

Community

User Guide

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About this document

Validity

This document describes the product:

Product designation:	Community
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Version:	2.3
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Target audience

This document is for all Community Operators: Administrator, Site Configurator, Maintenance Supervisor, Maintenance Technician and Leasing Agent.

Purpose and objective

The purpose of this document is to provide conceptual and instructional information about the features and functions in Community. The document also includes basic troubleshooting topics for common problems.

Additional documents

Community Installation Guide v 2.3.x-x PK3706-EN

Community Release Notes v 2.3.x-x PK3696

Enhanced Key Security for Upgrades 2.3.x-x PK3776

Welcome to Community

Community® is flexible and easy-to-use management software for multihousing properties. Developed for security and designed for users, the application streamlines access control management and provides an efficient and user-friendly method to set up and operate apartment buildings, student housing, senior living, and other multi-tenant properties. Flexible configuration and integration options showcase a robust feature set including mobile key access and resident-delegated visitor management. Guided workflows simplify property configuration, staff and vendor management, key issuance, and resident management. Configurable user permissions secure system access. Lock and system data collection supports detailed access point audits and reporting. Remote lock management provides immediate and convenient control of access points. Seamless integration with Keyscan Aurora Access Control extends management to connected perimeter doors and removes the pain of syncing resident and staff data between different systems.

Getting started

Whether you want to take a self-guided tour of your new software or jump straight into configuring your site, the Community workflow is the best place to start. The process to get up and running starts with installation, proceeds to site configuration, then finally arrives at Go Live.

The *Community User Guide* is organized to follow the recommended workflow and provides information and instructions for all Community operators.



An Operator is a staff member who can log in and use Community.

The user guide includes the following sections:

- "Site Configuration" provides an easy-to-follow workflow and step-by-step instructions for setting up Community.
- "Use Community" provides instructions for day-to-day work after Go Live and includes Working with ... topics that address some of the more complicated situations.
- "Remote Lock Management" provides information related to the licensed feature Online Communication and all other features that require Online Communication.
- "Troubleshooting" contains problem-solving information produced by dormakaba field technicians.
- The Glossary defines terms used in the product.
- The Table of Contents and Index provide alternative means of finding information.

Additionally, contextual help is available in the product.

Installation

Installing the Community Server and Community Client is a straightforward wizard-driven process. For detailed instructions, see the *Community Installation Guide* and *Community Release Notes*. For support, an experienced dormakaba technician is available to guide the process and resolve any issues that present.

Site configuration

Site configuration is the process of defining the access controls for the property and creating profiles for the people in your organization who will have access to Community. Use the site configuration workflow and the following modules to configure the site:

- [System Settings](#) where you configure site-wide options, defaults and preferences.
- [Property Builder](#) where you create a virtual representation of your site in Community. Add buildings, floors, access points and elevators.
- [Access Management](#) where you add the credentials that are available to encode on staff/vendor and system keys. You can also configure limited-access common areas and configure and assign schedules to credentials and/or individual access points.
- [Device Management](#) where you configure encoders. If licensed for online communication, you can also work with gateways and paired access points.

- [Programming & Auditing](#) where you access the data transfer function required to program and audit locks. If online communication is enabled, you can also audit online access points.
- [Notifications Management](#) where you create logical groupings of notifications to which operators can subscribe. The module is only active when licensed for online communication.
- [Role Management](#) where you create and configure Operator roles and the associated rights.
- [Staff/Vendor Management](#) where you add staff members and configure operators.

Go Live

The Go Live phase starts when site configuration is complete and you begin to perform day-to-day tasks such as adding and making keys for staff and residents. Use the following Community modules to perform daily work:

- [Resident Management](#) where you manage residents, configure resident access, and encode resident keys.
- [Staff/Vendor Management](#) where you create and manage profiles for staff/vendors, replace staff/vendor keys, and cancel staff/vendor keys.
- [Staff/Vendor Keys](#) where you make keys for staff/vendors.
- [Programming & Auditing](#) where you re-program and audit locks. If online communication is enabled, you can also audit online access points.
- [System Keys](#) where you encode special purpose keys.
- [Monitoring](#) where you check the status of all keys made in Community. If licensed for online communication, you can also monitor operations, events and paired access point status.
- [Reports](#) where you generate current and historical reports for every aspect of your site.

Access to Community features

The features and options that display in Community depend on the rights selected for the role assigned to the active Operator. For example, if the Operator that is currently logged in does not have rights to access the Property Builder module, the module does not display. Likewise, if the only right selected in the *ELO* (Electronic Lockout) key right category is *Make Additional Key*, the only time *ELO* displays as an option when selecting a credential class is when the Operator is making an additional key.

Configuration

This section includes the following subjects:

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Site configuration workflow

The Community Site Configuration Workflow provides an overview of the recommended site configuration process. Each step corresponds to a Community module. Review the process before getting started. Licensed features are listed in parentheses.

1 System Settings

- ⇒ **General** Site name, System default language, Date format, Time format, Background image, Phone/mobile number validation override
- ⇒ **Residents** Default number of keys, Default key expiration, Display key warning messages, Display floor access, Enable deadbolt privacy switch override
- ⇒ **Security** PCI-DSS, Password security, Account security, M-Unit / API logins, Lock access, HTTPS browser certificate, Enhanced Security Mode
- ⇒ **Staff/Vendor Keys** Maximum number of times Limited Use Keys are valid, Emergency Keys
- ⇒ **Failsafe Keys** Default number of keys, Default stay duration, Default check-out time
- ⇒ **Key Expiration** Default expiration duration for credential classes and types
- ⇒ **Email** Email server settings to reset password by email
- ⇒ **(Online Communication)** Online operations, Communication settings, Notifications, Rx-Link, INNCOM communication
- ⇒ **Database Backup & Archiving** Backup settings, Archiving settings
- ⇒ **(Visitor Management)** PIN delegation settings, Mobile key delegation settings
- ⇒ **(Entry System Interface)** Integrate Resident Management with a third party entry system, Synchronize resident information with entry system
- ⇒ **Advanced** RFID key technology, Extended common areas, (Mobile Keys), (Aurora), (Online Communication)
- ⇒ **Community API** Enable Community REST API, Enable key issuance notifications and callback
- ⇒ **Licensing** Activation key enables licensed features

2 Property Builder

Add Buildings > Add Floors > Add Access Points (units, suites, resident common areas, staff common areas, restricted areas) > Add Elevators (elevator banks, elevators, map floor relays)

3 Access Management

Add Auto-Unlatch Schedules > Add Access Schedules > Add Shift Schedules > Add Access Point Groups > Add Credentials > Assign Schedules > Add Common Area Access Profiles

4 Device Management

Add Encoders | (Add Online Devices) | (Registered Gateways & Paired Access Points)

5 Programming & Auditing

Program Locks > (Program Devices)

6 (Notification Management)


Add Notification Groups

7 Role Management

Review Predefined Roles > Create Custom Roles

8 Staff/Vendor Management

Add operators

 Refer to *The Property Design and System Configuration Questionnaire* for deployment decisions recorded by the key stakeholders on your team.

Step 1

Configure System Settings

This section includes the following subjects:

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Learning about System Settings

[System Settings](#) is the Community module where you can define system preferences and default values for global options. In some cases, the options in System Settings control whether Community features are enabled and how the features operate. For example, if mobile keys are not enabled in [System Settings](#), the option to make mobile keys is not offered during the process of making keys.

Configure System Settings

To configure system settings:

- Go to the [System Settings](#) module and specify settings for each category.

Configure system-wide defaults and enable licensed options. To make site configuration more efficient, Community populates recommended or moderate values for most system settings. While it's a good idea to review all system settings, you have the option to use the system defaults.

System Settings Categories

You can specify settings for the following categories.

General

Define basic site information and enable phone/mobile number validation override. With the exception of the site name and site image, all settings have system defaults. None of the options in this category require attention.

Residents

Configure defaults for the Resident Management module. All settings have system defaults. However, if you plan to control access to elevators, the option [Display floor access](#) requires attention.

Security

Configure settings related to passwords and account security, configure disability mode, and disable or enable and configure enhanced security mode. All settings have system defaults. However, the following situations require manual configuration:

- Disable authentication for API Integration
- Disable authentication for Maintenance Unit accounts
- Enable client certificate validation for API requests
- Enable Enhanced Security Mode (for upgrades and fresh installations)

Staff/Vendor Keys

Configure how many times a [Limited Use Key](#) can be used, disable toggle mode for variable access keys for units, and select whether to display the menu to add common areas when making staff/vendor keys. You can also enable Emergency Keys. Default values are populated. However, this category requires attention if you want to change the defaults.

Failsafe Keys

Configure default values for Failsafe Key options. Failsafe Keys are backup room keys made in advance and maintained in complete sets to be issued in the event of a system or power failure. The recommendation is to create three sets of two keys for each unit and suite door.

Key Expiration

Configure default key expiration for all credential class types and key types. When making a Staff/Vendor Key or System Key, the default expiration date is based on the calculation using the values specified here.

Email

Configure settings used to send emails to staff. No system defaults are populated. This category requires attention so that Community can send automated emails and notifications to staff.

Configure settings used to send emails to staff/vendors. No system defaults are populated. This category requires attention so that Community can send automated emails and notifications to staff/vendors.

Online Communication



This category only displays if online communication is enabled in [System Settings > Advanced](#).

Customize settings for the online communication. Configuring the update time intervals for gateways and wake-up time intervals for paired access points are examples of the settings that you can configure. You can also define whether the gateway network uses a dynamic or static IP address for communication. Lastly, you can customize the settings that trigger intruder alert notifications and enable Rx-Link.

Database Backup & Archiving



dormakaba strongly recommends scheduling automated backups to a remote server and storing backup and archival data in a secure location off-site.

Database backups are the first priority for disaster preparedness. In the event of data loss or corruption, backups provide a full restore of the Community SQL Server database and, when Online Communication is enabled, the MongoDB database. If the SQL Server database is not backed up, you lose all Community data and must reconfigure the entire site including recreating access points and programming locks. If the MongoDB is not backed up, you lose all data related to Online Communication and must reconfigure the entire online environment including reconfiguring each gateway and pairing locks to gateways.

Archiving helps maintain sufficient space on the Community Server by extracting historical records from high-volume database tables, such as the System Activity table. If archiving is not enabled, the database will grow to the system limit and space may become unavailable for normal processing. Because archiving occurs as scheduled immediately after backup, backups must be configured before archiving can be enabled.

Refer to the following table for backup/archive details.

Data	Location Stored	Backup Option	Frequency	Retention
SQL Server	Specified directory	On-demand	On-demand	Current backup
		Per schedule	Per schedule	Per setting
MongoDB	MongoDB folder in specified directory	Per schedule	Per schedule	Latest backup ¹
Archive	Specified directory	Per schedule	Per schedule	Indefinite

¹ Because only the most recent backup of the MongoDB is retained, establish an external process to back up the MongoDB if more than the most recent backup is required.

For more information about disaster preparedness and quick recovery, refer to [Appendix C](#).

Visitor Management



This category only displays if licensed for Visitor Management.

PIN/mobile key delegation provides the ability for residents and staff to extend all or part of their access to on-site visitors. A PIN is a 7-digit numerical sequence that residents can share with visitors to enable access to authorized access points.

PINs can be used at access points where a numeric keypad is installed. A delegated mobile key provides access using the dormakaba BlueSky app. Mobile key delegation can only be used for sites where mobile keys are enabled.

Advanced

Change key technology setting and enable licensed features including mobile keys. This category requires attention when implementing any of the following:

- [Property configuration](#)—Enable extended common areas. For more information, see "Learning about Property Builder" on the Help Home page.
- [Mobile keys](#)—Enable mobile keys. For more information, see "Working with Mobile Keys" on the Help Home page.
- [Online communication](#)—Enable Online Communication. For more information, see "Working with Online Communication" on the Help Home page.
- [Keyscan Aurora](#)—For more information, see *Community Aurora Integration* (PK3768).

Entry System Interface

Enable and configure a third-party entry system to extend resident access management options. The interface gives any third-party entry system the ability to integrate with Resident Management in Community. OATH (Open Authentication) requires third parties to provide required settings to generate a security token.

Community API

Enable and configure the Community REST API. Use the API for Web Service connections that use REST requests secured with token-based authentication. For details about the API, obtain the specification *Community REST API* (PK3781) from a dormakaba Support technician.

Licensing

Change the activation key to enable or disable Community features. Licensed features include:

- Mobile keys
- Online communication
- Emergency Keys
- Visitor Management
- Third-party integrations
- PPK/SPK Storage

General Settings

Configure basic site settings.

1. Go to [System Settings > General](#).

General Settings

Site name
My Site

System Default Language
Automatic Language Detection ▼


Date format
MM/dd/yyyy ▼

Time format
hh:mm (AM/PM) ▼

Allow phone/mobile number validation override ☒ YES

Background image

Reset Upload

2. For [Site name](#), specify the name of the property. The site name appears in reports. Default: My Site.
3. For [System default language](#), select the default language for the user interface. The default is to detect the browser language. The UI displays in the selected language until a preferred language is selected in [Preferences](#). The language selected in [Preferences](#) takes precedence.
4. For [Date format](#), select the format to display dates site-wide. Default: mm/dd/yyyy.
5. For [Time format](#), select the format to display time site-wide. Default: hh:mm (and if available, AM/PM).
6. [Allow phone/mobile number validation override](#)—Select **YES** to allow phone/mobile numbers that are not recognized. Upon entering a value for a phone number in resident and staff/vendor profiles, validates whether the string adheres to known international standards. If the string is not recognized, the value cannot be saved. (The most common issue is an area code that is not recognized.) The option to override validation allows Operators to save phone numbers that do not meet known standards. Default: NO.
7. For [Background image](#), click [Upload image](#), navigate to and select an image then click [Open](#). Supported file types: gif, jpg, png. The selected image displays on the Community Home page.
8. Click [\(Save\)](#) .

Resident Management Settings

Configure system-wide defaults for the [Resident Management](#) module.

1. Go to System Settings.
2. Click [Residents](#).



The screenshot shows the 'Resident Settings' window. At the top, there's a title bar with a close button and a save icon. The main content area has several settings:

- Default number of resident keys:** A numeric input field with a value of '2' and minus/plus buttons.
- Default key expiration:** A container with two sub-sections:
 - Years:** A numeric input field with a value of '1' and minus/plus buttons.
 - Days:** A numeric input field with a value of '0' and minus/plus buttons.
- Show message details:** A toggle switch labeled 'YES' which is currently turned on.
- Display floor access:** A toggle switch labeled 'YES' which is currently turned off.
- Enable deadbolt/privacy switch override for resident k...:** A toggle switch labeled 'YES' which is currently turned off.

3. For [Default number of resident keys](#), specify the default value for the number of keys to make when making access keys for residents. Valid range: 1-10. Default: 2.
4. For [Default key expiration](#), click -/+ to select the number of years and days used to calculate the expiration date that automatically populates when making a key. Default value: 1 year, 0 days.
5. For [Show message details](#), select whether you want the system to display messages related to making keys for residents. Default: YES.



Take caution before deciding to not show message details. When changes to access are made, the messages list the names of residents for whom keys need to be made. The reminders are most useful when residents share access. If you do not make keys as directed by the warning messages, resident keys may be invalid and prevent access.

6. For [Display floor access](#), select whether to display the FLOOR ACCESS section in resident profiles in Resident Management. By default, residents have elevator access to floors on which they are assigned units. When the FLOOR ACCESS section is displayed in resident profiles, additional floor access can be enabled. Default: NO. The following figure shows a resident profile that displays floor access.

View by Residents

View by Units

Residents ↑

Units

☒

Jane Ballard

401

☐

Laura Roberts

203, 204

1

100

items per page

1 - 6 of 6 items

Active Residents

1 Selected

Deactivate Resident

New Resident

Assigned Units

Resident Info

Active Keys

UNITS

COMMON AREAS

FLOOR ACCESS

FLOOR 1

DK-Towers-SMT

YES

FLOOR 2

DK-Towers-SMT

NO

FLOOR 3

DK-Towers-SMT

NO

FLOOR 4

DK-Towers-SMT

YES

FLOOR 5

DK-Towers-SMT

NO


FLOOR 6

DK-Towers-SMT

NO

Assign Units

Make Access Keys

7. For [Enable deadbolt/privacy switch override for resident keys](#)—Select whether Resident Keys can override the deadbolt/privacy switch for unit and suite unit doors. If you change this setting, access points may need to be reprogrammed. Default: YES.
8. Click (Save) .

Security Settings

Security settings protect account access. All settings in this category (except [PCI-DSS](#)) are populated with recommended or moderate values.



All sample values in the figures reflect the system defaults.

1. Go to [System Settings > Security](#).
2. Specify options. Refer to the sections below for details.
3. Click (Save)

Password Criteria

Security Settings PCI-DSS ☒ YES

▼ Password Criteria

Minimum password length (min 7 - max 20)	<input type="text" value="7"/>
Minimum lowercase characters (a-z)(max 5)	<input type="text" value="1"/>
Minimum uppercase characters (A-Z)(max 5)	<input type="text" value="1"/>
Minimum numerical characters (0-9)(max 5)	<input type="text" value="1"/>
Minimum special characters (~!@#\$%^&_)(max 5)	<input type="text" value="1"/>

- **PCI-DSS**—Select whether to enable PCI-DSS (Payment Card Industry Data Security Standard), an information security standard for organizations that handle credit cards. Recommended value: YES. When you enable PCI-DSS, the [Enable security questions](#) option in Password Reset is set to YES and cannot be disabled.
- **Minimum password length**—Specify the minimum number of characters in Community account passwords. Valid values: 7-20 when PCI-DSS enabled, 6-20 when PCI-DSS disabled.
- **Minimum lowercase characters**—Specify the minimum number of lowercase characters in Community account passwords. Valid values: a-z (maximum 5).
- **Minimum uppercase characters**—Specify the minimum number of uppercase characters in Community account passwords. Valid values: A-Z (maximum 5).
- **Minimum numerical characters**—Specify the minimum number of numeric characters in Community account passwords. Valid values: 0-9 (maximum 5).
- **Minimum special characters**—Specify the minimum number of special characters in Community account passwords. Valid values: ~!@#\$%^&_. (maximum 5).

Password Expiration

▼ Password Expiration

Password expiration days	<input type="text" value="90"/>
Enable password expiration notification	<input checked="" type="checkbox"/> YES <input type="checkbox"/>
Notification days prior to expiration	<input type="text" value="7"/>

- **Password expiration days**—Specify the number of days after which the password for an Operator account expires. Valid values: 30-365.
- **Enable password expiration notification**—Specify whether to notify Operators when their password is near expiration. Recommended value: YES.
- **Notification days prior to expiration**—Specify the number of days preceding a password expiration that daily notification is displayed after Operator logon. Valid values: 5-30.

Password History

▼ Password History

Number of previous passwords to check

4

- **Number of previous passwords to check**—Specify the number of most recently used passwords to check when an Operator creates a new password. The new password cannot be the same as any previous password that is checked. Valid values: 4-30.

Password Reset

▼ Password Reset

Failed security answers threshold

3

Password reset expiration delay in hours

24

Security questions on password change (forgotten password)

YES

- **Failed security answers threshold**—Specify the number of times an Operator can fail to provide the correct answer to a security question before the account is blocked. Valid values: 3-10.
- **Password reset expiration delay in hours**—Specify the number of hours the link sent in response to a password reset request is valid. Default: 24. Valid values: 1-72.
- **Security questions on password change (forgotten password)**—Select whether to prompt the Operator with challenge questions when requesting a password reset. Recommended value: YES. When you enable PCI-DSS, this option is set to YES and cannot be disabled.

Login Protection

▼ Login Protection

Failed login threshold for account suspension

3

Attempt delay minute

1

Failed attempt counter reset delay

5

Enable blocking login after consecutive failed logon attempts

YES

Failed login threshold for account lockout

10

- **Failed login threshold for account suspension**—Specify the number of failed login attempts before the Community account is temporarily blocked. Accounts that are suspended are blocked for the number of minutes specified in **Attempt delay minute**. Valid values: 1-30.
- **Attempt delay minute**—Specify the number of minutes to suspend an account. Valid values: 1-30.

- **Failed attempt counter reset delay**—Specify the number of minutes to suspend an account when the [Failed login threshold for account suspension](#) is reached. Valid values: 1-30.
- **Enable blocking login after consecutive failed logon attempts**—Select whether to lock out an Operator when the [Failed login threshold for account lockout](#) is reached.
- **Failed login threshold for account lockout**—Specify the number of failed login attempts before the Community account is locked out. When the threshold is reached, the Operator cannot log in without administrator support. Valid values: 6-30.

Account Inactivity

▼ Account Inactivity

Inactivity threshold for account lockout (days)

- **Inactivity threshold for account lockout (days)**—Specify the number of days after which an account with no login activity is locked out. When the threshold is reached, the Operator cannot log in without administrator support. Valid values: 7-365.

Session Inactivity

▼ Session Inactivity

Inactivity threshold for session logout (minutes)

- **Inactivity threshold for session logout (minutes)**—Specify the number of minutes after which an active Community session with no activity is locked out. When the threshold is reached, the Operator cannot log in without administrator support. Valid values: 5-360.

Maintenance Unit

▼ Maintenance Unit

Enable Maintenance Unit authentication ☒

Expire access point programming data after
Days Hours

- Select whether to require M-Unit (Maintenance Unit) authentication. When authentication is enabled, M-Unit credentials are required to program and audit locks. Configure credentials for at least one Operator in Staff/Vendor Management. Defaults: YES, 1 day and 0 hours.
- Specify the number of days and hours after which the data on the M-Unit cannot be transferred. Default: 1 day, 0 hours.

API Integration

API Integration

Enable API authentication

YES

Validate client certificate

YES

Validate certificate expiration

YES

Certificate Information

Subject: O=dormakaba, CN=PMS Self-Signed Root CA

Issuer: O=dormakaba, CN=PMS Self-Signed Root CA

ValidFrom: 11/30/2023 04:58 PM

ValidTo: 11/29/2024 04:58 PM

Thumbprint:

Generate new certificate

- Select whether to require authentication for API requests. When authentication is enabled, API requests are not processed until the user name and password specified in the request are authenticated against the [API Login](#) user name and password configured in [Staff/ Vendor Management](#). Required for enhanced security mode. Default: YES.
- [Validate client certificate](#)—Select whether to validate the client certificate for each API request (Community SOAP API or Community REST API). Required to validate certificate expiration. When this setting is modified, Community reinitializes the API connection. Defaults: YES for fresh installs; NO for upgrades.
- [Validate certificate expiration](#)—Select whether to validate the certificate expiration for each API request (Community SOAP API or Community REST API). When set to YES and the certificate is expired, API requests are not processed. [Validate client certificate](#) must be set to YES. Default: YES.
- [Generate new certificate](#)—(Community SOAP API or Community REST API) A certificate is automatically generated for fresh installs. Click to generate a certificate valid for one year. Community generates the certificate regardless of whether the current certificate is current or expired. Certificates are stored in the Personal and Trusted Root Certification Authorities folders on the local machine. For details about exporting/importing the certificate, refer to the API documentation.

Lock Access



Changes to any settings in this section may require re-programming affected access points.

Lock Access

Escape/return

Enable escape/return functionality for

Guest rooms/suites

NO

Meeting rooms

NO

Restricted areas

NO

Guest common areas

NO

Staff common areas

NO

Escape/return delay (seconds)

—

60

+

Quick relatch

Enable quick relatch functionality for

Guest rooms/suites

NO

Meeting rooms

NO

Restricted areas

NO

Guest common areas

NO

Staff common areas

NO

- **Escape\return**—For each access point type, select whether to allow a grace period during which a lock remains accessible without a key when the door is opened then closed from the inside. If any access point is enabled for Escape/return, specify the number of seconds the lock remains accessible. Defaults: NO / 60. Valid values: 20-300 (increments of 20).
- **Quick relatch**—For each access point type, select whether the lock is relatched immediately after the door is opened. If quick relatch is disabled, the lock is relatched 4 seconds after presenting a valid access key.



Access points can be programmed for both Escape/return and Quick relatch. However, these settings are not allowed for access points that are enabled for toggle mode.

Disability mode

Disability mode

Disability delay (seconds)

-

15

+

Display disability option in Resident Management

YES

- **Disability delay**—Specify the number of seconds for the access point to remain in an unlocked state after presenting a valid key with the disability option. This option only applies when the **Display disability option in Resident Management** is set to YES, and **Enable disability option on resident keys** is selected when making resident keys. Default: 15. Valid values: 10-60.
- **Display disability option in Resident Management**—Enable or disable the option to apply the disability delay when making resident keys. The disability delay cannot be applied to resident keys without enabling this option. Default: NO.

RAC5 Option

Changes to this setting may require reprogramming locks.

RAC5 Unlock delay (seconds)

-

4

+

- **Unlock delay**—Specify the number of seconds for the RAC5 access point to remain in an unlocked state after presenting a valid key. Default: 4. Valid values: 4-60.

HTTPS Browser Certificate

▼ HTTPS Browser Certificate

HTTPS browser certificate expiration warning (days)

-

30

+

When Community is deployed with an SSL certificate, specify the number of days before the certificate expires to start receiving a daily warning. Default: 30. Valid values: 0-365.

Enhanced Security Mode

This setting enables enhanced encryption for encoding data on keys. Default: NO.

Upgrades and fresh installations

For a comprehensive list of requirements and step-by-step instructions to enable enhanced security mode, refer to *Community Enhanced Key Security for Upgrades* (PK3776).



Enabling this option requires specific encoders (part 75720). At least one encoder must be configured before enabling enhanced security mode.



Before enabling enhanced security mode, obtain a valid 64-character activation key from dormakaba Support. Configuration requires that the Community server has access to the internet.

1. Change the [Enhanced Security Mode](#) switch to **YES**. Read the warning and select **YES** to continue.
2. Select whether to invalidate all active keys:
 - **YES**—Strongly recommended for Community. Select this option to start using enhanced security mode upon reprogramming access points.

The screenshot shows the 'Enhanced Security Mode' configuration window. It has a title bar with a dropdown arrow. Below the title bar, there are two toggle switches: 'Enable Enhanced Security Mode' and 'Invalidate all active keys'. Both are currently set to 'YES'. Below these switches is a text field for the 'Activation key' containing a 64-character alphanumeric string. At the bottom of the window is a large blue button labeled 'Configure'.

- **NO**—Select this option to transition to enhanced security mode. Active keys remain valid until the command to terminate all active legacy keys is issued. dormakaba recommends a maximum of two weeks to complete the transition process.

This screenshot shows the same 'Enhanced Security Mode' configuration window, but with the 'Invalidate all active keys' toggle switch set to 'NO'. The 'Enable Enhanced Security Mode' switch remains at 'YES'. The 'Activation key' text field and the 'Configure' button are also visible.

3. Specify the 64-character activation key.
4. Click [Configure](#). Read the warning and select **YES** to continue. Community configures the site. The Maintenance Unit security password setting appears. If keys were not invalidated in step 2, the [Terminate active legacy keys](#) button appears.



Enhanced security mode cannot be disabled after clicking [Configure](#).

▼ Enhanced Security Mode

Enable Enhanced Security Mode ☒ YES

Terminate legacy active keys

Maintenance Unit security password

.....

5. Go to System Keys and re-encode Failsafe Keys.
6. Go to Staff/Vendor Management and make all new RFID keys for active staff/ vendors.
7. Go to Resident Management and make all new RFID keys for active residents.
8. Go to [Programming & Auditing > Programming](#) and reprogram access points. Specify the M-Unit security password when prompted.
 - If all keys were invalidated in step 2, locks accept only enhanced security keys after reprogramming.
 - If keys were not invalidated in step 2, locks accept enhanced security keys and active legacy keys after reprogramming.
9. Go to Staff/Vendor Management and Resident Management and make all new BLE keys for active staff/vendors and residents, respectively.



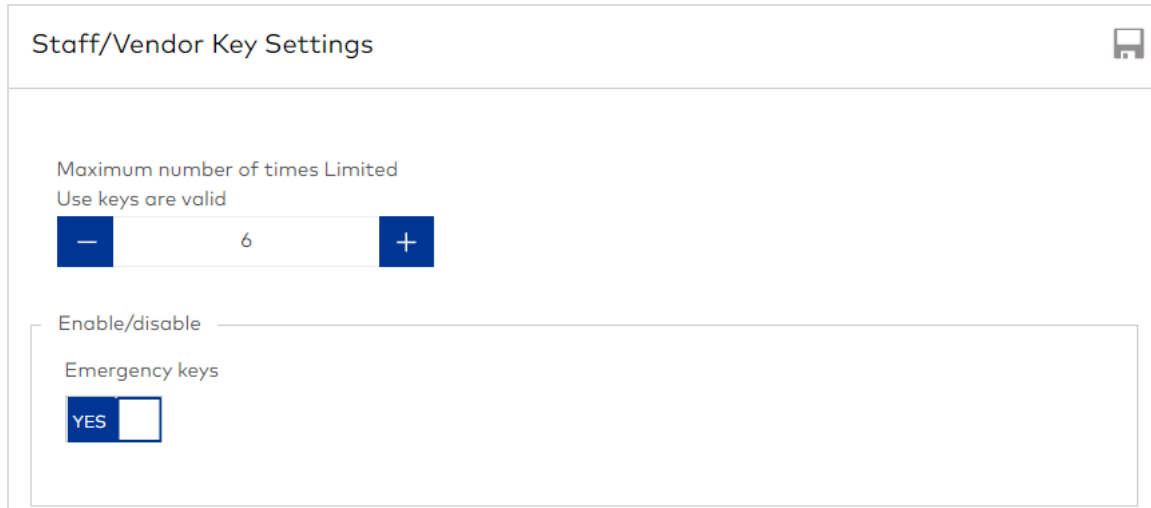
If all keys were invalidated in step 2, the process is complete. If keys were not invalidated in step 2, proceed.

10. When ready to finalize the transition to enhanced key security, click [Terminate active legacy keys](#).
11. Go to [Programming & Auditing > Programming](#) and reprogram access points again. Specify the M-Unit security password when prompted. After reprogramming, locks accept only enhanced security keys.


Staff/Vendor Key Settings

Configure system-wide defaults for Staff/Vendor Keys.

1. Go to [System Settings > Staff/Vendor Keys](#).



The screenshot shows the 'Staff/Vendor Key Settings' configuration page. At the top, there is a title bar with the text 'Staff/Vendor Key Settings' and a save icon on the right. Below the title bar, the page is divided into two main sections. The first section is titled 'Maximum number of times Limited Use keys are valid' and contains a numeric input field with the value '6'. The input field has a blue minus button on the left and a blue plus button on the right. The second section is titled 'Enable/disable' and contains a checkbox labeled 'Emergency keys'. The checkbox is currently checked, and the word 'YES' is displayed next to it.


2. Specify the number of times a Limited Use Key can be utilized. Default: 6. Valid values: 1-6.
3. Select whether to enable Emergency Keys. This setting affects the available options in [Role Management](#), [Credential Management](#) and [Staff/Vendor Keys](#). When this option is not enabled, no Emergency keys can be made for the site. When Emergency keys are enabled:
 - In [Role Management](#), the Emergency credential class is listed and can be selected for Key rights.
 - In [Credential Management](#), Emergency credentials can be created (also viewed and deleted).
 - In [Staff/Vendor Keys](#), keys can be made using the Emergency credential class.
4. Click (Save) .

Failsafe Key Settings

Failsafe Keys are backups of individual unit keys that are made in advance and maintained in complete sets to be issued in the event of a system or power failure. The recommendation is to create three sets of two keys for each unit and suite unit. Using a Failsafe Key invalidates previous resident key access to units, suite common doors and suite units.

1. Go to [System Settings > Failsafe Keys](#).

Failsafe Key Settings




Default number of keys


– 3 +

Default stay duration (days)

– 1 +

Default check-out time



2. Specify the default number of Failsafe Keys to create for each access point. Default: 3.
3. Specify the number of days Failsafe Keys remain valid. After first use, the Failsafe Keys expire after the specified number of days. Default: 1.
4. Select the time after which Failsafe Keys are invalid on the final day of the stay. Default: 11am.
5. Click [\(Save\)](#) .

Key Expiration Settings

Configure default key expiration dates for credential classes and key types.



Expiration dates can always be changed at key-making time.

1. Go to [System Settings > Key Expiration](#).

Key Expiration Settings

Search Credential Class / Ki

<input type="checkbox"/>	Credential Class / Key Type	Years	Months	Days
<input type="checkbox"/>	Electronic Lockout	1	0	0
<input type="checkbox"/>	Emergency	1	0	0
<input type="checkbox"/>	Emergency (toggle)	1	0	0
<input type="checkbox"/>	Inhibit	1	0	0
<input type="checkbox"/>	Latch	1	0	0
<input type="checkbox"/>	Limited Use	1	0	0
<input checked="" type="checkbox"/>	Staff (predefined access/non-toggle)	1	0	0
<input checked="" type="checkbox"/>	Staff (predefined access/toggle)	1	0	0
<input type="checkbox"/>	Staff (variable access)	1	0	0

Cancel

Edit

Save

2. Select the credential class or key types (or the checkbox adjacent to [Credential class/Key type](#) to select all).
3. Click [Edit](#).

