

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.

Submit

Facilities
Key Requests

REQUESTS
Submit
Previous

FACILITIES MANAGEMENT SERVICE CENTER
uml.edu/facilities

SUBMITTER INFORMATION

Your phone number
978-934-3266

I am submitting this request on behalf of someone else

SUPERVISOR

Please select your supervisor. They will have to approve your key request. If your immediate supervisor is unavailable, or out of the office, please select someone else that is able to approve the request for you.

Search for supervisor

PEOPLE SEARCH

Last Name First Name OR ID Number

Entire Directory Faculty/Staff Only Students Only

Please note students cannot request keys *

* Students should submit requests through their department

5. Once supervisor name is selected their information will populate. See image below.

SUPERVISOR

Please select your supervisor. They will have to approve your key request. If your immediate supervisor is unavailable, or out of the office, please select someone else that is able to approve the request for you.

Name	Renee Morin
Email	Renee_Morin@uml.edu
Department	Facilities Business Operation
Title	Facilities Work Order Coord

Supervisor Phone Number

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

PICKUP


Where you would like to pick the key up?

- Select a pickup location...
- Wannalancit Service Center
- University Crossing UCAPS

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.


PICKUP

Where you would like to pick the key up?

Select a pickup location... 

Someone other than the key holder, the supervisor, or the submitter will be picking up this request

Please select the person that will be picking up this request.

 Search for pickup person

PEOPLE SEARCH 

Last Name First Name OR ID Number 

Entire Directory Faculty/Staff Only Students Only

8. Enter key information including location and Key Code then click “Submit Request”.

The screenshot shows a form titled "KEY INFORMATION". It contains three dropdown menus for "Building", "Floor", and "Room", each with a "Select a..." placeholder. Below these is a text input field for "Key Code (if known)" and a blue button labeled "Find Your Key Code". At the bottom is a large text area for "Comments" and a green button labeled "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.

The screenshot shows a dashboard titled "My Requests" with a "STAGING ENVIRONMENT" label. On the left is a navigation menu with "Facilities", "Key Requests", "REQUESTS", "Submit", and "My Requests" (circled in red with a blue notification badge). The main area displays a table of requests:

Request Number	Timestamp	Status	Recipient Name	Room
KR-10006	10/29/2018 1:29 p.m.	Submitted	Renee Morin	BOU-200C
KR-10005	10/29/2018 1:25 p.m.	Submitted	Renee Morin	WAN-450
KR-10004	10/23/2018 11:16 a.m.	Submitted	Renee Morin	BAL-214D

A blue arrow points to the "Submitted" status of the KR-10004 request.