

University Facilities New Key & Core Request Process

University Facilities has updated our Key & Core Requests to become a fully online process. We have also incorporated our Space Management team into the workflow as another level of approvals.

1. To begin the process, visit Facilities' [Home Page](#) and click on Services.
2. Next, click on Key Request Form.



A screenshot of the University Facilities website's "Services" page. The page has a dark blue header with the "UNIVERSITY FACILITIES" logo on the left and a search bar and navigation links ("Services", "Departments", "Contact") on the right. A red star with the number "1" and an orange arrow points to the "Services" link in the navigation bar. Below the header, a dark blue sidebar contains a "Home" button and a list of service categories: Building Security Coordinators, BSC Change Request Form, Key/Lock Change, Maintenance Chargebacks, Project / Space Request, Recycling Pickup, Re-Keying Buildings, Renovations and Permits, Service Request Form, CU-ICAR Service Request Form, Key Request Form, Permit Request Form, and Special Events. The main content area is titled "Service Requests" and includes a breadcrumb trail "Home / Services / Service Requests". It contains sections for "Request for Emergency Service", "Request for Routine Service", and "Request for a Quality Assurance Review". A red star with the number "2" and an orange arrow points to the "Key Request Form" option in a dropdown menu that is open over the "Services" link. The dropdown menu lists various request forms, including "Key Request Form". A blue note box states: "Note: This form is for faculty and staff use only. Students should contact 864-656-5450 to submit a request." The page footer features a decorative graphic of orange buildings and a paw print.

Services

3. Click on the Request Type dropdown and select whether you would like to create a Key or a Core request.

Both forms from this point will be the same as the previous PDF versions.

Please note that required fields are indicated by an **asterisk (*)**.

Home / Services / Development - Key/Core Request Form

Development - Key/Core Request Form My Key/Core Requests

Request Type *
-- Please choose a request type --

Contact Name * Christopher Miller **Contact E-Mail Address *** cmlr@clemsn.edu

Your Phone Number *
(864) 614-9303

Account # *

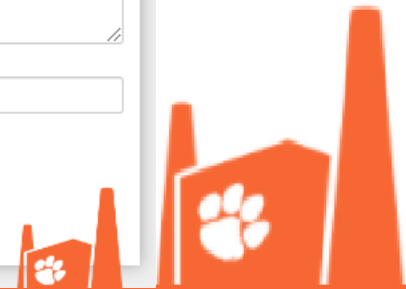

| Fund | Program | Account | Dept | Class | Project |
|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

Reason for Key Request *
-- Please choose a reason --

Building Name (Please use -- NO BUILDING / UNKNOWN -- if your building is not listed.) *
Start Typing Building




Deliver to Building *
Start Typing Building

Additional Remarks (max 4000 characters)




If you are the requestor, you will receive an email notification confirming that your request has been submitted. You will also be provided with a link to see the status of your request and where it currently is in the workflow process.

Key/Core Request Confirmation (Test) ← ↶ ↷

 Facilities Support Center <facilities@clemsom.edu> Today at 11:08 AM
To:  Anthony Coleman;  Dhruv Jain



This message confirms that at **11:07AM** on **08/15/2022** you submitted a key/core request that is currently being processed. You can track the status of your request by using this link - [Key Request Details](#)

For further questions, call [\(864\)656-5450](tel:8646565450), or email Facilities Support Center at facilities@clemsom.edu

 UNIVERSITY FACILITIES

If someone in your building is submitting a request and authorized to do so, you will receive an email notification prompting you to follow a link to review the request and either approve or deny it.

BSC - Key/Core Request Approval Required (Test) ← ↶ ↷

 Facilities Support Center <facilities@clemsom.edu> Today at 11:08 AM
To:  Anthony Coleman;  Dhruv Jain

This message confirms that at **11:07AM** on **08/15/2022**, we have received a key/core request from **Dhruv Jain** for building- **UNIVERSITY FACILITIES**, that requires your approval as the Building Security Coordinator.

Please use this link to review the details and either approve or deny this request- [Key Request Details](#)

For further questions, call [\(864\)656-5450](tel:8646565450), or email Facilities Support Center at facilities@clemsom.edu

 UNIVERSITY FACILITIES



Finally, core request will be sent to Facilities' Space Management team for final review if you approve the request. Your approval for key requests will generate a Facilities Work Order.

If you deny the request, the requestor will receive an email notification informing them of the denial with a justification. Reasons for denying a request would be that the room does not belong to the department making the request, the request is for a building master key, etc.

If you have any additional questions regarding the new process, please contact Chris Miller with University Facilities at cmlr@clemsun.edu.

THANK YOU!

My Key/Core Requests

Home / Services / Key/Core Request / Key Request Details

Key Request Details

[Submit a Key/Core Request](#)
[All Key Requests](#)

KEY/CORE REQUEST ID - 72

| | |
|---|--|
| Request Type - Core | Building Name - HENDRIX STUDENT CENTER (001227) |
| Contact Name - ██████████ | Deliver to Building - HENDRIX STUDENT CENTER (001227) |
| Contact E-Mail Address - ██████████@clemsun.edu | Deliver to Room - 214 |
| Your Phone Number - (864) 656-████████ | Request Date - 08/01/22 03:45 PM |
| Reason for Key Request - Occupant Change | |
| BSC - ██████████ (██████████@CLEMSUN.EDU) | |

Request Denied By Space Management - Testing space deny

| # of Cores (Locks) | Room # | # of New Keys | Current Key # | New Key # |
|--------------------|--------|---------------|---------------|-----------|
| 1 | 1 | 5 | 42J | 42a |

BSC Approval

██████████ (██████████@CLEMSON.EDU) ➔ [Approve Request](#) [Deny Request](#)

Message to BSC: Click the above button to approve the key/core request. Please note your approval will create a Facilities WORK ORDER for the same request. Alert: Please note that this cannot be undone once clicked.

CORE REQUEST - Space Management Approval

SPACE MANAGEMENT (FMO_SPACE@LISTS.CLEMSON.EDU)
[Approve Request](#)
[Deny Request](#)

Click the above button to approve the core request. Please note your approval will create a Facilities WORK ORDER for the same request. Alert: Please note that this cannot be undone once clicked.

Work Order Details