Set expiration for credential class / key type

Years

months

Days

Cancel

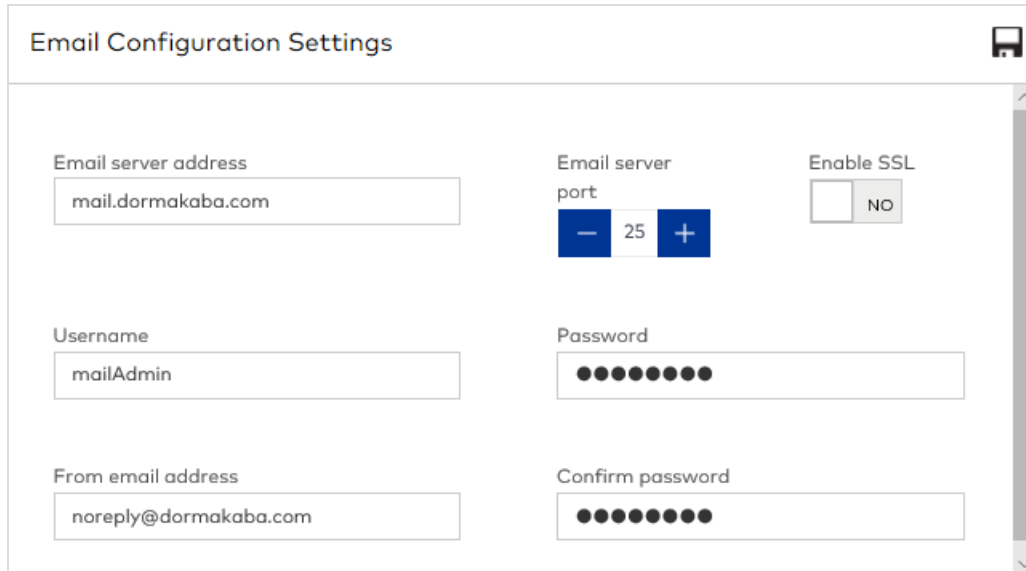
Done

4. Select the number of years, months and days used to calculate the expiration date for the selected credential class/key types. Min: 1 day, Max: 9 years. Default: 1 year.
5. Click [Done](#).
6. Click [Save](#).


Email Configuration Settings

Configure the email settings used to send automated emails to staff/vendors.

1. Go to [System Settings > Email](#).



The screenshot shows the 'Email Configuration Settings' form. It has a title bar with the text 'Email Configuration Settings' and a save icon. The form contains several fields: 'Email server address' with the value 'mail.dormakaba.com'; 'Email server port' with a numeric spinner set to 25; 'Enable SSL' with a toggle switch set to 'NO'; 'Username' with the value 'mailAdmin'; 'Password' and 'Confirm password' fields, both masked with dots; and 'From email address' with the value 'noreply@dormakaba.com'. A vertical scrollbar is visible on the right side of the form.

2. For [Email server address](#), specify the IP address or host name of the email server.
3. Specify the communication port on the email server dedicated for automated emails.
4. Select whether to enable SSL (Secure Sockets Layer). When SSL is enabled and security certificates are valid, all email data sent from the email server to mail clients is private and secure. Default: NO. Recommended value: YES.
5. Specify valid account credentials for the account used to send automated email.
6. For [From email address](#), specify the email address for the account sending the automated email.
7. Click (Save) .

Database Backup & Archiving Settings



dormakaba strongly recommends scheduling automated backups to a remote server and storing backup and archival data in a secure location off-site.

Refer to the following table for backup/archive details.

Data	Location Stored	Backup Option	Frequency	Retention
SQL Server	Specified directory	On-demand	On-demand	Current backup
		Per schedule	Per schedule	Per setting
MongoDB	MongoDB folder in specified directory	Per schedule	Per schedule	Latest backup
Archive	Specified directory	Per schedule	Per schedule	Indefinite

For more information about disaster preparedness and quick recovery, refer to [Appendix A](#).

Storing Backups on a Remote Server

If specifying a remote path for database backups, you must meet the following requirements:

- Community Server and SQL Server may be on the same machine or different machines, but they must be in the same domain.
- The remote backup folder may be on the same or a different machine as SQL Server, but there are no domain requirements.
- The Community Server must have full access to the shared folder.

On the Community Server:

1. Open and log in to SQL Server Management Studio.
2. Navigate to [Security > Logins > NT AUTHORITY\SYSTEM](#), right-click and select [Properties](#).
3. Select [Server Roles](#).
4. Select [sysadmin](#).
5. Click [OK](#).

On the remote server:

Share the backup folder and add read/write access for the domain user.

Configure Backups

Configure scheduled database backups.

1. Go to [Systems Settings > Database Backup & Archiving](#).



The [Last backup name](#) applies only to the SQL Server database.

- For [Backup directory](#), specify where you want to store database backups. You must specify the full path to a location accessible by the Community server. You can specify a local or remote path. Permissions are set at the folder level on the remote server.



To verify the directory path when specifying a remote server, right-click the shared folder, select [Properties](#), click the [Sharing](#) tab, then refer to the value for [Network Path](#).

- For [Backups to keep](#), click -/+ to specify the number of SQL Server backups to retain in the backup directory. When the number of backups exceeds the specified number, the oldest backup is deleted from the backup directory. Default: 7. Maximum: 99.
- For [Perform this task](#), specify backup frequency and schedule. If you select [Never](#), no backups are regularly scheduled and archiving cannot be enabled. You must back up the database manually or use an external process. If you select [Daily](#), select the time and days on which to perform a scheduled backup. Default: Daily, 03:00 (3AM), all days.
- Click [\(Save\)](#) . Upon saving settings, Community validates the specified directory path.

Configure Archiving

To configure archiving:

1. Go to *System Settings > Database Backups & Archiving*.

Database Backup & Archiving Settings

Backup


Archiving Archiving will occur immediately YES

Archiving directory after backup

\\ip_or_servername\archives_shared_folder

Archive every 2 weeks

Archive system activities older than 3 months

2. For [Enable archiving](#), select whether to enable archiving. Recommended value: YES. If archiving is not enabled, the database will grow to the system limit and space will be unavailable for normal processing.
3. For [Archiving directory](#), specify the full path to a location accessible by the Community server. You can specify a local or remote path. Default: Community root\Archives.
4. For [Archive every](#), click -/+ to specify the weekly frequency for archiving historical data.
5. For [Purge historical online operations/events older than](#), select the number of months to retain database records for online operations and events. All online records that go beyond this threshold are purged. Default: 3.
6. For [Archive system activities older than](#), click -/+ to select the number of months to retain system activity records in the Community database. All system activity records that go beyond this threshold are archived. Default: 3.
7. Click (Save) .

Visitor Management Settings

Configure default values to support PIN and BLE delegation in [Resident Management](#) and [Staff/Vendor Management](#).

» Go to [System Settings > Visitor Management](#).

PIN delegation

The screenshot shows the 'Visitor Management' settings page. There are two tabs: 'PIN Delegation' (active) and 'Mobile Key Delegation'. The 'PIN Delegation' tab has two sections: 'Enable for residents' and 'Enable for staff'. Each section has a 'YES' button and a 'NO' button. Below these are several settings with input fields and buttons:

- Enable by default for all new residents/staff members:** A toggle switch set to 'NO' for residents and 'YES' for staff.
- Maximum number of active PINs available:** A numeric input field with a minus button, a value of 30 for residents and 10 for staff, and a plus button.
- Maximum delay before PIN activation (valid from):** Two input fields for 'Days' and 'Hours'. For residents, Days is 5 and Hours is 0. For staff, Days is 5 and Hours is 0.
- Maximum time PIN is active before expiring:** Two input fields for 'Days' and 'Hours'. For residents, Days is 10 and Hours is 0. For staff, Days is 10 and Hours is 0.
- Maximum number of times PIN can be used in access points:** A dropdown menu set to 'Until expiration'.

A 'Save' button is located at the bottom of the page.

Enable and configure PIN delegation:

- **Enable for residents**—Enable the Visitor Management PIN functionality in [Resident Management](#). Default: NO. Upon selecting YES, a message box prompts to acknowledge the responsibility of activating the feature. Click **ACCEPT** to continue.
- **Enable for staff**—Enable the Visitor Management PIN functionality in [Staff/Vendor Management](#). Default: NO. Upon selecting YES, a message box prompts to acknowledge the responsibility of activating the feature. Click **ACCEPT** to continue.
- **Enable by default for all new residents/staff members**—Enable PIN functionality for all new resident and staff/vendor profiles. When the feature is enabled, the PIN section displays on the Visitor Management tab in all new profiles, PIN settings can be customized, and PIN settings can be updated on mobile devices. Default: NO. Upon selecting YES, a message box prompts to acknowledge the responsibility of activating the feature. Click **ACCEPT** to continue.
- **Maximum number of active PINs available**—Specify the default value in resident and staff/vendor profiles for the maximum number of PINs that can be active. Valid values: 1-50. Default: 10 .
- **Maximum delay before PIN activation (valid from)**—Specify the default value in resident and staff/vendor profiles for the maximum number of days/hours that a PIN can be created before access authorized by the PIN starts. Range for Residents: 0-15 days/0-23 hours. Range for staff: 0-30 days/0-23 hours. Default: 0 days/0 hours.
- **Maximum time PIN is active before expiring**—Specify the default value in resident and staff/vendor profiles for the maximum number of days/hours that a PIN can be active. Range for residents: 0-15 days/0-23 hours. Range for staff: 0-30 days/0-23 hours. Default: 1 day/0 hours.
- **Maximum number of times PIN can be used in access points**—Specify the default value in resident and staff/vendor profiles for the maximum number of times a PIN can be used in access points. Valid values: Until expiration, 1-5. Default: Until expiration.

- **Authorized common areas**—Select the common areas where access is enabled by default on the Visitor Management tab in resident and staff/vendor profiles.

Mobile key delegation

The screenshot shows the 'Visitor Management' settings page with the 'Mobile Key Delegation' tab selected. The interface includes a 'PIN Delegation' tab and a 'Mobile Key Delegation' tab. Under 'Mobile Key Delegation', there are four settings: 'Enable for residents' (YES), 'Enable by default for all new residents' (YES), 'Maximum number of active mobile keys available' (30), and 'Maximum time mobile key is active before expiring' (10 days, 0 hours). A 'Save' button is at the bottom.

Setting	Value
Enable for residents	YES
Enable by default for all new residents	YES
Maximum number of active mobile keys available	30
Maximum time mobile key is active before expiring	10 Days, 0 Hours

Enable and configure mobile key delegation:


- **Enable for residents**—Enable the Visitor Management mobile key delegation functionality in [Resident Management](#). Default: NO. Upon selecting YES, a message box prompts to acknowledge the responsibility of activating the feature. Click [ACCEPT](#) to continue.
- **Enable by default for all new residents**—Enable mobile key delegation for all new resident profiles. When the feature is enabled, the mobile key delegation section displays on the Visitor Management tab in all new profiles, settings can be customized, and settings can be updated on mobile devices. Default: NO. Upon selecting YES, a message box prompts to acknowledge the responsibility of activating the feature. Click [ACCEPT](#) to continue.
- **Maximum number of active mobile keys available**—Specify the maximum number of delegated mobile keys that can be active for the resident. Valid values: 1-50. Default: 10.
- **Maximum time mobile key is active before expiring**—Specify the default value in resident profiles for the maximum number of days/hours that a delegated mobile key can be active. Range: 0-15 days/0-23 hours. Default: 1 day/0 hours.

Entry System Interface Settings

Community integrates with third-party entry systems to extend resident access management options. Configuring authentication for the entry system is optional. For implementation details, obtain *Entry System RESTful API Documentation* from dormakaba Support.


1. Go to *System Settings > Entry System Interface*.

The screenshot shows the 'Entry System Interface Settings' form. At the top, there's a title bar with the text 'Entry System Interface Settings' and a save icon. Below the title bar, the form is divided into sections. The first section is 'Enable Entry System Interface' with a 'YES' button. The second section is 'Entry System Interface URL' with a text input field and a 'Test Connection' button. The third section is 'Entry System Interface Authentication' which contains several fields: 'Client ID' (with a masked value), 'Secret key' (with a masked value and a copy icon), 'Authorization URL' (with a masked value), 'Redirection URL' (with the value 'https://www.dormakaba.com/red'), and 'Authorization code' (with the value '56474'). There is a 'Generate Token' button and a status message 'Last token generated: NaN/NaN/ONaN 12:NaN PM'. At the bottom of the form, there is a large blue button labeled 'Synchronize all Resident Information to Entry System'.

2. Enable the entry system interface.
3. Specify the URL to the third-party entry system. Optionally, test the connection.
4. Authentication options—The values for Client ID, Secret key, Authorization URL, Redirection URL and Authorization code are provided by the third party and are required to generate a token.
5. Click [Generate Token](#).
6. Click [\(Save\)](#) .
7. Click [Synchronize all Resident Information to Entry System](#). All resident information is synchronized to the entry system. Future changes to resident profiles are automatically synchronized every two minutes.

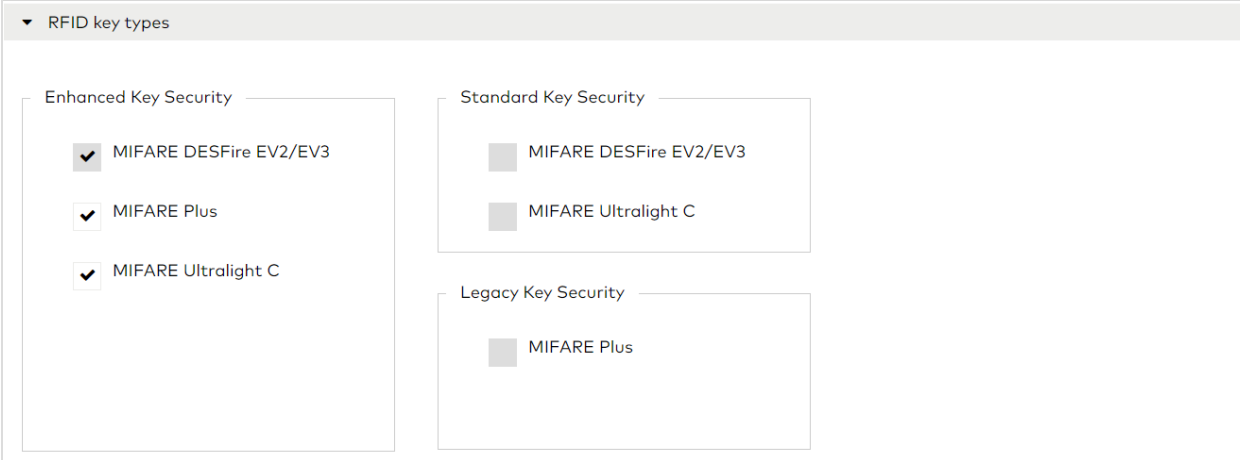
Advanced Settings

To configure advanced settings:

1. Go to [System Settings > Advanced](#).
2. Specify options. Refer to the sections below for details.
3. Click [\(Save\)](#) .

RFID key types

If displayed, click the [Information](#) button in this section to read the security advisory.




Changing the RFID key type is rare and requires that all locks be reprogrammed.

To change the RFID key type, select the option that applies to your deployment then reprogram locks.

- **Enhanced Key Security**—Only available when enhanced security mode is enabled. When enabled, options in Standard and Legacy Key Security are disabled. For more information, see *Community Enhanced Key Security for Upgrades* (PK3776).
 - **MIFARE DESFire EV2/EV3**—Disabled by default for new installations. For upgrades, enabled upon enabling Enhanced Security Mode if previously selected in Standard Key Security.
 - **MIFARE Plus**—Disabled by default for new installations. For upgrades, enabled upon enabling Enhanced Security Mode if previously selected in Legacy Key Security.
 - **MIFARE Ultralight C**—Disabled by default for new installations. For upgrades, enabled upon enabling Enhanced Security Mode if previously selected in Standard Key Security.
- **Standard Key Security**—Disabled when enhanced security mode is enabled.
 - **MIFARE DESFire EV2/EV3**—Default selection for new installations.
 - **MIFARE Ultralight C**—Disabled by default for new installations. For upgrades, enabled by default if previously selected.
- **Legacy Key Security**—Disabled when enhanced security mode is enabled. Selecting an option in this section prompts a security reminder message.
 - **MIFARE Plus**—Disabled by default for new installations. For upgrades, enabled by default if previously selected.
 - **MIFARE Classic**—Not supported for new installations. For upgrades, only displays if previously selected. Contact dormakaba Support.

The selected key technology controls the number of additional access points that can be encoded on keys. Moreover the access points that are considered *additional* differs for resident and staff/vendor keys. (Common areas do not count as additional access points.)

- Resident keys—All access points are considered additional.
- Staff/Vendor keys—All access points that are added at key-encoding time (excluding the access points assigned to the selected credential) are considered additional.

Key technology limits for additional access points:

- MIFARE DESFire EV2/EV3: 94
- MIFARE Ultralight card: 6
- MIFARE Mini card: 6
- MIFARE Classic & Plus 1k/2k cards: 94
- MIFARE Classic & Plus 4k card: 542
- Mobile key: 25

Property configuration



The screenshot shows a web interface for 'Property configuration'. Under the heading 'Enable extended common area configuration', there is a toggle switch. The switch is currently in the 'YES' position, indicated by a blue bar and the word 'YES' in white text.

Select whether to enable extended common area configuration. Enabling this option increases the number of limited common areas that can be defined from a combined maximum of 12 (for limited common areas and elevators) to a maximum of 256 for limited common areas and 80 for elevators. When any type of limited common area is defined, changing this option requires deleting then recreating all limited common areas in [Property Builder](#), reprogramming the affected access points, and re-encoding all keys (including mobile) on which the limited common areas are encoded. Default: NO. Default: For fresh installations and upgrades with zero limited common areas: YES; for upgrades with any type of limited common area: NO.



All lock models except RT and Legacy Confidant support extended common areas.

Mobile keys

Mobile keys are a licensed feature.



When mobile keys are enabled, each access point that you create can be enabled for mobile keys. The setting is informational only but is required to include the access point in the download file of mobile-enabled access points (an option available on the *Buildings* page in [Property Builder](#)). For full details about mobile keys, see "Working with Mobile Keys."

1. Set the [Enable mobile keys](#) switch to **YES**.
2. For [Mobile default country](#), select the default country for mobile numbers. The corresponding country code is retrieved for the mobile number.
3. (*conditional, licensed option*) If you want the ability to cancel mobile keys, set the [Enable resident mobile key cancellation](#) switch to **YES**. If mobile keys are enabled and this option is not enabled, you cannot cancel a mobile key. Instead, the expiration details determine when the mobile key becomes invalid.

4. For [LEGIC configuration/BLE/Mobile Wallet settings](#), a dormakaba Customer Service technician provides valid values. If the Project ID is changed, all access points that are enabled for mobile keys must be reprogrammed.
5. For [Mobile identifier](#), select whether to use mobile numbers or custom numbers. A custom number is a unique numeric identifier that is used as an alternative to a mobile number. Key generation and cancellation work the same for mobile and custom numbers. Legic can recognize a key holder based on mobile or custom number. Default: Custom number.
6. For [Mobile application download](#), Select whether to send a text message to recipients of mobile keys to notify them that their device is not registered with the mobile application. If you select **YES**, you must also specify the message text to send, an SMS Gateway account key (see Swift SMS Gateway), and at least one link where the mobile application can be downloaded.

Online communication

If the Community deployment is licensed for Remote Lock Management, click **YES** to enable online communication. For more information, see [Remote Lock Management](#).

Keyscan Aurora

If the Community deployment is connecting with an Aurora server to support Keyscan readers, set the soft-switch to **YES**.

Community API

Operators can use the REST-based API to create and manage virtually all aspects of resident/staff/vendor keys. The API also supports operations to read and erase keys, and list information about encoders, audits, common areas, and resident unit assignments. For details about the API, obtain the specification *Community REST API* from a dormakaba Support technician.



If you are licensed for online communication, the corresponding service restarts automatically when online features are activated or disabled.

To enable and configure the Community REST API:

1. Go to [System Settings > Community API](#).

Community API Settings

Enable Community REST API

YES

Authentication

Client ID*

Secret key*

Enable key issuance notifications

YES

Key issuance notification callback URL

Undefined

2. Change the [Enable Community REST API](#) soft-switch to YES.
3. Specify the unique identifier and unique key used to obtain and renew an authentication token. Max chars for Client ID=32; Max chars for Secret key: 512.
4. Select **YES** to enable key issuance notifications. Community sends a separate notification to the API each time a key is created. Third parties must first register a callback URL and optional security token.
 - Read-only setting specified in the API. The callback URL to use for sending notifications.
5. Click [\(Save\)](#)

Licensing Settings

Licensed product features are enabled or disabled depending on the activation key.

1. Go to *System Settings > Licensing*.

Licensing

Activation key

xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx-xxxx

Activated licenses:

- Mobile Keys

- AuroraSync

- Emergency Keys

- Online

- Entry System Interface

- PPK/SPK Storage

2. Specify a valid activation key. All activation keys for Community 2.3 and later are 64 characters.

3. Click (Save) .

Activated licenses are displayed.

When licensed for PPK/SPK (Primary Program Key and Secondary Program Key) storage, the date and time that the data was stored is listed.

Step 2

Build Your Property

This section includes the following subjects:

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Add units	54
Add suites	59
Add resident common areas	64
Add staff common areas	71
Add restricted areas	78
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Learning about Property Builder

Setting up your site in Community involves building a virtual representation of all access points on the property. Access points represent points of entry under control by Community. In most cases, an access point corresponds to a lock, such as the lock on a door. However, some access points correspond to different types of hardware such as an elevator reader.

Start by adding the buildings. Then for each building, add all floors. Next, add the individual units, suite units, common areas and restricted areas on each floor. You can also add elevators and configure elevator access.

Access point types

The following types of access points are created in Property Builder:

- **Unit**—Type of access point assigned to a resident during unit assignment.
- **Suite**—A connected series of units that includes a common door and one or more suite unit access points.
- **Restricted Areas**—Type of access point intended for staff only for back-of-the-house access. For example, the Electrical Room would be a restricted area.
- **Resident Common Areas**—Type of access point where general access is configured for residents. Access may be unlimited or limited.
- **Staff Common Areas**—A type of access point where general access is configured for staff. Access may be unlimited (for staff) or limited.
- **Elevators**—An elevator is an access point type that provides access to building floors. An elevator bank is a group of elevators that share the same floor mapping.

Mobile-enabled access points

All access point types can be mobile-enabled. When mobile keys are enabled in [System Settings](#), the option [Enabled for mobile keys](#) is available when creating and editing access points. Although the option is strictly informational, it is required to include an access point in the file download of mobile-enabled access points from the [Property Builder Buildings](#) menu.

Lock models

Community supports the following lock models:

- **Nova**—All access points programmed with this lock profile operate in toggle mode.
- **Saflock Quantum/Saflok Confidant and Confidant NFC/Saflok RT, Saflok RT+/RCU (Remote Controller Unit)/Pixel/Saffire LX (L, M & P)**—For these profiles, toggle mode can be enabled for resident keys. This model also supports toggle mode for keys that are encoded with a credential based on a credential class that either includes toggle by default or is enabled to include toggle.



Saflok Confidant and Saflok RT do not support extended common areas.

- **Saffire LX (D & I)/Saflok MT**—For these profiles, toggle mode is not supported.
- **RAC5 XT and RAC5 Light**—For these profiles, toggle mode is supported. RAC5 XT is for online systems; RAC5 Light does not support Remote Lock Management. Each RAC5 XT device can be mapped to a single access point or two different access points. Manually configure the number of access points to map by modifying the **DEVICES** switch on each RAC5 XT device. For more information, refer to RAC5 documentation.



All lock models for Unit, Suite Common Door and Suite Unit access points support 255 distinct active resident keys. All lock models for Resident Common Areas can manage resident keys (no touring mode) for a site deployed with up to 8,192 access points (combination of Unit, Suite Common Door and Suite Unit access points).

Toggle mode

Toggle is a feature that changes the state of a lock between *Latched* and *Unlatched* each time a valid key is presented to the lock. For example, the default state of a lock is *Latched*. The first time a key is presented, the lock changes to an *Unlatched* state. The door is open and remains accessible until the key is presented to the lock again or the interior privacy switch is engaged.

Toggle is enabled in different ways depending on lock type and credential class:

- Toggle may be a mechanical feature of the lock. For example, all Nova locks operate in toggle mode.
- For credentials based on the Emergency, Staff, Staff (variable access), and Vendor classes, toggle is enabled for unit and suite access points by selecting the option [Enable toggle mode](#) when creating the unit/suite access point in Property Builder. Valid for lock profiles: Saflok Quantum, Saflok Confidant, Saflok RT/RT+, RCU, Pixel and Saffire LX, RAC5 XT, RAC5 Lite.
- For credentials based on the Limited Use class, toggle mode is not supported.

Floor and access point names

During the process of adding floors and access points in Property Builder, the access point names that you will see in Community are formed. As such, the naming conventions for floors and access points should be descriptive and consistent so that you can create unique names that are easy to recognize when configuring access, making keys and reading reports.



Floor and access point names must not exceed 15 characters including spaces. Valid alphanumeric characters: A-Z, 0-9. Valid special characters: -#%!=,,:_()?*'<>/+.

Name formats

All floor names are formatted using numbers. The numbers that you select are used in the name of the floor. For example, if you select the range 1 to 10 when adding floors, then (using the default prefix FLOOR) you will add ten floors named Floor1, ..., Floor10.

Likewise, access point names are formed the same way with an additional option to format the name using numbers or text. Some access point types, such as common areas, are more suitable for using the text format, *Lobby* for example. If you use the number format, the floor number and unit number are, by default, included in the access point name. For example, if you select the range 1 to 1 when adding a unit to Floor1, then you will add one unit named 101 to Floor1.

Batch access point creation

To facilitate quick setup, Community allows batch creation of units. You can add multiple units to multiple floors simultaneously. For example, if you select the range 1 to 10 when adding units to Floor1, ..., Floor10, then (using the default formatting) you will add ten units on each floor (101, ..., 110, 201, ..., 210, 301, ..., 310, and so on). The total number of access points equals 100.

Advanced formatting options

The simplest way to create descriptive floor and access point names is to use the advanced formatting options. For example, you can select to exclude the floor number from unit names and/or add a prefix to the unit number. Because access point names must be unique, you can only select numbers that have been used previously if you also specify a unique prefix or suffix. The advanced formatting options are not available for the text format.



When creating floors or access points in [Property Builder](#), you can view a dynamic sample of your formatting selections in the [Preview](#) area.

Resident common areas

Resident Common Areas are spaces on your property that are configured for general access by residents and staff/vendors, such as lobbies, parking and recreational facilities. In the hospitality industry, we call these amenities. When you create a Resident Common Area access point, you have the option to enable limited access.

Unlimited resident common areas

When limited access *is not enabled*, the common area is included with all unit assignments and authorized on all Resident Keys. Unlimited Resident Common Areas are also authorized on all Staff/Vendor Keys.

Limited-access resident common areas

When limited access is enabled, access must be configured in [Access Management > Common Area Access](#). Essentially, limited Resident Common Areas are associated with units. Resident access depends on the common areas associated with their assigned units/suite units.

When creating the limited common area, you must also select a common area ID. The ID is a numeric value used by the system to synchronize with third-party API (Application Programming Interface) settings. When extended common areas is enabled, there are a maximum of 256 common area IDs to support common areas (resident and staff/vendor). Without extended common areas, the limit is 12 which includes IDs for limited common areas and elevators.

Staff/vendor access to limited Resident Common Areas is also configured in [Access Management > Common Area Access](#).

Elevators

Configuring elevators to control building floor access involves an elevator technician and Community Site Configurator. dormakaba provides the elevator control box and readers. The elevator technician is responsible for all device installation and wiring. The Site Configurator works in [Property Builder](#) to establish elevator access points.

The basic process for the Site Configurator is:

1. Add one or more elevator banks.
2. Add one or more elevators.
3. Map floor access (for each elevator bank).

Elevator banks

An elevator bank is a group of elevators that share the same floor mapping. The elevators must be in the same building, but they do not need to be co-located. The Site Configurator needs to obtain the control box model before adding an elevator bank because the model affects floor mapping.

Elevators

Elevators are added to an elevator bank. You provide a name for the elevator and a name for at least one reader. Readers are devices that interpret the floor access configuration data encoded on a key and communicate with the control box to allow access.



Although we refer to the elevator as the access point, it is actually the reader that controls access.

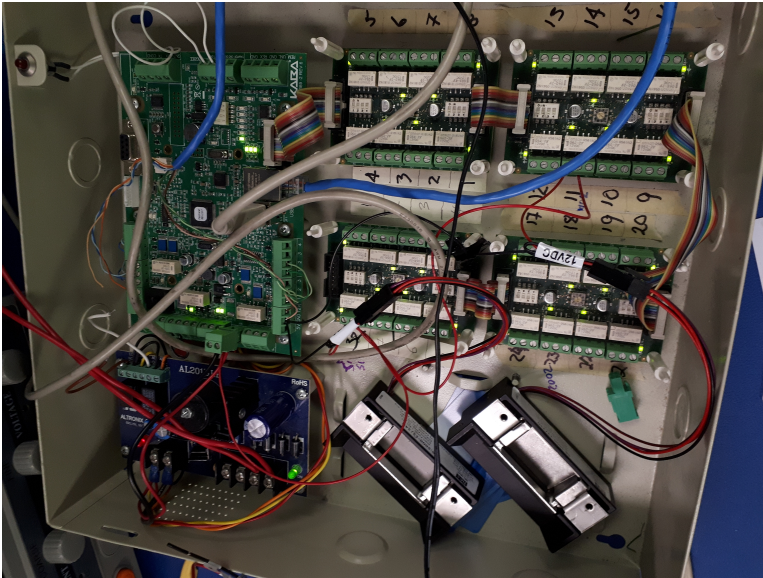
Floor mapping

The Site Configurator maps floor access for each elevator bank. While all floor mapping works the same, the control box model selected when adding the elevator bank affects the options available. Generally, as the number of floors that need to be independently controlled increases, the size of the control box increases.

A control box is a device that contains one or more electrical panels with one or more relay switches. Your site will use one of the following models:

- **EMCC - Expanded Multi-Channel Controller**—Eight panels with 16 relays per panel.
- **MCC 12 - Multi-Channel Controller** (Legacy mode supported)—One panel with 12 relays.
- **MCC 8 - Multi-Channel Controller** (Legacy mode supported)—One panel with 8 relays.
- **ECU - Elevator Controller Unit**—One panel with one relay.
- **MFC - Multiple Floor Controller**—Four panels with eight relays per panel.
- **RAC 5 - Remote Access Controller**—(Non-MFC) Eight panels with eight relays per panel. For online environments, RAC5 gateways must be configured in [Device Management](#).

The following figure shows the interior of an MFC control box with four panels, eight relays each.



The relays on three of the panels are labeled 1-24. When mapping floor access in Community, relay switches are mapped to floors.

The following figure shows Community floor mapping. Floors 1-3 are mapped to Relay1 (P1R1). All other floors are mapped to a separate relay.

Floor	Relay
FLOOR 1	P1R1
FLOOR 2	P1R1
FLOOR 3	P1R1
FLOOR 4	P1R2
FLOOR 5	P1R3
FLOOR 6	P1R4
FLOOR 7	P1R5
FLOOR 8	P1R6
FLOOR 9	P1R7
FLOOR 10	P1R8

When a Key Holder presents a key to the reader, the reader detects the access configuration encoded on the key, communicates to the control box which relays to open, and illuminates the buttons on the elevator panel that the Key Holder is authorized to access. In some cases, a reader is outside of the elevator to control access to the [Up](#) and [Down](#) call buttons.

