

Grand Master Key Request User Guide (requester version)

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SUMMARY:

The following document will provide details on the process of submitting and reviewing a Grand Master Key Initiation Request within ServiceNow.

Building Access Services (BAS):

- Repairs and maintains campus locks and produces keys for all locks on campus. Changing locks or re-keying lock systems for security reasons (i.e., lost or stolen keys) and special equipment locking devices are chargeable to your department.
- Services ADA access door operators as routine maintenance.
- Provides safe and vault service.
- Installs computer and office equipment security devices.
- Provides security consulting for all campus departments.
- BAS [Key Control Policy](#) (revised Feb. 20, 2026).

SERVICENOW PROCESSES:

After reviewing this document, the user will have an understanding on:

- Submitting a Grand Master Key Request through ServiceNow

1. Submitting a Grand Master Key Request

This section demonstrates how to submit a Grand Master Key Request through the ServiceNow Portal.

(*) Required Field

Submitter Information Section: (*)

Step 1: Click on the link below. Even if submitter is on campus, you must be logged in within VPN

[Grand Master Key Request Form](#)

Once CAS authentication credentials are complete, the following page will appear.

The submitter information will populate based on the CAS credentials

Grand Master Key Request
Submit a request for Grand Master Keys

* Indicates required

Submitter Information

Submitter Empl ID 	Submitter Department
Submitter User ID 	Submitter Title
Submitter Name 	Submitter Supervisor
Submitter Email 	* Submitter Phone Number

Service

6

Step 2: Read ATTENTION and select the “I confirm that...” Terms. (*)

ATTENTION: ABOR and NAU require background and fingerprint checks be completed and cleared prior to access to GM Keys. Security Verified by CaPCOT Employee Services Phone: 928-523-3639

☐ * I confirm that background and fingerprint checks have been completed and cleared prior to this request for Grand Master Keys. Attached is the email notification from NAU HR confirming both.



☒ * I confirm that background and fingerprint checks have been completed and cleared prior to this request for Grand Master Keys. Attached is the email notification from NAU HR confirming both.

Background and Fingerprint Check Attachment Section:

Step 3: Follow and complete the Background and Fingerprint Check Attachment instructions (*)

Instructions to attach email notification from outlook:

1. Locate the Appropriate email
2. Select File
3. Select Save As
4. Ensure the email is saved as a ".msg" file type
5. Upload

Background and Fingerprint Check Attachment

* Attach Email Notification from NAU HR

 Upload

Employee Information Section: (*)

Step 4: Within the Employee Information Section:

4A) Select Same as Submitter

OR

4B) Use the Employee you are requesting a Grand Master Key for Lookup

4A) Select Same as Submitter

The diagram illustrates the selection of the 'Same as Submitter' option. It consists of two rectangular boxes connected by a yellow arrow pointing from left to right. The left box is titled 'Employee Information' and contains an unchecked checkbox followed by the text 'Same as Submitter'. The right box is also titled 'Employee Information' but contains a checked checkbox (indicated by a blue checkmark) followed by the text 'Same as Submitter'.

4B) Use the Employee you are requesting a Grand Master Key for Lookup

The screenshot shows a web-based lookup window titled 'Employee you are requesting a Grand Master Key for'. At the top is a search bar with a magnifying glass icon. Below the search bar is a table with two columns. The first column lists employee names, and the second column lists their IDs. The table contains two rows of data.

Jane Doe	abc123
John Doe	xyz123

Request Information Section: (*)

Complete the following section.

Step 5) Reason/Need for GM Keys:

- To service the building
- To provide escort
- Other

Request Information

* Reason/Need for GM Keys

-- None --

-- None --

To service the building

To provide escort

Other

Step 6A) Specific areas that the employee needs access

If the following are selected:

- To service the building
- To provide escort

Complete the following fields

* Specific areas that the employee needs access

* Additional Comments

Step 6B) Specific areas that the employee needs access

If the following are selected:

