



UC San Diego

Policy & Procedure Manual

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FACILITIES MANAGEMENT

Section: 530-6 **Appendix A**

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APPENDIX A – Key, Keycard, and/or Credential Processes

A. Requesting Keys (Initial Issuance)

Only those service requests submitted via the [FM Customer Portal](#) by Authorized Personnel will be accepted.

1. Requirements for ordering keying services
 - a. A Key or Keycard will only be issued when necessary. When access can be gained by other means (e.g., leaving doors unlocked, attended doors) a key will not be issued.
 - b. When a Department receives an allocation of space, departments should consult FM regarding keying, or re-keying of the assigned space.
 - c. A *Key or Lock Request Signature Authorization (including e-signature)* form signed by the Department head must be on file in the FM Customer Relations Office before any Keys or Keycards can be issued or lock changes made. The *Key or Lock Request Signature Authorization* form is available from FM Customer Relations and should be completed when a departmental or program representative is first designated or when there is a change in the Department head.
 - d. Any exception to this policy must be approved by the Vice Chancellor – Operations Management and Capital Programs (VC-OMCP). The VC-OMCP can redelegate this authority.
2. Work will only be initiated after a completed *service request (SR)* has been sent to FM, processed and a work order has been issued.
3. The person designated to pick up Keys/Keycards must be an active UC San Diego employee listed on the *service request (SR)*, or an individual listed on the *Key or Lock Request Signature Authorization* form on file with FM Customer Relations.
4. Keys will not be sent through campus mail.

B. Key, Keycard, and/or Credential Checkout Process

1. Where Keys/Keycards are needed for a temporary period of time by a UC San Diego Department or an outside entity providing services to UC San Diego, Keys/Keycards may be temporarily Checked Out.
2. All Checkout requests must be made at least 72 hours prior to issuance. All requests must be submitted to FM's Customer Relations Department using the [FM Customer Portal](#).
3. All Checkout requests require a UC San Diego Department sponsor, Department IFIS index number, work order number, job number and project name.

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4. Prior to making a Checkout request, every effort must be made to obtain a Key/Keycard from the sponsoring Department's Authorized Persons. If a Key/Keycard is not available, a Checkout request may be initiated.
5. Every Key/Keycard Checked Out will be at the lowest level of a keying system possible to achieve the purpose for which the Key/Keycard is being issued.
6. Only the individual designated in the Checkout request can pick up the Key/Keycard(s). Valid picture ID is required when picking up Checked Out Key/Keycard(s).
7. The loaning or transferring of a Checked Out Key/Keycard is strictly prohibited. If a Key/Keycard is loaned or transferred to someone other than the person to whom it is issued, the Key/Keycard will be confiscated, and disciplinary action may be initiated.
8. All keys/keycards shall be returned on or before the date specified on the checkout request form. If a project exceeds the return date, the sponsoring department must request an extension seven (7) days prior to the expiration date. This extension will be processed electronically using a digital or hand-signed version of the original form, with a new return date specified.
9. Key/Keycards will not be held over from one project to another (there are no exceptions).

C. Keying Services

1. The FM Lock Shop will perform the work and deliver completed Key/Keycard to FM Customer Relations. FM Customer Relations will notify customers that the Key/Keycard(s) are available for pick up.
2. Key/Keycards must be picked up at the Campus Services Complex inside Building C's north entrance weekdays between 9:00 a.m. and 12:00 p.m. Only the person listed on the service request (SR) form is authorized to pick up keys. Any person picking up Key/Keycard(s) from FM Customer Relations must provide current campus identification and sign a receipt before Key/Keycard(s) will be released. Receipt signature must match that on file with FM Customer Relations.
3. In instances where work is required to be completed onsite, FM Lock Shop employees will perform the work and leave the necessary Key/Keycard(s) with the Authorized Person. The Authorized Person will provide current campus identification and sign a receipt before Key/Keycard(s) will be released by the FM Lock Shop employee.

D. Departmental Key Issue and Control

1. Every UC San Diego Department that issues campus Key/Keycard(s) will designate a(n) Authorized Person(s) who will be responsible for Key Control for that Department's assigned Spaces and/or Building(s).
2. All Authorized Persons shall keep a written record of their Departmental Key/Keycard assignments and require a receipt signature from the individual assigned the Key/Keycard. The Authorized Person will maintain documentation showing appropriate Key Control, as detailed above, to be made available for internal audit.
3. All Key/Keycards shall remain in the sole possession of the employee to whom the Key/Keycard(s) are assigned. Loaning, borrowing, or sharing Key/Keycards is strictly prohibited. If an employee loans or shares an assigned Key/Keycard with anyone who is not authorized, the Key/Keycard will be confiscated. Key/Keycards no longer needed by the assigned employee shall be returned to the Department's Authorized Person for re-assignment or returned to FM Customer Relations.
4. Employees are required to return Key/Keycards to the Department Authorized Person upon

termination of their employment with the University. Possessing or using any Key/Keycard without proper authorization is a misdemeanor crime under [California Penal Code, Section 469](#).

5. Department Heads are, by default, Administrative Authorities; they determine who the Department Access Coordinator will be - in most instances, it will be the current Department Key Manager.

E. Lost, Stolen, or Unreturned Keys

1. Lost or stolen Key/Keycards should be immediately reported to the Key/Keycard holder's supervisor.
2. Once they receive a report of a lost or stolen Key/Keycard, supervisors must immediately notify their Departmental Authorized Person.
3. Upon receiving a report of a lost or stolen Key/Keycard, an Authorized Person must immediately notify FM Customer Relations at (858) 534-2930.
4. If a Department is unable to return assigned Key/Keycards as required, the Department may be held fiscally responsible for rekeying costs.

F. Billing

Key or lock work requests will be billed on a recharge basis to the department requesting the work based on the information provided on the service request (SR) submitted via the [FM Customer Portal](#).

For additional procedural information go to Blink: [How to Request Key or Lock Changes](#).