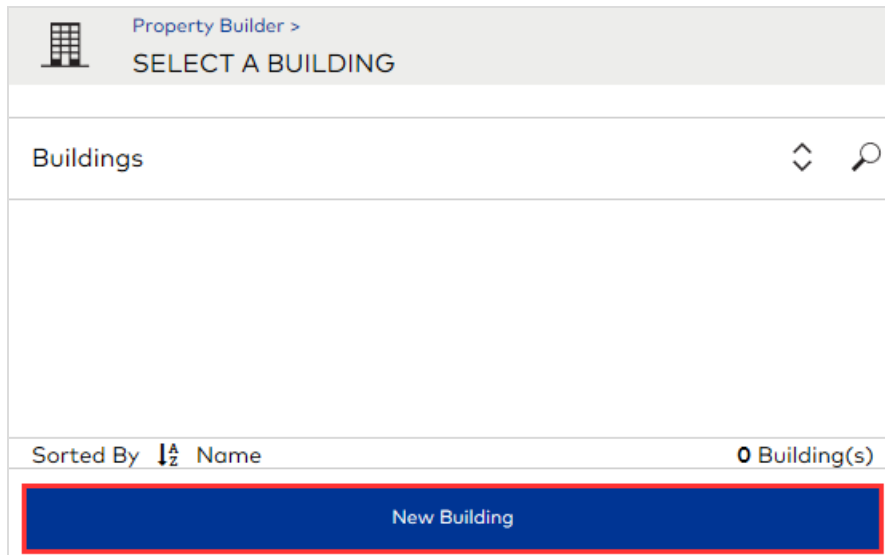
Aside from the basic rule, *a floor can be mapped to only one relay*, relay-to-floor mapping is entirely configurable. The important thing to remember is that a signal from the reader to open the relay opens access to all floors mapped to the relay. For example, if Floors 1-3 are mapped to Relay1 and the floor access encoded on a key is authorized for Floor 1 only, the Key Holder will be able to access Floors 1-3. Therefore, for maximum control the recommendation is to map one floor to one relay. A reason why you might want to map more than one floor to a relay is if access to two or more floors is always authorized together.

Add buildings

Buildings are the independent structures on your site.

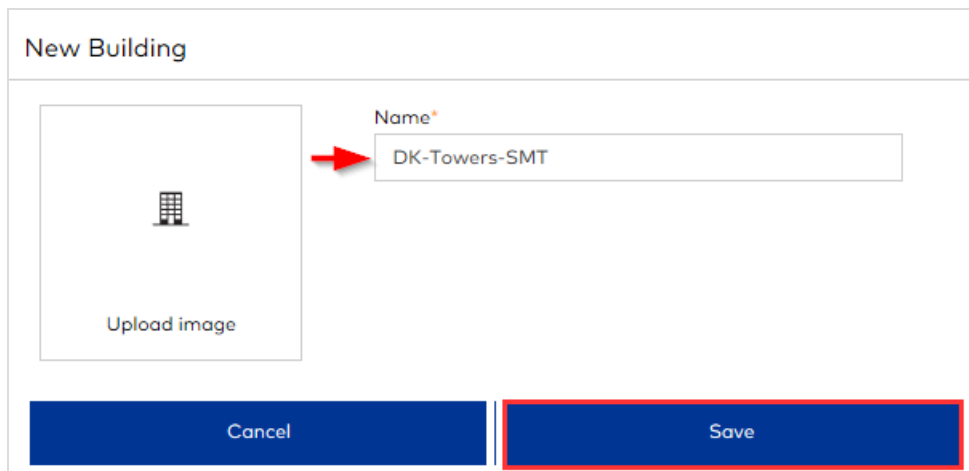
To add buildings:

1. Go to [Property Builder](#).




The screenshot shows the 'Property Builder >' header with a building icon. Below it is a section titled 'SELECT A BUILDING'. Under this, there is a 'Buildings' header with a dropdown arrow and a search icon. The main area is empty. At the bottom, there is a 'Sorted By' dropdown set to 'Name' and a count '0 Building(s)'. A prominent blue button labeled 'New Building' is highlighted with a red border.

2. Click New Building.





The screenshot shows the 'New Building' form. It has a header 'New Building'. Below it is a large square area for an image with a building icon and the text 'Upload image'. To the right of this is a text input field labeled 'Name*' with the value 'DK-Towers-SMT'. A red arrow points from the image area to the name field. At the bottom, there are two buttons: 'Cancel' and 'Save'. The 'Save' button is highlighted with a red border.



3. Specify a unique name.
4. (*optional*) Select an image to represent your site. Click [Upload image](#), navigate to and select an image then click [Open](#). Supported file types: gif, jpg, png.
5. Click [Save](#). The building displays in the list.


 [Property Builder >](#)

SELECT A BUILDING

Buildings  

▼ D

 DK-Towers-SMT 

Sorted By  ^A_Z Name 1 Building(s)

New Building

Add floors

Floors are the levels in a building. You must add floors before adding access points.

To add floors:

1. Go to [Property Builder](#).
2. Select a building.

The screenshot shows the 'Buildings' section on the left and the 'Summary' panel on the right. In the 'Buildings' list, 'DK-Towers-SMT' is selected, indicated by a red arrow. The 'Summary' panel shows the building name 'DK-Towers-SMT' and statistics: '0 Floor(s)' and '0 Access Point(s)'. At the bottom of the 'Summary' panel, there are two buttons: 'Floors & Access Points' (highlighted with a red border) and 'Elevators'.

3. Click [Floors & Access Points](#).

The screenshot shows the 'Access Points' section. It features a table with the following columns: 'Name', 'Type', and 'Lock profile'. Below the table, there are three buttons: 'Back to Buildings', 'New Floors' (highlighted with a red border), and 'Delete Access Points'.

4. Click [New Floors](#).

Create Floors

Floor

Advanced Format

Range from

←

1

→

To

←

10

→

Description:

Description

Preview

10 Floor(s)

FLOOR1, FLOOR2, FLOOR3, FLOOR4, FLOOR5...

Cancel

Save

5. Specify the range of floors to add. Because floor names must be unique, you can only select numbers that have been used previously if you also specify a unique prefix or suffix.
6. (optional) Add a description for the floor or range of floors.
7. (optional) Specify any of the following options on the [Advanced Format](#) tab:

Create Floors

Floor

Advanced Format

FLOOR

n

nn

nnn

None

Suffix

Above existing floor(s)

Below existing floor(s)

Preview

10 Floor(s)

FLOOR1, FLOOR2, FLOOR3, FLOOR4, FLOOR5...

Cancel

Save

- [Prefix](#)—Specify text to display before the floor number. Include spaces where appropriate. Default: FLOOR.
- [Suffix](#)—Specify text to display after the floor number or access point. Include spaces where appropriate. Default: none.
- [Floor number format](#)—Select how many digit positions to display for floor numbers. Leading zeros occur before the first non-zero digit. For example, select [n](#) for FLOOR 1, [nn](#) for FLOOR 01, [nnn](#) for FLOOR 001. To hide the floor number in the name, select [None](#). Default: [n](#).
- [Add floors\(s\)](#)—Select whether to add the floors to the list before or after existing floors. Default: [Above existing floor\(s\)](#).
8. Click [Save](#).

Access Points

<input type="checkbox"/>	Name	Type	Lock profile	
<input type="checkbox"/>	FLOOR1		0 Access Point(s)	***
<input type="checkbox"/>	FLOOR2		0 Access Point(s)	***
<input type="checkbox"/>	FLOOR3		0 Access Point(s)	***
<input type="checkbox"/>	FLOOR4		0 Access Point(s)	***
<input type="checkbox"/>	FLOOR5		0 Access Point(s)	***
<input type="checkbox"/>	FLOOR6		0 Access Point(s)	***

Back to Buildings

New Floors

Delete Access Points

Summary

Building

DK-Towers-SMT

Access Point(s)

Select Access Point(s)

New Access Points

Add units

Units are the type of access points assigned to residents during unit assignment.

To add units:

- 1. Go to [Property Builder](#).

Bâtiments

T

Tour1

Trié par

1 2

 Nom 1 Bâtiment(s)

Nouveau bâtiment

Sommaire

Bâtiment

Tour1

10 Étage(s)
0 Point(s) d'accès

Étages et points d'accès

Ascenseurs

- 2. Select a building.
- 3. Click [Floors & Access Points](#).

Access Points

▼ Name

Type

Lock profile

FLOOR1

0 Access Point(s)

FLOOR2

0 Access Point(s)

FLOOR3

0 Access Point(s)

FLOOR4

0 Access Point(s)

FLOOR5

0 Access Point(s)

FLOOR6

0 Access Point(s)

Back to Buildings

New Floors

Delete Access Points

Summary

Building

DK-Towers-SMT

Access Point(s)

Select Access Point(s)

New Access Points

- 4. Click [New Access Points](#).

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Community

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Create Access Points

Unit

Suite

Restricted Area

Resident Common Area

Staff Common Area

CancelNext

5. Select Unit, then click Next.

Create Access Points: Unit

Access PointAdvanced Format

Floors

FLOOR2 × FLOOR3 × FLOOR4 × FLOOR5 × FLOOR6 × FLOOR7 × FLOOR8 × FLOOR9 ×

Lock profile

Nova

☒ Enabled for mobile keys

Format

Number

Numbering pattern

Continuous

From

1

To

10

Description

Description

Preview

201

10 Access Point(s)

Back to Type SelectionCancelSave

6. For [Floors](#), select one or more floors where you want to add the access points.
7. For [Lock profile](#), select the lock model. All Nova locks include the toggle feature. For all other lock types that support toggle, the [Enable toggle mode](#) option is displayed. Each time a valid key is presented to a lock that includes or is enabled for toggle mode, the state of the lock alternates between *Latched* and *Unlatched*. For example, Unit 100 is programmed using a Nova lock profile. The lock is in a *Latched* (secure) state. The first time the resident presents a key, the lock changes to an *Unlatched* state. The door is open and remains accessible until the key is presented to the lock again or the interior privacy switch is engaged. When this option is not selected, locks remain in a Latched state except for the brief time when a valid key is presented allowing access.
8. [Enabled for mobile keys](#)—(*optional*) Select whether the access point is enabled for mobile keys. This field is informational only and must be selected to include the access point in the CSV file download for mobile-key enabled access points.
9. For [Format](#), select whether to identify the access points using numbers or text.
 - If you select [Number](#), specify the range of access points to add and, if adding more than one access point, select a numbering pattern for incrementing the numbers.
 - If you select [Text](#), specify a unique access point name.
10. (*optional*) Add a description for the access point or range of access points.
11. (*optional*) If you selected to format access point names using numbers, specify any of the following options on the [Advanced Format](#) tab:

Create Access Points: Unit

Access Point

Advanced Format

Prefix

n

nn

nnn

None

Separator text

n

nn

nnn

None

Suffix

Preview

10 Access Point(s)

201

Back to Type Selection

Cancel

Save

- [Prefix](#)—Specify the text to display before the main number. Include spaces where appropriate.
 - [Separator text](#)—Specify the text to display between the floor number and access point number. Include spaces where appropriate.
 - [Suffix](#)—Specify the text to display after the main number. Include spaces where appropriate.
 - [Floor number format](#)—Select how many digit positions to display for floor numbers. Leading zeros occur before the first non-zero digit. For example, select [n](#) for 1, [nn](#) for 01, [nnn](#) for 001. To hide the floor number in the access point name, select [None](#).
 - [Unit number format](#)—Select how many digit positions to display for unit numbers. Leading zeros occur before the first non-zero digit. For example, select [n](#) for 1, [nn](#) for 01, [nnn](#) for 001. To hide the unit number in the access point name, select [None](#).
12. Click [Save](#).

Access Points

☐

▼ Name

Type

Lock profile

☐

FLOOR1

0 Access Point(s)

☐

▶ FLOOR2

10 Access Point(s)

☐

▶ FLOOR3

10 Access Point(s)

☐

▶ FLOOR4

10 Access Point(s)

☐

▶ FLOOR5

10 Access Point(s)

☐

▶ FLOOR6

10 Access Point(s)

☐

▶ FLOOR7

10 Access Point(s)

☐

▶ FLOOR8

10 Access Point(s)

☐

▶ FLOOR9

10 Access Point(s)

☐

FLOOR10

0 Access Point(s)

Back to Buildings

New Floors

Delete Access Points

Summary

Building

DK-Towers-SMT

Access Point(s)

Select Access Point(s)

New Access Points

Import unit list

This menu option is only available when the *Import access point list* system right is enabled in *Role Management > Property Builder*.

To import a Unit list:

- Go to Property Builder.
- For the building where you want to add units, click and select *(More)...* *Import Access Point List*.
- Navigate to and select the file that you want to import, then click *Open*. Supported files type: csv. The following figures show valid csv file formats. The following rules apply:
 - The floor *Unknown* is created for any access point that does not have a designated floor.
 - If the floor name in the csv file does not exist, the floor is created.
 - If the floor name in the csv file is an exact match to an existing floor name, the access point is added to the existing floor.

The screenshot shows an Excel spreadsheet with a table of access points. A red box labeled "Required" points to the first column, which contains the access point IDs. The second column contains the floor names. The third column is empty.

	A	B	C
1	ACCESS POINT	FLOOR	
2	100	Floor1	
3	101	Floor1	
4	102	Floor1	
5	103	Floor1	
6	104	Floor1	
7	105	Floor1	
8	200	Floor2	
9	201	Floor2	
10	202	Floor2	
11	203	Floor2	
12	204	Floor2	
13	205	Floor2	

Below the spreadsheet, a Notepad window titled "notepadimport1.csv - Notepad" shows the following CSV data:

```

apNotepadA,apNotepadFloor
apNotepadB,apNotepadFloor
apNotepadC,apNotepadFloor
apNotepadD,apNotepadFloor
apNotepadE,apNotepadFloor
  
```



If units have already been created, you are prompted to proceed. Click [YES](#) to proceed.

4. When prompted, select a lock profile for the access points. Optionally, enable toggle mode.
5. When notified the import is successful, click [OK](#). The following figure shows the import of access points using the .csv created in Notepad.

Add suites

A suite is a connected series of units that includes a common door and one or more suite units.

To add suites:

- 1. Go to [Property Builder](#).
- 2. Select a building.
- 3. Click [Floors & Access Points](#).
- 4. Click [New Access Points](#).

Create Access Points

Unit

Suite

Restricted Area

Resident Common Area

Staff Common Area

Cancel

Next

- 5. Select [Suite](#), then click [Next](#). The first options that you define are for the Common Door.

Create Access Points: Suite

Access Point - Common Door **Advanced Format - Common Door**

Floors ^{*}

FLOOR2 ×

Lock profile

Nova

☒ Enabled for mobile keys

Format

Number

Access Point number

— 0 +

Description

Description

Common door preview

200

Back to Type Selection Cancel Next to Suite Unit

6. For **Floors**, select the floor where you want to add the access points.
7. For **Lock profile**, select the lock model. If the selected lock model does not include the built-in toggle feature but allows the feature to be added programmatically, the option **Enable toggle mode** displays. If you want the key behavior to alternate from lock to unlock each time the key is presented, select **Enable toggle mode**. When this option is deselected, the key only unlocks.
8. **Enabled for mobile keys**—(*optional*) Select whether the access point is enabled for mobile keys. This field is informational only and must be selected to include the access point in the CSV file download for mobile-key enabled access points.
9. For **Format**, select whether to identify the access points using numbers or text.
 - If you select **Number**, specify a number for the Common Door.
 - If you select **Text**, specify a unique access point name.
10. (*optional*) Add a description for the access point or range of access points.
11. (*optional*) If you selected to format access point names using numbers, specify any of the following options on the **Advanced Format** tab:

Create Access Points: Suite

Access Point - Common Door

Advanced Format - Common Door

Prefix
Suite

Floor number format

n	nn	nnn	None
---	----	-----	------

Separator text
Separator text

Room number format

n	nn	nnn	None
---	----	-----	------

Suffix
Suffix

Common door preview
Suite 200

Back to Type Selection

Cancel

Next to Suite Unit

- **Prefix**—Specify the text to display before the main number. Include spaces where appropriate.
- **Separator text**—Specify the text to display between the floor number and access point number. Include spaces where appropriate.
- **Suffix**—Specify the text to display after the main number. Include spaces where appropriate.
- **Floor number format**—Select how many digit positions to display for floor numbers. Leading zeros occur before the first non-zero digit. For example, select **n** for 1, **nn** for 01, **nnn** for 001. To hide the floor number in the access point name, select **None**.
- **Unit number format**—Select how many digit positions to display for unit numbers. Leading zeros occur before the first non-zero digit. For example, select **n** for 1, **nn** for 01, **nnn** for 001. To hide the unit number in the access point name, select **None**.

12. Click **Next to Suite Units**.

Create Access Points: Suite

Access Point - Suite Unit **Advanced Format - Suite Unit**

Lock profile Nova Enabled for mobile keys

Format Alphabetical

From A To C Description Description

Suite preview Suite 200 (200A, 200B, 200C)

Back to Common Door Cancel Save

13. For [Lock profile](#), select the lock model. If the selected lock model does not include toggle mode, an additional option to enable/disable toggle mode is displayed. If you want the key behavior to alternate from lock to unlock each time the key is presented, select the [Enable toggle mode](#). When this option is deselected, the key only unlocks.
14. [Enabled for mobile keys](#)—(*optional*) Select whether the access point is enabled for mobile keys. This field is informational only and must be selected to include the access point in the CSV file download for mobile-key enabled access points.
15. For [Format](#), select whether to identify the access points using alphabetic characters, numbers, or text. If using letters or numbers, specify the range of access points to add; and, if adding more than one access point, select a numbering pattern for incrementing numbers.
16. (*optional*) Add a description for the access point or range of access points.
17. (*optional*) If you selected to format access point names using alphabetic characters or numbers, specify any of the following options on the [Advanced Format](#) tab:

Create Access Points: Suite

Access Point - Suite Unit

Advanced Format - Suite Unit

Prefix

Suite

Separator text

-

Suffix

Suffix

Suite preview

Suite 200 (Suite 200-A, Suite 200-B, Suite 200-C)

Back to Common Door

Cancel

Save

- **Prefix**—Specify the text to display before the main number. Include spaces where appropriate.
- **Separator text**—Specify the text to display between the floor number and access point number. Include spaces where appropriate.
- **Suffix**—Specify the text to display after the main number. Include spaces where appropriate.
- **Floor number format**—Select how many digit positions to display for floor numbers. Leading zeros occur before the first non-zero digit. For example, select **n** for 1, **nn** for 01, **nnn** for 001. To hide the floor number in the access point name, select **None**.
- **Unit number format**—Select how many digit positions to display for unit numbers. Leading zeros occur before the first non-zero digit. For example, select **n** for 1, **nn** for 01, **nnn** for 001. To hide the unit number in the access point name, select **None**.

18. Click **Save**.

Access Points

<input type="checkbox"/>	Name	Category	Lock profile	
<input type="checkbox"/>	200	Unit	Suite Common Door	...
<input type="checkbox"/>	Suite 200	Suite Common Door	Nova	...
<input type="checkbox"/>	Suite 200	Suite Common Door	Nova	...
<input type="checkbox"/>	Suite 200-A	Suite Unit	Nova	...
<input type="checkbox"/>	Suite 200-B	Suite Unit	Nova	...
<input type="checkbox"/>	Suite 200-C	Suite Unit	Nova	...
<input type="checkbox"/>	FLOOR 2 (5 Access Points)			...

Add resident common areas

Resident Common Areas are spaces on your property that are configured for general access by residents and staff, such as lobbies, parking and recreational facilities. When you create a common area, you have the option to limit access.

To learn more about common areas and how limited access affects the configuration, see "Unlimited and Limited-Access Resident Common Areas."

This topic provides instructions for adding the following types of common area access points:

- [Adding Unlimited Resident Common Areas](#)
- [Adding Limited-Access Resident Common Areas](#)
- [Adding Common Areas to Common Area Groups](#)

Adding unlimited resident common areas

1. Go to Property Builder.

Buildings

D

DK-Towers-SMT

Sorted By Name 1 Building(s)

New Building

Summary

Building

DK-Towers-SMT

10 Floor(s)
112 Access Point(s)

Floors & Access Points

Elevators

2. Select a building.
3. Click Floors & Access Points.

Access Points

<input type="checkbox"/>	Name	Type	Lock profile	
<input type="checkbox"/>	FLOOR 1		0 Access Point(s)	...
<input type="checkbox"/>	FLOOR 2		11 Access Point(s)	...
<input type="checkbox"/>	201	Unit	Nova	...
<input type="checkbox"/>	202	Unit	Nova	...
<input type="checkbox"/>	203	Unit	Nova	...

Back to Buildings New Floors Delete Access Points

Summary

Building

DK-Towers-SMT

Access Point(s)

Select Access Point(s)

New Access Points

4. Click New Access Points.

Create Access Points
Unit
Suite
Restricted Area
Resident Common Area
Staff Common Area
<div><div>Cancel</div><div>Next</div></div>

5. Select Resident Common Area, then click Next.

Create Access Points: Resident Common Area	
Access Point	Advanced Format
Floors [*]	
FLOOR1 x	
Common area name	
Cafeteria	
<input type="checkbox"/> Enable limited access	
Lock profile	
Nova	
<input checked="" type="checkbox"/> Enabled for mobile keys	
Format	
Text	
Description	
Description	
Access Point Name	
Dining Room	
Preview	
Dining Room	
1 Access Point(s)	
Back to Type Selection	Save

6. For [Floors](#), select the floor where you want to add the access point.
7. For [Common area name](#), specify a unique name that does not exceed 20 characters. This is the name of the common area group. You can add additional common areas to the group.

i When limited access is not enabled, this common area and related access points can be implicitly accessed by all resident keys.
8. For [Lock profile](#), select the lock model.

i Toggle mode is only supported for units and suite units.
9. [Enabled for mobile keys](#)—(*optional*) Select whether the access point is enabled for mobile keys. This field is informational only and must be selected to include the access point in the CSV file download for mobile-key enabled access points.
10. For [Format](#), select whether to identify the access points using numbers or text.
 - If you select [Number](#), specify the range of access points to add and, if adding more than one access point, select a numbering pattern for incrementing the numbers.
 - If you select [Text](#), specify a unique access point name.
11. (*optional*) Add a description for the access point or range of access points.
12. (*optional*) If you selected to format access point names using numbers, specify any of the following options on the [Advanced Format](#) tab:
 - [Prefix](#)—Specify the text to display before the main number. Include spaces where appropriate.
 - [Separator text](#)—Specify the text to display between the floor number and access point number. Include spaces where appropriate.
 - [Suffix](#)—Specify the text to display after the main number. Include spaces where appropriate.
 - [Floor number format](#)—Select how many digit positions to display for floor numbers. Leading zeros occur before the first non-zero digit. For example, select [n](#) for 1, [nn](#) for 01, [nnn](#) for 001. To hide the floor number in the access point name, select [None](#).
 - [Unit number format](#)—Select how many digit positions to display for unit numbers. Leading zeros occur before the first non-zero digit. For example, select [n](#) for 1, [nn](#) for 01, [nnn](#) for 001. To hide the unit number in the access point name, select [None](#).
13. Click [Save](#).

Access Points			
<input type="checkbox"/>	▼ Name	Type	Lock profile
<input type="checkbox"/>	▼ FLOOR 1		1 Access Point(s) ...
<input type="checkbox"/>	<input checked="" type="checkbox"/> Cafeteria	Resident Common Area	Nova ...
<input type="checkbox"/>	<input checked="" type="checkbox"/> Dining Room	Resident Common Area	Nova ...

Adding limited-access resident common areas

1. Go to [Property Builder](#).

Buildings

DK-Towers-SMT

Sorted By: Name 1 Building(s)

New Building

Summary

Building: DK-Towers-SMT

10 Floor(s)
113 Access Point(s)

Floors & Access Points Elevators

2. Select a building.
3. Click Floors & Access Points.

Access Points

<input type="checkbox"/>	Name	Type	Lock profile
<input type="checkbox"/>	FLOOR 1		1 Access Point(s)
<input type="checkbox"/>	Cafeteria	Resident Common Area	Nova
<input type="checkbox"/>	Dining Room	Resident Common Area	Nova
<input type="checkbox"/>	FLOOR 2		11 Access Point(s)
<input type="checkbox"/>	201	Unit	Nova

Back to Buildings New Floors Delete Access Points

Summary

Building: DK-Towers-SMT

Access Point(s): Select Access Point(s)

New Access Points

4. Click New Access Points.

Create Access Points

Unit

Suite

Restricted Area

Resident Common Area

Staff Common Area

Cancel Next

5. Select Resident Common Area, then click Next.

Create Access Points: Resident Common Area

Access Point

Advanced Format

Floors *

FLOOR10 x

Common area name

Recreation Deck

☒ Enable limited access

Common area ID

11

Lock profile

Nova

☒ Enabled for mobile keys

Format

Text

Description

Description

Access Point Name

Pool

Preview

1 Access Point(s)

Pool

Back to Type Selection

Cancel

Save

6. For **Floors**, select the floor where you want to add the access point.
7. For **Common area name**, specify a unique name that does not exceed 20 characters. This is the name of the common area group. You can add additional common areas to the group.
8. Select the **Enable limited access** option. The common area must be associated with a profile in [Access Management > Common Area Access](#).
9. For **Common area ID**, accept the value that the system automatically populates.
10. For **Lock profile**, select the lock model.



Toggle mode is only supported for units and suite units.

11. **Enabled for mobile keys**—(optional) Select whether the access point is enabled for mobile keys. This field is informational only and must be selected to include the access point in the CSV file download for mobile-key enabled access points.
12. For **Format**, select whether to identify the access points using numbers or text.
 - If you select **Number**, specify the range of access points to add and, if adding more than one access point, select a numbering pattern for incrementing the numbers.

- If you select [Text](#), specify a unique access point name.
13. (optional) Add a description for the access point or range of access points.
14. (optional) If you selected to format access point names using numbers, specify any of the following options on the [Advanced Format](#) tab:
- [Prefix](#)—Specify the text to display before the main number. Include spaces where appropriate.
 - [Separator text](#)—Specify the text to display between the floor number and access point number. Include spaces where appropriate.
 - [Suffix](#)—Specify the text to display after the main number. Include spaces where appropriate.
 - [Floor number format](#)—Select how many digit positions to display for floor numbers. Leading zeros occur before the first non-zero digit. For example, select [n](#) for 1, [nn](#) for 01, [nnn](#) for 001. To hide the floor number in the access point name, select [None](#).
 - [Unit number format](#)—Select how many digit positions to display for unit numbers. Leading zeros occur before the first non-zero digit. For example, select [n](#) for 1, [nn](#) for 01, [nnn](#) for 001. To hide the unit number in the access point name, select [None](#).
15. Click [Save](#).

<input type="checkbox"/>	<input checked="" type="checkbox"/> Recreation Deck	Resident Common Area	Nova	...
<input type="checkbox"/>	<input checked="" type="checkbox"/> Pool	Resident Common Area	Nova	...

Adding common areas to common area groups

While you can add multiple common areas to the same group, access is enabled at the group level. To add a common area to a common area group:

1. Go to [Property Builder](#).
2. Select the common area group where you want to add the common area.

<input checked="" type="checkbox"/>	▼ FLOOR 10	1 Access Point(s)	...
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Recreation Deck	Resident Common Area	Nova
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> Pool	Resident Common Area	Nova

3. Click [\(More\) ... > Add Common Area](#).

Add Common Area

Common area name

Weight Room

Lock profile

Nova

☒ Enabled for mobile keys

Cancel

Save

4. Specify a unique name for the common area.
5. For [Lock profile](#), select the lock model.

 Toggle mode is only supported for units and suite units.

- 6. [Enabled for mobile keys](#)—(*optional*) Select whether the access point is enabled for mobile keys. This field is informational only and must be selected to include the access point in the CSV file download for mobile-key enabled access points.
- 7. Click [Save](#).

<input type="checkbox"/>	<input checked="" type="checkbox"/> Recreation Deck	Resident Common Area	Nova	...
<input type="checkbox"/>	<input checked="" type="checkbox"/> Pool	Resident Common Area	Nova	...
<input type="checkbox"/>	<input checked="" type="checkbox"/> Weight Room	Resident Common Area	Nova	...

Add staff common areas

Staff Common Areas are the type of access points that are configured for general access by staff, such as break rooms and supply closets. When you create a common area, you have the option to limit access.

To learn more about staff common areas and how limited access affects the configuration, see "Unlimited and Limited-Access Staff Common Areas."

This topic provides instructions for adding the following types of common area access points:

- [Adding Unlimited Staff Common Areas](#)
- [Adding Limited-Access Staff Common Areas](#)
- [Adding Common Areas to Common Area Groups](#)

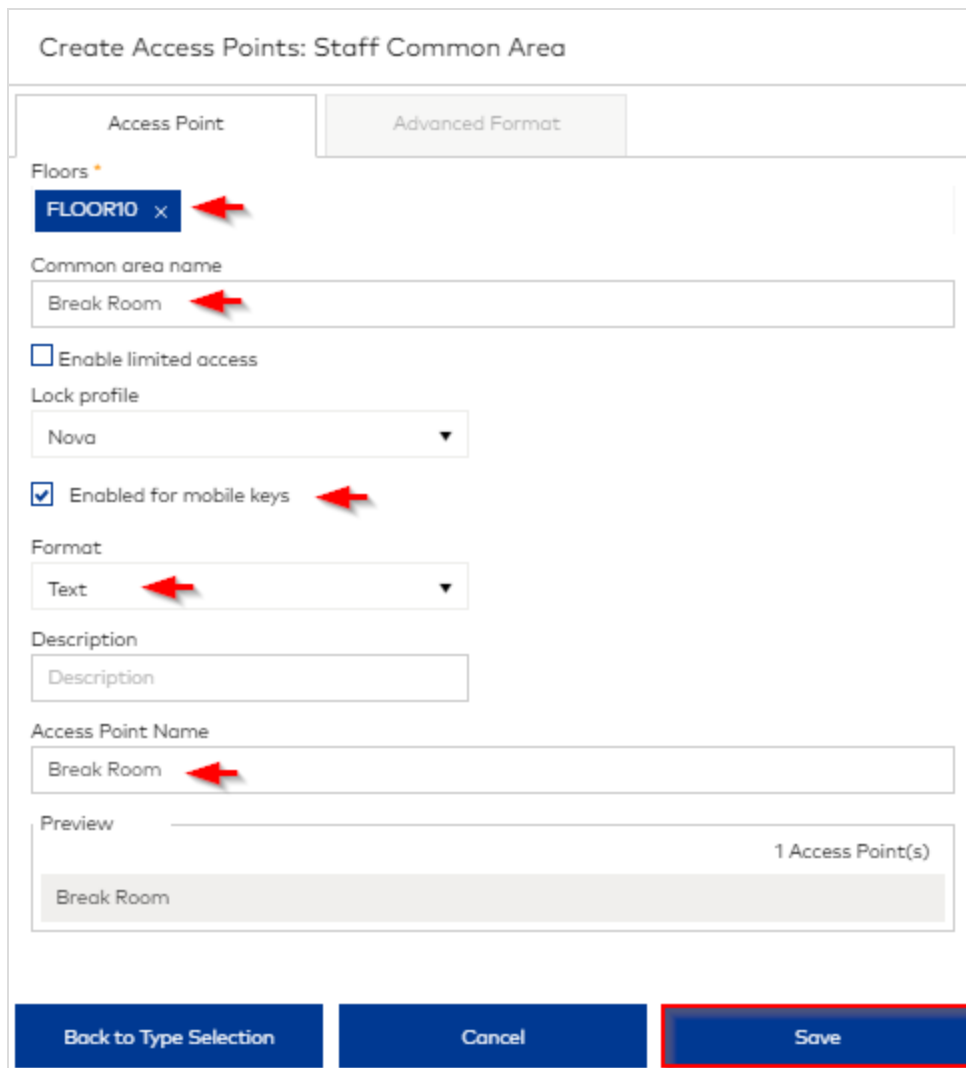
Adding unlimited staff common areas

Unlimited staff common areas are added to every staff/vendor key.


1. Go to [Property Builder](#).
2. Select a building.
3. Click [Floors & Access Points](#).
4. Click [New Access Points](#).

Create Access Points
Unit
Suite
Restricted Area
Resident Common Area
Staff Common Area
<div><div>Cancel</div><div>Next</div></div>

5. Select [Staff Common Area](#), then click [Next](#).



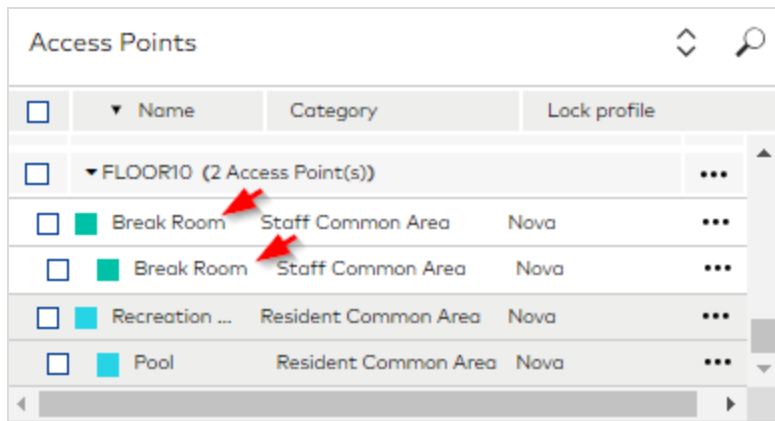
6. For **Floors**, select the floor where you want to add the access point.
7. For **Common area name**, specify a unique name that does not exceed 20 characters. This is the name of the common area group. You can add additional common areas to the group.
8. For **Lock profile**, select the lock model.

 Toggle mode is only supported for units and suite units.

