

Departmental Key Clerks,

Facility Services is changing operations with respect to key requests and deliveries on campus. This change is effective immediately.

Key Requests - Requests will now be made and tracked online using the SimpleK Key Management system, available at [skweb.services.mcmaster.ca/SimpleK](http://skweb.services.mcmaster.ca/SimpleK). Attached is a help document detailing the process. A SimpleK web user account can be requested by emailing [jaskiew@mcmaster.ca](mailto:jaskiew@mcmaster.ca). Paper requests will not be accepted after June 1, 2019.

Key Pick Up – Keys will no longer be delivered directly to the requestor and will be available for pickup at Mary Keyes Customer Service Desk (Room 111, Open 24/7). Only the Departmental Key Clerk or Key Signing Authority can pick up the keys **on presentation of their McMaster Employee Photo ID card**.

Key Returns – Obsolete, broken, or unused keys should be returned by internal mail to CSB 102, Attention: FS Key Clerk.

Any comments or questions may be directed to [keys@mcmaster.ca](mailto:keys@mcmaster.ca) or Facilities Customer Service at extension 24740.