

INSTRUCTIONS FOR COMPLETING KEY DESK DIGITAL FORMS

Below is listed the process for each of the digital forms that will be utilized in the digital key request process:

STANDARD, MASTER AND SUB MASTER KEY REQUESTS:

There is a new combined digital key request form for standard keys, Master and Sub Master key requests.

To ensure the Key Desk complies with audit tracking requirements, completed, unsigned, key request forms must be emailed to the Key Desk, for data verification, after which the Key Desk will upload the form to Adobe Sign and return for signature. During the signature process, the Key Desk will also direct the form to the key recipient for them to initially sign the Key Recipient Agreement section.

Please observe the following, when completing key request forms, to assist the Key Desk in processing the sizeable number of key requests that it receives each day - **regrettably, the Key Desk will be unable to accept key requests that do not meet these requirements:**

1. Ensure that the key recipient's first and last name on the key request form matches UAccess and their physical Cat Card
2. NetID or Employee ID to be notated - *not Cat Card number*
3. Use **only** the key recipient's 'email.arizona.edu' email address
4. Building names must be entered in **full** - *no acronyms to be used*
5. For Sub Master and lost key forms ensure that justification section is completed



THE UNIVERSITY OF ARIZONA
BUSINESS AFFAIRS

Facilities Management

KEY REQUEST FORM

KEY RECIPIENT				
FIRST NAME	LAST NAME		DEPARTMENT NUMBER	NET ID OR EMPLOYEE ID
TITLE		EMAIL	PHONE NUMBER	

KEYS					
BLDG #	BUILDING NAME	AREAS/ROOMS/ENTRANCES		HOOK #	KEY TYPE
					Standard <input type="text"/>

Field completion requirements:

- Title field – enter key recipient's UA title/designation
- Areas/Rooms/Entrances field – please use a separate line for each separate key requested
 - For Sub Master key requests, please provide a minimum of 6 rooms – *as the key recipient will also receive the request form for signature, please include **only** rooms that they are authorized to access*
- Hook # field – the Key Desk will issue the primary key if this field is left blank
 - For Master and Sub Master key requests please insert the Sub Master key number required
- Key type – from drop down box select 'Standard', 'Sub Master' or 'Master'

- Department Authorization section – this is for Key Desk use **only** and will be completed automatically when the form is returned for signature
- Key Recipient section – this section is for key recipients to sign
- Received by section – this section is for key recipients, or authorized departmental couriers, to digitally sign to confirm receipt of keys, when they come to the Key Desk
- signing in, please have them call the UITS 24/7 helpline (626-8324) to correct their UA permission

DEPARTMENTAL KEY SIGNATURE AUTHORIZATIONS FORM AND UA BUILDING MANAGER SIGNATURE FORM:

The forms must be completed and digitally signed by the department, or respective Building Managers, using Adobe Sign.

The digitally signed forms, along with the accompanying audit report documenting must be then submitted to the Key Desk for processing.

Please see the instruction sheet on how to upload and submit the Departmental Key Signature Authorizations Form, using Adobe Sign. The same process for adding signature and date fields should be followed for UA Building Manager Signature Sheets.

LOST KEY REPLACEMENT REQUEST FORM:

The Lost Key Replacement Request form must be completed, *minus signatures*, and emailed to the Key Desk. The Key Desk will review the submitted form, upload to Adobe Sign and return for signature. The Key Desk will complete the necessary review process when the digitally signed lost key form is routed back to the Key Desk.

Once the review process is complete, if there is a request for keys to be replaced, the Key Desk will upload a new key request form to Adobe Sign and forward to the key recipient and authorized key signer for signature.

At this point, the research will have been completed and the request approved, so once the key request form, for the replacement key(s), has been signed, the key recipient will then be able to make an immediate appointment to pick up their replacement keys.