

Key Request Procedure

Loyola Campus

Opening hours: Monday to Friday from 9:00 a.m. to 12:00 p.m. and from 1:00 to 4:00 p.m.

Keys are administered by the Security Department. Requests are submitted and picked up at SP 170.

For assistance, you may contact Vidya Khan from the Security Department at ext. 3702.

SGW Campus

Opening hours: Monday to Friday from 8:00 a.m. to 5:00 p.m.

Summer hours: Monday to Thursday from 8:00 a.m. to 5:00 p.m.
Friday from 8:00 to 1:00 p.m. for a period of 10 weeks (June to August)

Keys are administered by the Department of Facilities Management. Requests are submitted and picked up at GM 1100.

For assistance, you may contact the Key Control Service Assistant at ext. 4842.

The requestor must submit an **original form**; only one key request per location per person. Cabinet and washroom key(s) can be requested on the same form as the key request. Key request forms must be approved by the Department Authorizers before Key Control can process the request.

IMPORTANT: No requestor can authorize their own key request(s).

Once the request form has been properly filled out and approved, it takes approximately fifteen (15) business days to complete the request. Once keys are ready, the departments are notified by email and they are responsible for contacting the requestor.

Keys must be picked up in person, by the requestor, with Concordia ID or a valid picture ID with signature. **We do not, under any circumstances, release keys without a valid picture ID.** Keys are kept at Facilities Management for a period of three (3) months. If keys are not picked up within that time frame, they are automatically cancelled and the departments are notified accordingly.

For instructions on how to fill out the key request form, view [Key Request Instructions](#).

Note: Key request forms are ONLY available at the Bookstore.

Note: Facilities Management does not, under any circumstances, collect a deposit (cash or cheque) for keys. If a deposit is requested by a Department for a key, please ensure that you ask Facilities Management for a receipt WHEN you return your key.

John Molson School of Business (JMSB)

If you are a student staff or a faculty member at JMSB, you must use the online Key Management System (KMS).

You may access the software on the myconcordia.ca portal, under *Auxiliary Services*.

For the procedure on how to create a profile and key request, view [Key Management System \(KMS\) Procedure](#).

For assistance, you may contact the Key Control Service Assistant at ext. 4842.