Key Access Request and Return Process

Key requestors will need to pick up and return keys directly to the University Services Building ASU Facilities Management (FM) Lock Services.

Students must get email approval from supervising faculty or staff for new key requests and submit that email to George Ahlers.

To request a key:

1. Complete the online key request located at: [Key Request]
2. Please use the following template with your key request: [Key Request Template]
3. The Form is authorized and forwarded to ASU Facilities Management (FM) Lock Services.
4. The key holder will receive an email from ASU Facilities Management (FM) Lock Services once the request has been processed. Keys can be picked up between 10 a.m.–12 p.m. and 12:30–2:30 p.m. Monday through Friday.
5. Anyone picking up keys must know for whom and for what building the keys have been requested.
6. Authorized pickup persons must also present a valid form of picture identification upon request.
   a. We will no longer be picking up keys on behalf of the requestors.

Returning or Transferring keys:

1. Email [SEMTE_Facilities@asu.edu](mailto:SEMTE_Facilities@asu.edu) about returning keys.
2. SEMTE Facilities determines if Key is:
   • Turned into the lock shop
   • Transferred to SEMTE Facilities.
3. Key holder notified by SEMTE facilities by email on what to do with the key.
4. If the key is turned into the lock shop:
   • Return keys to University Services Building ASU Facilities Management (FM) Lock Services. See [Here](#) for hours
   • This will clear your ASU Record regarding the key.
   • Get a receipt for all keys returned to keep for your records.
5. If key is to be transferred; the key holder will turn in the key to the front desk of the business office in an envelope with the following information:
   • Key holders Full Name
   • Key holders ASURITE ID number
   • Building and room the key is used

*****We will no longer accept key returns in our offices except transfers*****

*****Keys are only transferred with authorization from Facilities Manager*****

*****Keys should not be given to any other individual*****.
Lost or Stolen Keys:

1. All lost or stolen keys must be reported to ASU Police Department and ASU Facilities Management (FM) Lock Services within 24 hours of the discovery of their loss.
2. Please call Key Control at 480-965-1829 to file a loss or theft report during normal working hours.
3. Key holders are responsible for all keys issued to them and will be charged a fine if their keys are lost or stolen.
4. Please refer to the Key Policy for more information.

- Lost/Stolen Key Form (PDF)

ISAAC Access

- SEMTE ISAAC Access Request Instructions
- Online ISAAC Request Form

Many SEMTE labs and offices are managed by ISAAC access, which allows for approved faculty, staff, and students to use their Sun Card to enter rooms. The normal turnaround is 24-48 hours to process an online ISAAC request.

Utilizing the online request system will expedite requests, minimize paper and ink usage, as well as provide reminder emails prior to access terminating.

*****IMPORTANT: Any request for Access to labs will require the proper safety training before final access is authorized *****

Please keep in mind the following:

1. Every person who is an authorized signer for a room will receive an email that there is a pending ISAAC approval request.
2. The request is removed from the system once ANYONE approves the request. In light of this, please only approve forms submitted by your research group.
3. The form then routes to the lab manager for review/approval.
4. Once the lab manager approves the form, it will route to ISAAC Managers for final review/approval. SEMTE facilities\IT will then make the appropriate updates in the ISSAC system.
5. We have changed the timeline for approvals to 1 year for all GRADUATE students. This round of approvals can be submitted for fall, spring and summer, so please approve the forms through SUMMER (the date will auto populate). Undergraduate students will still be submitting requests EVERY SEMESTER.
6. Faculty, Staff and Academic Professionals will only need to request access upon hire, or when access to a new area is required. The access for these groups will not expire or be terminated until we are notified.
7. Perimeter access is provided with room level access for all requests. However, if someone needs perimeter only access, they will need to contact SEMTE Facilities as this functionality is not yet available in the online system.
8. If someone has an issue trying to access a space, please have them contact SEMTE Facilities at semte.facilities@asu.edu.

Please note the following:

1. The emails may initially route to your junk mail folder. Please add isaac@wwwtest.fulton.asu.edu to your safe senders list.
2. If you are trying to access the ISAAC request from an off campus computer, you will need to establish a VPN connection. Download the VPN client “Cisco Anyconnect” from the "My Apps" at my.asu.edu. Run Cisco Anyconnect, you will need to type “sslvpn.asu.edu” into the “connect to:” field. Use your ASURITE User ID and password to connect. You will now be able to access the ISAAC request application form and submit your ISAAC request from the website.