- Other

Complete the following fields

* Describe Reason/Need for GM Keys

* Specific areas that the employee needs access

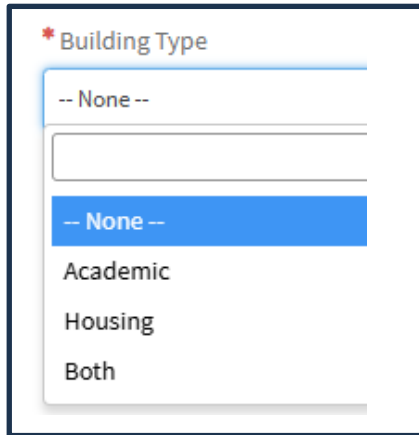
* Additional Comments

Key Information Section: (*)

ATTENTION: NO MASTER KEYS MAY BE TAKEN OFF CAMPUS AT ANY TIME. While not in use, these keys must be secured in an approved key box or trap

Complete the following section.

Step 7) Select Building Type from list



* Building Type

-- None --

-- None --

Academic

Housing

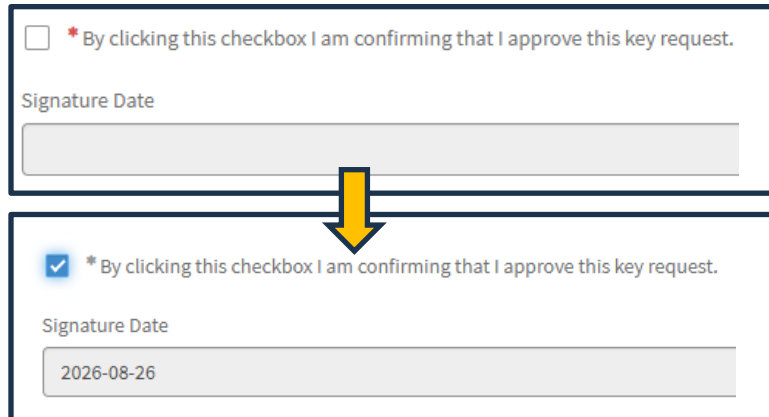
Both

E-Signature Section: (*)

BAS Policies and Procedures can be found through nau.edu/fs

**When you are leaving your position, please contact Access Services so they may pick up the set of keys, including release key and cores*

Step 8) Click the following checkbox and select "Submit"



☐ * By clicking this checkbox I am confirming that I approve this key request.

Signature Date

☒ * By clicking this checkbox I am confirming that I approve this key request.

Signature Date

Submit

EXAMPLE OF BLANK GRAND MASTER KEY REQUEST FORM:

Grand Master Key Request

Submit a request for Grand Master Keys

* Indicates required

Submitter Information
Submitter Empl ID

Submitter User ID

Submitter Name

Submitter Email

Submitter Department

Submitter Title

Submitter Supervisor

*** Submitter Phone Number**

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Background and Fingerprint Check Attachment

* Attach Email Notification from NAU HR



Employee Information

☐ Same as Submitter

* Employee you are requesting a Grand Master Key for

Employee EmplID

Employee Title

Employee Email

Employee Phone Number

Employee Department

* Personal Phone Number

Request Information

* Reason/Need for GM Keys

* Specific areas that the employee needs access

* Additional Comments

Key Information

ATTENTION: NO MASTER KEYS MAY BE TAKEN OFF CAMPUS AT ANY TIME. While not in use, these keys must be secured in an approved key box or trap

* Building Type

E-Signature

BAS Policies and Procedures can be found through nau.edu/fs

**When you are leaving your position, please contact Access Services so they may pick up the set of keys, including release key and cores*

☐ * By clicking this checkbox I am confirming that I approve this key request.

Signature Date

Submit

Required information

I confirm that background and fingerprint checks have been completed and cleared prior to this request for Grand Master Keys. Attached is the email notification from NAU HR confirming both.

[Attach Email Notification from NAU HR](#) [Employee you are requesting a Grand Master Key for](#) [Personal Phone Number](#) [Reason/Need for GM Keys](#) [Specific areas that the employee needs access](#)[Additional Comments](#) [Building Type](#) [By clicking this checkbox I am confirming that I approve this key request.](#)

2. Example Emails within Lifecycle of Request

This section details email notifications within the lifecycle of the request

2A – INTIAL EMAIL SENT TO REQUESTOR ONCE SUBMISSION HAS BEEN SUCCESSFUL



NORTHERN ARIZONA
UNIVERSITY

View CS0002291 in the portal.

