

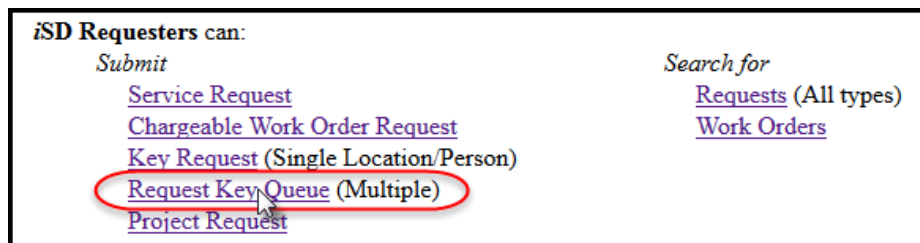
Requesting a Key Queue in iService Desk

The iService Desk “Request Key Queue” will allow you to order keys for up to five different key locations at one time.

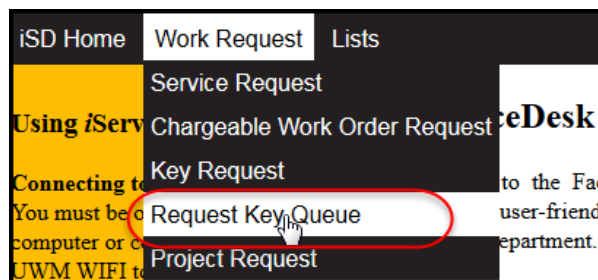
- Enter each key location by completing the information on the three tabs.
- After submitting the request for one location, you will have the opportunity to add up to four more requests. However, please keep in mind, you can only use one billing number per queue.
- When you submit the queue, you will be asked to complete three more tabs with information about you, the requestor.
- Upon completion of your information, you will submit the entire queue.

Completing Key Queue Information

1. Go to iService Desk website: <https://fsservicedesk.ad.uwm.edu/home.html>
2. Click on the ‘Request Key Queue’ hyperlink.

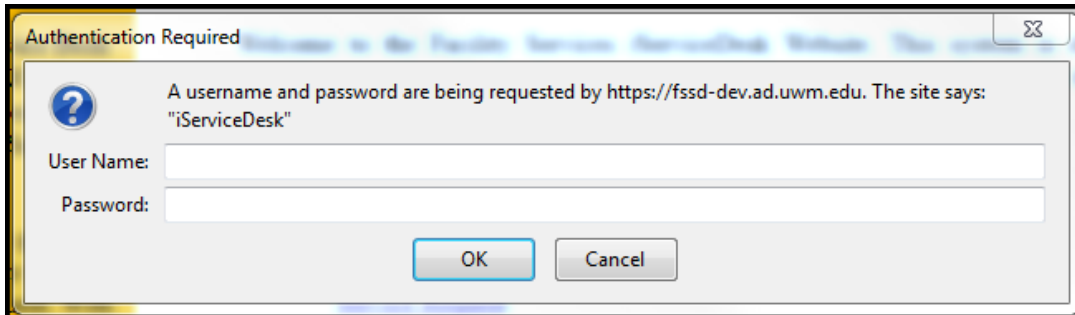


3. OR – use the drop down and select ‘Request Key Queue’



4. A pop-up window will open and prompt you to input your User Name and Password.
 - a. Your user name is the first letter of your first name, combined with your last name.
 - i. e.g., Kimberly Jackson’s user name is: kjackson
 - b. The default password is: tmatest2
 - i. You should change your password prior to logging into iService Desk the first time.

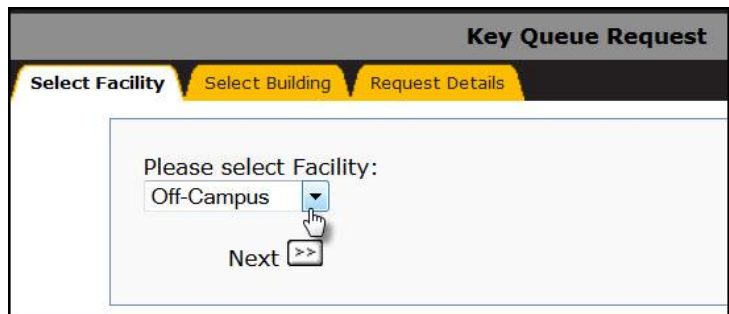
- ii. To change your password, reference the “iService Desk Changing Your Password” document.



