



KEY AND ACCESS CARD REQUEST BEST PRACTICES

Please keep the following best practices in mind when requesting keys and access cards from Health Sciences staff via the [Key and Access Card Request/Cancellation Form](#).

NOTE: Keys are not physically cut by the Health Sciences. As such, staff have no influence on the timing of key arrivals after they have been ordered. Thank you for your patience and understanding.

Key custodian responsibilities

- All departments/key custodians are required to maintain records of the keys they have requested.
 - Due to the high volume and frequency of access requests, the Health Sciences does not archive them and cannot identify who has physical keys to various areas within the Health Sciences Building.
- Whenever someone with access to the Health Sciences Building no longer requires access, key custodians must use the [Health Sciences Key and Access Card Request/Cancellation Form](#) to notify the Health Sciences and help ensure prompt access removal.
 - For safety of the occupants, visitors, and contents of the Health Sciences Building, physical keys must be promptly returned to the Health Sciences office (located in Room 5D30) or the Health Sciences Supply Centre (Room B18).
 - Removal requests made via telephone or email will be directed to the webform in order to maintain proper workflows between these types of requests and Health Sciences staff.
- Key custodians should acknowledge timing considerations involving access requests and communicate details to keyholders as needed:
 - Requests involving electronic coding may require until the end of the following business day to be completed.
 - Physical keys may take up to a week or more to be cut, delivered, and made available for pick-up (depending on the capacity of USask's Facilities Maintenance Division).

Making a request

- All keys and access cards must be requested through the [Health Sciences Key and Access Card Request/Cancellation Form](#) by approved key custodians.
 - Requests from non-approved requestors will be denied.
 - Requests not sent through the proper web form will be returned and requested to be sent through the proper channel.
 - Please keep requests concise.
- Only one request is necessary per person.

- Multiple requests for different rooms are not required.
- **NOTE:** If there are more than 10 keys or access cards needed *for the same room*, please send an Excel spreadsheet rather than individual requests to healthsciences.keys@usask.ca.
 - On that sheet, be sure to note all names, NSIDs, and location (room number) information pertaining to the request.

Required information

- All requests are deleted once completed. Health Sciences staff are unable to pull information from old submissions when new access requests with similar criteria are being made.
 - As such, always include all required details in every request form.
- Always identify whether a keyholder already has a fob/prox card or if a new one will be required.
- If a person requiring access is in a temporary position, please note the end of the person's employment/term in the expiry date section of the request form.
- Be sure to reference specific door numbers when requesting door access.
 - If you are unsure of which door to request, please review the [Health Sciences Building floor plans](#).

Receiving keys and access cards

- The Health Sciences will notify designated key and/or access card recipients as soon as items are available for pick up.
 - NOTE: Sometimes, additional orders for the same recipient may have become available at the Health Sciences Supply Centre before the USask Health Sciences has been notified of their arrival.
 - To avoid repeated notifications from the Health Sciences to collect these additional keys, please email healthsciences.keys@usask.ca to let staff know that the additional order has already been picked up.
- Only the key custodian, key holder, or identified supervisor are authorized to pick-up keys.

Reporting issues with access cards

- Any disruptions or difficulties with access devices should be reported to the respective key custodian first.
 - These issues are a generally the result of expired access and key custodians will be required to grant approval prior to renewing access.
 - **NOTE:** Moving forward — and unless noted in a request — access will not be coded to expire on future requests.
 - As such, it will take time for all current access expirations to vacate the system. Until that time, key custodians and those with

previously coded expirations should be prepared to renew expired access as needed.

- Following a report to the respective key custodian, the issue may then be reported via <https://myprofile.usask.ca/>.
 - Once logged in with your NSID, locate the "Access Card" section and click "Report Issue."