

Key Request Process for Students and Non-ISU Employees

Effective July 1, 2009, keys requested for students and non-ISU employees will require a due date. The due date selection is based on the date of issue. The due date selection will be limited to 3 months, 6 months, or 1 year. Keys will require the Department Key Coordinator to renew the keys when they become due and/or assist in the retrieval of the key(s). This will only affect new key requests for students. Prior student key requests that have been processed before July 1, 2009 will not have a due date.

Changes made to the Key Request Login Form are located on the bottom tool bar.

The screenshot shows the ISU FPM Key Request Form in a Windows Internet Explorer browser window. The browser address bar displays the URL <https://www.fpm.iastate.edu/keys/pilot/>. The form features a header with a warning icon and the title "ISU FPM Key Request Form". Below the header, there are input fields for "Your email:" (containing "mmhamil@iastate.edu"), "Password:" (masked with dots), and "Key holder:" (with a note to enter University ID or net-ID). A "Next >>" button is located below the key holder field. To the right of the input fields, there is a section with a checked checkbox for "Automatically enter login name and password" and a link for "Change your password". Below this, there are links for "Forgot your password? Have it e-mailed to you." and "Request to be added as one of the designated Key Requestors for your department". A "Questions? Call 294-4211" link is also present. The "Select request type:" section includes radio buttons for "New Keys", "Replacement for lost keys (\$20 per key)", "Replacement for bent/broken/non-working keys", and "Desk/cabinet/misc keys (\$5 per key)". To the right of this section, "Key Desk Hours are 7:30 AM - 4:00 PM, Monday through Friday. Keys ordered by 3:45 will be available the following business day at Noon." is displayed. At the bottom of the form, there is a navigation bar with buttons for "Reports", "My Requests", "Service Guide", "Transfer Keys", "Renew Keys", and "Return Keys". A red arrow points to the "Renew Keys" button. The footer contains the Iowa State University logo, "Facilities Planning & Management", "Email: FP&M Web Services", "Copyright © 2009, Iowa State University, all rights reserved.", and the website URL "www.fpm.iastate.edu/keys/pilot/". A VeriSign Secured logo is also visible in the footer.

The Renew Keys button will provide you with a report of keys coming due within 30 days. This report will be for new key issues issued after July 1, 2009. Any previously ordered keys for students will not have the appropriate information. If you would like to update the information, please let us know and we can work with you to set this up.

Based on the NetID or the ISU number of the student or non-ISU employee, your screen will have a red lined box in the middle of the page.

Request for New Keys - Windows Internet Explorer

https://www.fpm.iastate.edu/keys/pilot/keyrequest2.asp

ISU FPM Key Request Form

Request for New Keys

Your name: HAMILTON MARGARET MARIE
Name of key holder: BASELER JESSICA ANN
Building: HIXSON-LIED STUDENT SUCCESS CENTER [Can't find a building?](#)

Keys Requested:

Key #	Qty	Key #	Qty

This key holder is not a permanent ISU employee.
These keys will need to be returned by: **- Select -**
(Keys may be renewed within a month of their due date)

Supervisor/Contact: (optional)

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[View Key Reports \(opens in a new window\)](#)

You will be required to select from a drop-down list for you to select, one of the following.

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- Three months from date of Issue
- Six months from date of Issue
- One year from date of Issue

The Supervisor/Contact field is a free form field. This is to be used to enter the supervisor's name or contact information for future verification. Please be sure you are consistent with the spelling of the

supervisors/contact name. Enter the last name first, separated by a comma, and the first name, i.e. Doe, John.

Renewing Keys

Click on the Renew Keys tab on the login page.

A Report of keys to be renewed will be generated, similar to the report below.

Key Holder	Supervisor/Contact	Holder Code	Key	Due Date	Renew for
BURNETT LYNN A			SEM	4/1/2007	3 mo 6 mo 1 yr
BURNETT LYNN A			SE#1	4/1/2007	3 mo 6 mo 1 yr
BURNETT LYNN A			3A174	4/1/2007	3 mo 6 mo 1 yr
KOOPS GAIL W		LOAN KEY	SM4F	6/30/2009	3 mo 6 mo 1 yr
KOOPS GAIL W		LOAN KEY	318A	6/30/2009	3 mo 6 mo 1 yr
PETT STEVEN GERALD		LOAN KEY	ZA20	7/2/2009	3 mo 6 mo 1 yr

Keys that are past due show up in red. All keys due within the next 30 days will have the due date listed.

To renew, select the 3 mo, 6 mo, or 1 yr button. The screen will refresh, and the name will be dropped from the list.

