

## Frequently Asked Questions:

### 1. Where do I get a Key Order Request Form?

Forms are available to download from the DCU Estates web page, under the Policies and Forms section.

### 2. When and who should use this form?

This Key Order Request Form should be used by secretaries of Schools & Units, or those who hold budgetary responsibility, who require a replacement key/keys.

### 3. How do I Process a Key Order?

- a) Download the Key Order Request Form on the DCU Estates Webpage.
- b) Fully Complete the Key Order Request Form and Scan a Softcopy to you Desktop.
- c) Log a job request using our Online Helpdesk. <https://www.dcu.ie/estates/helpdesk/Login.aspx>
- d) In Section 2 Under "Request Description", choose "Key Order Request" from the drop down menu.

Add comments in the "Request Comments" text box you consider appropriate

e) To attach your completed scanned Softcopy Key Request Form, please go to Section 3, Please click on Choose File in the Attachments Section, **it is very important that you also click the add attachment tab.**

f) Submit Request by Clicking "Submit Request"

***Please take note of your Job Reference Number, as queries will only be dealt with, regarding Key Orders by Job Reference Number.***

**4. How long does it take to get a replacement key?** Once the completed form is received, it is assessed by Security, if the request is granted, the order is placed for the keys, you will receive an automatic email indicating your Job Number and stating **"assigned to a contractor. This request has become a Job in progress"**. Once keys are delivered to Estates, an automatic email will be sent to the requester indicating **"Job Completed"**. Your keys are now ready for Collection from Estates.

### 5. What if I need immediate locksmith services?

In the event you need locksmith services at any time, please call the Estates Helpdesk at **01-7005142, please then choose Option 1**, where your call will always be answered. We have maintenance teams working 24/7 365 days, who can arrange a locksmith to attend if the situation is Urgent.