9. **Enabled for mobile keys**—(*optional*) Select whether the access point is enabled for mobile keys. This field is informational only and must be selected to include the access point in the CSV file download for mobile-key enabled access points.
10. For **Format**, select whether to identify the access points using numbers or text.
 - If you select **Number**, specify the range of access points to add and, if adding more than one access point, select a numbering pattern for incrementing the numbers.
 - If you select **Text**, specify a unique access point name.
11. (*optional*) Add a description for the access point or range of access points.
12. (*optional*) If you selected to format access point names using numbers, specify any of the following options on the **Advanced Format** tab:

- **Prefix**—Specify the text to display before the main number. Include spaces where appropriate.
- **Separator text**—Specify the text to display between the floor number and access point number. Include spaces where appropriate.
- **Suffix**—Specify the text to display after the main number. Include spaces where appropriate.
- **Floor number format**—Select how many digit positions to display for floor numbers. Leading zeros occur before the first non-zero digit. For example, select **n** for 1, **nn** for 01, **nnn** for 001. To hide the floor number in the access point name, select **None**.
- **Unit number format**—Select how many digit positions to display for unit numbers. Leading zeros occur before the first non-zero digit. For example, select **n** for 1, **nn** for 01, **nnn** for 001. To hide the unit number in the access point name, select **None**.

13. Click **Save**.



Adding limited-access staff common areas

1. Go to **Property Builder**.
2. Select a building.
3. Click **Floors & Access Points**.
4. Click **New Access Points**.
5. Select **Staff Common Area**, then click **Next**.

6. For **Floors**, select the floor where you want to add the access point.
7. For **Common area name**, specify a unique name that does not exceed 20 characters. This is the name of the common area group. You can add additional common areas to the group.
8. Select the **Enable limited access** option.
9. For **Lock profile**, select the lock model.



Toggle mode is only supported for units and suite units.

10. **Enabled for mobile keys**—(*optional*) Select whether the access point is enabled for mobile keys. This field is informational only and must be selected to include the access point in the CSV file download for mobile-key enabled access points.
11. For **Format**, select whether to identify the access points using numbers or text.
 - If you select **Number**, specify the range of access points to add and, if adding more than one access point, select a numbering pattern for incrementing the numbers.
 - If you select **Text**, specify a unique access point name.
12. (*optional*) Add a description for the access point or range of access points.
13. (*optional*) If you selected to format access point names using numbers, specify any of the following options on the **Advanced Format** tab:

Create Access Points: Staff Common Area

Access Point

Advanced Format

Prefix
FS-

Floor number format

n nn nnn None

Separator text
Separator text

Room number format

n nn nnn **None**

Suffix
Suffix

Preview
FS-1 1 Access Point(s)

Back to Type Selection

Cancel

Save

- **Prefix**—Specify the text to display before the main number. Include spaces where appropriate.
- **Separator text**—Specify the text to display between the floor number and access point number. Include spaces where appropriate.
- **Suffix**—Specify the text to display after the main number. Include spaces where appropriate.
- **Floor number format**—Select how many digit positions to display for floor numbers. Leading zeros occur before the first non-zero digit. For example, select **n** for 1, **nn** for 01, **nnn** for 001. To hide the floor number in the access point name, select **None**.
- **Unit number format**—Select how many digit positions to display for unit numbers. Leading zeros occur before the first non-zero digit. For example, select **n** for 1, **nn** for 01, **nnn** for 001. To hide the unit number in the access point name, select **None**.

14. Click **Save**.

Access Points				
<input type="checkbox"/>	▼ FLOOR 1		3 Access Point(s)	...
<input type="checkbox"/>	Break Room	Staff Common Area	Nova	...
<input type="checkbox"/>	Break Room	Staff Common Area	Nova	...
<input type="checkbox"/>	Cafeteria	Resident Common Area	Nova	...
<input type="checkbox"/>	Dining Room	Resident Common Area	Nova	...
<input type="checkbox"/>	Food Services	Staff Common Area	Nova	...
<input type="checkbox"/>	FS-1	Staff Common Area	Nova	...









Before staff can be issued a key that authorizes access to limited-access staff common areas, you must either add the common area to the assigned staff credential or associate the common area with the assigned staff credential in [Access Management > Common Area Access](#).

Adding common areas to common area groups

While you can add multiple common areas to the same group, access is enabled at the group level. To add a common area to a common area group:

- 1. Go to [Property Builder](#).
- 2. Select the common area group where you want to add the common area.

Access Points				
<input type="checkbox"/>	▼ FLOOR 1			3 Access Point(s) ...
<input type="checkbox"/>	 Break Room	Staff Common Area	Nova	...
<input type="checkbox"/>	 Break Room	Staff Common Area	Nova	...
<input type="checkbox"/>	 Cafeteria	Resident Common Area	Nova	...
<input type="checkbox"/>	 Dining Room	Resident Common Area	Nova	...
<input checked="" type="checkbox"/>	 Food Services	Staff Common Area	Nova	...
<input checked="" type="checkbox"/>	 FS-1	Staff Common Area	Nova	...

- 3. Click *(More)* ... > *Add Common Area*.

Add Common Area

Common area name

Supply Closet

Lock profile

Nova

☒ Enabled for mobile keys

Cancel

Save

- 4. Specify a unique name for the common area.
- 5. For [Lock profile](#), select the lock model.



Toggle mode is only supported for units and suite units.

- 6. [Enabled for mobile keys](#)—(*optional*) Select whether the access point is enabled for mobile keys. This field is informational only and must be selected to include the access point in the CSV file download for mobile-key enabled access points.
- 7. Click [Save](#).

Access Points			
<input type="checkbox"/>	Name	Type	Lock profile
<input type="checkbox"/>	▼ FLOOR 1	3 Access Point(s) ...	
<input type="checkbox"/>	<input checked="" type="checkbox"/> Break Room	Staff Common Area	Nova ...
<input type="checkbox"/>	<input checked="" type="checkbox"/> Break Room	Staff Common Area	Nova ...
<input type="checkbox"/>	<input checked="" type="checkbox"/> Cafeteria	Resident Common Area	Nova ...
<input type="checkbox"/>	<input checked="" type="checkbox"/> Dining Room	Resident Common Area	Nova ...
<input type="checkbox"/>	<input checked="" type="checkbox"/> Food Services	Staff Common Area	Nova ...
<input type="checkbox"/>	<input checked="" type="checkbox"/> FS-1	Staff Common Area	Nova ...
<input type="checkbox"/>	<input checked="" type="checkbox"/> Supply Closet	Staff Common Area	Nova ...

Add restricted areas

A restricted area is an access point type intended to provide back-of-the-house access for staff only.

To add restricted areas:

- 1. Go to [Property Builder](#).
- 2. Select a building.
- 3. Click [Floors & Access Points](#).
- 4. Click [New Access Points](#).

Create Access Points

Unit

Suite

Restricted Area

Resident Common Area

Staff Common Area

Cancel

Next

- 5. Select [Restricted Area](#), then click [Next](#).

Create Access Points: Restricted Area

Access Point

Advanced Format

Floors ^{*}

FLOOR1 x

Lock profile

Nova

☒ Enabled for mobile keys

Format

Number

Numbering pattern

Continuous

From

1

To

3

Description

Description

Preview

101

3 Access Point(s)

Back to Type Selection

Cancel

Save

6. For [Floors](#), select one or more floors where you want to add the access points.
7. For [Lock profile](#), select the lock model.



Toggle mode is only supported for units and suite units.

8. [Enabled for mobile keys](#)—(*optional*) Select whether the access point is enabled for mobile keys. This field is informational only and must be selected to include the access point in the CSV file download for mobile-key enabled access points.
9. For [Format](#)—Select whether to identify the access points using numbers or text.
 - If you select [Number](#), specify the range of access points to add and, if adding more than one access point, select a numbering pattern to use how to increment the numbers.
 - If you select [Text](#), specify a unique access point name.
10. (*optional*) Add a description for the access point or range of access points.
11. (*optional*) If you selected to format access point names using numbers, specify any of the following options on the [Advanced Format](#) tab:

Create Access Points: Restricted Area

Access Point

Advanced Format

Prefix

Office

Floor number format

n

nn

nnn

None

Separator text

Separator text

Room number format

n

nn

nnn

None

Suffix

Suffix

Preview

Office 101

3 Access Point(s)











Back to Type Selection

Cancel

Save

- **Prefix**—Specify the text to display before the main number. Include spaces where appropriate.
- **Separator text**—Specify the text to display between the floor number and access point number. Include spaces where appropriate.
- **Suffix**—Specify the text to display after the main number. Include spaces where appropriate.
- **Floor number format**—Select how many digit positions to display for floor numbers. Leading zeros occur before the first non-zero digit. For example, select **n** for 1, **nn** for 01, **nnn** for 001. To hide the floor number in the access point name, select **None**.
- **Unit number format**—Select how many digit positions to display for unit numbers. Leading zeros occur before the first non-zero digit. For example, select **n** for 1, **nn** for 01, **nnn** for 001. To hide the unit number in the access point name, select **None**.

12. Click **Save**.

Access Points				
<input type="checkbox"/>	▼ FLOOR 1			6 Access Point(s)
<input type="checkbox"/>	 Break Room	Staff Common Area	Nova	...
<input type="checkbox"/>	 Break Room	Staff Common Area	Nova	...
<input type="checkbox"/>	 Cafeteria	Resident Common Area	Nova	...
<input type="checkbox"/>	 Dining Room	Resident Common Area	Nova	...
<input type="checkbox"/>	 Food Services	Staff Common Area	Nova	...
<input type="checkbox"/>	 FS-1	Staff Common Area	Nova	...
<input type="checkbox"/>	 Supply Closet	Staff Common Area	Nova	...
<input type="checkbox"/>	 Office 101	Restricted Area	Nova	...
<input type="checkbox"/>	 Office 102	Restricted Area	Nova	...
<input type="checkbox"/>	 Office 103	Restricted Area	Nova	...

Add elevators

The process for configuring elevator access involves adding at least one elevator bank, adding the elevators for each bank, then mapping elevator panel relays to floors for each elevator bank. To learn more about elevators, see "Elevators" in *Learning about Property Builder*.

Add elevator banks

To add an elevator bank:

1. Go to [Property Builder](#).
2. Select a building.

The screenshot shows the 'Buildings' section on the left with a list containing 'DK-Towers-SMT'. Below the list is a 'New Building' button. On the right, the 'Summary' panel for 'DK-Towers-SMT' displays '10 Floor(s)' and '121 Access Point(s)'. At the bottom of the summary panel are two buttons: 'Floors & Access Points' and 'Elevators'.

3. Click [Elevators](#).

The screenshot shows the 'Elevators' section on the left with a message 'Please create an elevator bank.' and a 'New Elevator Bank' button highlighted with a red border. On the right, there is a message 'Please select an item to see details.'

4. Click [New Elevator Bank](#).

New Elevator Bank

Name

Central Elevator Bank

Lock profile

MCC 8 - Multi-C... ▾

☐ Legacy mode

Cancel

Save

5. Specify a name for the elevator bank.
6. Select an elevator controller profile. (RAC5 must be configured in [Device Management](#).)
7. Click [Save](#). The elevator bank is listed in the Elevator list along with the number of Panel rows supported by the lock profile. The panel rows are where you map panel relay-to-floor access.

Elevators

▼ Central Elevator Bank

MCC 8 - Multi-Channel Controller

...

▼ Panel 1

P1R1

P1R2

P1R3

P1R4

P1R5

P1R6

P1R7

P1R8

Add elevators

To add an elevator:

1. Go to [Property Builder](#).
2. Select a building.
3. Click [Elevators](#).

Elevators

▼ Central Elevator Bank

MCC 8 - Multi-Chan

...

Back to Buildings

New Elevator Bank

Elevator Bank: Central Elevator Bank

This elevator bank is empty. Please create an elevator.

New Elevator

Generate Report

4. Select the elevator bank where you want to add the elevator.
5. Click [New Elevator](#).

New Elevator

Elevator name

South Central

Enable second reader

☐ NO

Reader 1 name

SC-Reader

☒ Enabled for mobile keys

Cancel



Save

- Specify a name for the elevator. For RAC 5 controllers, specify the name of the access point.
- (MFC controllers only) Select whether to enable a second reader panel for the elevator.
- (MFC controllers only) Specify a name for any reader.
- Enabled for mobile keys—(optional) Select whether the access point is enabled for mobile keys. This field is informational only and must be selected to include the access point in the CSV file download for mobile-key enabled access points.
- Click [Save](#).

Map floor access

Relay-to-floor mapping controls elevator access to building floors. If you do not map a floor to a relay, there is no elevator access to the floor.

To map floor access:

- Go to [Property Builder](#).
- Select a building.
- Click [Elevators](#).
- Select the elevator bank where you want to map floor access. If the elevator bank contains at least one elevator, the list of floors in the building are displayed.
- Select a Panel to configure.
- Drag-and-drop panel relays (PnRn)  to the Panel / Relay column for the floor that you want to map. The same relay can be mapped to multiple floors, but each floor can be mapped to only one relay.
- Click [\(Save\)](#) .

Elevators

Central Elevator Bank

MCC 8 - Multi-Channel Cont

South Central

1 Reader(s): SC-Reader

Panel 1

P1R1

P1R2

P1R3

P1R4

P1R5

P1R6

P1R7

P1R8

Back to Buildings

New Elevator Bank

Elevator Bank: Central Elevator Bank

FLOOR 1	P1R1	X
FLOOR 2	P1R1	X
FLOOR 3	P1R1	X
FLOOR 4	P1R2	X
FLOOR 5	P1R3	X
FLOOR 6	P1R4	X
FLOOR 7	P1R5	X
FLOOR 8	P1R6	X
FLOOR 9	P1R7	X
FLOOR 10	P1R8	X

New Elevator

Generate Report

Step 3

Configure Access

This section includes the following subjects:




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- Add auto-unlatch schedules91
- Add access schedules93
- Add shift schedules95
- Create access point groups97
- Add Credentials99
- Assign schedules103
- Configure access profiles for limited-access common areas104

Learning about Access Management

The [Access Management](#) module is where the access controls to all of the access points created in [Property Builder](#) are configured. While all of the configuration options work together to control access, defining credentials and configuring access to limited-access common areas are principle objectives in [Access Management](#). Scheduling is an optional feature. The following figure summarizes all access configuration options.


Credentials

Credentials are required for all sites. Optionally, you can add shift schedules and create access point groups before defining credentials.

-  **Shift Schedules**
control when staff/vendor keys are valid. You can apply a shift schedule to a credential.
-  **Access Point Groups**
create logical groupings of access points to add to credentials.
-  **Credential Management**
create and configure credentials for staff/vendor keys.




Common Areas

If you created any common areas with limited access enabled, you must configure common area access.

-  **Common Area Access**
configure resident and staff/vendor access to limited-access common areas.
Staff/vendor access is configured by creating a profile that associates limited-access common areas to credentials.
Resident access is configured by creating a profile that associates limited-access common areas to units/suite units.

Scheduling

Scheduling is an optional feature that lets you define and assign schedules for common areas and restricted areas.

-  **Auto-Unlatch Schedules**
control when access points can be accessed without a key.
-  **Access Schedules**
control when access points can be accessed with a valid key.
-  **Access Point Scheduling**
assign Auto-Unlatch and Access schedules to access points. Schedules are applied when locks are programmed.

Credentials

Credentials are essentially the access rights that are encoded on keys. During the process of adding a credential, you select the access points that you want the credential to authorize. You can add individual access points and access point groups. You can also select a shift schedule for each credential.

Structure of Credentials

All credentials in Community are organized into three hierarchical levels:

Credential Class Type > Credential Class > Credential

Credential class types are fixed definitions from which all credential classes are derived. The fixed definition consists of one or more persisting properties. For example, keys encoded with a credential based on an Emergency credential class type always include the property to override a projected deadbolt or privacy switch. Other properties determine whether access is configured in [Access Management](#) or at key-making time, whether toggle mode is supported, and the number of times a key can be used.

Credential classes merely serve to pass down any property defined for the class type to the credential. The default credential class for each class type bears the same name as the type. For example, the default credential class for the Emergency class type is *Emergency*.

Credentials are the level at which access enabled. Depending on the selected class type/class, access point groups and access points are selected while defining the credential or at key-making time.

Default Credential Classes for Staff/Vendor Keys

The credential classes used for making staff/vendor keys each offer a unique combination of characteristics. The following table summarizes the credential class types and default credential classes used to make staff/vendor keys.



The Emergency credential class is only available when Emergency Keys are enabled in [System Settings > Staff/Vendor Keys](#).

Credential Class Type/ Default Credential Class	Unique Property	Access	Toggle	Common Areas
Emergency	Always overrides deadbolt/ privacy switch	Predefined	Default: No. For access point types Unit/Suite, can be enabled in Property Builder.	Predefined
Limited Use	Key use is limited to a specified number of times	Predefined	No	Common Area Access Profile
Staff	None	Predefined	Default: No. For access point types Unit/Suite, can be enabled in Property Builder.	Common Area Access Profile
Staff (variable access)	None	Variable	Default: No. For access point types Unit/Suite, can be enabled in Property Builder.	Common Area Access Profile
Vendor	None	Variable	Default: No. For access point types Unit/Suite, can be enabled in Property Builder.	Common Area Access Profile

Learn more about each credential class type and the default credential class:

- **Emergency Keys**—The principal property of the Emergency class is that keys always override a projected dead bolt or active privacy switch. As such, reserve this class for emergency personnel only, such as firefighters and safety officers. All access is predefined (no access points can be selected at key-making time). By default, keys do not toggle access; however, toggle mode is supported for unit and suite access point types if the option [Enable toggle mode](#) is selected when creating the access point in [Property Builder](#).
- **Limited Use Keys**—Except for all common areas, access is predefined. All unlimited and limited resident and staff common areas must be associated with a *Limited Use* profile in [Common Area Access](#) before they display at key-making time. Keys encoded with a credential in this class cannot toggle access. The special characteristic that differentiates the Limited Use class is that access is limited to a pre-defined number of times. The limit is specified in [System Settings > Staff/Vendor Keys](#). For example, if the limit is six, the key opens the lock the first six consecutive times then expires.
- **Staff Keys**—The Staff class options are flexible to meet the needs of the different types of keys that you may need to make for staff:
 - **Staff**—Except for all common areas, access is predefined. All unlimited and limited resident and staff common areas are selected at key-making time; however, the common areas must first be associated with a *Staff* profile in [Common Area Access](#). By default, keys do not toggle access; however, toggle mode is supported for unit and suite access point types if the option [Enable toggle mode](#) is selected when creating the access point in [Property Builder](#).
 - **Staff (variable access)**—All access is authorized at key-making time. All unlimited and limited resident and staff common areas are selected at key-making time; however, they must be associated with a *Staff (variable access)* profile in [Common Area Access](#) before they display at key-making time. By default, keys do not toggle access; however, toggle mode is supported for unit and suite access point types if the option [Enable toggle mode](#) is selected when creating the access point in [Property Builder](#).
- **Vendor Keys**—All access is authorized at key-making time. All unlimited and limited resident and staff common areas are selected at key-making time; however, they must be associated with a *Vendor* profile in [Common Area Access](#) before they display at key-making time. By default, keys do not toggle access; however, toggle mode is supported for unit and suite access point types if the option [Enable toggle mode](#) is selected when creating the access point in [Property Builder](#).



Additional floor access is configured at key-making time for all credential classes.

[Predefined and Variable Access](#)

Predefined and variable access refers to how access points are authorized when making staff/vendor keys. For credential class types with variable access, all access is authorized at key-making time. For credential class types with predefined access, access points are authorized by a credential defined in [Access Management > Credential Management](#). When

making a key with predefined access, only those access points in the selected credential are authorized. (Limited-access common areas are the exception because they can be authorized at key-making time for all but the Emergency class.)

Toggle Mode

Toggle is a feature that changes the state of a lock between *Latched* and *Unlatched* each time a valid key is presented to the lock. For example, the default state of a lock is *Latched*. The first time a key is presented, the lock changes to an *Unlatched* state. The door is open and remains accessible until the key is presented to the lock again or the interior privacy switch is engaged.

Toggle is enabled in different ways depending on lock type and credential class:

- Toggle may be a mechanical feature of the lock. For example, all Nova locks operate in toggle mode.
- For credentials based on the Emergency, Staff, Staff (variable access), and Vendor classes, toggle is enabled for unit and suite access points by selecting the option [Enable toggle mode](#) when creating the unit/suite access point in Property Builder. Valid for lock profiles: Saflok Quantum, Saflok Confidant, Saflok RT/RT+, RCU, Pixel and Saffire LX, RAC5 XT, RAC5 Lite.
- For credentials based on the Limited Use class, toggle mode is not supported.

Limited-Access Common Areas

With the exception of keys encoded with the Emergency credential, limited-access common areas must be configured in [Access Management > Common Area Access](#). Essentially, you must create a common area access profile for the selected credential type then associate limited-access common areas to either units/suite units (for resident access) or credentials (for staff access). At key-making time, the limited-access common areas are listed with the option to include or exclude access on the key.

Default Credential Classes for System Keys

The following credential class types/default classes are used to create credentials for system keys:

- [Latch](#)—This class is used to create system credentials that authorize Latch Keys.
- [Unlatch](#)—This class is used to create system credentials that authorize Unlatch Keys.
- [Toggle Latch/Unlatch](#)—This class is used to create system credentials that authorize Toggle Latch/Unlatch Keys.

Credentials for Resident Keys

The credential class and credentials used to make keys for residents are implicit. In other words, you don't select a Resident credential class/credential. Instead, the access points selected during unit assignment, including any units, suite units, common areas and floors, form the credential that authorizes entry. Only in the [Reports](#) module is there a reference to a Residents credential class. When selecting options for the [Key/User Assignment Report](#), you can select the Resident class to include a list of all access points encoded on keys assigned to residents.

Credentials Made in the Community API

Credentials that are created using the Community API are listed in [Credential Management](#) as long as the credential is used on at least one active key. The credentials cannot be edited or selected when making a key in the Community user interface.

Common Areas

Resident Common Areas and Staff Common Areas are two access point types that are configured for general access. However, both types can be enabled for limited access. When limited access is enabled, you must configure access in [Access Management > Common Area Access](#).

Resident Access

Limited-access Resident Common Areas are associated with units/suite units. Resident access depends on the common areas associated with their assigned units/suite units.

Staff Access

Limited-access Staff Common Areas are associated with a credential. Staff access depends on the common areas associated with the credential selected when making a Staff/Vendor Key.



Common areas are not configured in [Common Area Access](#) for credentials made with the Emergency credential class. Instead, all access points (including limited-access common areas) that you want to authorize on the key must be selected in the credential.

Scheduling

The scheduling feature provides another layer of access control. Both of the following schedule types are programmed directly in the locks:

- Auto-Unlatch Schedules establish when an access point can be accessed without a key thereby allowing unrestricted access. The access point types that support auto-unlatch schedules are restricted areas, all common areas, and elevator readers.
- Access Schedules establish when an access point can be accessed with a valid key. You can assign a different Access Schedule for each credential class in which an access point is included. For example, if the Laundry Room common area is included in a Staff (variable access) credential and a Vendor credential, you can assign different Access Schedules for each. The access point types that support access schedules are all common areas and elevator readers.

Add auto-unlatch schedules

Create and configure schedules that control when the following access point types can be accessed without a key:

- common areas
- restricted areas



Every time that you assign/unassign a schedule or edit a schedule, you must program (or reprogram) affected access points.

To add a schedule:

1. Go to [Access Management > Auto-Unlatch Schedules](#).
2. Click **(Add) +**.

The screenshot shows the 'Add Schedule' form. On the left, under 'General Information', the 'Schedule name' field contains 'VisitorEvents' and the 'Schedule description' field contains 'Unlock doors for special events'. On the right, under 'Schedule', there is a calendar for 'Week-1' with 'Sun' and 'Sat' highlighted. At the bottom, there is a blue 'Add Period' button highlighted with a red border.

3. Specify a descriptive name for the schedule.
4. (optional) Specify a description for the schedule.
5. Click **Add Period**.

The screenshot shows the 'Add Period' dialog box. It has fields for 'Unlatch at' (10:00 AM Sun) and 'Latch at' (6:00 PM Sun). There are calendar and clock icons next to the time fields. At the bottom, there are 'Cancel' and 'OK' buttons.

6. Select the day and time for the access point to unlatch.
7. Select the day and time for the access point to latch.
8. Click **OK**. You can add multiple periods per day, but periods cannot overlap.


General Information

Schedule name*

Schedule description

Back to Schedules

Schedule




Week-1						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						

< >


Add Period

9. Click (Save) .

Edit a schedule

- Select the schedule that you want to edit.
- Click (Edit) .
- Modify the schedule:
 - Change the name and/or description.
 - To add a period, click [Add Period](#), specify scheduling options, then click [OK](#). You can add multiple periods per day, but periods cannot overlap.
 - To delete a period, click (Delete)  directly in the period block on the schedule, then click [Delete](#).
- Click (Save) .

Delete a schedule

- Select a schedule.
- Click (Delete) .
- Click [YES](#) to confirm.

Add access schedules

Access schedules control when the following access point types can be accessed with a key:

- common areas
- restricted areas
- elevator readers



Every time that you assign/unassign a schedule or edit a schedule, you must program (or reprogram) affected access points.

To add a schedule:

1. Go to [Access Management > Access Schedules](#).
2. Click **(Add) +**.

3. Specify a descriptive name for the schedule.
4. (optional) Specify a description for the schedule.



Use drag-and-drop to add periods directly on the time table. To add a period that covers 24 hours, double-click the **all day** row (first row).

5. Click **Add Period**.

- 6. Select the time access starts.
- 7. Select the time access ends.
- 8. Select the days on which to apply the selected hours.
- 9. Click [Apply](#). You can add one period per day.

General Information

Schedule name*

StandardOperatingHours

Schedule description

schedule to control access hours

Back to Schedules




Schedule

	Sun	Mon	Tue	Wed	Thu	Fri	Sat	
all day								
08:00 AM								
09:00 AM	09:00 AM	09:00 AM	09:00 AM	09:00 AM	09:00 AM	09:00 AM	09:00 AM	
10:00 AM	-	-	-	-	-	-	-	
11:00 AM	09:00 PM	09:00 PM	09:00 PM	09:00 PM	09:00 PM	09:00 PM	09:00 PM	
12:00 PM								
01:00 PM								


Add Period

- 10. Click [\(Save\)](#) .

Edit a schedule

- 1. Select the schedule that you want to edit.
- 2. Click [\(Edit\)](#) .
- 3. Modify the schedule:
 - Change the name and/or description.
 - To add a period, click [Add Period](#), specify scheduling parameters, then click [OK](#). You can add one period per day.
 - To delete a period, click [\(Delete\)](#)  directly in the period block on the schedule, then click [Delete](#).
- 4. Click [\(Save\)](#) .

Delete a schedule

- 1. Select a schedule.
- 2. Click [\(Delete\)](#) .
- 3. Click [YES](#) to confirm .

Add shift schedules

Create and configure schedules that control when staff credentials can access the following access point types:

- common areas
- restricted areas



The period configured applies to all days selected in the schedule.

To add a schedule:

1. Go to [Access Management > Shift Schedules](#).
2. Click **(Add) +**.

3. Specify a descriptive name for the schedule.
4. (optional) Specify a description for the schedule.



Use drag-and-drop to add periods directly on the time table. To add a period that covers 24 hours, double-click the **all day** row (first row).

5. Click **Add Period**.

6. Select the time access starts.
7. Select the time access ends.

8. Select the days on which to apply the selected hours.
9. Click **OK**. You can add one period per day.

General Information

Schedule name*

Schedule description

Back to Schedules

Schedule

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
all day							
05:00 AM							
06:00 AM	06:00 AM	06:00 AM	06:00 AM	06:00 AM	06:00 AM	06:00 AM	06:00 AM
07:00 AM	-	-	-	-	-	-	-
08:00 AM	02:00 PM	02:00 PM	02:00 PM	02:00 PM	02:00 PM	02:00 PM	02:00 PM
09:00 AM							
10:00 AM							
11:00 AM							

Add Period

10. Click (Save) .

Edit a schedule

1. Select the schedule that you want to edit.
2. Click (Edit) .
3. Modify the schedule:
 - Change the name and/or description.
 - To add a period, click **Add Period**, specify scheduling parameters, then click **OK**. You can add one period per day.
 - To delete a period, click (Delete) directly in the period block on the schedule, then click **Delete**.
4. Click (Save) .

Delete a schedule

1. Select a schedule.
2. Click (Delete) .
3. Click **YES** to confirm .

Create access point groups

Organizing access points into logical groups based on location or intended use facilitates the assignment of credentials.

To add an access point group:

1. Go to [Access Management > Access Point Groups](#).
2. Click **(Add) +**.


The screenshot shows the 'General Information' tab on the left and the 'Summary' tab on the right. In the 'General Information' tab, the 'Access Point Group name*' field contains 'AllUnits' and the 'Description' field contains 'unit and suite access'. Red arrows point to these fields. At the bottom, there are two buttons: 'Back to Access Point Groups' and 'Next to Access Points', with the latter highlighted with a red border. The 'Summary' tab shows the 'Access Point Group' section with 'Name: AllUnits' and 'Description: unit and suite access', and an empty 'Access Points' section below it.




3. Specify a descriptive name for the group.
4. (optional) Specify a description for the group.
5. Click **Next to Access Points**.

The screenshot shows the 'Access Points' tab on the left and the 'Summary' tab on the right. In the 'Access Points' tab, a dropdown menu shows 'DK-Towers-SMT'. Below it, a list of floors (FLOOR 1 to FLOOR 4) is shown with checkboxes. FLOOR 2, FLOOR 3, and FLOOR 4 are selected. Red arrows and text annotations indicate: 'Select a building' pointing to the dropdown, 'Use expand/collapse controls to select individual units/suites or entire floors' pointing to the floor checkboxes, and 'Selected access points display in the Summary section' pointing to the 'Summary' tab. At the bottom, there are 'Back to Access Point Groups' and 'Save' buttons, with 'Save' highlighted with a red border. The 'Summary' tab shows the 'Access Point Group' section with 'Name: AllUnits' and 'Description: unit and suite access'. Below it, the 'Access Points' section shows a list of selected access points under the 'DK-Towers-SMT' building, including units 2001 through 210 and a 'Suite' entry.


6. Select the access points that you want to assign to the group. Selected access points are added to the Summary section (listed by building and floor).
 - You can select access points from different buildings.
 - You cannot add common areas to access point groups.
7. Click **Save**.

Edit access point groups

1. Select the access point group that you want to edit.
2. Click **(Edit)** .

3. Modify the group:
 - Modify the group name and/or description.
 - To add or remove access points, click [Next to Access Points](#). All access points assigned to the group are listed in the [Summary](#) section.
 - Select or deselect access points. Selected access points are added to group (and listed by building and floor in the [Summary](#) section). Deselected access points are removed from the group (and removed from the [Summary](#) section).
 - To remove an access point, click [\(Delete\)](#)  directly in the access point block in the [Summary](#) section.
 - To remove all access points on a floor, click [\(Delete\)](#)  in the floor row in the [Summary](#) section.
4. Click [\(Save\)](#) .

Delete an access point group

1. Select an access point group.
2. Click [\(Delete\)](#) .
3. Click [YES](#) to confirm.

Add Credentials

The only credentials that you need to add during site configuration are for staff/vendor keys.

To add a credential:

1. Go to [Access Management > Credential Management](#).
2. Click **(Add) +**.

Credential Information

Credential name*

Description

Credential class*

Emergency ▼

Default shift schedule

24/7 ▼

Access Point Groups

Select Access Point Group... ▼

Back to Credentials

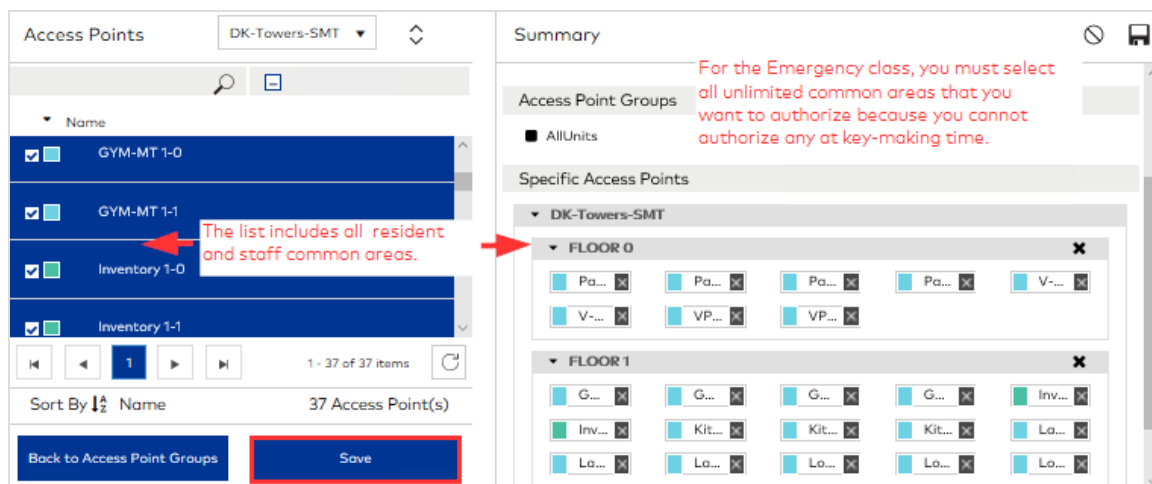
Next to Access Points


3. Specify a descriptive name for the credential.
4. (optional) Specify a description for the credential.
5. Select a credential class. For a description of each class, refer to "Learning about Access Management."



