Online Key Request Submission Instructions

Note: Only Individual, Security, and By-Pass Office Keys use the Online Key Request. Master, Submaster, and Non-Office Keys use a paper Key Request.

1. Login to AccessUH at www.accessuh.uh.edu using your CougarNet ID and CougarNet password.

![AccessUH](Image)

2. Click on the FIX-IT icon.

![FIX-IT](Image)

3. On the top menu bar, click on “Key Request”.

![FAMIS Self Service Account](Image)
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4. Key Requestor Information: default to the person who is submitting the key request.

5. Key Holder Information: Enter key holder’s PeopleSoft number and click the “Look Up” button to fill in the key holder’s information.

**Please note: if the PeopleSoft information does come up please verify that it is the correct number and re-enter. If it does not come up a second time then please go to the Help Form**
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6. Select a Request Type:
   - **New**: A key is needed for new space access.
   - **Replace Non-Working Keys**: A key is needed to replace a broken, bent or worn key.
   - **Replace Lost or Stolen Keys**: The key is needed to replace a lost or stolen key. Must provide UHPD case number in the Additional Information section.
   - **Lock Change**: The key is requested due to a lock change.
   - **Additional Copies**: multiple copies of the same key are needed. Must enter justification for needing multiple copies in the Additional Information section.

7. Select Keys: - in a sequential order, select site → building → floor → room → door → key → authorizer
   - **Site ID**: 00730 for University of Houston
     - 00780 for University of Houston System
   - **Building**: Select or type in building name/number
   - **Floor**: select floor number
   - **Room**: select room number
   - **Door**: select the door. A room could have multiple doors with different keys.
   - **Key Type**:
     - Individual – A physical key that will only operate the core assigned to that specific key number. This key number maybe assigned to more than one space
     - Security - A physical key that is used for high level security areas limiting access. Individual and grand master key will only operate these series of key numbers.
     - Bypass – A physical key that will operate multiple cores that are assigned to different key numbers.
   - **Key Number**: Select the key number that fits the room you are requesting
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- **QTY**: Each holder may be issued only one copy of each keyset. Please provide justification if you need more than one copies.

9. Select a Payment Method:

- Credit Card: Key holder is paying by credit card or debit card. Card will not be charge until they pick up the key.
- Speed Type
- Cost Center

10. Submit: Click submit to send key request to space and cost center approvers.
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Your Key Request Has Been Submitted!

Key Request Summary

- **Key Request Information**
  - Key Request Number: REQ016121
  - Request Type: New
  - Request Pay Type: FR Employee
  - Enter Date: 02 APR 16

- **Key Requester Information**
  - Requester PSID: 0846311
  - Requester Name: GALVEZ, CINDY M
  - Requester Telephone: 832-206-1667
  - Requester Email: cingalvez@uh.edu

- **Key Holder Information**
  - Holder PSID: 0846311
  - Holder Name: GALVEZ, CINDY M
  - Holder Telephone: 832-206-1667
  - Holder Email: cingalvez@uh.edu