



BEST PRACTICES FOR REQUESTING KEYS AND ACCESS CARDS – FOR THE HEALTH SCIENCES

Please observe the following best practices when submitting key and access card requests via the **Health Sciences Key and Access Card Request/Cancellation Form**.

Note: *Keys are not physically cut by Health Sciences staff; therefore, we do not have control over the timing of key production and delivery. We appreciate your patience and understanding.*

Key custodian responsibilities

- The Health Sciences does not archive access requests or track the distribution of physical keys. Departments and key custodians are responsible for maintaining their own records of requested keys.
- When an individual no longer requires access (e.g., termination of employment, program completion), the key custodian **must** complete a cancellation request to facilitate timely access removal.
 - Physical keys and access cards must be returned **promptly** to the Health Sciences Supply Centre (Room B18) for the safety of occupants and the security of the facility.
- Access removal requests made by telephone or email will be redirected to the webform to ensure proper workflow and recordkeeping.

Key custodians should also be mindful of access request timelines:

- **Electronic access** changes may take until the end of the next business day to process.
- **Physical key requests** may require a week or longer, subject to Facilities Maintenance Division capacity.

Submitting requests

- All requests must be submitted through the **Health Sciences Key and Access Card Request/Cancellation Form** by an *approved key custodian*.
 - Requests from non-approved individuals will be denied.
 - Requests submitted outside the designated webform process will be denied and must be resubmitted appropriately.
 - Facilities will not process requests not received through the proper Health Sciences channels.
 - **Please ensure that all requests are clear and concise.** Avoid including unnecessary details to facilitate efficient processing.

- Only **one request per person** is required, even for access to multiple rooms.
- Key requests can only be processed by the designated Health Sciences key administrator. Requests directed to other staff will be denied.
- For printer-related access issues, please contact IT. If reusing an access card, printers may need to be reconfigured for the new user.

Note: For **more than five keys** needed for the same room, submit a spreadsheet to healthscienceskeys@usask.ca that includes the following:

- Names
- NSIDs
- Room number
- Role (staff, faculty, or student)

Required Information

- Include **all necessary details** in your request form. We cannot retrieve or reference previous submissions.
- For security purposes:
 - Students will receive a default three-year access expiry.
 - Staff and faculty will receive a five-year expiry.
 - For temporary access, specify an appropriate expiry date based on the individual's term of employment.
- Always reference specific **door numbers** when requesting access.

Key and card pickup

- Recipients will be contacted when keys/cards are available for pickup.
- If you retrieve items before receiving a pickup notice, please notify healthscienceskeys@usask.ca to help avoid redundant follow-ups.
- Only the **key custodian**, **designated key holder**, or an **authorized supervisor** may retrieve keys.
- Items not picked up within 30 days will be **returned**, physical keys will be destroyed, and access cards will be repurposed. A new request must be submitted if access is still required.

Reporting Issues

- Any access issues should first be reported to the relevant key custodian. Electronic Protection and Facilities will not process any key-related requests unless they are submitted directly by the Health Sciences.

- Most disruptions are due to expired access and must be approved by the custodian before renewal.
- The Health Sciences will address fob or card issues as possible. However, some matters may require escalation to Electronic Protection, which may delay processing.