- 5. After entering your “User Name” and “Password”, click “OK.”

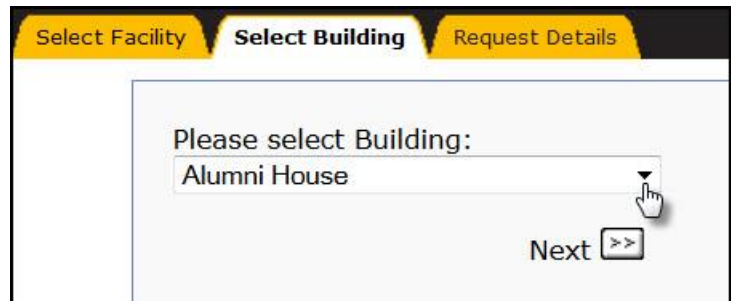
- 6. Click ‘Queue a Request.’

- 7. Click on the drop down arrow and select whether the key being ordered is for on or off campus.



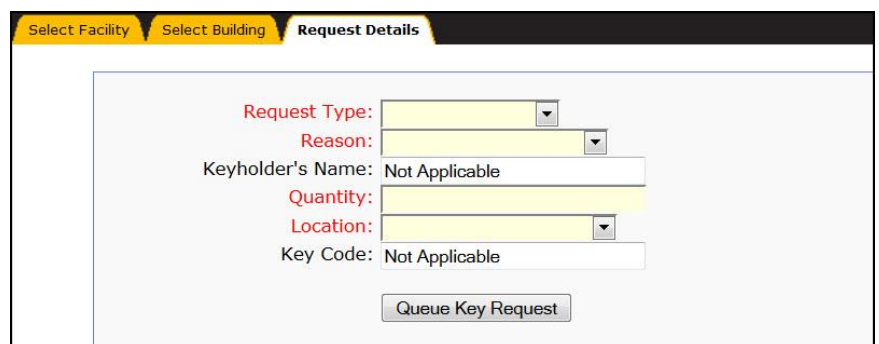
- 8. Click on the button to the right off the word “Next.”

- 9. Click on the drop down arrow to select the building the key is for.



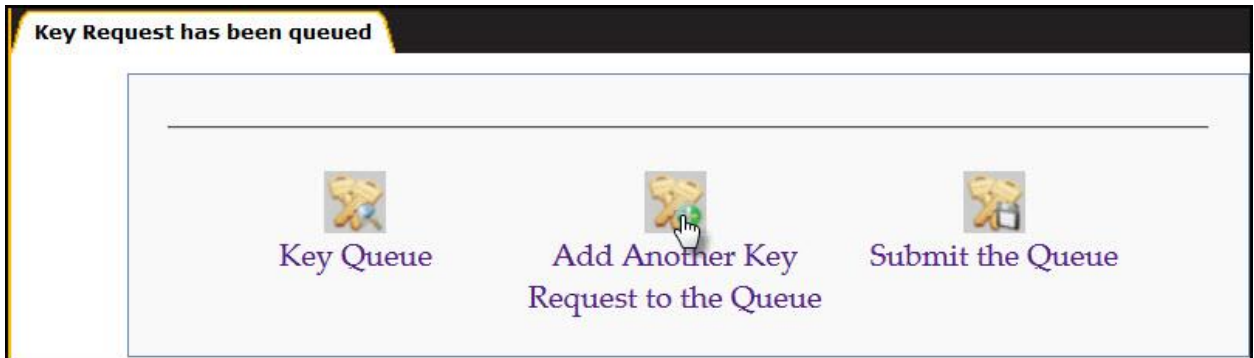
- 10. Click on the button to the right off the word “Next.”

- 11. Complete this form by using drop down arrow for each box.