You can also create a custom credential class. If you want to create a custom class, select [Edit Credential Classes](#) and see "Add Custom Credential Classes."

6. Select a shift schedule during which the key is valid. To enable 24/7 access, select [24/7](#). To review shift schedule details, see [Access Management > Shift Schedules](#). The selected shift schedule determines the days and hours that the key is valid.
7. Select the access point groups that you want to add to the credential. This option is not available for Staff (variable access) or Vendor classes or a custom class based on either class.
8. The next step depends on the selected credential class:
 - For Staff (variable access), Vendor or a custom class based on either class, click [Save](#). The credential is created. All access points are selected at key-making time; however, common areas must be configured in [Access Management > Common Area Access](#).
 - For Emergency, Limited Use, Staff, or a custom class based on any of these classes, click [Next to Access Points](#).



9. Select the access points that you want to add to the credential. You can add access points from different buildings. Access points that are included in any selected access point groups are not listed.
 - For the [Emergency](#) class type, all access point types are listed including elevator readers.
 - For all other class types, all access point types are listed except common areas, which are selected at key-making time; however, common areas must be configured in [Common Area Access](#) and associated with the selected credential.
10. Click [\(Save\)](#) . The following figure shows the First Responders credential available to select when making a staff key.

Key

Credential class*

Emergency

Credential*

First Responders

☒ New key



☐ Additional key (Key IDs remaining: 255/255)

Shift schedule

24/7

Key expiration (expires at end of shift)

02/09/2023 12:00 AM

Next to additional access points

Add Custom Credential Classes

When selecting a credential class for a credential, you have the option to edit credential classes. Although you cannot edit or delete the default classes, you can add a class based on one of the default classes.

To add custom credential classes:

- 1. When selecting a credential class for a new credential, select [Edit Credential Classes](#).

☐

Credential Classes

+

×

Credential class	Credential class type
Done	

- 2. Click (Add) +.

Credential Class Edit

Credential class name*

Site Inspector Cred

Credential class type

Staff

Description

Description

Cancel

Save

- 3. Specify a descriptive name for the custom class.
- 4. Select the credential class types on which to base the custom credential.
- 5. (optional) Specify a description for the custom class.
- 6. Click [Save](#).

Credential Class List

+

×

Credential class	Credential class type
<input type="checkbox"/> Site Inspector Cred	Staff
Done	

7. Click [Done](#). After creating the custom class, you need to create a credential using the custom class, then the credential will be available when making a staff/vendor key.

Credentials

Site Inspector Cred

CustomCred Site Inspectors

Summary

Credential

CustomCred Site Inspectors

Credential class: Staff

type:

Credential class: Site Inspector Cred

Shift schedule: 24/7

Access Point Groups

Specific Access Points

Building1

FLOOR1

101 102 103 104

When you create a custom credential class, all Operators who are assigned the default Administrator or Site Configurator role have the rights to make keys using the custom credential class. The following figure shows the default access in [Role Management](#) for a custom credential class.

Roles


System Rights

Key Rights

► Rights	Administrator	Leasing Agent	Maintenance Super...	Maintenance Techni...	Site Configurator	test	...
► CustomCredentialClass	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Make new key	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Make cancel key	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Make additional key	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Make block key	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Make resequence key	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Make replacement key	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Make unblock key	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
► ELO	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
► Emergency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
► Emergency (toggle)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

Assign schedules

Auto-Unlatch schedules can be assigned to common areas and restricted areas. Access schedules can be assigned to common areas.



Because access points can be included in more than one credential, you can assign different Access Schedules to the same access point for each of the following credential class types: Resident, Limited Use and Staff.

To assign schedules to an access point:

- 1. Go to [Access Management > Access Point Scheduling](#).

Access Points

Office 102
Restricted Area

Office 103
Restricted Area

Pool
Resident Common Area

Back

Pool

Auto-Unlock Schedule

24/7


The option 24/7 means no schedule is applied. The door is always latched.

Access Schedules

Resident

The pool is accessible with a key based on the selected schedule, 9am-9pm.

StandardOperatingHours

- 2. Select an access point.
- 3. Select an Auto-Unlatch Schedule to apply to the access point. The default selection (24/7) means no schedule is applied.
- 4. Select an Access Schedule to apply to the access point. If the access point is included in more than one credential, you can select a schedule for each credential class.
- 5. Click (Save) .

Configure access profiles for limited-access common areas

Create and configure profiles that associate units or staff/vendor credentials to limited-access common areas.

Configure resident access to limited-access common areas

Resident access to limited-access common areas can be configured as soon as all units, suite units, and limited-access common areas are created in [Property Builder](#). The process involves adding a resident profile and then associating common areas to units and suite units.

Add a resident profile

- 1. Go to [Access Management > Common Area Access](#).
- 2. Click (Add) +.

New Profile

Profile name*

Full_RCA_Access

Profile type

Resident

Select this option to create profile for Resident Common Areas

Cancel

Save

- 3. Specify a descriptive name for the profile.
- 4. Select profile type Resident.
- 5. Click [Save](#). The profile is added to the list.

Common Area Profiles		⌵	🔍	+
Full_RCA_Access				0

Associate common areas to units/suite units

To associate units to common areas:

- 1. Go to [Access Management > Common Area Access](#).

Common Area Profiles

Full_RCA_Access 0

Select the profile

Back

Profile Setup

Click to select access points that you want to associate with the profile

Access Points

Profile

Profile name* Full_RCA_Access

Profile type Resident

Select all or Individual common areas

Common Area Default Access

Laundry YES

Parking YES

Recreation Deck YES

Select the default access, for each common area that you selected

2. Select an existing common area profile or add a new profile.
3. On the **Profile** tab, select the common areas that you want to configure for access in this profile and whether to enable default access for each common area that you select. When default access is enabled, the common area is automatically added to unit assignments but can be disabled in resident profiles.

Common Area Profiles

Full_RCA_Access 0

Select the units and suite units that you want to associate with the common areas selected on the Profile tab

Back

Profile Setup

Access Points

Profile

Access Points


Name

FLOOR 2

201

202

100 items per page 1 - 80 of 80 items

4. On the **Access Points** tab, select the access points to associate with the profile. You can add access points from different buildings.
5. Click (Save) .

Common Area Profiles

Full_RCA_Access 5

Configure staff/vendor access to limited-access common areas

Staff/vendor access to limited-access common areas can be configured after credentials are defined. The process involves adding a staff/vendor profile and then associating common areas to credentials.

Add a staff/vendor profile

1. Go to [Access Management > Common Area Access](#).
2. Click (Add) .

New Profile

Profile name*
SCA_Full_Access

Profile type
Staff/Vendor

Credential class type
Limited Use
Staff
Staff (variable access)
Vendor

- Specify a descriptive name for the profile.
- Select the Staff/Vendor profile type.
- Select a credential class type. Your selection determines the credentials that you can associate with the common areas selected on the [Profile](#) tab. You can only associate credentials that were made using the same class type.
- Click **Save**. The profile is added to the list.

Associate common areas to credentials

To associate units to common areas:

- Go to [Access Management > Common Area Access](#).
- Select an existing common area profile or add a new profile.

Common Area Profiles

SCA_Full_Access

Profile Setup

Profile name*
SCA_Full_Access

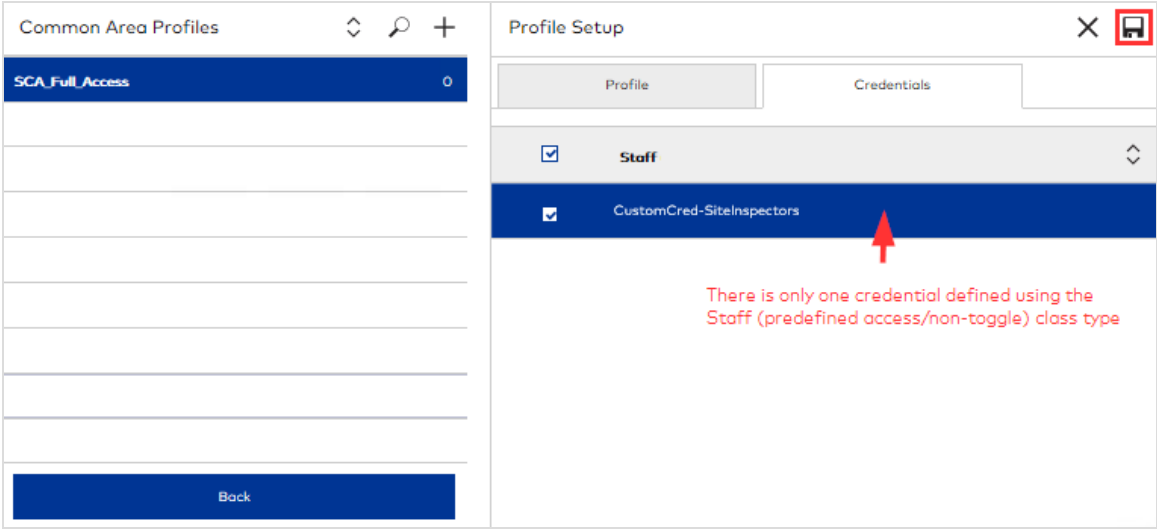
Profile type
Staff/Vendor


Credential class type
Staff

Common Area	Default Access
<input checked="" type="checkbox"/> Gym	YES
<input checked="" type="checkbox"/> GymMT	YES
<input checked="" type="checkbox"/> Kitchen	NO
<input checked="" type="checkbox"/> Laundry	YES
<input checked="" type="checkbox"/> Lounge	YES

This common area is associated with the profile but access must be selected at key-making time.

- On the [Profile](#) tab, select the common areas that you want to configure for access in this profile and whether to enable default access for each common area that you select. Common area access must be enabled in [System Settings > Staff/Vendor Keys](#).



- 4. On the [Credentials](#) tab, select all credentials that you want to associate with the common areas selected on the [Profile](#) tab. You can add access points from different buildings.
- 5. Click ([Save](#)) .



Step 4

Configure Devices

This section includes the following subjects:

Learning about Device Management	109
Add encoders	110
Maintenance Unit	113

Learning about Device Management

Device Management is the Community module where you configure encoders and, when licensed for online communication, work with the devices that support online communication.

Encoders

An encoder is the embedded device used to encode physical keys with configuration data from Community. Before you can encode or read a physical key, you must connect and configure at least one encoder. Encoders that have been configured in Community are listed in [Device Management > Encoders](#) with the current status (offline, online or Unsupported configuration), firmware type and communication mode (TCP/IP or USB).

Community supports the following:

- dormakaba RFID Encoder I—Legacy encoders. Unsupported configuration for enhanced security mode.
- dormakaba RFID Encoder II—Required for enhanced security mode. The part number 75720 displays on the underside of the encoder.

For the latest supported firmware versions, refer to the product release notes.

Prerequisites

The following prerequisites are automatically met during initial Community installation:

- The Community Client is installed on the workstation.
- The Community Client service is started.
- The Community Client configuration file is automatically configured with the correct IP address.

USB connection method

The encoder must be connected via USB cable to the workstation. You must configure an encoder for each workstation used to encode and read physical keys. Multiple workstations can share the same encoder.

TCP/IP connection method

The encoder must be connected via USB cable to the workstation for the initial configuration.

TCP/IP encoders communicate directly with the Community Server (not to workstations) via LAN cable. You only need to configure the encoder once to use with multiple workstations. The encoder must be connected to the local network to be online.



If you change the connection method to TCP/IP after saving the initial configuration, you must reinitialize the encoder (unplug/replug).

Registered gateways and paired access points

Gateways are the network devices which are paired to access points for online communication to perform remote operations and receive access point events. After commissioning and connecting gateways to the Community Server, the devices are listed in [Device Management](#). When a gateway status is [Online](#), access points can be paired. Multiple gateways can be connected to Community, but an access point can be paired with only one gateway. For more information about working with online communication, see the *Community User Guide*.

Add encoders



For fresh installations, enhanced security mode is enabled by default and cannot be disabled after any encoder (part 75720) is configured. Verify the enhanced security mode setting at [System Settings > Security > Enhanced Security Mode](#).

To add encoders:

1. Connect the encoder via USB to the workstation. The initial configuration of an encoder requires that you connect the encoder to the Community workstation using a USB cable. By default, the device emits two audible beep and flashes a green light to indicate a successful connection.
2. Go to [Device Management](#). (If online communication is enabled, click [Encoders](#).)
3. Click [New Encoder](#).

KK_75720

Encoder name*	Encoder type
KK_75720	dormakaba RFID Encoder II
PMS Encoder ID	Reference firmware version
PMS encoder number	2.13
Encoder MAC address*	Current firmware version
	2.13

Enable audio feedback ☒ YES ☐ NO Update Firmware

☐ USB ☒ TCP/IP

Obtain an IP address automatically ☒ YES ☐ NO

Encoder IP address*

Subnet mask*

Default gateway*

☐ Server IP ☒ Server name

Server name*

4. For [Encoder name](#), specify a unique name that does not exceed 50 characters. This name displays in the list of encoders.
5. The encoder type is detected based on firmware version:
 - [dormakaba RFID Encoder I](#)—Legacy encoders. Unsupported configuration for enhanced security mode.
 - [dormakaba RFID Encoder II](#)—Required for enhanced security mode. The part number 75720 displays on the underside of the encoder. Unsupported configuration when Enhanced Security Mode is disabled.
6. (*conditional*) If integrating a third-party API, specify a number to identify the encoder. Valid values: 0-99.
7. Select the encoder MAC address. The value is automatically detected when you connect the encoder to the workstation.
8. Select whether the encoder emits audible beeps when a successful connection is made with the workstation and when making keys.

9. **TCP/IP or USB**—Select the method to connect the encoder with the workstation after initial configuration. If you change the connection type from TCP/IP to USB or from USB to TCP/IP you must reinitialize (unplug/replug) the encoder.
 - Specify TCP/IP settings to define the network configuration for the encoder device:
 - **Obtain an IP address automatically**—Select one of the following:
 - **Yes**—This is the default setting. A dynamic encoder IP address, subnet mask and default gateway are assigned.
 - **No**—Consult with your network administrator to obtain values for the encoder IP address, subnet mask, and default gateway.
 - Configure one of the following:
 - **Server IP**—IP address of the Community server.
 - **Server name and local DNS IP address**—Name of the Community server. If specifying server name, the encoder and server must be on the same domain. If you choose to use a static IP address and specify the server name, the IP address of the local domain name server is required.
10. Click **Save Changes**. The encoder is added to the list of encoders. If you selected the USB connection method, the encoder must remain connected to the workstation via USB. TCP/IP encoders must be connected to the network before the status changes to **Online**.



Update encoder firmware

Firmware updates can be performed directly in Community for encoder type dormakaba RFID Encoder II. When the firmware version installed on the encoder is out-of-sync with the latest recommended firmware version listed in the product release notes, request the firmware update file from dormakaba Support.



Before performing the following steps, obtain the latest recommended firmware version file from dormakaba Support.

1. Go to **Device Management**. (If online communication is enabled, click **Encoders**.)
2. Click **Upload Reference Firmware**.
3. Navigate to and select the firmware file (*.enc2), then click **Open**.
4. Click **OK**. The firmware version populates in the **Reference firmware version** field. When the reference version and current version do not match, a warning symbol (⚠) displays adjacent to the **Current firmware version** field.

The screenshot shows a web interface for managing encoders. On the left, a list of encoders is displayed under the heading 'Encoders'. Two encoders are listed: 'KK_75720' and 'secureEnc'. Both are marked as 'Status: Online'. The 'KK_75720' entry shows 'Type: dormakaba RFID Encoder II', 'Communication mode: USB', 'FW Vers.: 2.10', and 'Client Service Vers.: 2.11.0.63'. Below the list, it says '2 Encoder(s)' and provides buttons for 'Back', 'Upload Reference Firmware', and 'New Encoder'. On the right, a detailed view for the 'KK_75720' encoder is shown. It includes fields for 'Encoder name*' (KK_75720), 'Encoder type' (dormakaba RFID Encoder II), 'PMS Encoder ID' (PMS encoder number), 'Reference firmware version' (2.13), 'Encoder MAC address*' (000E2A01211F), and 'Current firmware version' (2.10). There is a warning icon next to the current firmware version. Below these fields are checkboxes for 'Enable audio feedback' (set to YES) and radio buttons for 'USB' (selected) and 'TCP/IP'. A prominent red 'Update Firmware' button is visible. At the bottom of the detailed view are 'Cancel', 'Delete Encoder', and 'Save Changes' buttons.

5. Select the encoder that requires a firmware update.
6. Click [Update Firmware](#).

The dialog box is titled 'Information' and contains the following text: 'The encoder firmware upgrade may take several minutes. You can expect the LED indicators on the encoder to flash and for the encoder to automatically restart. After the restart, unplug then replug the encoder to complete the process'. At the bottom of the dialog is a large blue button labeled 'OK'.

7. Click [OK](#) to acknowledge the update may take several minutes. Expect the LED indicators on the encoder to flash. When the update is complete, the encoder restarts.
8. After the restart, unplug then replug the encoder.

Edit encoders

1. Go to [Device Management](#). (If online communication is enabled, click [Encoders](#).)
2. Select the encoder that you want to modify.
3. Modify settings.
4. Click [Save Changes](#).

Delete encoders

1. Go to [Device Management](#). (If online communication is enabled, click [Encoders](#).)
2. Select the encoder that you want to delete.
3. Click [Delete Encoder](#).
4. Click [YES](#) to confirm.

Maintenance Unit

The M-Unit (Maintenance Unit) is a hand-held embedded device used to transfer data between Community and the locks installed at access points. The device is used to program and audit locks.

The following M-Units are supported:

- M-Unit Saflok HH6 NFC–Wireless connection supported. Required for enhanced security mode.
- M-Unit Saflok HH6–Legacy device. Requires cable connection.

M-Unit authentication is enabled by default but can be disabled in [System Settings > Security](#). When authentication is enabled, M-Unit credentials must be configured for at least one Operator in [Staff/Vendor Management](#).

When enhanced security mode is enabled, M-Unit authentication is required, and the M-Unit security password (displayed at [System Settings > Security > Enhanced Security Mode](#)) is required to program access points.

The type of probe used to connect the M-Unit to locks depends on the lock model.



The M-Unit connects to the workstation using a serial connector.



For additional information about the M-Unit, refer to the documentation distributed with your device.

Step 5

Program Locks

This section includes the following subjects:

Learning about Programming & Auditing	115
Program locks	118

Learning about Programming & Auditing

Programming & Auditing is the Community module where you can perform the data transfers necessary to program locks and devices, and audit locks. The M-Unit (Maintenance Unit) is the hand-held device used to transfer data between the Community workstation and locks. During programming, configuration data is transferred from the Community workstation to the M-Unit to the locks. To audit locks, historical data is transferred from the locks to the M-Unit and then to the Community workstation.

Transferring data from the M-Unit to a workstation requires the Community Client. Download and install the client from the main toolbar in the [Programming & Auditing](#) or [Device Management](#) module.



Over time, locks may experience *time drift*—a small loss or gain of time—which can impact (albeit minor) time-relevant access point settings. Every time the M-Unit transfers data to a lock, the time in the lock is updated thereby correcting time drift. Ensuring that the M-Unit is connected to each lock at least once per year is a best practice.










Prior to locks being programmed for the first time, access points are accessible using the Construction (or Zone) Keys distributed with the software.

Programming locks

Each lock must be programmed with the respective access definition configured in Community. The process involves selecting the access points that you want to synchronize, transferring configuration data from the Community workstation to the M-Unit, then connecting the M-Unit to each lock for programming.

Community provides a filter feature to make it easy to identify the access points that require synchronization. Although all access points require synchronization for initial site configuration, the filter feature is useful if you program locks in batches, add access points, or make changes to the access configuration for locks.

The following color codes identify the access point types that require synchronization.

Color	Description
	Unit
	Resident Common Area
	Suite Common Door
	Suite Unit
	Restricted Area
	Staff Common Area
	Elevator readers

Access point programming required

Access points must be programmed or reprogrammed after specific tasks in the following modules:

Property Builder

- After adding or modifying the configuration of any of the following access point types:
 - Units
 - Suite Units
 - Restricted Areas
 - Resident Common Areas

- Staff Common Areas
- Elevator Reader
- After configuring or modifying elevator floor-to-relay mapping.

[Access Management > Auto-Unlatch Schedules](#)

- After editing an Auto-Unlatch schedule.

[Access Management > Access Schedules](#)

- After editing an Access schedule.

[Access Management > Access Point Groups](#)

- After assigning/unassigning access points from access point groups which are assigned to credentials.

[Access Management > Credential Management](#)

- After assigning/unassigning access point groups to/from credentials.
- After assigning/unassigning access points to/from credentials.

[Access Management > Access Point Scheduling](#)

- After assigning/unassigning an Auto-Unlatch schedule.
- After assigning/unassigning an Access Schedule.

[System Settings > Residents](#)

- After modifying the [Enable deadbolt/privacy switch override for resident keys](#) setting.

[System Settings > Security](#)

- After modifying Lock Access settings.
- After enabling Enhanced Security Mode.
- After terminating active legacy keys under Enhanced Security Mode.

[System Settings > Staff/Vendor Keys](#)

After modifying the [Maximum number of times Limited Use keys are valid](#) setting.

[System Settings > Advanced Settings > RFID Key Types](#)

- After modifying any of the RFID key types settings, all access points must be reprogrammed.

[System Settings > Advanced Settings > Enable mobile keys](#)

- After modifying the [Project ID](#) in LEGIC settings, all access points that are enabled for mobile keys must be reprogrammed.

[System Settings > Online Communication > Rx-Link](#)

- After enabling or disabling this setting, all online access points must be reprogrammed.

Programming devices

The feature to program devices is available when online communication is enabled. The device must first be configured in [Device Management > Online Device Configuration](#). A maximum of 240 devices can be programmed simultaneously. Programming devices requires a USB connection. Upon data transfer, the date/time on the M-Unit is synchronized with the server. When the USB connection is present and no devices are selected, the option to synchronize date/time on the M-Unit is available. Without a USB connection, the option to save configuration data is available for some device types.

Auditing locks

A lock audit retrieves detailed information about an access point. Audits retrieve access point data (such as the lock model and access point type), lock status data (such as the firmware version or time zone), and all activity for the lock. Audit data from both methods is stored in the Community database and available when generating Access Point Audit Reports.

Depending on the purpose, the following methods are available for lock audits:

- **Audit Key**—The Audit Key is a Special Function System Key that can be presented to a lock then read in Community.
- **M-Unit** —The M-Unit procedure transfers audit data to the M-Unit. Another step is required to transfer the interrogation files to Community for viewing. The M-Unit procedure is the option to choose to store and track historical data about access point activity.

Auditing online access points

When online communication is enabled in [System Settings](#), online access points can be audited directly in Community.

Program locks



Some programming steps are performed on the M-Unit (Maintenance Unit). For official instructions, refer to the documentation distributed with your device. If M-Unit authentication is enabled in [System Settings > Security > M-Unit](#) credentials must be configured for at least one Operator in [Staff/Vendor Management](#).



A Microsoft issue prevents the Edge browser from detecting/connecting to the Maintenance Unit. Consequently, access points cannot be programmed or audited without intervention. Open the Command prompt and issue the following command:

```
C:\windows\system32\CheckNetIsolation.exe LoopbackExempt -a -n=Microsoft.MicrosoftEdge_8wekyb3d8bbwe
```

To program locks:

1. Go to [Programming & Auditing > Programming](#).

2. Select the access points that you want to synchronize with Community configuration data. You can select access points from different buildings and filter the list to show only access points that require synchronization. The selected access points display in the [Summary](#) section organized by building and floor.



The [Lock out current resident on programming](#) option only applies when keys have already been made and issued.

3. Connect the M-Unit to the workstation.
4. In Community, click [Transfer](#). Messages on the workstation and M-Unit display that the transfer is in progress. Wait until the message on the workstation indicates transfer is complete and that you can unplug the M-Unit.

5. Click **OK**.
6. Disconnect the M-Unit from the workstation. The remaining steps are on the M-Unit.
7. If enhanced security mode is enabled, specify the M-Unit security password. The password displays at [System Settings > Security > Enhanced Security Mode](#). (In some cases, the M-Unit displays a message prior to the password prompt indicating that the unit is not personalized; simply select **OK**.)
8. If M-Unit authentication is enabled, specify the M-Unit login credentials.
9. On the M-Unit menu, select **LOCKS**.
10. Use the UP / DOWN arrow keys to highlight **1- Program**, then press **ENTER**. The access point names display in groups of five.
11. Select the access point name for the lock, then press **ENTER**. Use the **PREV**, **NEXT** and **SEARCH** options to navigate and refine the list of names.
12. Select the type of probe that you are using to connect the M-Unit to the lock.
13. When prompted, insert the probe into the lock. Programming starts immediately. If the lock has already been programmed, the M-Unit issues a message requesting confirmation to overwrite the existing programming.
14. When prompted that programming is complete, click **OK**.



Testing locks with valid keys after programming is a best practice.



If issues arise when programming locks, create and present an LED Diagnostics Key in [System Keys](#) and see "Troubleshooting locks."

Step 6

Review & Customize Roles

This section includes the following subjects:

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Review pre-defined roles	123
Configure custom roles	124

Learning about Role Management

Role Management is the Community module where the roles that are assigned to Operators are configured. A role is a grouping of rights that authorizes access to Community features and functions. By assigning a role to an Operator, you are granting access to all of the rights selected for the role. Operators can only see and use the features and functions that are authorized by their assigned role. Role Management is only accessible to operators assigned the Administrator or Site Configurator role.

Predefined and custom roles

When assigning roles to Operators, you can use the predefined roles or create custom roles. Community includes the following predefined roles based on typical organizational requirements:

- Administrator
- Site Configurator
- Leasing Agent
- Maintenance Supervisor
- Maintenance Technician

The rights selected for predefined roles cannot be modified.

Custom roles are based on one of the predefined roles and are entirely configurable. The exception is that Role Management is not accessible to any custom role. When a custom role is modified, the changes apply to all Operators who are assigned the role.



Before changing the rights associated with a custom role, generate a [Roles & Rights](#) report to determine any Operators who may be affected.

Rights

There are two types of rights in Community:

- **System Rights** are categorized by module so that you can authorize an entire module or discrete functions within a module. [Reports](#) is a category of system rights. When the [Reports](#) category is authorized for a role, any Operator assigned the role can generate all report types.
- **Key Rights** are categorized by key type so that you can authorize all commands for a key type or discrete commands for each key type. [Staff/Vendor Keys](#) is a category of key rights. When the entire [Staff/Vendor Keys](#) category is authorized for a role, any Operator assigned the role can perform all of the discrete functions:
 - Make replacement key
 - Make unblock key
 - Make resequence key
 - Make cancel key
 - Make additional key
 - Make block key
 - Make new key

For both system and key rights, authorization can be enabled at the category level or individual right level. When the category is selected, access is granted to all individual rights in the category.

Roles control user interface display

The features and options that display in Community depend on the rights selected for the role assigned to the Operator. For example, if the Operator that is currently logged in does not have rights to access the [Property Builder](#) module, the module does not display. Likewise, if the only right selected in the [ELO \(Electronic Lockout\)](#) key right category is *Make Additional*

Key, the only time *ELO* displays as an option when selecting a credential class is when the Operator is making an additional key.

Review pre-defined roles

dormakaba recommends reviewing the rights associated with the predefined roles before assigning roles to Operators or creating custom roles.

To review roles and rights:

» Go to [Role Management](#).

Roles						
System Rights		Key Rights				
Rights	Administrator	Leasing Agent	Maintenance Supervisor	Maintenance Technician	Site Configurator	
Access Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Device Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Device Configuration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Encoder Configuration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Gateway Configuration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Registered Gateways & Paired Access Points	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Monitoring	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Notification Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Programming & Auditing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Access Point Auditing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Access Point Programming	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Remote Access Point Auditing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Property Builder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Read Keys	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Remote Unlock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Remote Unlock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Resident Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Roles are identified in the column headings. Rights are listed in collapsed row categories on the left. A selected checkbox adjacent to a right or category of rights indicates that Operators with the assigned role can perform the features/functions related to the right. The pre-defined roles cannot be modified, but you can create custom roles to enable a unique grouping of rights (see "Configure custom roles").

The following table lists the rights associated with each predefined role.

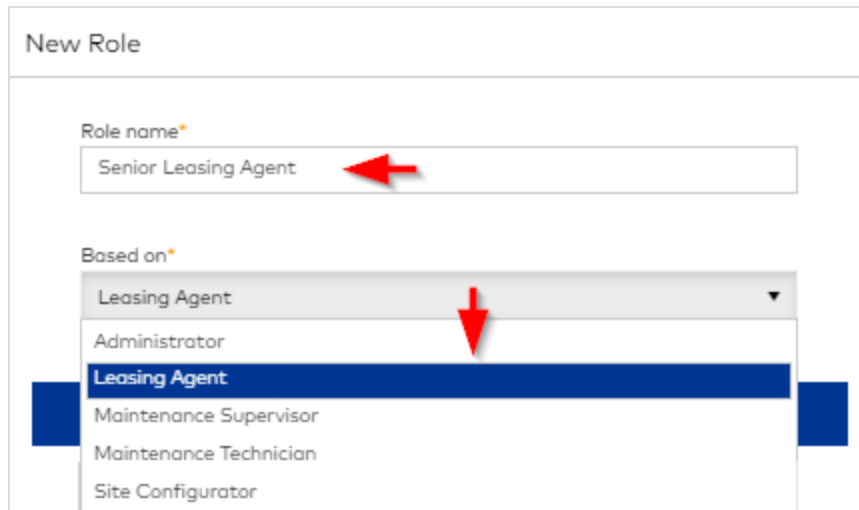
Role	System Rights	Key Rights
Administrator	All	All
Site Configurator	All	All
Leasing Agent	<ul style="list-style-type: none"> Read Keys Resident Management 	None
Maintenance Supervisor	<ul style="list-style-type: none"> Programming & Auditing Read Keys Remote Lock Management Resident Management Reports System Keys > Diagnostic Keys 	None
Maintenance Technician	<ul style="list-style-type: none"> Programming & Auditing Read Keys Reports System Keys > Diagnostic Keys 	None

Configure custom roles

Custom roles offer the flexibility to authorize any combination of system and key rights.

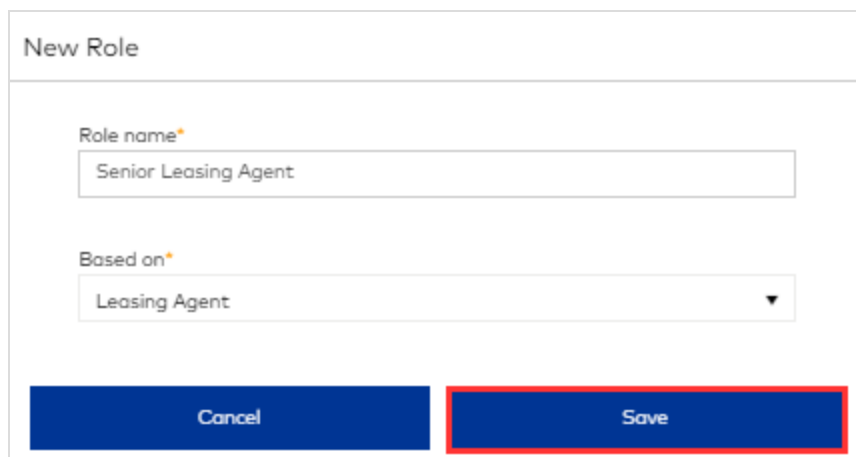
To configure a custom role:

1. Go to [Role Management](#).
2. Click [\(Add\) +](#).








The screenshot shows the 'New Role' form. The 'Role name' field contains 'Senior Leasing Agent' with a red arrow pointing to it. The 'Based on' dropdown menu is open, showing a list of roles: 'Leasing Agent' (highlighted with a red arrow), 'Administrator', 'Leasing Agent' (highlighted with a blue bar), 'Maintenance Supervisor', 'Maintenance Technician', and 'Site Configurator'.

3. Specify a descriptive name for the role.
4. Select an existing role on which to base the new role. All rights associated with the role that you select apply to the new role but can be modified after creating the role.



