

Key retrieval procedures

Use only for outside door, laboratory, restricted area, building master, grandmaster or specialty key(s)/EDA devices.

This procedure is provided to document efforts to retrieve a key from a key holder. EDA devices can be inactivated and only require completion of the first two steps of this procedure.

1. Notify the Operations Center 777-2591 or UND.opscenter@email.UND.edu
2. Complete the [LOST OR STOLEN KEY/EDA DEVICE NOTIFICATION & REPLACEMENT REQUEST FORM](#)
3. Contact the key holder by email or phone requesting return of the key(s). The contact should include a clearly communicated deadline for return of the key(s). Log all contact attempts (minimum of three attempts on three different dates) indicating date, time, person attempting the contact and comments. Attach copies of emails.

Date: _____ Time: _____ Comments: _____ By: _____

Date: _____ Time: _____ Comments: _____ By: _____

Date: _____ Time: _____ Comments: _____ By: _____

4. If phone contact does not result in the return of the key(s), send a letter to recipient's residence indicating a deadline for return of key(s) and attach copy of letter.
5. If all of the above steps outlined by the Building/Facility Access Administrative Committee are followed and documented properly, the multiple key holder department may not be responsible for the cost of the stolen key(s). Final determination of any financial responsibility will be determined by the Building/Facility Access Administrative Committee.