Locksmith Services
Frequently Asked Questions

How much does a key cost?
The standard office door key and all cabinet keys cost $5.00 each. In addition, if the requester does not give the locksmiths a replica of their cabinet key that they want copies for, the locksmiths will charge a $5.00 code lookup fee for each code they have to look up. An example is shown below:

Order: You want (2) MA105 & (3) H107 cabinet keys
5 keys total x $5.00 each = $25.00
2 code lookups x $5.00 each = $10.00
Total cost for your order = $35.00

Where do I return unused, old keys or keys that were found?
Send all keys through campus mail to our address below, and they will be destroyed. If you have found a set of keys, make sure to make a note of that in the envelope so we can try to locate the owner rather than destroy them.

Campus Mail Address
Locksmith Services
Room 130 FoodOB
Del. Code: 5803D

Who can request Locksmith and Card Access Services?
The only personnel authorized to request orders from Locksmith and Card Access Services is the Department Access Coordinator (DAC). This person is appointed by the Dean, Director or Department Head of an area and is responsible for all key control and card access procedures. If you are uncertain who your DAC is, contact Locksmith Services at 612-625-0376, and we will give you the contact information for your Department’s Access Coordinator.

What to do in the case you are locked outside your office
If you are locked outside your office, the first person to contact is your Department Access Coordinator (DAC). This person is responsible for all key control and card access requests, and should have a master key or spare key that opens up your office. Also, the DAC is the only individual authorized to have a locksmith dispatched to unlock your door; the cost of this service is $68, which is explained in more detail in the next section. If you are uncertain who your DAC is, contact the individuals detailed on the next page:
During Business Hours: Locksmith Services at 612-625-0376

After Business Hours: Public Safety Emergency Communications Center (PSECC) at 612-626-3680

The DAC will then need to contact either Locksmith Services or PSECC (depending on the time called) to provide authorization that the door may be unlocked by a Locksmith.

The cost for Locksmith lockout assistance

When a Locksmith opens a locked door for personnel during business hours (8:00am-4:00pm) the rate is $68. Locksmith Services charges an hour’s worth of labor for lockouts. If the lockout occurs after hours, the charge will be $400 (we charge time and a half for a minimum of four hours because it is written in the Locksmith’s labor contract to charge this for all after-hours services).

In the case of an access emergency after hours, contact the Public Safety Emergency Communications Center (PSECC) at 612-626-3680.

How long does it take for Locksmith orders to be completed?

For key duplication requests, Locksmith Services standard completion time is 3 business days. For rekey or core change requests, completion times can take up to 10 business days. Emergencies will take priority over standard orders. If your request is an emergency, contact the Locksmiths at 612-625-0376 to notify them of the request after you have submitted it. If your order has not been attended to in the estimated completion time with what is stated above, please contact Locksmith Services at 612-625-0376.

How will I know when my key order is completed & where do I pick them up?

Locksmith Services will send an email notifying the key requester that their key order has been completed and delivered to their corresponding FM District office. The District office locations are listed below:

<table>
<thead>
<tr>
<th>DISTRICT</th>
<th>LOCATION</th>
<th>PHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Science</td>
<td>Moos Tower Room B117</td>
<td>625-5167</td>
</tr>
<tr>
<td>East Bank/North</td>
<td>Mechanical Engineering Rm L150</td>
<td>625-1942</td>
</tr>
<tr>
<td>St. Paul</td>
<td>Facilities Management Bldg Rm 202</td>
<td>624-8553</td>
</tr>
<tr>
<td>West Bank</td>
<td>Heller Hall Rm 57</td>
<td>624-7831</td>
</tr>
</tbody>
</table>
Can my keys be delivered to my office?
If you are located within the East Bank/North Campus districts, then the East Bank office does deliver the keys to your address via what is listed in OneStop. However, if your office is located in any of the other districts, then you or someone else you designate must pick up the keys from the district office; they can never be delivered. To find out what district you are in, click here: FM Districts.

Online Key Request Form Help

Username and Password Problems
If you forgot your password, you can hit the “Lookup Password” link on the log in page. When looking up your password, the system will send it to your University email account within 5 minutes.

If you believe you have entered the correct username and password and it still does not accept your information, contact the FM Call Center at 612-624-2900 and they can assist you.

What is the Account number?
For the Account number field, use 780101 for all key requests.

Error Messages
Please see Page 15 in the Guide for the Online Key Request Form document, located under Forms & Resources on the Locksmith Services page. This section details how to respond to each error message you may receive using the Online Key Request Form.