The screenshot shows the 'New Role' form. The 'Role name' field contains 'Senior Leasing Agent'. The 'Based on' dropdown menu is closed, showing 'Leasing Agent'. At the bottom, there are two buttons: 'Cancel' and 'Save'. The 'Save' button is highlighted with a red border.


5. Click [Save](#).

Roles Filtered list to show only Leasing Agent and Senior Leasing Agent     

System Rights | Key Rights

▶ Rights	Leasing Agent	Senior Leasing Agent	...
	<input type="checkbox"/>	<input type="checkbox"/>	
▶ Access Management	<input type="checkbox"/>	<input type="checkbox"/>	
▶ Device Management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
▶ Monitoring	<input type="checkbox"/>	<input type="checkbox"/>	
▶ Notification Management	<input type="checkbox"/>	<input type="checkbox"/>	
▶ Programming & Auditing	<input type="checkbox"/>	<input type="checkbox"/>	
▶ Property Builder	<input type="checkbox"/>	<input type="checkbox"/>	
▶ Read Keys	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
▶ Reports	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
▶ Resident Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
▶ Staff/Vendor Keys	<input type="checkbox"/>	<input type="checkbox"/>	
▶ Staff/Vendor Management	<input type="checkbox"/>	<input type="checkbox"/>	
▶ System Keys	<input type="checkbox"/>	<input type="checkbox"/>	
▶ System Settings	<input type="checkbox"/>	<input type="checkbox"/>	

Authorized two additional categories of system rights

- Select or deselect rights for the new role on the [System Rights](#) and [Key Rights](#) tabs. If you select or deselect a category of rights, then all individual rights in the category are implicitly selected or deselected, respectively.
- Click (Save) .

Step 7

Add Operators

This section includes the following subjects:

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Import staff/vendor list	134

Learning about Staff/Vendor Management

Staff and vendors are the key holders who work at or perform a service on the property. Most staff are people whose rights are limited to using the keys issued to them, for example, maintenance personnel. Some staff, however, require access to Community. The staff who have access to Community are called *Operators*.

A staff member is designated an Operator in the staff profile. The degree of access depends on the selected Operator role. For example, an Operator with the predefined *Administrator* role has access to all Community functions whereas the rights for an Operator with the predefined role *Leasing Agent* are limited to [Resident Management](#) and [Read Key](#) functions.

You can add staff/vendors manually or import a list.

Staff/vendor profiles

When a staff member or vendor is added to Community, a profile is created with the following tabs:

- [Staff/Vendor Info](#)—This tab is where basic identification details about staff/vendors are defined and notifications are enabled. The option to designate the staff member as an Operator is on this tab.
- [Operator Info](#)—This tab is where Operator access is configured. The tab is only active if the staff member is designated as an Operator.
- [Assigned Keys](#)—This tab lists active keys assigned to the staff member/vendor. You can cancel and/or replace keys in the list.
- [Visitor Management](#)—This tab is where PIN delegation can be enabled and configured for the staff member/vendor.

To view a staff member/vendor profile:

» Go to [Staff/Vendor Management](#) and select a staff member/vendor.

You can filter the list of profiles based on status (Active/Deactivated/Operators only).

Importing staff/vendors

If the *Import list* right is enabled in [Role Management](#), you can create staff/vendor profiles by importing a CSV file that contains basic data (*firstname/lastname/ID*). Any additional information, including the option to designate Operators, must be specified manually in the staff/vendor profile. The *Import list* right is enabled by default for the Administrator and Site Configurator roles.

Visitor Management

When Visitor Management is enabled for staff in [System Settings](#), PIN delegation can be enabled/disabled on the [Visitor Management](#) tab in the staff member/vendor profile.

K Kilman

Staff Member/Vendor Info

Operator Info

Assigned Keys

Visitor Management

Perimeter FOB

▼ Enable PIN functionality for this staff member?

YES

Maximum number of active PINs available

—

10

+

Maximum delay before PIN activation (valid from)

Days

—

5

+

Hours

—

0

+

Maximum time PIN is active before expiring

Days

—

10

+

Hours

—

0

+

Maximum number of times PIN can be used in access points

Until expiration

▼

Select authorized common areas: 0 Selected

Common Area

Access

Group # 003

NO

Group # 004

NO

Group # 005

NO

Group # 006

NO

Main Entry

NO

Pool

NO

Update Mobile Device

PIN delegation work with the mobile app dormakaba BlueSky.

- A PIN is a five/seven-digit numerical sequence that staff/vendors can share with visitors to enable access to authorized access points. PINs can be used at access points where a numeric keypad is installed.

Staff/vendor keys

Staff/vendor keys are made and issued to people who work on the site, which may include employees, contractors and vendors. Staff/vendor keys are encoded with a credential defined in [Access Management > Credential Management](#) that may include access to all access point types: units, suites, common areas (resident and staff), and restricted areas.

Staff/vendor keys are made in the [Staff/Vendor Keys](#) module. Key instances are subsequently managed in [Staff/Vendor Management](#) by selecting the staff/vendor to whom the key (instance) was assigned and then the [Assigned Keys](#) tab in the profile.

Staff keys are valid in staff and resident common areas and elevator controllers until key expiration is reached. If necessary, use the Block Key (or Block access remotely) to invalidate access to all access point types; however, after the Block Key is presented to the respective locks, the Unblock Key will not restore access to common areas when access to the common area is based on a common area profile.

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Configure operators

The first step to configuring operators is to add staff members. You can add staff members manually or, if the *Import staff list* right is enabled in Role Management, you can import staff members. The import is limited to creating staff profiles with basic data: *firstname/lastname/ID*.

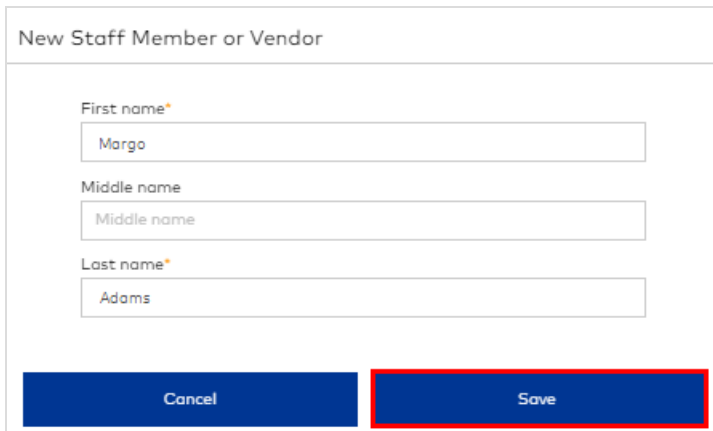
Refer to the following sections:

- [Add staff member](#)
- [Designate staff member an operator](#)
- [Select / change operator preferred language](#)
- [Assign / change operator role](#)
- [Change operator login credentials / force password change](#)
- [Add / update Maintenance Unit credentials](#)
- [Add / update API login credentials](#)

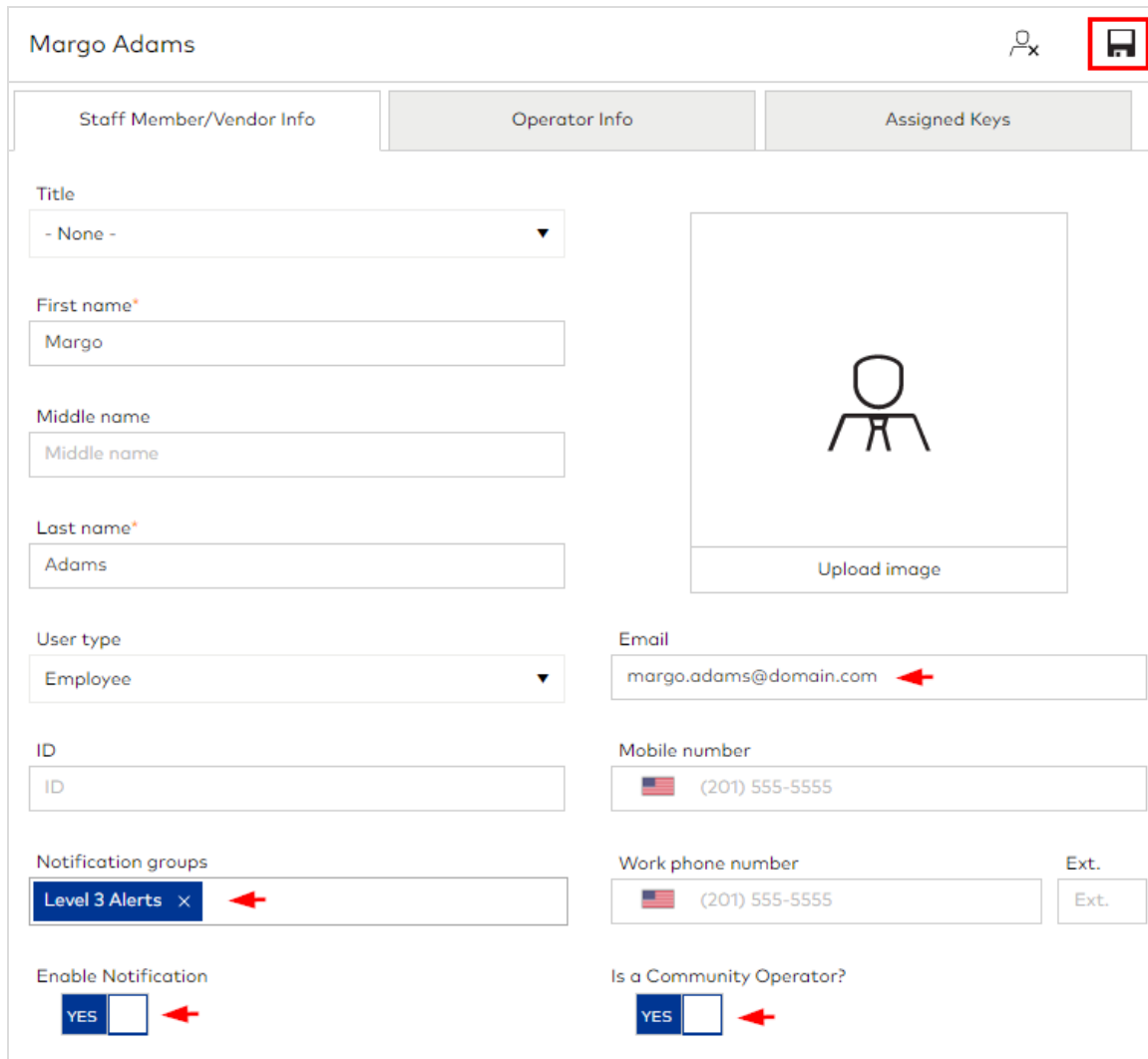
Add staff member

To add a staff member:

1. Go to [Staff/Vendor Management](#).
2. Click (Add) .



3. Specify the name of the staff member. Use the middle name to distinguish between staff with the same first and last names.
4. Click [Save](#). Community creates a profile and displays the [Staff/Vendor Info](#) tab.

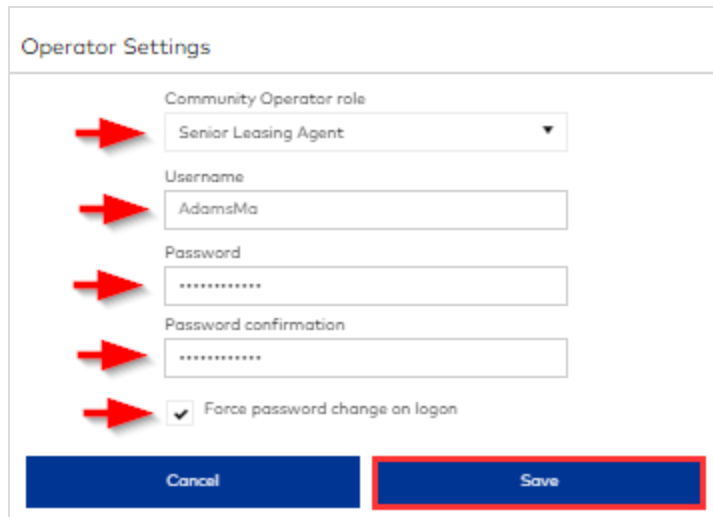


The screenshot shows the profile page for Margo Adams. At the top right, there is a user icon and a **Save** button (a floppy disk icon) which is highlighted with a red box. Below the header are three tabs: **Staff Member/Vendor Info**, **Operator Info**, and **Assigned Keys**. The **Staff Member/Vendor Info** tab is active. It contains several form fields: **Title** (dropdown menu set to '- None -'), **First name*** (text field with 'Margo'), **Middle name** (text field with 'Middle name'), **Last name*** (text field with 'Adams'), **User type** (dropdown menu set to 'Employee'), **ID** (text field with 'ID'), **Notification groups** (a button labeled 'Level 3 Alerts' with an 'x' icon, with a red arrow pointing to it), **Enable Notification** (a 'YES' button and an unchecked checkbox, with a red arrow pointing to the checkbox), **Email** (text field with 'margo.adams@domain.com', with a red arrow pointing to it), **Mobile number** (text field with a US flag icon and '(201) 555-5555'), **Work phone number** (text field with a US flag icon and '(201) 555-5555'), and **Ext.** (text field with 'Ext.'). At the bottom right, there is a **Is a Community Operator?** section with a 'YES' button and an unchecked checkbox, with a red arrow pointing to the checkbox. To the right of the form fields is a large placeholder for a profile picture with a person icon and the text 'Upload image'.

5. Specify a valid email address. An email address is required to send automated emails regarding account access and to send notifications via email. Alternatively, operators can specify or change the email address in account Preferences after logging in to Community.
6. Select whether to enable notifications and, if enabled, select the notification groups to subscribe for the staff member.
7. Click [Save](#).

Designate staff member as operator

1. Go to [Staff/Vendor Management](#) and select a staff/vendor profile.
2. On the Staff Member/Vendor Info tab, set the [Is a Community Operator](#) switch to **YES**.



The image shows a web form titled "Operator Settings". It contains the following fields and controls:

- Community Operator role:** A dropdown menu with "Senior Leasing Agent" selected. A red arrow points to the dropdown.
- Username:** A text input field containing "AdamsMa". A red arrow points to the input.
- Password:** A password input field with masked characters. A red arrow points to the input.
- Password confirmation:** A password input field with masked characters. A red arrow points to the input.
- Force password change on logon:** A checkbox that is checked. A red arrow points to the checkbox.
- Buttons:** At the bottom, there are two buttons: "Cancel" and "Save". The "Save" button is highlighted with a red border. A red arrow points to the "Save" button.

3. Select an operator role. The list of roles is populated by the roles created in the [Role Management](#) module.
4. Specify a unique username for the operator.
5. Specify and confirm a password for the operator.
6. (*recommended*) To force the operator to change the password upon initial login, select [Force password change on logon](#).
7. Click [Save](#). The Operator Info tab is enabled. Refer to the following sections to configure additional options.

The screenshot shows the operator profile for Margo Adams. The page has three tabs: Staff Member/Vendor Info, Operator Info, and Assigned Keys. The Operator Info tab is active. It contains a 'Preferred language' dropdown set to 'English' and a 'Community Operator role' dropdown set to 'Senior Leasing Agent'. A 'Block software access' toggle is set to 'NO'. Below these are three login sections: 'Community Login' with a 'Change Password' button, 'Maintenance Unit Login' with an 'Add/Update Username & Password' button, and 'API Login' with an 'Add/Update Username & Password' button. Red boxes and arrows highlight specific areas: 'The Operator can change the language in account Preferences' points to the language dropdown; 'When necessary, change the role here' points to the role dropdown; 'These settings only display when authentication is enabled in System Settings' points to the Maintenance Unit Login section.

Select / change operator preferred language

1. Go to [Staff/Vendor Management](#) and select a staff/vendor profile.
2. Click the Operator Info tab.
3. Select the preferred language for the operator. The operator can change the language in account [Preferences](#).
4. Click [Save](#).

Assign / change operator role

1. Go to [Staff/Vendor Management](#) and select a staff/vendor profile.
2. Click the Operator Info tab.
3. Select an operator role. The list of roles is populated by the roles created in the [Role Management](#) module.
4. Click [Save](#).

Change operator login credentials / force password change

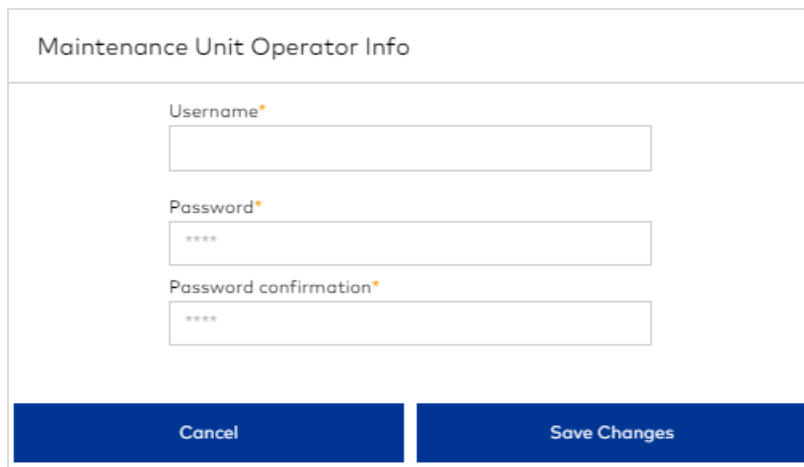
1. Go to [Staff/Vendor Management](#) and select a staff/vendor profile.
2. Click the Operator Info tab.
3. In the Community Login section, click [Change Password](#). Specify and confirm a new password, then click [Save](#). You must communicate account credentials to the operator.

4. (*recommended*) To force the operator to change the password upon initial login, select [Force password change on login](#).
5. Click [Save](#).

Add / update Maintenance Unit login credentials

When Maintenance Unit (M-Unit) authentication is enabled, the [Maintenance Unit Login](#) section displays. Credentials must be configured for at least one operator. To disable M-Unit authentication, see "Maintenance Unit Authentication."

1. Go to [Staff/Vendor Management](#) and select a staff/vendor profile.
2. Click the Operator Info tab.
3. In the Maintenance Unit Login section, click [Add/Update Username & Password](#).



The screenshot shows a form titled "Maintenance Unit Operator Info". It contains three input fields: "Username*" (with an asterisk indicating it is required), "Password*" (with an asterisk), and "Password confirmation*" (with an asterisk). Each field has a placeholder "****". Below the fields are two buttons: "Cancel" and "Save Changes".

4. Specify a username.
5. Specify and confirm a password.
6. Click [Save Changes](#).

Add / update API login credentials

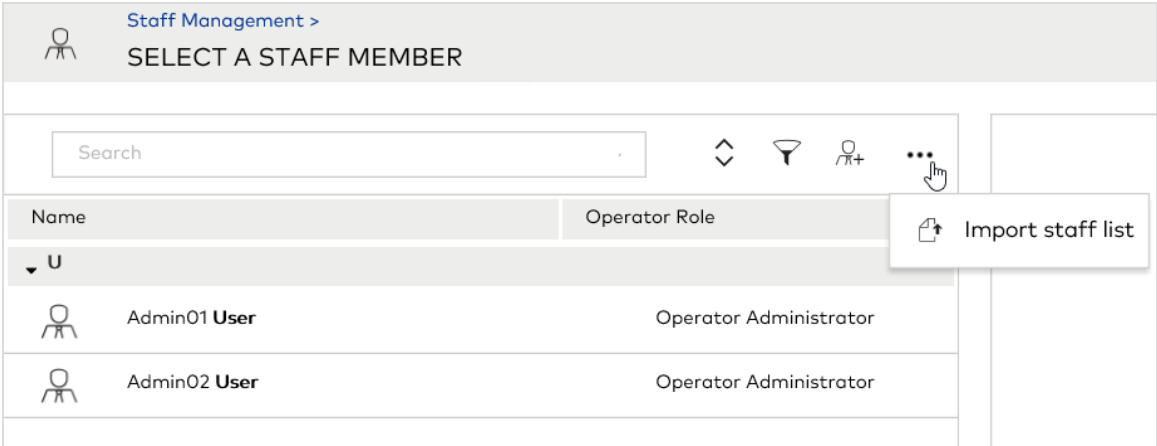
When API login authentication is enabled, the API Login Login section displays. Credentials must be configured for at least one operator. To disable API authentication, see [System Settings > Security > API integration](#).

1. Go to [Staff/Vendor Management](#) and select a staff/vendor profile.
2. Click the Operator Info tab.
3. In the API Login section, click [Add/Update Username & Password](#).
4. Specify a username.
5. Specify and confirm a password.
6. Click [Save Changes](#).

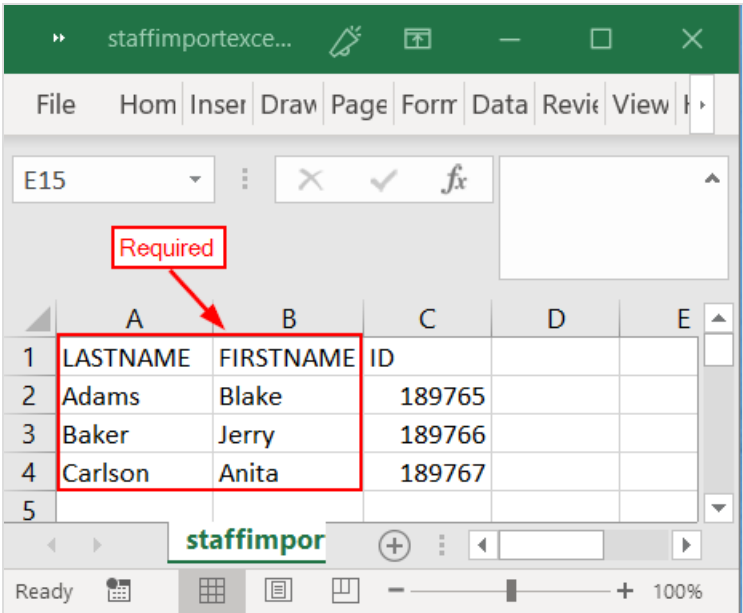
Import staff/vendor list

To import staff/vendors:

- 1. Go to [Staff/Vendor Management](#).
- 2. Click *(More)* > *Import staff list*.



- 3. Navigate to and select the file that you want to import, then click [Open](#). Supported files type: csv. The following figure shows a sample file and the required data format. If a required field is missing, the staff member/vendor is not added.



If staff member profiles have already been created, you are prompted to proceed. Click [YES](#) to proceed.

- 4. When notified the import is successful, click [OK](#).

Search

Name	Operator Role
<div><div></div>Blake Adams</div>	
B	
<div><div></div>Jerry Baker</div>	
C	
<div><div></div>Anita Carlson</div>	
U	
<div><div></div>Admin01 User</div>	Operator Administrator
<div><div></div>Admin02 User</div>	Operator Administrator

1

100 items per page

1 - 5 of 5 items

Active | Sorted by Last Name

New staff member

Use Community

This section includes the following subjects:

Resident Management	139
Learning about Resident Management	140
Add residents	146
Import resident list	148
Assign units	150
Make Resident Keys	157
Modify Resident Access	160
Invalidate resident access	166
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Add staff members/vendors	180
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Remote unlock/lock	259
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Mobile Keys268

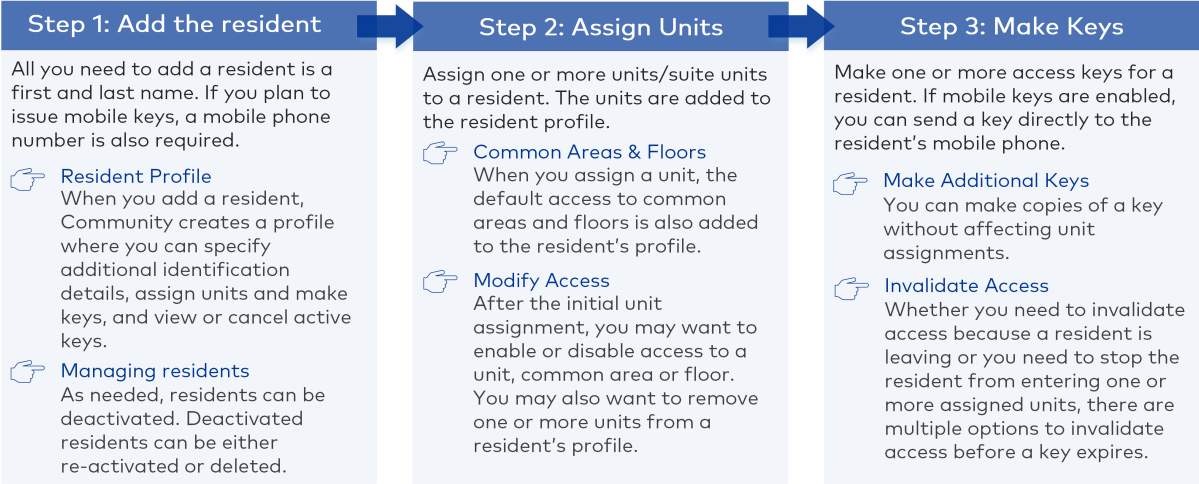
Resident Management

This section includes the following subjects:

Learning about Resident Management	140
Add residents	146
Import resident list	148
Assign units	150
Make Resident Keys	157
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Invalidate resident access	166
Make keys for common area access only	173
Configure Visitor Management for residents	175

Learning about Resident Management

The Resident Management module is where you add residents to Community, configure and manage resident access, and make or cancel resident keys. The following figure summarizes the steps.




If Visitor Management is enabled for residents, you can also configure PIN and/or mobile key delegation settings for the resident.

Adding residents

Residents can be added individually or by batch import. After adding residents, optional identification details can be specified on the [Resident Info](#) tab.

The screenshot displays the Resident Management interface. On the left, a list of residents is shown under the 'Active' tab. The first resident, 'Nicolas Cameron', is selected. On the right, the 'Resident Info' tab is open, showing fields for personal and contact information. Red numbered callouts indicate key actions and elements: 1 (selected resident), 2 (Resident Info tab), 3 (Save button), 4 (Deactivate Resident button), 5 (filter icon), and 6 (Deactivated tab).

Refer to the figure above and the following reference list to learn more about adding a resident and the actions that you can take after adding a resident.

- 1: A new resident is added to the list of active residents.
- 2: The profile opens on the [Resident Info](#) tab.
- 3: After adding more details, such as an ID, click [Save](#).
- 4: Click [Deactivate](#) to deactivate selected residents.
- 5: Click the (Filter)  to show the [Active](#) and [Deactivated](#) tabs. Click [\(More\) ...](#) to import a resident list.
- 6: Deactivated residents are listed here; you can either reactivate or delete deactivated residents.

Assigning units and making keys

Configuring access for a resident involves assigning units and enabling or disabling associated access points, such as common areas and floors. The resulting configuration creates the credential to encode on access keys.

1: Resident access can be configured and managed on the [Assigned Units](#) tab in the resident's profile. You can assign units, modify access and make access keys. You can also configure access to commons areas without assigning a unit.

2: When you click [Assign Units](#), you can add a unit to the resident's profile. Filtering options show where the unit is located and whether it is occupied or vacant. You can assign an occupied unit to another resident, but sharing policies apply. For more information about shared access, see "Working with Shared Resident Access."



When units are shared among two or more residents, modifying access for one resident may also modify access for the residents who share access. When changes to access for one resident affect other residents, the Community messaging system lists all residents affected by the change.

3: The [UNIT ACCESS](#) section lists assigned units. Access is enabled by default. At any time, you can enable or disable access to any unit in the profile.

4: The [COMMON AREA ACCESS](#) section lists all unlimited and limited common areas. Access to unlimited common areas is set to **YES** and cannot be disabled. Access to limited common areas can be enabled and disabled. The default access depends on whether a unit is assigned and, if so, the Common Area Access profile associated with the assigned units. If no units are assigned, the default access for limited common areas is set to **NO**. When at least one unit is assigned, limited common areas that are enabled by default in the Resident Common Area Access profile associated with assigned units are enabled. Any limited common areas that were previously enabled (prior to assigning a unit) remain enabled after assigning a unit.

5: The [FLOOR ACCESS](#) section lists all floors for the buildings in which the resident is assigned a unit. By default, access is enabled for floors on which resident access to units is enabled, but access to any floors in the list can be enabled or disabled.



The [FLOOR ACCESS](#) section displays only if the [Floor access](#) option is enabled ([System Settings > Residents](#)).

6: When you click [Make Access Keys](#), you can make physical keys and/or mobile keys. Using mobile keys is a licensed feature that must be enabled in [System Settings](#).

- Resident keys are valid in resident common areas until key expiration or until a New key for the same unit/s is presented to the respective lock/s.
- Resident keys are valid in elevator controllers until key expiration.



If necessary, the Block Key can be used to invalidate access to all access point types; however, after the Block Key is presented to the respective locks, the Unblock Key will not restore access to common areas.

Active keys

The active keys assigned to a resident are listed on the [Active Keys](#) tab in the resident's profile. At any time, you can check the status of a key or cancel a key.

The screenshot displays the Resident Management interface for Oliver Berry (1503A). The sidebar on the left shows a list of residents, with Oliver Berry selected. The main content area has three tabs: Assigned Units, Resident Info, and Active Keys (marked with a red 1). The Active Keys tab shows a table of active keys for the selected resident.

Key	Status	Access	Created	Expiration
6	Active	1503, 1503A, AuroraResidentCA_1, common-area, Main Entrance, V-Parking	01/30/2019	02/01/2019
5	Active	1503, 1503A, AuroraResidentCA_1, common-area, Main Entrance, V-Parking	01/30/2019	02/01/2019

The bottom bar contains three buttons: Deactivate Resident, New Resident, and Make Cancel Keys (marked with a red 2).

1: The [Active Keys](#) tab lists all active keys for the selected resident.

2: Any physical Cancel Keys that you make for an active key instance must be presented to the lock installed at each access point (units and common areas) before access is canceled. If canceling mobiles keys is enabled in [System Settings](#), you can send the Cancel Key directly to the resident's mobile phone.

Visitor management

When Visitor Management is enabled for residents in [System Settings](#), PIN and mobile key delegation can be enabled/disabled on the [Visitor Management](#) tab in the resident profile. Mobile keys must be enabled and a mobile key must be specified in the resident profile.

Kimberly Kilman

Assigned Units

Resident Info

Active Keys

Visitor Management

Perimeter FOB

▼ Enable PIN functionality for this resident?

YES

Maximum number of active PINs available

Days

Hours

Maximum delay before PIN activation (valid from)

Days

Hours

Maximum time PIN is active before expiring

Days

Hours

Maximum number of times PIN can be used in access points

Until expiration

Select authorized common areas: 0 Selected

▼ Common Area

Access

Main Entry

Pool

▼ Enable Mobile Key delegation for this resident?

YES

Maximum number of active mobile keys available

Days

Hours

Maximum time mobile key is active before expiring

Days

Hours

Select authorized common areas: 0 Selected

▼ Common Area

Access

Main Entry

Update Mobile Device

PIN and mobile key delegation work with the mobile app dormakaba BlueSky.

- A PIN is a numerical sequence that residents can share with visitors to enable access to authorized access points. PINs can be used at access points where a numeric keypad is installed.
- Mobile key delegation is a PIN in the form of a mobile key that residents can send to visitors to enable access to authorized access points. Mobile key delegation can only be used for sites where mobile keys are enabled.

Units View

An alternative to managing resident access in the resident profile is to view a list of all units on the [View by Units](#) tab. When you select a unit in the list, all residents assigned to the unit are listed. You can assign a new or existing resident to the unit, enable or disable resident access to the unit, unassign the resident from the unit, and make access and cancel keys for the selected resident.

View by Residents

View by Units

Units

Floors ↑

Residents

201 Unit

FLOOR 2

Mary Smith, Mark Smith

202 Unit

FLOOR 2

Melanie Rogers

203 Unit

FLOOR 2

Laura Roberts

204 Unit

FLOOR 2

Laura Roberts

205 Unit

FLOOR 2

1

100

items per page

1 - 80 of 80 items

First name

Last name ↑

Access

Mary

Smith

YES

×

Mark

Smith

YES

×

Assign Resident

Make Access Keys

Make Cancel Keys

Shared resident access

Community sharing is based on how units are grouped. Unit groups are created and operate in the background. When a vacant unit is assigned to a resident who has no other assigned units, a group is created. When a second vacant unit is assigned to a different resident who has no other assigned units, a second group is created.

John is a new resident. Vacant Unit 100 is assigned to John. This action creates a group (GroupA) with one unit (100). Lisa is also a new resident. Vacant Unit 101 is assigned to Lisa. This action creates a second group (GroupB).

Because the typical scenario is one unit per resident, most groups contain only one unit. However, when multiple residents share more than one unit, changes to access for one resident may affect all other residents who share access.

There are three policies that control sharing:

- A unit can only be in one group.
- A resident can only be assigned units from one group.
- Each resident who is assigned at least one unit in a group is assigned all units in the group; however, access to each unit in the group can be enabled or disabled in the individual resident profiles.

Community filters the selection lists of residents and units to enforce the sharing policies.

