

Key Management System (KMS) Procedure

Facilities Management offers a computerized Key Management System currently used by JMSB.

John Molson student staff or faculty members must submit online key request(s) in order to obtain keys.

You may access the software on the [Facilities Management main page](#) or go to facilitiesmanagement.concordia.ca.

New users must first create a profile to become a Registered Requestor prior to creating a key request.

NOTE: Forgot your Password and/or Username go to “Registered Requestors” and click on “Retrieve Password”. Both your Username and Password will be emailed to you.

Key Control is not responsible for authorizing your profile and/or key request. If your request has been denied, you must contact your department. No requestor can authorize their own key request.

How to create a profile:

A profile pertains personal information such as ID, contact number, email address and location. It is also where you create your Username and Password used to log into the system in order to request a key.

1. Click on “KMS”
2. Click on “Un-Registered Requestors”
IMPORTANT: *This is only if you have never created a profile in the system. Creating a second profile will interfere with your original profile and you will not be able to submit a Key Request.*
3. Enter the correct information in the various fields; click “Submit” once completed
Note: *The information entered in your profile pertains to you and not the key you are going to be requesting. For example, under “Room Number” be sure to fill out your own room number and not the room number of the key you will be requesting.*
4. Your profile is automatically sent to the Department Authorizers for approval
5. Once your profile has been approved, you will automatically receive an email informing you that your profile has been **AUTHORIZED**
6. You are now a Registered Requestor and are able to log in to create your key request

How to create key(s) request:

1. Click on “KMS”
2. Click on “Registered Requestor”
3. Type in your username and password
4. Fill out the appropriate information for the key you are requesting
Note: *For mailbox keys, enter the room number that the mailbox key is located in; include the mailbox code (the little number found on top of both mailbox and cabinet locks) in the “Additional Information” box. If you require both a cabinet and door key, please specify in the “Additional Information” box.*
IMPORTANT: *You must indicate that it is a Mailbox/Cabinet key by checking off the Mailbox/Cabinet key box.*
5. Click “Submit”.
6. Your key request is automatically sent to the Department Authorizers for approval
7. Once your key request has been approved, you will automatically receive an email informing you that your key request has been **AUTHORIZED**
8. Once registered by Key Control, you will automatically receive an email informing that the key is **Ready for pick up**
9. The requestor must present the **same identification card used in their profile** in order for Key Control to release the key

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