How to Submit a Key Request

1. Go to the Facilities Management webpage at https://www.uml.edu/facilities/Service-Requests/form/
2. Log in using your UML credentials.
3. Your information (name, phone number and email) will automatically populate.
4. To submit a request on behalf of someone else, check the box and select a name from the directory. See check box circled in red below.
   a. Click the “Search for Supervisor” button to select the name of your supervisor from the directory.
   b. The submitter as well as the Supervisor will receive an email notification.
   c. The Supervisor will be required to click the link in the email and approve or deny the request.

* Students should submit requests through their department
5. Once supervisor name is selected their information will populate. See image below.

![Supervisor Information]

6. Select your key pick up location from the dropdown.

![Pickup Options]
7. Check the box if someone other than the key holder, supervisor or submitter will be picking up this request. Select name from the directory.
8. Enter key information including location and Key Code then click “Submit Request”.

9. Submitter and supervisor will receive an email notification once keys are ready for pickup.

10. Should the request be rejected at any point in the process, the Submitter and supervisor will receive an email notification indicating the reasons for the rejection.

11. You can check the status of your request at any time by clicking on “My Requests”. See below.