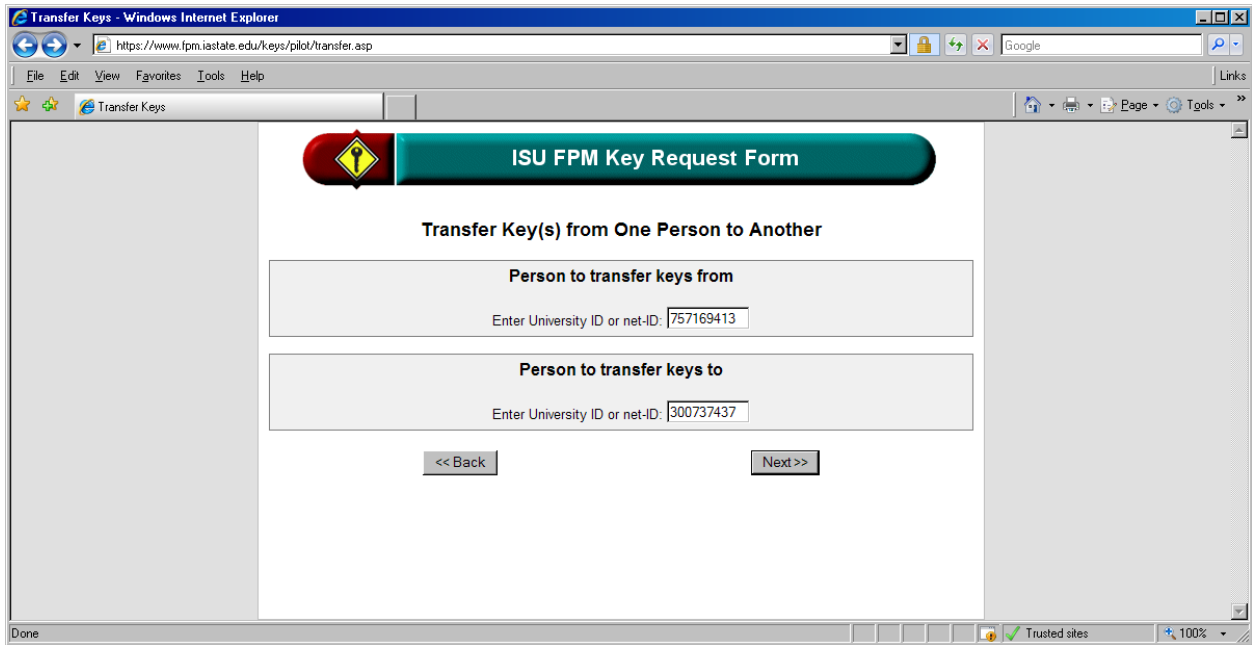
Retrieval Process

The retrieval process begins at the department level. If the student should no longer need the key(s), the department should contact the student or Supervisor/Contact. If you submit an email, please cc baservices@iastate.edu. If you need Building Access Services to begin the billing process, we will use the email trail to communicate to the student and we will be billing them for the key(s).

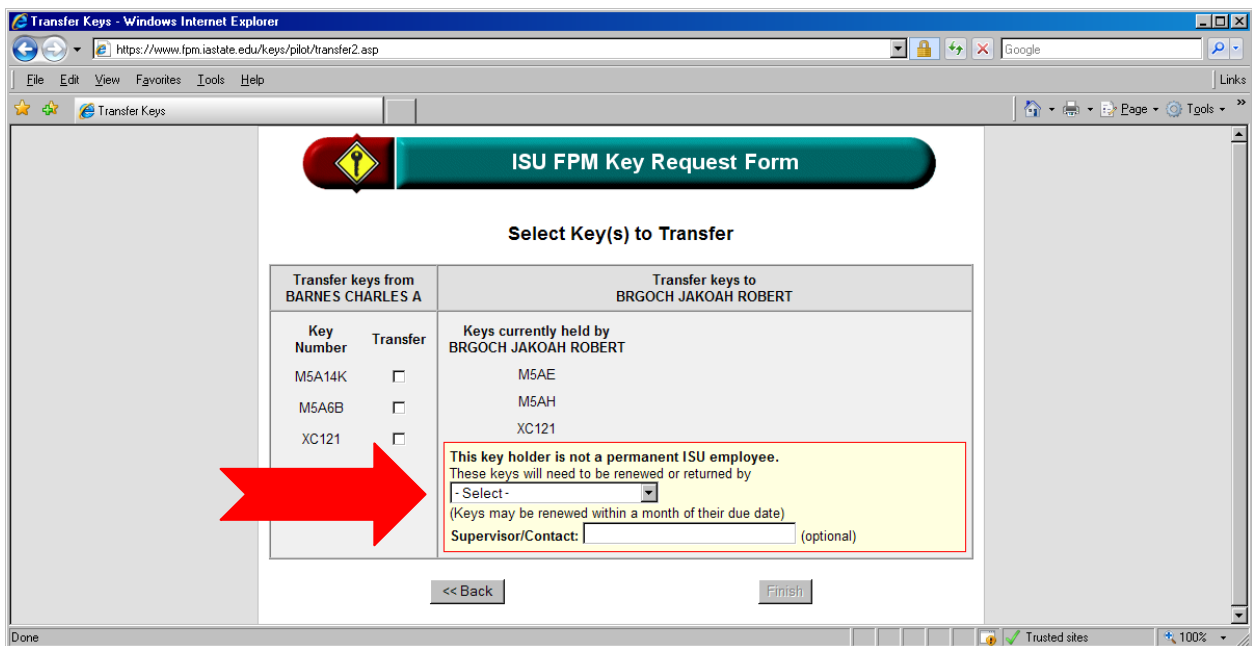
Transferring Keys

Key transfers from one student to another will also require a renewal date. Click on Transfer Keys tab

Enter the University Id or net-ID you wish to transfer FROM.



Then enter University Id or net-ID you wish to transfer TO.



You will need to select the 3 mo, 6 mo, or 1 yr to complete the transfer. The Supervisor/Contact field is optional. If you use this field, please be sure you are consistent with the spelling of the supervisors/contact name. Enter the last name first, separated by a comma, and the first name, i.e. Doe, John.

If you have any questions or need assistance, please contact Building Access Services Key Desk at 4-4211 or baservices@iastate.edu.