from the FM Key Desk by the individual to whom the key is being issued.
 2. Upon arrival to the FM Key Desk, the individual must present a valid and legible UA CatCard I.D. to pick up the building master or sub-master key.
- 

- ❖ *Requests for UA building master keys are reviewed by the FM Key Desk Supervisor on a case by case basis. For security reasons, building master keys should only be requested in cases where an individual’s job duties specifically require it, not for the sake of convenience.*
- ❖ *For security reasons, department heads may NOT delegate others to sign in their absence.*
- ❖ *The transfer of University keys is PROHIBITED; this includes building master, sub- master or departmentally restricted keys.*
- ❖ *All departmental signatures submitted must be live (original) signatures, matching the signature currently on file at the FM Key Desk.*
 - *If signatures do not match, the FM Key Desk will be unable to process the request and all paperwork will be returned to the department.*
 - ***Photocopies of signatures or signature stamps are strictly prohibited.***

LOST or STOLEN keys - For individuals requesting replacement of a lost or stolen key, please contact the departmental authorized key signer, who will complete a *Lost Key Replacement Request Form* for you; please see detailed instructions below:

Key holder responsibilities –

1. **Please report any and all lost or stolen University building keys to *all* of the following:**
 - 1) A departmental authorized key signer in the original key issuing department
 - 2) The respective building manager
 - The Key Desk can provide this information
 - 3) The UA Facilities Management Key Desk
2. **Stolen University Building Keys:** *must* be reported to UAPD IMMEDIATELY
 - 1) In the event keys are stolen while in another country or state, the theft must be reported to the officials in the reporting area *and* UAPD *immediately* upon your return
 - 2) Obtain a copy of the UAPD or police report

Replacement Key Request

Due to established security protocols, additional processing time is required for lost or stolen key replacement requests

Departmental authorized key signer responsibilities –

In the event a key holder is **requesting a replacement key**, the following documents must be prepared and dropped off to the FM Key Desk for processing: (*The key holder & requesting department will be contacted when the request has been processed*)

1. *Multi-part Key Request Form*
2. An electronically completed **Lost Key Replacement Request Form**, which may be obtained from the Key Desk via email by a departmental authorized key signer or department head currently on file at the Key Desk, and:
 - o requires **both** the signatures of the **department head** *and* **building manager** currently on file at the Key Desk
 - For security reasons, department heads may **NOT** delegate others to sign in their absence, unless there is an exception made due to extenuating circumstances
 - o **must** include:
 - A thorough description of the circumstances under which the keys were lost/stolen and the measures taken to find the key(s)
 - The building, room, and key number as appears on the individuals personal key holder record
 - The department heads selection to re-key **or** exempt from re-keying – it is critical to make this selection electronically with a left mouse click
3. Legible photocopy of current CatCard I.D.
4. Stolen key replacement requests require a copy of the UAPD or police report
5. In the event the lost/stolen key is a building master, sub-master or departmentally restricted key, all required paperwork related to the corresponding key request must also be completed and attached

Key Return Requirements

It is the responsibility of each department to instruct, and ensure, outgoing departmental personnel and students in possession of University building keys return all key(s) to the FM Key Desk either prior to or upon their departure.

Note: Departmental authorized key signers are welcome to contact the FM Key Desk for assistance with key returns for outgoing personnel.

- All University building keys that are issued to individuals must be returned to the FM Key Desk so the key return can be properly documented. A key return receipt will be provided upon request.
- It is the personal responsibility of each **individual** to whom keys are issued, to return all keys to the FM Key Desk prior to or upon leaving the University, the department, graduating, retiring or termination of employment, either voluntary or involuntary.

Departmental Key Tracking Reports

Key tracking reports are reports generated in the FM Key Desk database giving a department's authorized key signers restricted and sensitive information such as who has outstanding keys, which keys open which doors, etc. Key tracking reports can ONLY be requested by authorized key signers within their department. A report must be requested in writing either on University Departmental letterhead, or from the valid UA email address of a departmental authorized key signer. The report will be emailed as a reply to the valid UA email address of the authorized departmental key signer.

**** For security reasons, telephone or faxed requests are not accepted ****

Annual Report of Current Key Holders

(Mandatory Departmental Response Required)

In order to maintain compliance with University audit requirements and to ensure Key Desk records are current and accurate, each year Facilities Management emails University Department Heads and authorized departmental key signers, currently on file at the Key Desk, a departmental report of keys currently 'issued' to individuals.

It is a mandatory requirement for each University department to review their *Annual Report of Current Key Holders* and reply to the Key Desk via email (within 30 calendar days) with one of the following responses:

1. The report is accurate and all listed key holders are currently in the department
2. The report is inaccurate; there are individuals on the list that are no longer associated with the department

In the event an individual's key holder record is present on your departmental report and the individual is no longer associated with your department – please proceed with the following action:

- a. Contact the individual key holder and request the key(s) be returned to the Key Desk so the key return can be properly documented on the individual's key holder record
- b. Follow up with the Key Desk to confirm all issued keys have been returned to the Key Desk
- c. In the event the attempt to contact the individual key holder is unsuccessful, please submit a completed and signed *Lost Key Replacement Request Form* to the Key Desk - PDF fillable forms are available from the Key Desk, upon request.

Should you require assistance in completing the *Lost Key Replacement Request Form(s)*, please contact Key Desk staff, who will be happy to assist you.

It is the responsibility of each department to confirm, with the FM Key Desk, that outgoing departmental personnel and students have returned all keys to the Key Desk either prior to or upon their departure.

Contractors Requesting Key Access to University Buildings

Contractors seeking key access to University buildings to perform services should contact their UA point of contact or the FM Key Desk at 621-1612 for information.