

Q: How do I request a key, PIN code, or Dolphin One card access?

A: Contact your supervisor or support coordinator. They will submit the necessary requisition via Web Works.

Q: I submitted a request for a key, PIN code, or card access. Now what?

A: The original requestor will receive a notification once the request has been processed and should notify you where to pick up and sign for your key and/or PIN code. Normal processing time from once the request is received by the lock shop is 1 – 2 business days. During the beginning of each semester processing times could increase to 3 – 5 business days.

Q: I already have a PIN code and/or Dolphin One card. Do I still need to submit a request for access to new spaces?

A: Yes. Department approval is needed any time there is a change in access whether it is a move or in addition to existing access.

Q: I have access to multiple buildings on campus; do I need a different PIN code?

A: No. Your code follows you on campus and is unique to you. PIN codes are issued per person, not per building or space.

Q: My colleague accesses the same area's I do and forgot their PIN code, or left their key or card at home. Or they do not have access and I believe they are okay to access that area. Can I lend them my key, PIN code, or card?

A: No. Loaning and lending of any physical access credential is prohibited. That individual should contact their supervisor or support coordinator to obtain access through the proper procedure. Please refer to the campus policy on access management & facility security for more information.

Q: I have lost or misplaced my key, PIN code, or Dolphin One card.

A: Contact your supervisor or support coordinator immediately. In the case that person is unavailable; you should contact Campus Police and FS so they can assess the situation and take the appropriate action.

Q: I believe my PIN code has been compromised and want a new one.

A: Contact your supervisor or support coordinator immediately. In the case that person is unavailable; you should contact Campus Police and FS so they can assess the situation and take the appropriate action.

Q: I have been issued a code and do not remember what it is.

A: Contact the FS Lock Shop from your campus issued email account. In the email, provide your name and employee ID number found on your Dolphin One Card. As long as you have signed for your PIN code it will be emailed back to you. If not signed for, the Lock Shop will arrange with you where and when you can sign for it.

Q: I have keys I no longer need or do not know what they go to. What do I do with them?

A: Return the keys to FS. The Lock Shop will log them in the system as returned and/or notify you what the keys go to and verify they were originally issued to you.

Q: I no longer need a key or keys but know someone who will need them. Can I give the key(s) to that person? Can I then just notify FS?

A: No. All key(s) need to be returned to FS so the Lock Shop can properly return them in our system. Then the Lock Shop can reissue the key(s) to the new person once requested through the proper procedure. No keys should ever be transferred by personnel outside the Lock Shop.

Q: I need access to card key areas in Student Housing. Do I request access through the FS Lock Shop?

A: No. Student Housing currently manages and maintains access control in the Student Housing areas. Please coordinate access with proper housing administrative staff.

Q: Can I have Master Keys issued to me?

A: If your job function allows you to have master key level access then you will need to request this and will need both department and divisional VP signatures. Physical master keys are not issued to an individual. They can be checked out as needed through the Traka Box system.