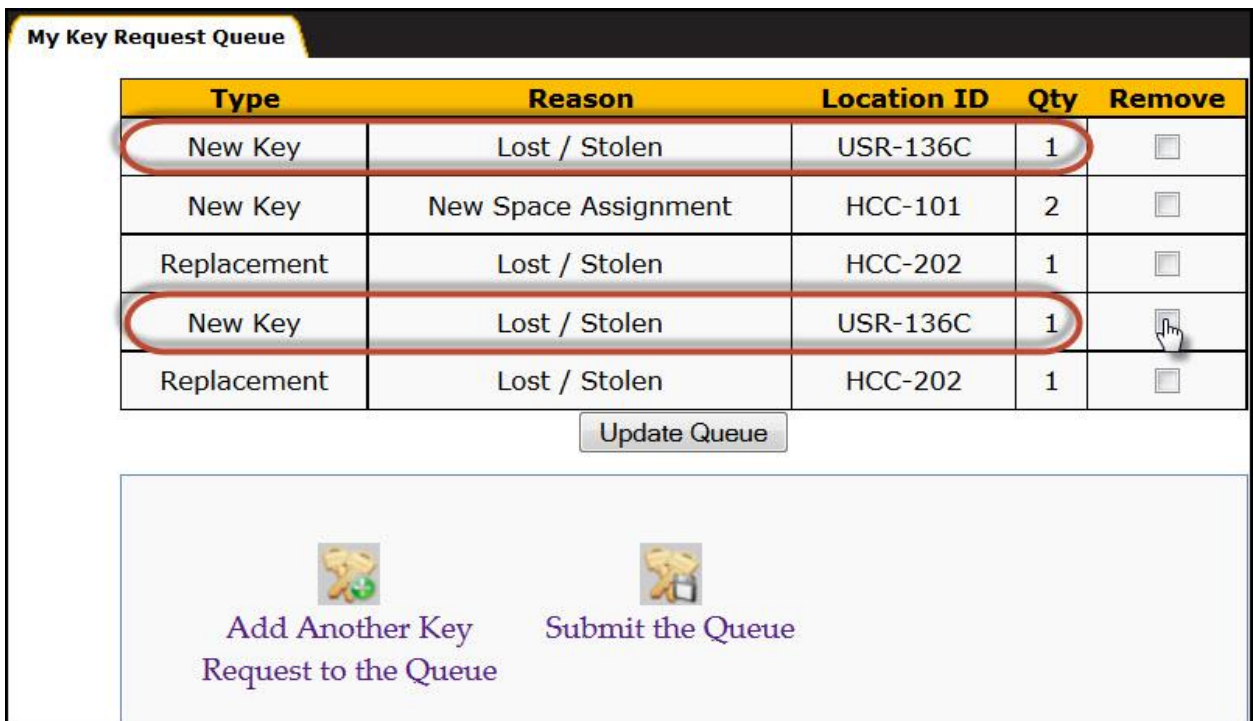


- 12. Once all boxes are filled, click “Queue Key Request.”

13. The next screen will give you three choices. You can click the button or the verbiage to:
 - a. Review the key queue
 - b. Add another key request
 - c. Submit the completed queue



14. Click on “Add Another Key Request to the Queue” to add up to four more key locations. (All the requests in a queue must be billed to the same billable account number.)
15. Once you have requested all your keys, click on “Key Queue” to review your requests.



16. Review your queue for any corrections.
17. To make a correction, you need to click on the box in the “Remove” column.

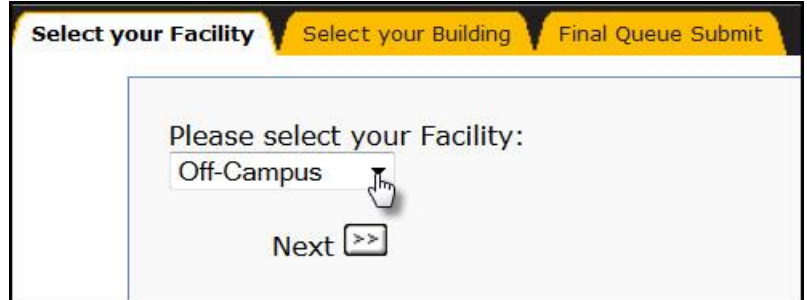
- a. Click the “Update Queue” button under the list. Failure to update the queue will cause the key marked for removal to stay in the queue.
- b. The only way to make a correction is to remove the request and re-add the request by clicking on “Add Another Key Request to the Queue.”