With Unit 100 (GroupA) assigned to John and Unit 101 (GroupB) assigned to Lisa, Community excludes Unit 101 in the selection list of units when assigning units to John. Likewise, Community excludes Unit 100 in the selection list of units when assigning units to Lisa. The units are in two different groups.

Let's look at what is allowable and how the sharing policies apply.

Assigning units to a resident

You can assign a unit to a resident when:

- The unit is vacant and the resident has no other units assigned.

Vacant Unit 100 is assigned to John. Unit group GroupA is created.

- The unit is occupied and the resident has no other assigned units.

Unit 100 is assigned to Mark. John and Mark share Unit 100. Both residents are assigned a unit in GroupA.

- The unit is vacant and the resident shares access to other units. In this case, each resident who is assigned at least one unit in a group is assigned all units in the group.

Unit 102 is assigned to Mark. Because Mark shares access with John, Community messaging informs that Unit 102 will also be assigned to John. If you proceed, Unit 102 is added to the resident profiles for John and Mark with access enabled.

Removing resident access

There are three ways to remove resident access to assigned units:

- Delete the unit from the resident profile
- Delete the resident from the unit profile
- Disable access to the unit in the resident profile

The appropriate method to choose depends on whether you want to temporarily suspend or permanently remove access; and, whether the unit is one of at least two units shared by multiple residents.

- If you are temporarily suspending access, it makes sense to disable access to the unit in the resident profile.
- If you want to permanently remove access, then delete the unit from the resident profile (or delete the resident from the unit profile).

To help you decide whether to delete or disable, understand that when a unit is one of at least two units shared by multiple residents, deleting a unit from a resident profile (or deleting a resident from the unit profile) removes the unit for all residents who share access.

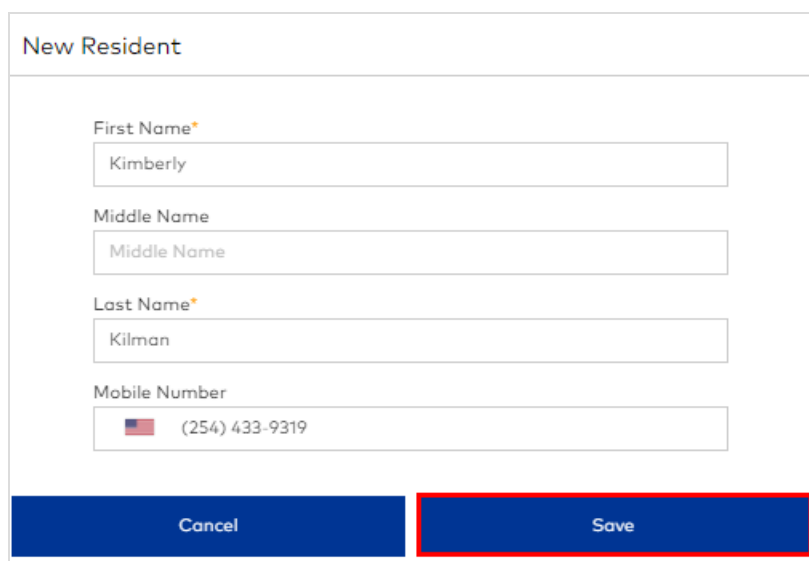
John and Mark share Units 100, 101, 102. Removing Unit 101 from John's profile removes Unit 101 from Mark's profile.

Add residents

Adding a new resident to Community requires only a first and last name. If the deployment plan includes issuing mobile keys, specifying a mobile phone number is required. For each resident that you add, Community generates a resident profile. All data about the resident, including identification details, unit assignments and active keys, are configured and managed in the resident profile. Upon defining a new resident, the profile opens to the [Resident Info](#) tab where optional details about the resident can be specified.

To add residents:

1. Go to [Resident Management](#).
2. Click [New Resident](#).



3. Specify the first and last names. Although the middle name is not required, use the field to distinguish people with the same first and last names.
4. (*conditional*) If you plan to issue mobile keys, specify the complete mobile phone number including country and area codes. The mobile number is required to issue mobile keys.
5. (*optional*) Specify additional phone numbers, a unique identification code, notes and upload an image.



If phone/mobile number validation override is enabled in [System Settings](#), Operators can permit use of unknown numbers.

6. Specify a valid email address for the resident.
7. Click [Save](#).

Search

View by Residents

View by Units

Residents

↑

Units

Alexa Fleming

101, 303

Kimberly Kilman

101, 303

Guest Test

101, 303

nicolas Test2

101, 303

1

100 items per page

1 - 4 of 4 items

Active Residents

1 Selected

Deactivate Resident

New Resident

Kimberly Kilman

Assigned Units

Resident Info

Active Keys

First Name*

Kimberly

Middle Name

Last Name*

Kilman

Home phone number

(201) 555-5555

Mobile Number

+12544339319

Work phone number

(201) 555-5555

Ext.

Email

ID

ID

Upload image

Notes

Cancel

Save


03/2024

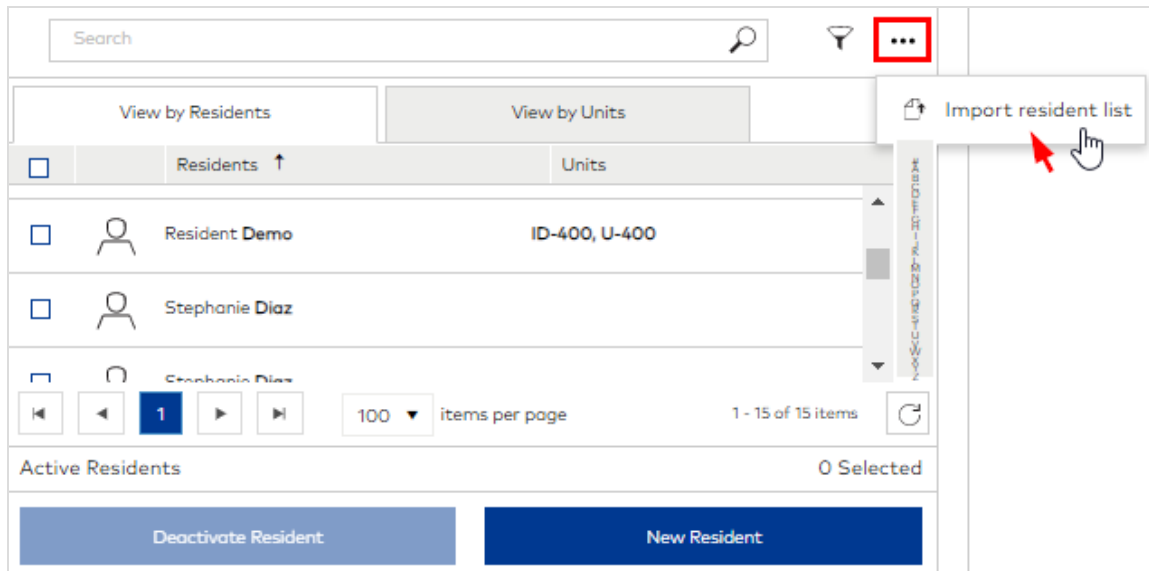
Community

147

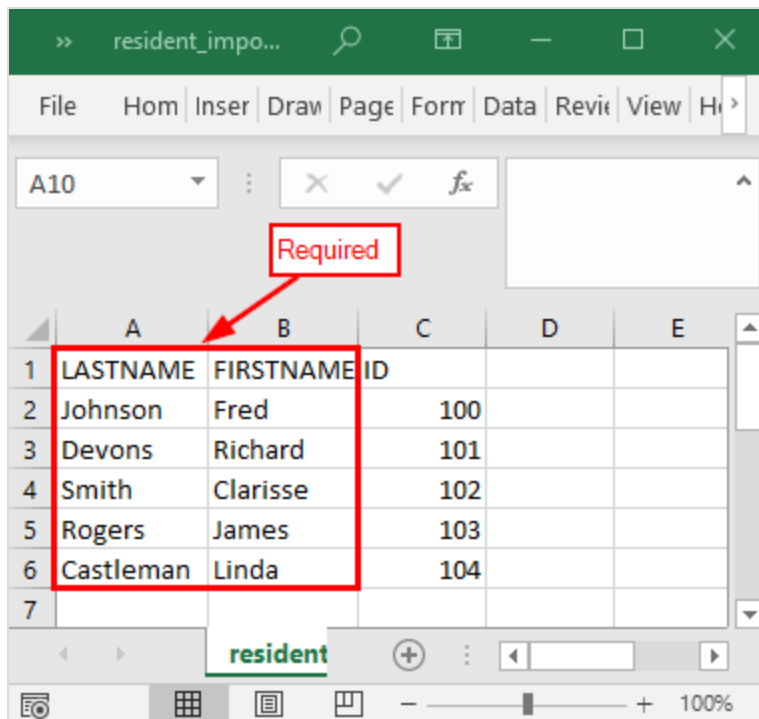
Import resident list


To import residents:

1. Go to [Resident Management](#).
2. Click [\(More\)](#)  > [Import resident list](#).



3. Navigate to and select the file that you want to import, then click [Open](#). Supported file type: csv. The following figure shows a sample file and the required data format. If a required field is missing, the resident is not added.





If the lastname/firstname pair in existing resident profiles match data in the import file, duplicate profiles are created.

4. When notified the import is successful, click [OK](#).

Search

View by Residents


View by Units

☐

Residents ↑

Units


☐



James Rogers

←


☐



Clarisse Smith

←

☐



Resident Test

ID-301.U-300

◀◀

◀


1

▶

▶▶

100 items per page

1 - 21 of 21 items



Active Residents

0 Selected

Deactivate Resident

New Resident

Assign units

You can assign units to residents from the [View by Residents](#) tab and you can assign residents to units on the [View by Units](#) tab. The simplest and most common scenario is that each resident is assigned a single and unique unit. However, Community supports shared access so that one or multiple residents can be assigned to one or multiple units.

View by residents

1. Go to [Resident Management](#).
2. Select a resident.
3. Click the [Assigned Units](#) tab.

View by Residents

View by Units

<input type="checkbox"/>	Residents ↑	Units	#
<input type="checkbox"/>	Guodong Huang	207	A
<input checked="" type="checkbox"/>	Kimberly Kilman		B
<input type="checkbox"/>	Michel Lessard	108, 109	C
<input type="checkbox"/>	BlueSky Madrid		D
<input type="checkbox"/>	Alberto Palomar		E

1

100 items per page

1 - 35 of 35 items

1 Selected

Deactivate Resident

New Resident

Kimberly Kilman

Assigned Units

Resident Info

Active Keys

Visitor Management

Perimeter FOB

UNIT ACCESS

COMMON AREA ACCESS

Group # 003	<input type="checkbox"/>	NO
Group # 004	<input type="checkbox"/>	NO
Group # 005	<input type="checkbox"/>	NO
Group # 006	<input type="checkbox"/>	NO
Main Entry	<input type="checkbox"/>	NO
Pool	<input type="checkbox"/>	NO
RCA-LIM	<input type="checkbox"/>	NO
SPA	<input type="checkbox"/>	NO

FLOOR ACCESS


FLOOR1	montreal	<input type="checkbox"/>	NO
FLOOR2	montreal	<input type="checkbox"/>	NO

Assign Units

Make Access Keys

4. Click **Assign Units**.

Assign Unit



Name ↑	Type	Floor	Occupied
405	Unit	FLOOR4	
406	Unit	FLOOR4	
407	Unit	FLOOR4	
408	Unit	FLOOR4	
409	Unit	FLOOR4	

◀

◀

1

2

▶

▶

100 items per page

1 - 100 of 101 items

Cancel

Add

5. Select a unit.
 - You can select units from different buildings.
 - You can filter the list by room type, floor and occupancy.
6. Click [Add](#).

Information

Make keys for: Kimberly Kilman

OK

7. When notified about the keys that you need to make, click [OK](#).



Every time a change to access is made, Community issues a message that lists the names of residents for whom keys need to be made. If these messages do not display, change the option [Display key warning messages](#) in [System Settings > Resident](#) to [YES](#).

Assigning Units When Residents Share Access

When you assign a unit to a resident who shares access, you must extend access to all residents who share access.

Information

Lindsay Chesser shares access with: Brandon Chesser, Jorge Munoz.
Assigning Unit 409 to Lindsay Chesser will also assign the unit to:
Brandon Chesser, Jorge Munoz.
Do you want to proceed?

NO

YES

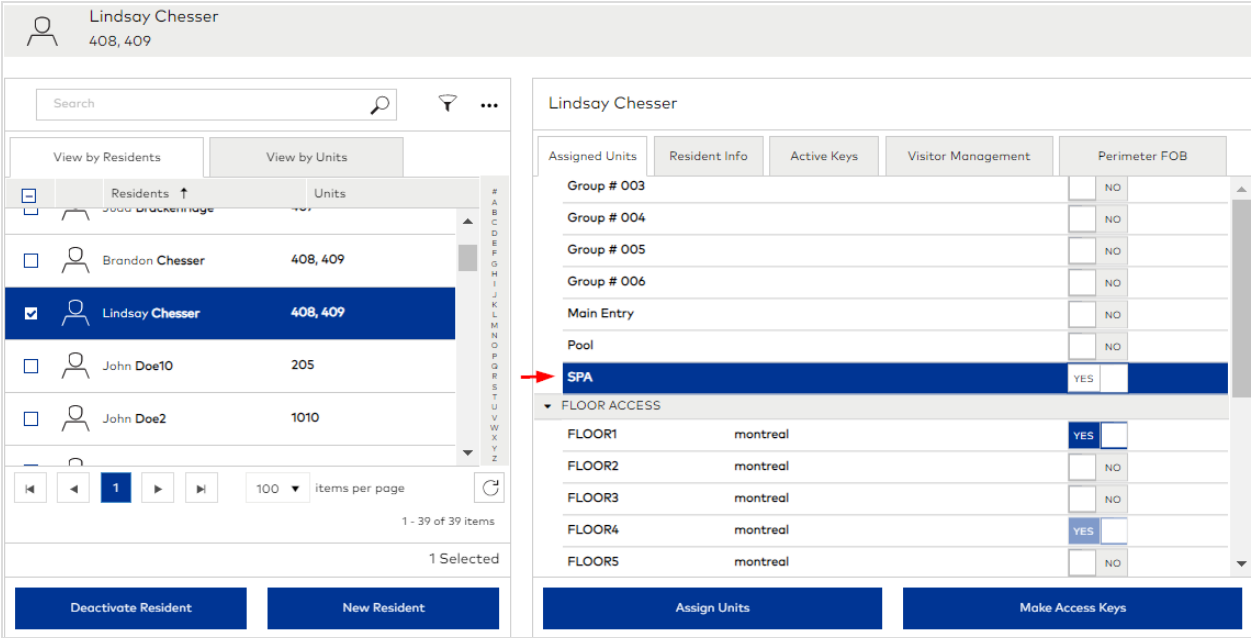
When you select [YES](#), Community adds the unit (with access enabled) to the resident profiles for all residents who share access. Community also notifies you about the keys that you need to make.

Information

Make keys for: Brandon Chesser, Lindsay Chesser, Jorge Munoz

OK

If you want all affected residents to have access to the unit, click [OK](#) and make keys for each resident. However, you can make additional changes, such as adding/removing access to common areas, in individual resident profiles before making keys.



Assigning Occupied Units

You can only assign occupied units to residents who have no other unit assignments.

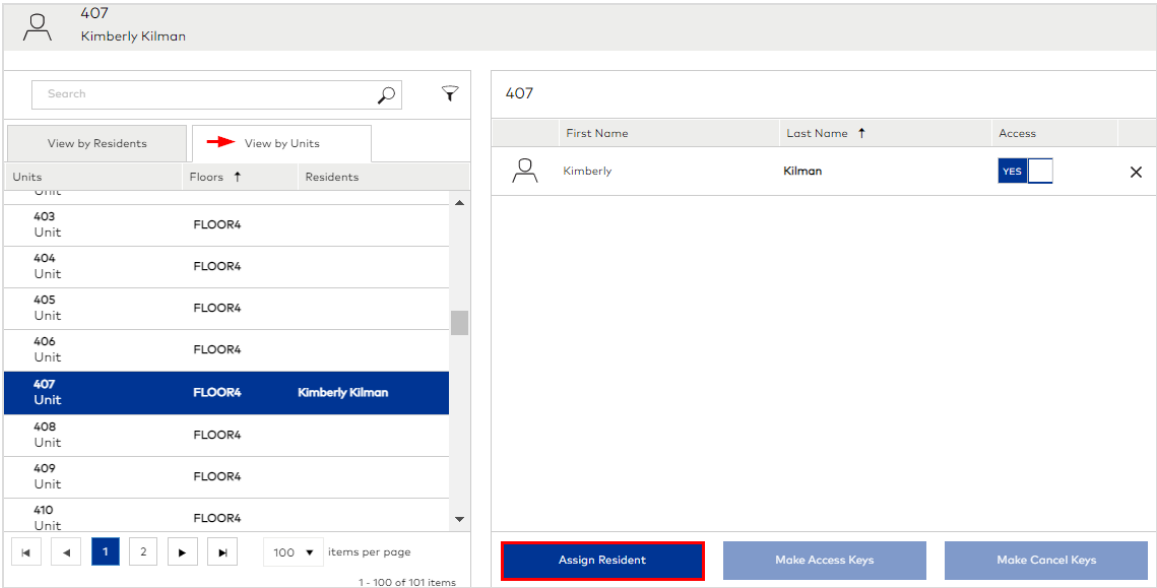
View by units

In Units View, you can add an existing or new resident to a unit.

Assign Existing Resident to Unit

To add an existing resident to a unit:

- 1. Go to Resident Management.
- 2. Click the View by Units tab.



3. Select a unit.
4. Click **Assign Resident**.

Assign Resident

Search

	Residents ↑	Mobile Number	Units	#
	Judd Brackenridge			A
	Joe Dore			B
	Joe1 Dore1			C
	Joe2 Dore2			D
	Alieh GH			E
				F
				G
				H
				I
				J
				K
				L
				M
				N
				O
				P
				Q
				R
				S
				T
				U
				V
				W
				X
				Y
				Z

1

100

items per page

1 - 17 of 17 items

1 Selected

Cancel

New Resident

Assign

5. Select a resident.
6. Click **Assign**. Because the unit we assigned is occupied, Community requests for you to confirm the unit assignment.

Information

Unit 407 is assigned to: Kimberly Kilman. Assigning Judd Brackenridge to this unit will assign the resident to all units that are assigned to: Kimberly Kilman.
Do you want to proceed?

NO

YES

Information

Make keys for: Judd Brackenridge

OK

7. When notified about the keys that you need to make, click **OK**.

Search

View by Residents

View by Units

Units

Floors ↑

Residents

405 Unit

FLOOR4

406 Unit

FLOOR4

407 Unit

FLOOR4

Kimberly Kilman, Judd Brackenridge

408 Unit

FLOOR4

409 Unit

FLOOR4

410 Unit

FLOOR4

501 Unit

FLOOR5

502 Unit

FLOOR5

◀

◀

1

2

▶

▶

100

items per page

1 - 100 of 101 items

407

First Name

Last Name ↑

Access

Judd

Brackenridge

YES

✕

Kimberly

Kilman

YES

✕

Assign Resident

Make Access Keys

Make Cancel Keys

Assign New Resident to a Unit

- 1. Go to Resident Management.
- 2. Click the View by Units tab.

Search

View by Residents

View by Units

Units

Floors ↑

Residents

Unit

FLOOR2

208 Unit

FLOOR2

John Blow

209 Unit

FLOOR2

John Blow

210 Unit

FLOOR2

301 Unit

FLOOR3

302 Unit

FLOOR3

303 Unit

FLOOR3

304 Unit

FLOOR3

305 Unit

FLOOR3

◀

◀

1

2

▶

▶

100

items per page

1 - 100 of 101 items

210

First Name

Last Name ↑

Access

Assign Resident

Make Access Keys

Make Cancel Keys

- 3. Select a unit.
- 4. Click Assign Resident.

Assign Resident

Search

	Residents ↑	Mobile Number	Units	#
	Farnaz1 Abbasi		105	A
	John Blow	+1 (514) 404-5622	208, 209	B
	Judd Brackenridge		407	C
	Brandon Chesser		408, 409	D
	Lindsay Chesser		408, 409	E

◀

1

▶

▶▶

100 items per page

1 - 39 of 39 items

0 Selected

Cancel

New Resident

Assign

5. Click New Resident.

New Resident

First Name*

Melanie

Middle Name

Middle Name

Last Name*

Rogers

Mobile Number

(201) 555-5555

Cancel

Save

6. Specify the first and last names of the resident and, if issuing a mobile key, the complete mobile phone number including country and region codes.
7. Click Save.

Information

Make keys for: Melanie Rogers

OK

8. When notified about the keys that you need to make, click **OK**. You can open the new resident's profile to verify the unit was assigned or to modify access in the profile.

Search

View by Residents

View by Units

Residents

Units

☒

Melanie Rogers

210

☐

220 Simon

901

☐

BluSkySim Simon

203

☐

Ted6 Simon

103

☐

Test 6 Test19

1

100

Items per page

1 - 40 of 40 Items

1 Selected

Deactivate Resident

New Resident

Melanie Rogers

Assigned Units

Resident Info

Active Keys

Visitor Management

Perimeter FOB

UNIT ACCESS

210 Unit

montreal

FLOOR2

YES

X

COMMON AREA ACCESS

FLOOR ACCESS

Assign Units

Make Access Keys

03/2024

Community

156

Make Resident Keys

Resident Keys are made and issued to residents to enable access to assigned units and resident common areas. If at least one unit is assigned, you can make resident keys from the [View by Residents](#) tab and the [View by Units](#) tab. If you are making a key for common areas only, you must use the [View by Residents](#) tab.

View by Residents

To make Resident Keys:

1. Go to [Resident Management](#).
2. Select a resident.

The screenshot shows the 'Resident Management' interface. On the left, under the 'View by Residents' tab, a list of residents is shown. Kimberly Kilman is selected. The right panel displays details for Kimberly Kilman, including 'Assigned Units' (Unit 407, montreal, FLOOR4) and 'COMMON AREA ACCESS' (Group # 003, 004, 005, 006, Main Entry, Pool, SPA). The 'Make Access Keys' button is highlighted in red.

3. Click [Make Access Keys](#).

The screenshot shows the 'Make Keys' interface. At the top, it says 'Virtual 000000000001'. Below, the resident Kimberly Kilman is listed with 2 keys. The 'Key' section has 'New key' selected. The 'Expiration' date is 05/04/2023 21:30. The 'Ready to start' button is highlighted in green, and the 'Send to Mobile' and 'Make Key' buttons are highlighted in red.

- Specify how many keys to make. If you are making a mobile key, select 1.
- Select a key mode. If there is no active key for the selected unit/s, [New Key](#) is required. If an active key exists, making a New key invalidates the selected credential on all active keys. Making Additional keys (copies) has no effect on existing active keys.
- (optional) Specify a date and time after which the key is invalid.
- Select whether to encode the disability option on resident keys. This option is only available when enabled in [System Settings > Security > Lock Access > RAC5 Options](#).
- Perform one of the following:
 - To make physical keys, select an encoder that is online, click [Make Key](#), then present keys to the encoder (as prompted).
 - To make a mobile key, click [Send to mobile](#).
- When prompted that keys were made/sent successfully, click [Done](#). For mobile keys, you can click the [Active Keys](#) tab in the resident profile to verify the key was delivered.

Search		Kimberly Kilman	
View by Residents		View by Units	
Residents ↑		Units	
<input type="checkbox"/>	Guodong Huang 207		
<input checked="" type="checkbox"/>	Kimberly Kilman 407		

Assigned Units	Resident Info	Active Keys	Visitor Management	Perimeter FOB
Key	Status	Access	Created	Expiration
Mobile Key +12544339	Delivering (Mobile registered)	407, SPA	05/04/2021	05/04/2023

View by Units

To make Resident Keys

- Go to [Resident Management](#).


Search		408	
View by Residents		View by Units	
Units	Floors ↑	Residents	
406 Unit	FLOOR4		
407 Unit	FLOOR4	Kimberly Kilman, Judd Brackenridge	
408 Unit	FLOOR4	Brandon Chesser, Jorge Munoz, Lindsay Chesser	
409 Unit	FLOOR4	Brandon Chesser, Jorge Munoz, Lindsay Chesser	
410 Unit	FLOOR4		
501 Unit	FLOOR5		
502 Unit	FLOOR5		



First Name	Last Name ↑	Access	
Brandon	Chesser	YES	×
Lindsay	Chesser	YES	×
Jorge	Munoz	YES	×

Assign Resident	Make Access Keys	Make Cancel Keys
-----------------	------------------	------------------

- Click the [View by Units](#) tab.
- Select a unit.
- Select a resident.
- Click [Make Access Keys](#).

Make Keys

 Virtual 000000000001

Resident	Keys	Progress
Lindsay Chesser	<div><div>-</div><div>1</div><div>+</div></div>	<div> 0 of 1 encoded</div> <div> No mobile number</div>



Key

☒ New key

☐ Additional key

Expiration

05/04/2023 22:00



Encode disability option on resident keys

☐ NO

Ready to start

Send to Mobile

Make Key

Done

6. Specify how many keys to make. If you are making a mobile key, select [1](#).
7. Select a key mode. If there is no active key for the selected unit/s, [New Key](#) is required. If an active key exists, making a New key invalidates the selected credential on all active keys. Making Additional keys (copies) has no effect on existing active keys.
8. (*optional*) Specify a date and time after which the key is invalid.
9. Select whether to encode the disability option on resident keys. This option is only available when enabled in [System Settings > Security > Lock Access > RAC5 Options](#).
10. Perform one of the following:
 - To make physical keys, select an encoder that is online, click [Make Key](#), then present keys to the encoder (as prompted).
 - To make a mobile key, click [Send to mobile](#).
11. When prompted that keys were made/sent successfully, click [Done](#). For mobile keys, you can click the [Active Keys](#) tab in the resident profile to verify the key was delivered.

View by Residents

View by Units

Residents ↑

Units

A B C D E F

☒

Lindsay Chesser

408, 409

Lindsay Chesser

Assigned Units

Resident Info

Active Keys

Visitor Management

Perimeter FOB


Key	Status	Access	Created	Expiration
1	Active	408, 409, SPA	05/04/2021	05/04/2023

Modify Resident Access

Resident access can be modified by enabling or disabling access to assigned units, common areas, and floors or by removing access to assigned units.

Enabling/Disabling Access to Assigned Units

You can enable and disable resident access from the [View by Residents](#) tab and the [View by Units](#) tab.

 Every time a change to access is made, Community issues a message that lists the names of residents for whom keys need to be made. If these messages do not display, change the option [Display key warning messages](#) in [System Settings > Resident](#) to YES.

View by Residents

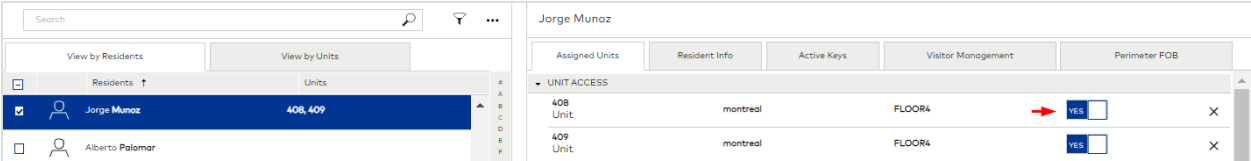
The [Assigned Units](#) tab in the resident profile lists all units assigned to the resident, all common areas, and all floors (for elevator access) in each of the buildings where the resident has access to a unit or common area.

Access to the individual units, common areas and floors can be enabled or disabled in the respective section of the profile ([UNIT ACCESS](#), [COMMON AREA ACCESS](#), [FLOOR ACCESS](#)).

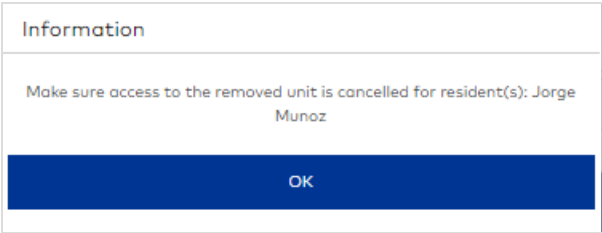
- Go to [Resident Management](#).
- Select a resident.
- On the [Assigned Units](#) tab:
 - To enable access, slide the Access switch to YES.
 - To disable access, slide the Access switch to NO.

UNIT ACCESS Section

When you enable access to a unit, access to the floor where the unit is located is enabled. In addition, limited common areas that are enabled by default in the Resident Common Area Access profile associated with the unit are enabled.



When you disable access to a unit, access to the floor where the unit is located is disabled (if the resident does not have access to any other units or common areas on the same floor). Access to limited common areas that are uniquely associated with the unit in the Resident Common Area Access profile is disabled. Community notifies you about any keys that you need to make for affected residents.



After disabling access, the Access switch is set to NO.

Search

View by Residents

View by Units

Residents

Units

Jorge Munoz

408, 409

Alberto Palomar

Jorge Munoz

Assigned Units

Resident Info

Active Keys

Visitor Management

Perimeter FOB

UNIT ACCESS

408 Unit

montreal

FLOOR4

☐

NO

X

409 Unit

montreal

FLOOR4

☒

YES

X

COMMON AREA ACCESS Section

When no unit is assigned to a resident, all common areas are listed. Unlimited common areas are enabled and cannot be disabled. Limited common areas are disabled by default but can be enabled.

Search

View by Residents

View by Units

Residents

Units

Jill Black

208, 209

John Blow

208, 209

Judd Brackenridge

407

Brandon Chesser

408, 409

Lindsay Chesser

408, 409

John Doe10

205

John Doe2

1010

Joe Dore

Jill Black

Assigned Units

Resident Info

Active Keys

Visitor Management

Perimeter FOB

UNIT ACCESS

COMMON AREA ACCESS

Group # 003

☐

NO

Group # 004

☐

NO

Group # 005

☐

NO

Group # 006

☐

NO

Main Entry

☐

NO

Pool

☐

NO

RCA-LIM

☐

NO

SPA

☐

NO

UnlimitedRCA

☒

YES

FLOOR ACCESS

When at least one unit is assigned to a resident, all unlimited common areas remain enabled. The limited common areas that are enabled include those with default access in the Resident Common Area Access profile and any common areas previously selected before assigning a unit.

FLOOR ACCESS Section

 This section is only displayed when the option [Display floor access](#) is set to **YES** in [System Settings > Resident](#).

All floors for the buildings in which a resident has access to a unit or common area are listed under **FLOOR ACCESS**. By default, floor access is enabled for floors on which the resident can access a unit or common area. For all other floors, access is disabled by default.

Search

View by Residents View by Units

Residents ↑ Units

John Blow 208, 209, 604

Units

208 Unit montreal FLOOR2 YES X

209 Unit montreal FLOOR2 YES X

604 Unit montreal FLOOR6 YES X

COMMON AREA ACCESS

Group # 003 NO

Group # 004 NO

Group # 005 NO

Group # 006 NO

Main Entry NO

Pool NO

SPA NO

UnlimitedRCA YES

FLOOR ACCESS

FLOOR1 montreal YES

FLOOR2 montreal YES

FLOOR3 montreal NO

FLOOR4 montreal YES

FLOOR5 montreal NO

FLOOR6 montreal YES

FLOOR7 montreal NO

Assign Units Make Access Keys

View by Units

When an occupied unit is selected, you can enable or disable resident access to the unit.

1. Go to **Resident Management**.

View by Residents View by Units

Units Floors ↑ Residents

208 Unit FLOOR 2

209 Unit FLOOR 2

210 Unit FLOOR 2

301 Unit FLOOR 3 Mark Smith, Mary Smith

302 FLOOR 3

1 100 Items per page 1 - 80 of 80 items

First name Last name ↑ Access

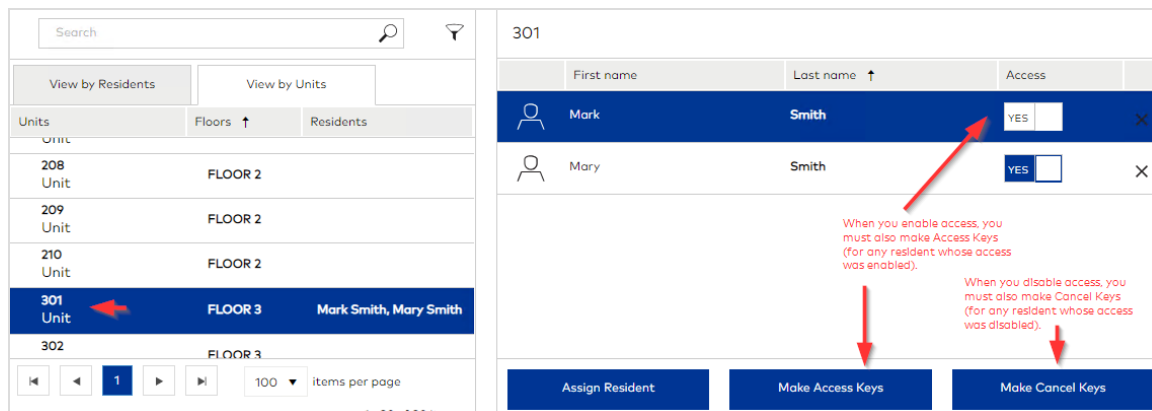
Mark Smith NO X

Mary Smith YES X

You can enable or disable access for any resident assigned to a unit.

