Online Key Request Process

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

2. Click on the FIX-IT icon. Look on the dark blue tool bar for the tab that says “Key Request” and click.

3. Key Requestor Information: The key requestor fields will automatically populate with the persons information that has logged into AccessUH.
4. Key Holder Information: Type in the people soft number and click the Look Up button. This will auto fill based off the holders people soft information. **Please note if the people soft does come up please verify that is the correct number and re-enter. If it does not come up a second time then please go to the Help Form**

5. Select A Request Type:
   - New: This is a new key for the Key Holder.
   - Replace Non-Working Keys: This is for broken, bent or worn keys.
   - Replace Lost or Stolen Keys: If keys were lost or stolen please have a UHPD case number and see Additional Information section.
   - Lock Change: This box will tell us that there is a lock change taking place and that the lock shop would need to furnish the new number.
   - Additional Copies: If the holder is needing more than one copy please go to Additional Information section.
6. Select Keys: These are all drop down items and have been loaded based off of what information is in the system.

- **Site ID:** Select “00730” for the University of Houston
- **Building:** Select the building number of the door you are requesting a key for
- **Floor:** Select the floor of the door you are requesting a key for
- **Room:** Select the room of the door you are requesting a key for
- **Door:** Select the door of the room you are requesting a key for if there are more than one door in a room
- **Key Type:** Select the key type of the key you are requesting for
- **Key Number:** Select the key number that fits the room you are requesting
- **QTY:** If more than 1 copy on key is needed please see Additional Information.

****Please do the same for each key that you are requesting. Also if you are needing a Building Master or Sub-Master Key please continue to use the current paper form****

*Additional Information: Please use this section if you need to give us a UHPD case number or justification for more than one key. Please be very detail on needs because we send this information to UHPD for approval.*
7. Select a Payment Method:
   - Credit Card: This tells us that the key holder is paying by credit card or debit card please make sure they know that they are responsible for payment. Card will not be charge until they pick up the key.
   - Speed Type: If you know what speed type the department would like to use you can input it here now.
   - Cost Center: If you know what cost center the department would like to use you can input it here now.

8. Submit: Once you click here it sends the request to the space approver first then to the Certifying Signature. Once both of them have approved it then it goes to Key Access Service for processing.