Overview

Western has many locations on campus that require a physical key to access the space. If you are working in an area that requires a manual key, or are a designated approver of key requests for your faculty or department, refer to the appropriate step(s) below:

Note: If you work for **Western Special Constable Services** or **Facilities Management**, contact Client Services via email at: fmkeys@uwo.ca, do not use the online Key Request form.

Please note: MAPP 1.41 *Building Access Control* **is under revision and will be updated in early 2019.**

Steps to Request a Key

The person who will be using the key completes the online Key Request form, you will have to indicate the specific building and room number for the key you require. If you do not know the building or room number check with your supervisor or manager.

Note: If you have a request to replace a broken or non-working key, refer to the **Steps to Exchange a Broken or Non-Working Key**, or to replace a stolen or lost key refer to the **Steps to Exchange a Broken or Non-Working Key**.

To request a key, follow the steps below:

1. Go to: https://www.uwo.ca/fm/client_services/index.html and

- Click on *Key Requests* from the menu on the left

2. Click *Sign In* under Key Services, found part way down the web page.
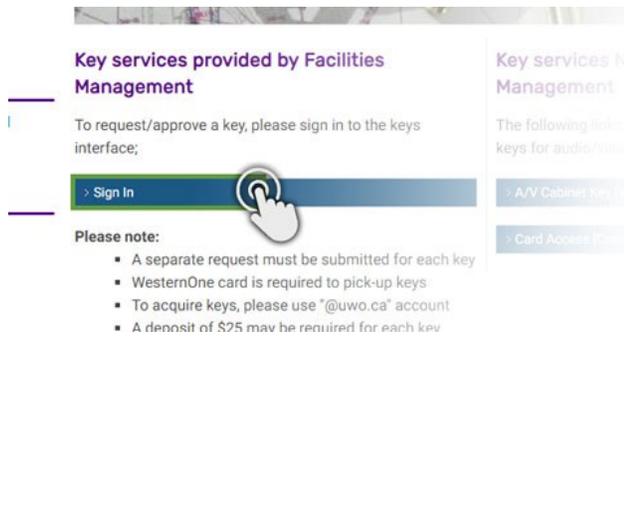
3. Enter your Western user name and password, in the fields on the top right of the page, this is the same information you use when logging into My HR or Student Central.

- click *Log In*
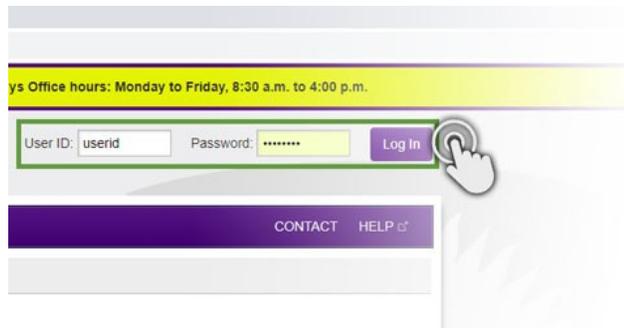
4. Select your Faculty / Department from the drop down list

5. If this is a request for a replacement of a lost or stolen key follow the steps below, otherwise go to step #6.

- Follow the ***Steps to Replace a Stolen/Lost Key*** and then;
    - Select 'replacement of lost / stolen key'
    - Indicate the Incident Number provided by Campus Community Police

    3. Go to Step #6.

6. Click on the *Building* drop down arrow and type the building name into the *Search* field.

- Or scroll through the list of buildings to find the one you require

Note**:** The building selected determines the room numbers you can request a key for, so ensure you select the correct building.

7. Click the *Location* drop down arrow and type the room number in the Search Field.

- Or you can also scroll through the list of rooms to find the one you require
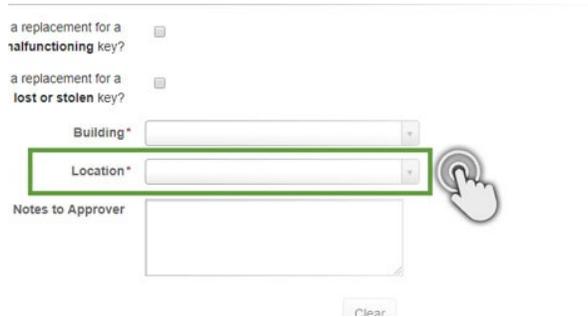
8. Add notes for the approver in the *Notes* section to explain why the request is being made, this will speed-up the approval process.

Note: The comments field is not to be used to request another key for a different room, see step #9 for additional key requests.

9. Click *Add Another Request* if you need to request another key.

- Complete steps 6-9, until you have added all the necessary keys.
  - Then go to step #10
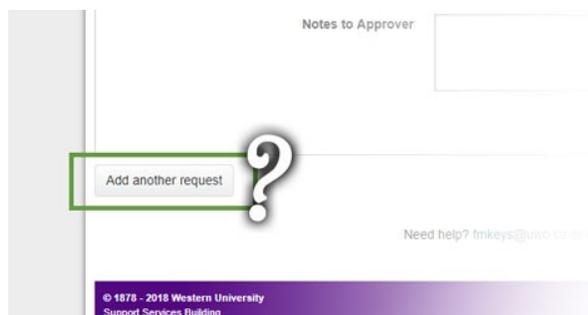
10. Click *Submit* button once you have completed the final key request.
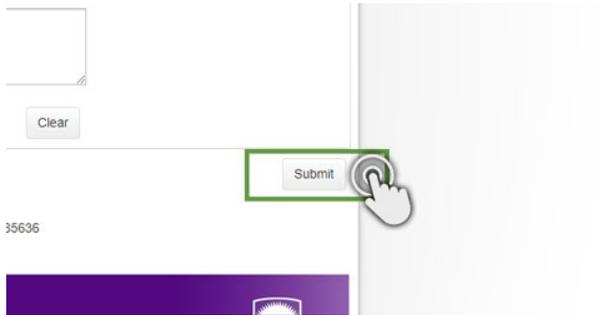
Note*:* If your key request is declined, you will receive an email that outlines the actions to take.