

Community Setup for Aurora Integration (Steps to be done in Community) (Assumes Community has already been setup for locks and Previously integrated to Aurora-S under old format)

- Click on Access Management
- Click on Common Area Access
- Click on +
 - Profile Name – RESIDENT
 - Profile Type – Resident
 - Click Save
 - Check the Common Areas that Residents will need to have access to
 - Select Default Access for each YES or NO
 - As long as the Common Area is checked a resident can be granted access when making the credential regardless of the default access option
 - Click Access Point Tab
 - Click on the top check box to select all access points
 - This makes it where a resident can get common area access when added to a unit
 - Click Save in top right hand corner
- Click on + (Note: Below Staff options may vary based on the options setup in Credential Management)
 - Profile Name – STAFF
 - Profile Type – Staff/Vendor
 - Credential Class Type – Staff
 - Click Save
 - Check the Common Areas that STAFF will need to have access to
 - Select Default Access for each YES or NO
 - As long as the Common Area is checked a staff member can be granted access when making the credential regardless of the default access option
 - Click Credentials Tab
 - Check the Credentials that this common access option should apply to
 - Click Save in top right hand corner
- Repeat Steps above for each Staff member card type
- TEST THE INTEGRATION
 - Make a key for a resident or staff member
 - Go to Aurora
 - Click on People Icon – Manage People
 - The new credential should show up something like “Unit number”-Resident Name
 - Card number will be a long 34 number and letter string
 - Please note that it can take up to 2 minutes for the credential to be sent to Community
 - If the person doesn’t show in the list after 2 minutes
 - Go to Community
 - Click on Monitoring Icon
 - Under the credential and Aurora Status tab, what does it show?
 - Pending – Wait a little longer or verify that you did the correct steps on the Community user creation in Aurora earlier
 - Synchronized – Check Aurora again and it should be there
 - N/A – Something is not setup correctly in Community
 - Person doesn’t have access to any doors linked to Aurora
 - Test the credential at a valid card reader
 - It could take 2 reads the first time if the data hasn’t yet made it to the panel itself
 - If the credential doesn’t work

- Click on the Pulse Icon – Status
- Double Click on Online Transactions on the left
- See if the credential shows up or not
 - If so, what error does it show?
 - Troubleshoot from there
- If it doesn't show up – check your card format setting from earlier