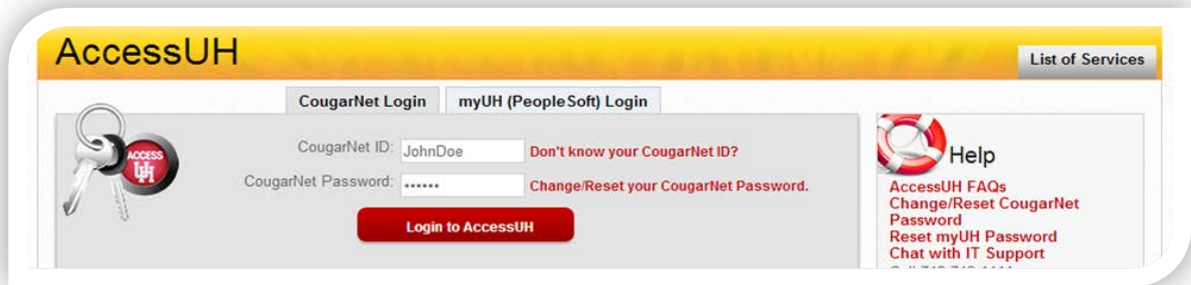# Online Key Request Submission Instructions

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.

2. Click on the FIX-IT icon.

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

Online Key Request Submission Instructions

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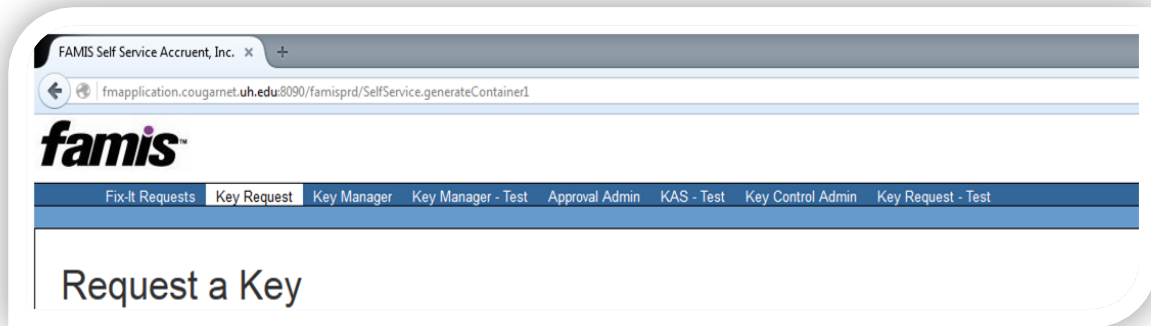
4. Key Requestor Information: default to the person who is submitting the key request.

Request a Key

Key Requester Information	
Key Requestor PSID:	0846131
Key Requester Name:	GALVEZ, CINDY M
Key Requester Telephone:	713/743-0625
Key Requester Email:	cmgalvez@uh.edu

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

Request a Key

Key Requester Information	
Key Requestor PSID:	0846131
Key Requester Name:	GALVEZ, CINDY M
Key Requester Telephone:	713/743-0625
Key Requester Email:	cmgalvez@uh.edu

Key Holder Information		
Enter PSID:	1298945	Look-Up
Key Holder Name:	BOURQUE, ROLAND N.	
Key Holder Telephone:	713/743-0616	
Key Holder Email:	rnbourque@uh.edu	

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

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.

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.

Select a Request Type: ◉New   ⊙Replace Non-Working Keys   ⊙Replace Lost or Stolen Keys*   ⊙Lock Change   ⊙Additional Copies

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

Online Key Request Submission Instructions

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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.

justification for requesting more than one key, or any other comments.

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.

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.

Your Key Request Has Been Submitted!

Key Request Summary

Key Request Information	
Key Request Number:	REQ016121
Request Type:	New
Request Pay Type:	FM Employee
Enter Date:	12-APR-16

Key Requestor Information	
Requester PSID:	0846131
Requester Name:	GALVEZ, CINDY M
Requester Telephone:	832/206-1667
Requester Email:	cmgalvez@uh.edu

Key Holder Information	
Holder PSID:	0846131
Holder Name:	GALVEZ, CINDY M
Holder Telephone:	832/206-1667
Holder Email:	cmgalvez@uh.edu