Description: The following fields have been provided:

Submitter Empl ID: C [REDACTED]

Submitter User ID: [REDACTED]

Submitter Name: T [REDACTED]

Submitter Email: [REDACTED]

Submitter Department: ITS Plan/Implement & Ed Svcs

Submitter Title: Enterprise Bus Analyst, Lead

Submitter Supervisor: [REDACTED]

Submitter Phone Number: + [REDACTED] 98

I confirm that background and fingerprint checks have been completed and cleared prior to this request for Grand Master Keys. Attached is the email notification from NAU HR confirming both: Yes

Attach Email Notification from NAU HR: Hazard Email.msg

Same as Submitter: Yes

Employee you are requesting a Grand Master Key for: Mark Niles [REDACTED]

Employee EmplID: [REDACTED]

Employee Email: [REDACTED]

Employee Department: ITS Plan/Implement & Ed Svcs

Employee Title: Enterprise Bus Analyst, Lead

Employee Phone Number: + [REDACTED]

Employee EmplID: [REDACTED]

Employee Email: T [REDACTED]

Employee Department: ITS Plan/Implement & Ed Svcs

Employee Title: Enterprise Bus Analyst, Lead

Employee Phone Number: + [REDACTED]

Personal Phone Number: [REDACTED]

Reason/Need for GM Keys: To service the building

Specific areas that the employee needs access: Testing

Additional Comments: eiety

Building Type: Academic

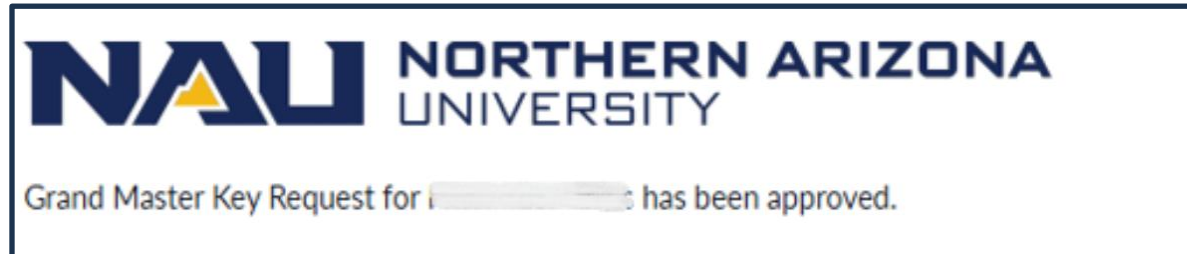
By clicking this checkbox I am confirming that I approve this key request: Yes

Signature Date: 2026-08-10

2C – FINAL EMAIL SENT TO SUBMITTER – REQUEST “APPROVED OR REJECTED”

The following email is sent to the submitter once their request has been reviewed and Approved or Rejected by the reviewer.

NOTE: If approved, Lockshop will receive the approval email notification



NAU NORTHERN ARIZONA UNIVERSITY

CS0002291 has been closed. If the issue is not resolved, please create a new case and do not reply to this email.
View [CS0002291](#) in the portal.

Resolution code:
Resolution notes:
Resolved: 2026-08-10 02:57:05 PM MST
Resolved by:
Closed: 2026-08-10 02:57:05 PM MST
Closed by:

Description: Description: The following fields have been provided:

Submitter Empl ID: [redacted]
Submitter User ID: [redacted]
Submitter Name: [redacted]
Submitter Email: [redacted]
Submitter Department: ITS Plan/Implement & Ed Svcs
Submitter Title: Enterprise Bus Analyst, Lead
Submitter Supervisor: [redacted]
Submitter Phone Number: [redacted]

I confirm that background and fingerprint checks have been completed and cleared prior to this request for Grand Master Keys. Attached is the email notification from NAU HR confirming both: Yes

Attach Email Notification from NAU HR: Hazard Email.msg

Same as Submitter: Yes

Employee you are requesting a Grand Master Key for: [redacted]