18. Click on “Submit Queue” once you have made up to five requests.

19. To complete your request, you will now be asked to add information about yourself.

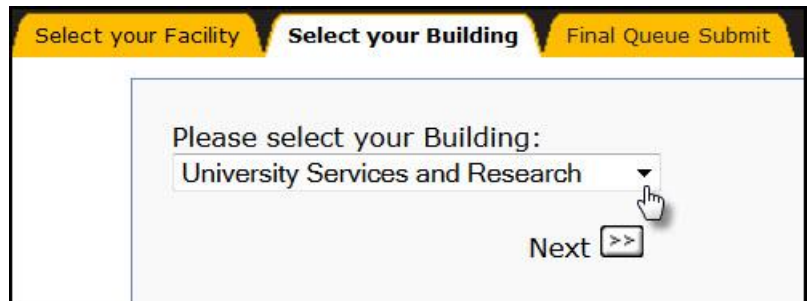
20. Use the dropdown arrow to select the facility you work at.

21. Click the box to the right of the word “Next.”

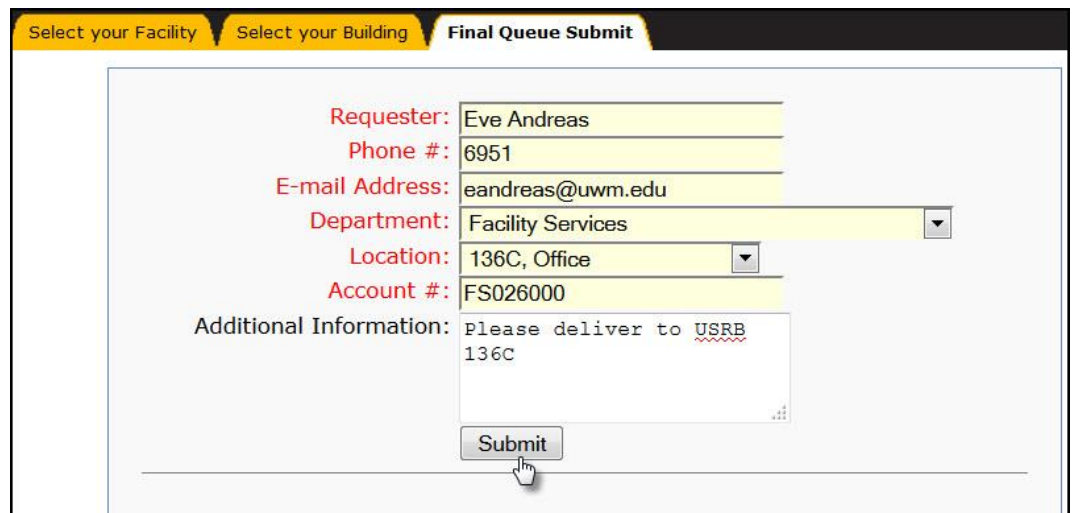


22. Use the dropdown to select the building you work in.

23. Click the box to the right of the word “Next.”



24. Complete this form using your personal information.



25. Be sure to add your delivery instructions to the "Additional Information" field.
26. Click "Submit."
27. Review the final screen for any needed corrections. Your request number is displayed on the tab on the upper left side of screen.

Request # 27729

Current Status: Pending

Facility: Off Campus
Building: University Services and Research
Floor: USR-1
Location ID: USR-136C
Location Description: Office
Requestor: Eve Andreas
Requestor Phone: 6951
Requestor Email: eandreas@uwm.edu
Accept Date:
Work Order #:
Reject Date:
Reject Reason:

Requested Action: Account #: FS026000

Transaction : New Key Explanation: New Space Assignment
Key Holder: Not Applicable
HCC-101, Conference Room
Keycode: Not Applicable
Qty: 2

Transaction : Replacement Explanation: Lost / Stolen
Key Holder: Not Applicable
HCC-202, Office
Keycode: Not Applicable
Qty: 1

Transaction : New Key Explanation: Lost / Stolen
Key Holder: Not Applicable
USR-136C, Office
Keycode: Not Applicable
Qty: 1

Please deliver to USRB 136C

28. You will receive an email that will confirm that we have received your request and will list your request number.