



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 are unable to add comments to our orders. We appreciate your patience and understanding.*

Note: *Keys cannot be ordered directly from facilities. Facilities will indicate that you are not recognized as a key custodian. Key custodians designated by the Health Sciences departments only have approval to send requests to Health Sciences Keys, as such Facilities will not process any requests sent directly to them.*

Note: *Building hours are from 6:00 a.m. to 11:00 p.m., most users who do not require access outside of regular office hours do not need building access.*

- 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.
- If a user already has an access card but is marked as not having one, the card number will be deleted, and user will not be able to access assigned rooms using that card. This may cause delays, so please confirm whether the user has an access card/fob before proceeding.
 - Staff/faculty will be given a blue-black fob, and students will be given a white access card.
 - Only one fob/card can be assigned to a person at a time in the system.
- When an individual no longer requires access (e.g., termination of employment, program completion), the key custodian **must** complete a cancellation request (for access cards only, metal keys can just be returned) to facilitate timely access removal.
 - Please cancel access promptly to avoid overloading the system with users who no longer require it. Unnecessary accounts increase the likelihood of technical issues.
 - 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 building. Physical keys are assigned to a person's employee number and cannot be used by other employees. Keyboard keys are for use by the department at the discretion of the key custodian but must be kept track of.

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.
- If you are planning to take leave, it is your responsibility to ensure the incoming custodian is properly trained and familiarized with all required duties. Our office does not provide training for key custodians. In situations where a custodian departs without notice, we strongly recommend preparing a training manual in advance to support continuity of operations.

Submitting requests

Note: Room access is assigned to the person, not the fob. If a user receives a new fob, all previously active room access will automatically be transferred to it.

Note: If you are working from home, you must be using a VPN to send requests. You will receive a “403 Forbidden” error if you are not connected to the VPN.

- All requests must be submitted through the **Health Sciences Key and Access Card Request/Cancellation Form** by an *approved key custodian*.
 - o Requests from non-approved individuals will be denied.
 - o Requests submitted outside the designated webform process will be denied and must be resubmitted appropriately.
 - o Facilities/Electronic Protection will not process requests not received through anyone other than Health Sciences Keys.
 - o **Please ensure that all requests are clear and concise. Avoid including unnecessary details to facilitate efficient processing. As key custodians, we trust your judgment in granting access and do not require further justification. When explanations are required, please keep them brief and to the point.**
- 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 made to other staff will be denied.
- Toggle/Lab access is assigned to the user's fob, not to individual rooms. If a user needs this function for only one room, please note that it will apply to all rooms linked to their fob.

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 room numbers** in your request form. We cannot retrieve or reference previous submissions. The Health Sciences complex covers 5 buildings, and a door number speeds up the process of having access assigned.
- 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.
 - Any request missing the category (staff, student or faculty) will be given a one-year expiry.

Key and card pickup

- Key custodians will be contacted when keys/cards are available for pickup.
- 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.
- White access cards are designed to be punched for lanyard attachment in a specific location only. Newer cards feature four small alignment dots on the back, indicating the designated punch area. Punching a hole outside of this marked zone will render it unusable. Please ensure all punches are made precisely within the indicated area.

Reporting Issues

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

- Most disruptions in card access are due to expired access and must be approved by the custodian before renewal.
- For printer-related access issues, please contact IT. If reusing an access card, printers may need to be reconfigured for the new user by logging in, releasing all print jobs and logging out. When logged in again it should be in the new user's name.
- When reporting any issues related to Health Sciences keys or access cards, please ensure the following information is included:
 - Access card related:

- The card number used
 - Description of the card reader's behavior (e.g., flashing red/green, staying red, etc.)
 - The specific door number the user attempted to access
 - The time/date of their last attempt to open the door
- o Key related
 - The specific door number
 - A clear description of the issue (e.g., key not turning, difficulty inserting, lock malfunction)

Providing detailed information helps address the issue more efficiently.

- When there are issues access cards working, Health Sciences Keys will reprocess the access first. If the issue continues, we will escalate it to EP. EP response times may vary, so we appreciate your patience while the problem is resolved. Issues with keys are typically given to the locksmith and it will take time for your request to be completed.
- Facilities addresses problems on a severity basis then on a first-come, first-served basis, we cannot guarantee a time when your issue will be addressed.

Returning fobs/access cards or key

- All fobs, access cards, and keys should be returned to the Supply Centre in a clearly labeled envelope marked “**Returns c/o 5D30**”.
- Before returning keys and fobs to the Supply Centre, please ensure all stickers, key rings, lanyards, and other attachments have been removed.
- Damaged or non-functional fobs (e.g., broken or dead), or if the numbers are not readable, should be discarded and not returned.

We do our best to update and deliver keys/access cards as quickly as possible, but delays may occur due to staffing, technical issues, or other factors outside our control. We appreciate your patience and understanding if extended delays arise while we work to resolve them.