



Physical Security Keycard/Electronic Door Process Document

KEYCARD PHYSICAL ACCESS REQUESTS

University faculty, staff, and student keycard access requests should be submitted to DPS via the "Authorization for Keycard/Electronic Door Access for UofL Employees and Students" form which is available on ULPD's website (<https://servicedesk.louisville.edu/page/security-compliance?createRequest=true&portalId=2&requestTypeId=191>).

The request must be submitted by a person responsible for the facility (i.e. Vice-President, Dean, Chairman, Director, Department Head, UBM, Facility Coordinator, etc.) or a delegate. Faculty/Staff may request to be added as a Access Approver Delegate which allows you to submit a request/approve keycard access for assigned areas by completing the, "Keycard Door Access Approver Delegate" form accessible on ULPD's website (<https://forms.office.com/r/zU9A2isVe6>).

Keycard/electronic door access requests for UofL Student Residence Halls must be submitted to the Housing & Residential Life Department. Contact the residence hall's front desk or email Housing@louisville.edu for more details.

KEYCARD PHYSICAL ACCESS REMOVAL

Requests for access removal should be submitted via the form "Request for Adding or Removing Keycard Access for UofL Students/Employees" form located on ULPD's website (<https://servicedesk.louisville.edu/page/security-compliance?createRequest=true&portalId=2&requestTypeId=191>). Requests that require immediate access revocation (i.e. lost card, stolen card, separation from university, etc.) should also be reported to ULPD Police Dispatch at 502-852-6111.



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VENDOR KEYCARDS

Contractors must have an Access Sponsor (UofL employee responsible for contractor) before they are granted keycard access to UofL facilities.

Access Sponsors can request keycards for vendors by completing the "Vendor Card Order" form found on ULPD's website (<https://forms.office.com/r/x2SDytFF63>). A \$10 service fee (per card issued) will be assessed to the appropriate University department upon completion of the request. The sponsoring department must provide a speed type to bill in the request. DPS does not invoice vendors/third parties.

It is the responsibility of each Access Sponsor to notify DPS when keycard access should be terminated or revised for their sponsored vendor keycards. Notification should be sent via the "Authorization for Removal of Access from Keycard for Non-UofL Entity" form found on ULPD's website (<https://forms.office.com/r/i5vcLMfy6y>). Vendor keycards will be set to expire six months from the activation date unless otherwise noted in the request.

MISUSE OF ACCESS

Keycard access may only be used for legitimate purposes. Inappropriate use of keycard access will not be tolerated and may be subject to disciplinary action and/or removal of access privileges.



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SCHEDULE UNLOCK/LOCK OF DOOR & DOOR PIN CODE CHANGES

Complete the request "Keycard/Electronic Door Unlock/Lock Request" form accessible on the ULPD Website (<https://forms.office.com/r/DfnxmnLcSq>). For Door PIN Code changes, please email dpsaces@louisville.edu.

The form must be submitted by a person responsible for the facility (i.e. Vice-President, Dean, Chairman, Director, Department Head, UBM, Facility Coordinator, etc.) or a delegate. Faculty/Staff may request to be added as a delegate to request & approve keycard access for assigned areas by completing the "Keycard Door Access Approver Delegate" form accessible on ULPD's website (<https://forms.office.com/r/zU9A2isVe6>).

UNIVERSITY HOLIDAYS AND CAMPUS CLOSURES

During closures, daily building unlock schedules are suspended. Hence, all exterior building entrance card reader-controlled doors will require valid keycard access in order to gain entry.

WEATHER DELAYS

Schedule changes for weather delays will be handled on a case-by-case basis. You may contact ULPD Dispatch at 502-852-6111 for questions regarding changes to your building's unlock schedule.



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CONFIRMATION OF REQUEST COMPLETION

Please allow 24 hours or one business day for us to complete your request. Large requests may take longer. We will send you an email confirmation once your request has been completed.