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Please read all the way through

I process the key, card access, and locknetic code requests for all academic departments on campus. I am an office of two with occasional student assistance. Angee Brown assists me with most requests and can answer most questions.

The procedures and forms in place assist me in giving the campus the fastest and most efficient service to the best of my abilities. I can't stress enough the importance of the forms, and request they be used for all adds, deletions, and troubleshooting. I expect my inbox to explode with emails concerning one thing or another, and the forms will guarantee your requests don't get lost.

I highly recommend saving this document for future use, especially new folks.

If you wish to add folks to your authorized requester lists (key orders, card access requests, locknetic requests), please let me know ASAP so I can update my records to avoid confusion.

**Here are the links: (you need to log into the website with your Duck ID to view the forms)**

Key orders: <https://emu.uoregon.edu/key-and-access-office/key-orders-and-issuances>

<You can now list multiple people on the same form IF they are getting the same keys>

Card access: <https://emu.uoregon.edu/key-and-access-office/card-access-requests>

<You can list multiple people on the same form IF they are getting the same access>

Locknetic programming: <https://emu.uoregon.edu/key-and-access-office/lockneticomni-code-requests>

<You can list multiple people on the same form IF they are getting the same access>

**PLEASE NOTE:** DO NOT lump different requests together. Ex: requesting card access with the Advanced Online Key Form or requesting locknetic codes with keys. Requests will only be processed when submitted on their appropriate forms.

**PLEASE NOTE:** I highly recommend that folks read through the information on the page before clicking on the form, this will help with understanding how best to fill out the forms.

Although I am placed with the EMU ID Services Office, I do not make or produce the UO ID cards. I only program them. All requests or questions about card production should be directed to the EMU ID Services Office at <https://emu.uoregon.edu/card> or 6-3113.

**Key Orders:**

<https://emu.uoregon.edu/key-and-access-office/key-orders-and-issuances>

- **KEYS ARE DELIVERED TO THE EMU FROM THE LOCK & KEY SHOP**
  - I do not have a storage of keys
  - Any keys not pre-ordered online will not be ready for pick-up
- **Hard copy Key Issuance forms are still required before keys will be issued;**
- Key deposits are no longer required;
- The first copy of a key to a patron is free;
- Any replacements because of lost, stolen, or damaged key requires a department index for payment:
  - This is a fee and non-refundable;
  - Please check the box on the online form if the key was lost and then offer an index for payment;

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- Keys ordered for department use (consignment keys) require an index:
  - This is a fee and non-refundable;
  - Please check the box on the online form if the key is department-use and then offer an index for payment;
- **If the key is NOT a replacement NOR consignment, DO NOT check either box and DO NOT offer an index;**
- Please make sure to fill out the online form and hard copy Key Issuance forms correctly for faster processing (and to help maintain my sanity). The online form and the hard copy form MUST MATCH

**What it should look like on the online form:**

**INCORRECT**

==Building and Room Details==  
Building(s): na  
Room(s): na  
Replacement Key(s): No  
Department-Use Key(s): No  
Index to Charge for Replacement or Department-Use Key(s):  
INDEX

**CORRECT**

==Building and Room Details==  
Building(s): na  
Room(s): na  
Replacement Key(s): No  
Department-Use Key(s): No  
Index to Charge for Replacement or Department-Use Key(s):

**CORRECT**

==Building and Room Details==  
Building(s): ba  
Room(s): ba  
Replacement Key(s): Yes  
Department-Use Key(s): No  
Index to Charge for Replacement or Department-Use Key(s):  
INDEX

**CORRECT**

==Building and Room Details==  
Building(s): ba  
Room(s): ba  
Replacement Key(s): No  
Department-Use Key(s): Yes  
Index to Charge for Replacement or Department-Use Key(s):  
INDEX

**CORRECT**

==Building and Room Details==  
Building(s): ba  
Room(s): ba  
Replacement Key(s): Yes  
Department-Use Key(s): Yes  
Index to Charge for Replacement or Department-Use Key(s):  
INDEX

These are still, by far, the greatest volume of requests I receive. Please be aware that the Lock & Key Shop and I are catering to all academic departments, and there are still other requests and work we must perform in the course of a day. As a result of the volume, the **pick-up time will be moved to 48-72 hours (2-3 days) from the time of the initial order.** Example: If you order a key on Monday, don't expect it ready for pick-up until Wednesday or Thursday. An advanced online key order form and a hard copy Key Issuance Form must be filled out for every order. Please alert your staff, faculty, students, etc., *that same-day pick-up will not be possible.* Rare exceptions might be made if the need is great, but I can't guarantee that.

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Please encourage your people to pick up their keys during Fall Term. It is common that I have to return at least half of the un-claimed keys ordered during Fall Term, after the mandatory hold of 30 days. This is concerning, especially when patrons come by mid-Winter Term wanting their keys that were ordered back in Fall. It is a strain on our resources to produce keys that won't be picked up. I know it is the responsibility of the patron to claim their key(s) but sometimes a reminder is all they need.

**PLEASE NOTE:** We will be turning patrons away if they don't have a Key Issuance Form.

**Card Access:**

<https://emu.uoregon.edu/key-and-access-office/card-access-requests>

I process these requests daily. I will send a confirmation email when requests are completed. All card access troubleshooting will be investigated on a first-come, first-serve basis. Please use the card access request form for all card access related problems. Again, this guarantees your requests don't get lost. Please do not send me emails asking if a request has been done. The only exception to this is if a week has gone by and you haven't heard from me.

**Locknetic Programming:**

<https://emu.uoregon.edu/key-and-access-office/lockneticomni-code-requests>

Most of these requests require a journey around campus to program at the doors themselves. We will complete them as we are able and will send a confirmation email. Please use the locknetic form for all troubleshooting, add, deletions, etc. Again, this guarantees your requests don't get lost.

**Troubleshooting:**

I will do my best to meet your needs. Depending on the problem, the troubleshooting can take five minutes or an hour. I will complete them as time permits.

**Audit Reports:**

Some of you like to do an annual audit of keys, card access, or locknetic codes. Fall Rush lasts the entire term for my office, so I won't be able to compile these lists during Fall Term. You can still request them, and I will flag them as to-do. Or you can wait and request them in Winter Term.

**NOTE 1:** If we have already set up a schedule for sending reports then I will honor that during this time.

**NOTE 2:** Audit report requests (keys, cards, locknetic) will be limited to twice a year for every department. The limit is necessary due to the time it takes to compile such reports and the rising volume of requests.

I want to offer my gratitude and appreciation for all your hard work every year. Fall Rush is a stressful time for most departments, and these past few years haven't been kind to anyone. I know we can work together to lessen the burden placed on all our shoulders.

Thank you for all your patience, understanding, and consideration.  
Wishing you all the best,  
Vanessa Abbott