Assign Resident Make Access Keys Make Cancel Keys

2. Click the **View by Units** tab.
3. Select a unit.
4. For the resident/s whose access you want to modify:
 - To enable access, slide the Access switch to **YES**. The unit and all common areas uniquely associated with the unit are authorized. You must make Access Keys for any resident whose access was enabled.
 - To disable access, slide the Access switch to **NO**. The unit remains in the profile but access to the unit and uniquely associated common areas are denied. You must make Access Keys for any resident whose access was disabled.



301

First name	Last name ↑	Access
Mark	Smith	YES <input type="checkbox"/>
Mary	Smith	YES <input type="checkbox"/>

When you enable access, you must also make Access Keys (for any resident whose access was enabled).

When you disable access, you must also make Cancel Keys (for any resident whose access was disabled).

Buttons: Assign Resident, Make Access Keys, Make Cancel Keys

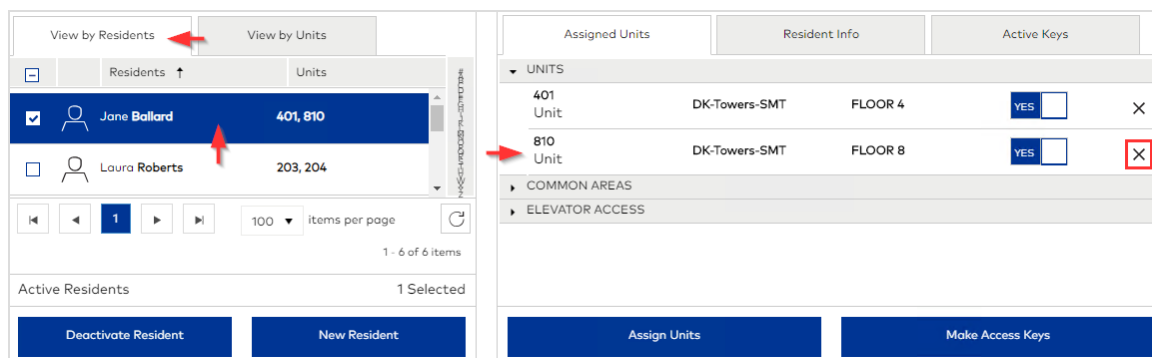
Unassigning Units

Removing a unit from a resident's profile removes access to the unit and all common areas uniquely associated with the unit. If the unit is shared with other residents, then the unit is also removed from their profiles. An alternative to removing a unit from a resident profile is to disable access to the unit.

You can remove resident access from the [View by Residents](#) tab and the [View by Units](#) tab.

View by Residents

1. Go to [Resident Management](#).



View by Residents ☒ View by Units

Residents ↑ Units

Resident	Units
<input checked="" type="checkbox"/> Jane Ballard	401, 810
<input type="checkbox"/> Laura Roberts	203, 204

1 - 6 of 6 items

Active Residents 1 Selected

Buttons: Deactivate Resident, New Resident

Assigned Units Resident Info Active Keys

UNITS

Unit	Resident	Floor	Access	Action
401 Unit	DK-Towers-SMT	FLOOR 4	YES <input type="checkbox"/>	X
810 Unit	DK-Towers-SMT	FLOOR 8	YES <input type="checkbox"/>	X

COMMON AREAS

ELEVATOR ACCESS

Buttons: Assign Units, Make Access Keys

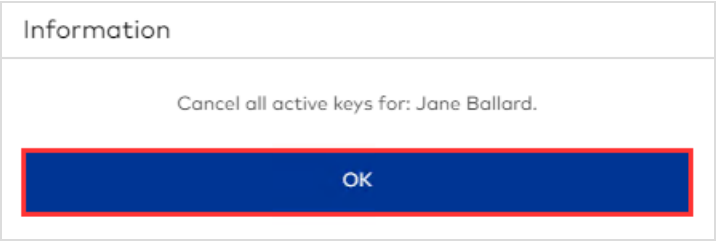
2. Select a resident.
3. In the [UNIT ACCESS](#) section, click (Delete) **X** in the Unit row.

Confirm Unassignment

Are you sure you want to unassign the unit 810?

NO YES

4. Click [YES](#) to confirm.

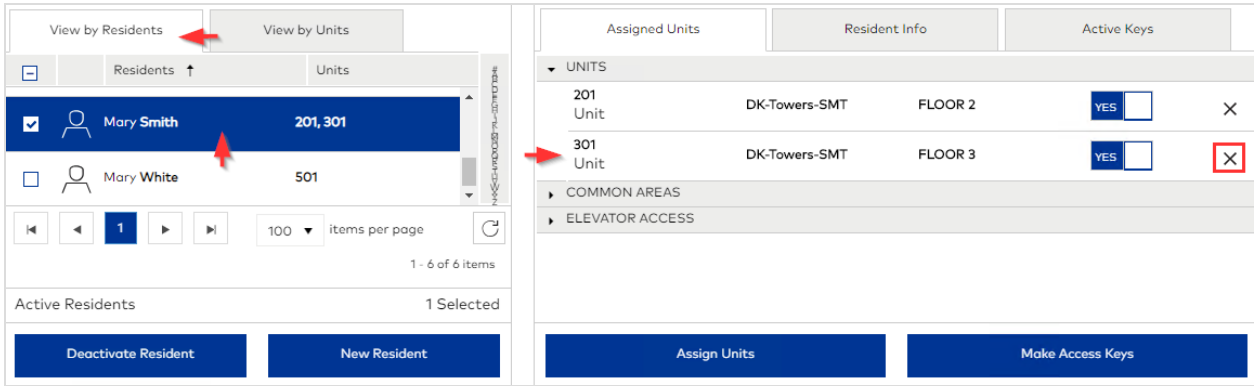


5. When prompted to make Cancel Keys, click OK.

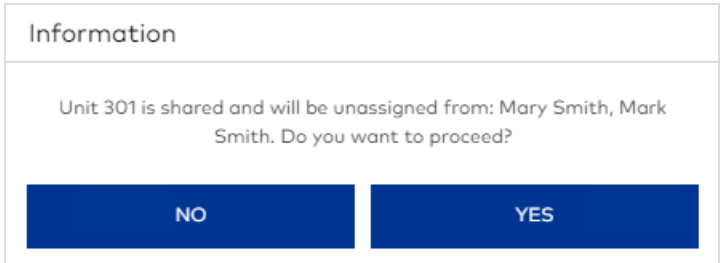
Removing Access When Residents Share Access

When access to a unit is removed from a resident who shares access, the unit is also removed for all residents who share access.

The following figure shows Unit 301 will be removed from Mary's resident profile.



When you select to remove Unit 301 from Mary's profile, Community notifies you about affected residents.



View by Units

1. Go to [Resident Management](#).

Search

View by Residents

View by Units

Units

Floors

Residents

Unit

FLOOR 4

501 Unit

FLOOR 5

Mary White

502 Unit

FLOOR 5

Mary White

503 Unit

FLOOR 5

504 Unit

FLOOR 5

1

100

items per page

1 of 80 items

502

First name

Last name

Access

Mary

White

YES

Assign Resident

Make Access Keys

Make Cancel Keys

- 2. Click the [View by Units](#) tab.
- 3. Select a unit.
- 4. For the resident whose access you want to remove, click (Delete) **X**.

Confirm Unassignment

Are you sure you want to unassign the resident Mary White?

NO

YES

- 5. Click [YES](#) to confirm.

Information

Cancel all active keys for: Mary White.

OK

- 6. When prompted to make Cancel Keys, click [OK](#).

Invalidate resident access

There are multiple options when you need to invalidate resident access before the key/s expire. The best method depends on the Community modules authorized for your Operator account and the reason you want to invalidate access.

Here's the situation ...

Find the situation that most fits and review the recommended option.



 A resident left permanently.	➔ Make Cancel Keys and Deactivate Resident Make a Cancel Key for each active key assigned to the resident, then deactivate the resident. You can optionally delete the resident after deactivation.
 A resident left temporarily.	➔ Make Block Keys OR Make Cancel Keys <ul style="list-style-type: none"> <input type="checkbox"/> If the resident will return to the same unit assignment, make Blocks Keys to temporarily suspend access. <input type="checkbox"/> If the resident will have a different unit assignment, make Cancel Keys.
 A resident key was lost or stolen.	➔ Make New Keys OR Make Cancel Keys <ul style="list-style-type: none"> <input type="checkbox"/> If the resident does not share access, make New Keys for the resident. New Keys automatically invalidate previously active keys. <input type="checkbox"/> If the resident shares access, you can either make New Keys for one resident and Additional Keys for all other residents who share access or you can make a Cancel Key for the lost key then make an Additional Key for the resident.
 You need to temporarily stop all residents from entering one of their assigned units.	➔ Make Block Keys Invalidates all resident keys for the selected unit/suite unit. If the intention is to suspend access temporarily, then you can make Unblock Keys to re-establish access to locks that were previously blocked.
 You need to permanently stop all residents from entering one or more of their assigned units.	➔ Make Inhibit Keys Invalidates access for current residents.
 You want to cancel access for one or more residents and re-assign the unit/s to a different resident.	➔ Make New Keys New Keys invalidate all previously active keys. By making New Keys, you can bypass the step of canceling keys for the original residents.



Don't forget that access remains valid until the Cancel/Block/Inhibit/New keys are presented to locks.

In addition to invalidating resident access to units, there are special cases to consider.

Canceling Resident Access to Common Areas

invalidate access to resident commons areas without canceling the resident's access to assigned units.



You want to cancel a resident's access to a resident common area.



Make Cancel Keys or New Keys

- ☐ Make a Cancel Key for each active key assigned to the resident, then present the Cancel Key to any resident common area where you want to invalidate access.
- ☐ Make a New Key for the same unit assignment, then present the key to any resident common area where you want to invalidate access.

Invalidating Mobile Key Access

Invalidating access when a resident uses a mobile key is similar to the process for physical keys.



You want to invalidate access for a resident who has a mobile key



Make Cancel Keys

Make a Cancel Key for each active mobile key assigned to the resident.

- ☐ If **Enable resident mobile key cancellation** is set to YES in System Settings > Advanced, click **Send to mobile** when prompted. Community sends the command to remove the key from the dormakaba BlueSky app.
- ☐ In all other cases, present the Cancel Key to all access points that the key authorized.

Invalidating Access for Keyscan Aurora

There are multiple options to invalidate access when Keyscan Aurora is enabled



Keyscan Aurora is enabled and you want to invalidate access for a resident



Make Cancel/Block/Inhibit/New Keys or Deactivate Resident

All you need to do is encode any of these key types or deactivate the resident. You do not need to present a key to a Community lock. The Aurora Server communicates with the Keyscan reader to invalidate access. Deactivating a resident also invalidates access automatically.

Invalidating Access – Online Communication

Invalidating resident access when Online Communication is enabled does not require physical keys.



You want to invalidate access for a resident who leaves before their key/s expire



Deactivate Resident

In Resident Management, select the resident and click Deactivate Resident.

- ☐ All assigned units and common areas are removed from the profile and all active keys are canceled. You can optionally delete the deactivated resident.
- ☐ Access is also removed from all residents who share access with the deactivated resident.

Make Cancel Keys

Cancel Keys permanently invalidate a single and specific key instance. To cancel physical keys, make a physical Cancel Key and present the Cancel Key to every access point authorized on the access key. To cancel mobile keys, you have the option to cancel the mobile key remotely and/or make a physical Cancel Key.



Canceling resident mobile keys remotely is a licensed feature and must be enabled in [System Settings > Advanced > Enable mobile keys > Enable resident mobile key cancellation](#).

1. Go to [Resident Management](#).
2. Select a resident.
3. Click the [Active Keys](#) tab.

The screenshot shows the 'Resident Management' interface. On the left, a list of residents is shown, with 'Melanie Rogers' selected. On the right, the 'Active Keys' tab is active, displaying a table of keys. The 'Make Cancel Keys' button is highlighted with a red border.

Key	Status	Access	Created	Expiration
2	Active	210, SPA, UnlimitedRCA	05/04/2021	05/04/2023
1	Active	210, SPA, UnlimitedRCA	05/04/2021	05/04/2023

4. Select the key that you want to cancel.
5. Click [Make Cancel Keys](#).

The screenshot shows the 'Cancel Key' dialog box. It displays the resident's information (Melanie Rogers, Active, 210, SPA, UnlimitedRCA) and the key's details (Virtual 000000000001, Admin01, Expiration: 05/05/2021 21:30). The 'Make Key' button is highlighted with a red border.

Cancel Key

Resident: Melanie Rogers
 Status: Active
 Access: 210, SPA, UnlimitedRCA
 Created: 05/04/2021 21:18
 Expiration: 05/04/2023 22:30

User: Admin01
 Expiration: 05/05/2021 21:30

Keys

0 of 1 encoded

Ready to start

Make Key **Done**

6. (optional/physical keys only) Select the staff/vendor to whom you want to assign the Cancel Key.
7. (optional/physical keys only) Specify a date after which the Cancel Key is invalid.

8. Perform one of the following:
 - If you are canceling a physical key, select an encoder that is online, click [Make Key](#), then present a key to the encoder.
 - If you are canceling a mobile key, click [Make Key](#) to make a physical Cancel Key and/or click [Cancel Mobile Key](#) to cancel the mobile key remotely. Physical Cancel Keys must be presented to access points to invalidate a mobile key.
9. When prompted that the key was made/sent successfully, click [Done](#). You must present the Cancel Key to the affected access points before access is canceled.

The screenshot displays the 'Resident Management' interface. On the left, a list of residents is shown, with 'Melanie Rogers' (Unit 210) selected. The main panel shows the 'Active Keys' tab for this resident. The table below lists the keys:

Key	Status	Access	Created	Expiration
2	Active	210, SPA, UnlimitedRCA	05/04/2021	05/04/2023
1	Canceled	210, SPA, UnlimitedRCA	05/04/2021	05/04/2023

At the bottom of the interface, there is a 'Make Cancel Keys' button.



Although you can make a Cancel Key to cancel a Resident Key in the [Resident Management](#) module, you cannot make a Cancel Key to cancel a Resident Key in the [System Keys](#) module.

Deactivate residents

Deactivating a resident works differently in offline and online environments.

- In offline environments, you must first unassign all units from the resident, make and present Cancel Keys to relevant locks, then deactivate the resident.
- In online environments, Cancel Keys are automatically made and sent to relevant locks, all unit assignments and active keys assigned to the resident are removed from the resident profile and the resident is no longer listed on the [View by Residents](#) tab.

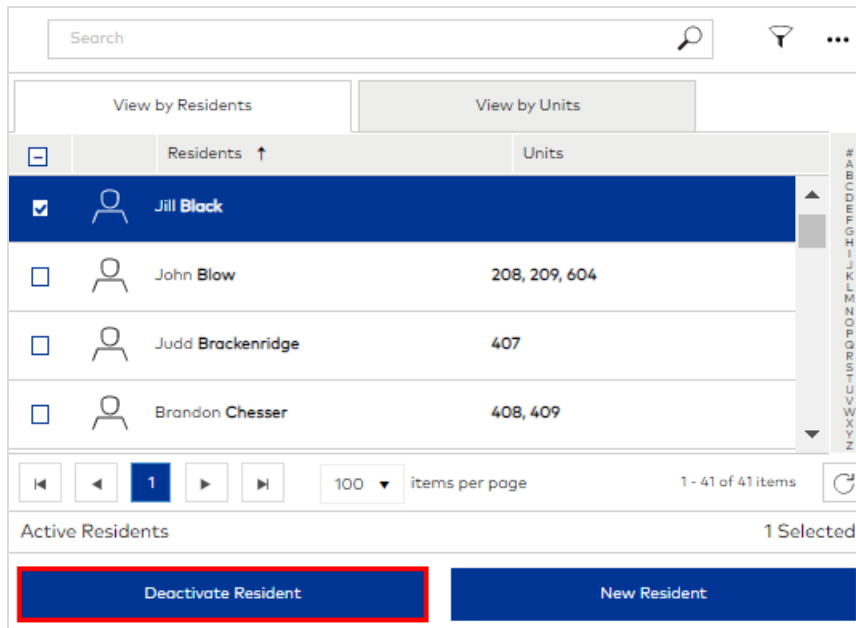
If Visitor Management is enabled, all active delegated PINs and mobile keys are permanently canceled.

You can delete or (re)-activate a resident who has been deactivated.

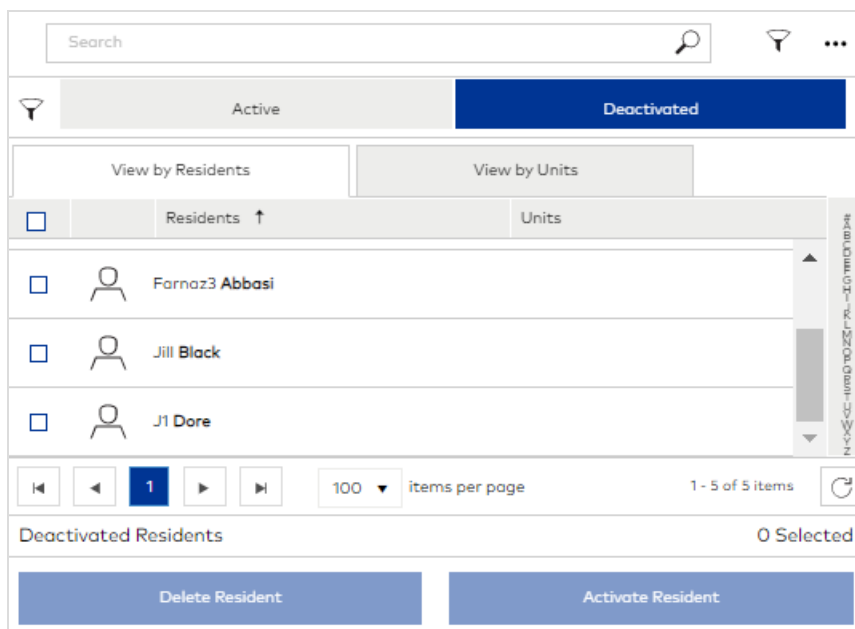


When online communication is enabled, access is also removed from all residents who share access with the deactivated resident.

1. Go to [Resident Management](#).



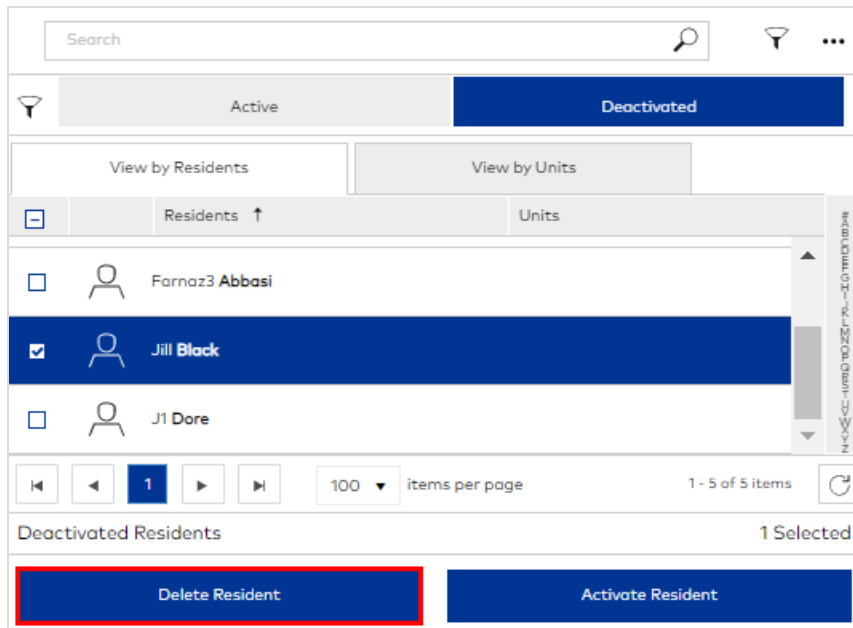
2. Select one or more residents.
3. Click [Deactivate Resident](#).
4. Click [YES](#) to confirm. You can verify the resident was deactivated by clicking ([Filter](#)) and selecting the [Deactivated](#) tab. The resident name is listed and the profile shows that the unit assignment and active keys have been removed.




Delete residents

You can only delete residents who have been deactivated.

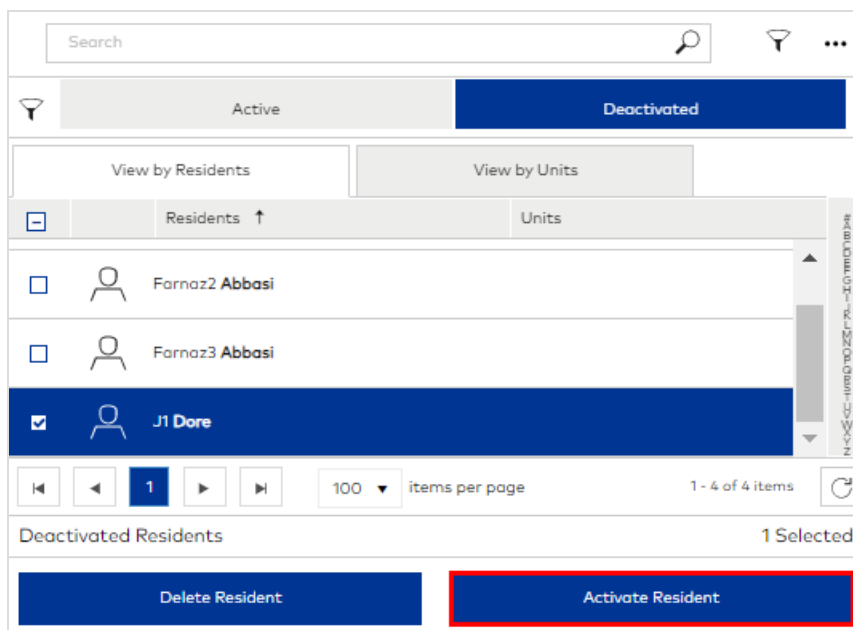
1. Go to [Resident Management](#).




2. With the (Filter)  options displayed, click the [Deactivated](#) tab.
3. Select one or more residents.
4. Click [Delete Resident](#).
5. Click [YES](#) to confirm.

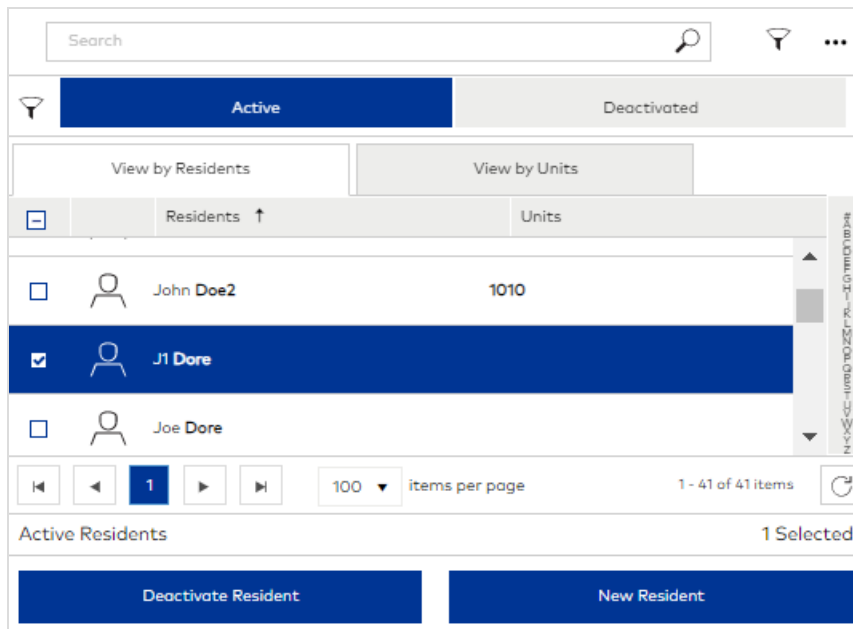
Activate residents

1. Go to [Resident Management](#).



2. With the (Filter)  options displayed, click the [Deactivated](#) tab.
3. Select one or more residents.
4. Click [Activate Resident](#).

- Click **YES** to confirm. You can verify the resident/s are activated by clicking the **Activated** tab or closing the filter options and searching for the resident/s on the **View by Residents** tab. After activating residents, you can assign units and make resident keys.



Make New Keys

Making a New Key automatically invalidates access to the selected credential on all previously active keys. For example, NewKey1 for units 100 and 101 expires at 13:00 tomorrow. If you make NewKey2 for unit 100, NewKey1 becomes invalid for unit 100 as soon as you present NewKey2 to the lock installed for unit 100. NewKey1 remains valid only for unit 101. For instructions, see [Make Resident Keys](#).

Make Block Keys

Block Keys invalidate all instances of a specific credential. While you can use the Block Key to permanently invalidate access, the Block Key is paired with the Unblock Key to suspend then restore access. For example, make a Block Key for Unit 100 to suspend all access; then, make an Unblock Key for Unit 100 to restore access for all active keys.

i When making a Block Key to invalidate resident access, the credential class that you select is *Resident*. The credential that you select is the unit/suite unit that you want to block.

i After blocking access, the Unblock Key does not unblock access to common areas when access is based on a common area access profile.

For instructions, see [Block/Unblock Keys](#).

Make Inhibit Keys

Inhibit Keys are used to permanently cancel current resident access. Most often, Inhibit Keys are used by staff after a resident vacates before their key expires. Inhibit Keys invalidate all resident keys encoded with access to the unit even if the dead bolt or privacy switch is active.

Inhibit Keys do not invalidate access to common areas and elevator readers.

For instructions, see [Inhibit Keys](#).

Make keys for common area access only

The Community feature to make access keys for common areas only allows properties to authorize special access to limited common areas, such as a fitness center, to people who do not lodge on the property. Although the keys are issued to non-residents, you must still add a resident profile for each key holder.

1. Go to [Resident Management](#).
2. Select (or add) a resident. To add a resident, click [New Resident](#), specify first and last names, then click [Save](#).

The screenshot shows the 'Resident Management' interface. On the left, a list of residents is displayed, with 'Kimberly Kilman' selected. The right panel shows the 'Kimberly Kilman' profile with tabs for 'Assigned Units', 'Resident Info', 'Active Keys', 'Visitor Management', and 'Perimeter FOB'. The 'UNIT ACCESS' section is expanded, showing '407 Unit' and 'COMMON AREA ACCESS'. Under 'COMMON AREA ACCESS', several groups are listed with checkboxes for 'YES' or 'NO'. The 'SPA' checkbox is checked. At the bottom, the 'Make Access Keys' button is highlighted with a red border.

3. In the [COMMON AREA ACCESS](#) section, select the limited common areas that you want to enable. (All unlimited common areas are enabled by default and cannot be disabled).
4. Click [Make Access Keys](#).

The screenshot shows the 'Make Keys' dialog box. At the top, it says 'Make Keys' and 'Virtual 000000000001'. Below this, there are tabs for 'Resident', 'Keys', and 'Progress'. The 'Resident' tab is active, showing 'Kimberly Kilman'. The 'Keys' tab shows a count of '2' keys. The 'Progress' tab shows '0 of 2 encoded' and 'Ready to send to mobile'. Below the tabs, there are options for 'Key' (New key, Additional key) and 'Expiration' (05/04/2023 21:30). There is also a checkbox for 'Encode disability option on resident keys' with a 'NO' button. At the bottom, a green bar says 'Ready to start'. Below this, three buttons are shown: 'Send to Mobile', 'Make Key' (highlighted with a red border), and 'Done'.

5. Specify how many keys to make. If you are making a mobile key, select 1.
6. Select a key mode. If there is no active key for the selected unit/s, [New Key](#) is required. If an active key exists, making a New key invalidates the selected credential on all active keys. Making Additional keys (copies) has no effect on existing active keys.
7. (*optional*) Specify a date and time after which the key is invalid.
8. Select whether to encode the disability option on resident keys. This option is only available when enabled in [System Settings > Resident Management](#).
9. Perform one of the following:
 - To make physical keys, select an encoder that is online, click [Make Key](#), then present keys to the encoder (as prompted).
 - To make a mobile key, click [Send to mobile](#).
10. When prompted that keys were made/sent successfully, click [Done](#). For mobile keys, you can click the [Active Keys](#) tab in the resident profile to verify the key was delivered.

Configure Visitor Management for residents

To configure PIN / mobile key delegation for a resident:

1. Go to [Resident Management](#).
2. Select a resident.
3. Click the [Visitor Management](#) tab.

Kimberly Kilman

Assigned Units Resident Info Active Keys Visitor Management Perimeter FOB

▼ Enable PIN functionality for this resident? YES

Maximum number of active PINs available 30

Maximum delay before PIN activation (valid from) Days: 5 Hours: 0

Maximum time PIN is active before expiring Days: 10 Hours: 0

Maximum number of times PIN can be used in access points Until expiration

Select authorized common areas: 0 Selected

▼ Common Area Access

Main Entry NO

Pool NO

▼ Enable Mobile Key delegation for this resident? YES

Maximum number of active mobile keys available 30

Maximum time mobile key is active before expiring Days: 10 Hours: 0

Select authorized common areas: 0 Selected

▼ Common Area Access

Main Entry NO

[Update Mobile Device](#)

4. Configure PIN delegation options:
 - [Enable PIN functionality for this resident](#)—When the feature is enabled, the PIN section displays, PIN settings can be customized, and PIN settings can be updated on mobile devices.
 - [Maximum number of active PINs available](#)—Specify the maximum number of PINs that can be active. Valid values: 1-50.
 - [Maximum delay before PIN activation \(valid from\)](#)—Specify the maximum number of days/hours that the resident can create a PIN before access authorized by the PIN starts. Range: 0-15 days/0-23 hours.
 - [Maximum time PIN is active before expiring](#)—Specify the maximum number of days/hours that a PIN can be active. Range: 0-15 days/0-23 hours.
 - [Maximum number of times PIN can be used in access points](#)—Specify the maximum number of times a PIN can be used in access points. Valid values: Until expiration, 1-5.
 - [Authorized common areas](#)—Select the common areas to authorize on the PIN. At least one common area must be authorized.
5. Configure mobile key delegation options:
 - [Enable Mobile Key delegation for this resident](#)—When the feature is enabled, the mobile key delegation section displays, settings can be customized, and settings can be updated on mobile devices.
 - [Maximum number of active mobile keys available](#)—Specify the maximum number of delegated mobile keys that can be active for the resident. Valid values: 1-50.

- [Maximum time mobile key is active before expiring](#)—Specify the maximum number of days/hours that a delegated mobile key can be active. Range: 0-15 days/0-23 hours.
 - [Authorized common areas](#)—Select the common areas to authorize on the delegated mobile key. At least one common area must be authorized.
6. To update settings on the resident's mobile device, click [Update mobile device](#).

Staff and Vendor Management

This section includes the following subjects:

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Learning about Staff/Vendor Management and Staff/Vendor Keys

Staff and vendors are the key holders who work at or perform a service on the property. Most staff are people whose rights are limited to using the keys issued to them, for example, maintenance personnel. Some staff, however, require access to Community. The staff who have access to Community are called *Operators*.

A staff member is designated an Operator in the staff profile. The degree of access depends on the selected Operator role. For example, an Operator with the predefined *Administrator* role has access to all Community functions whereas the rights for an Operator with the predefined role *Leasing Agent* are limited to [Resident Management](#) and [Read Key](#) functions.

You can add staff/vendors manually or import a list.

Staff/vendor profiles

When a staff member or vendor is added to Community, a profile is created with the following tabs:

- [Staff/Vendor Info](#)—This tab is where basic identification details about staff/vendors are defined and notifications are enabled. The option to designate the staff member as an Operator is on this tab.
- [Operator Info](#)—This tab is where Operator access is configured. The tab is only active if the staff member is designated as an Operator.
- [Assigned Keys](#)—This tab lists active keys assigned to the staff member/vendor. You can cancel and/or replace keys in the list.
- [Visitor Management](#)—This tab is where PIN delegation can be enabled and configured for the staff member/vendor.

To view a staff member/vendor profile:

» Go to [Staff/Vendor Management](#) and select a staff member/vendor.

You can filter the list of profiles based on status (Active/Deactivated/Operators only).

Importing staff/vendors

If the *Import list* right is enabled in [Role Management](#), you can create staff/vendor profiles by importing a CSV file that contains basic data (*firstname/lastname/ID*). Any additional information, including the option to designate Operators, must be specified manually in the staff/vendor profile. The *Import list* right is enabled by default for the Administrator and Site Configurator roles.

Visitor Management

When Visitor Management is enabled for staff in [System Settings](#), PIN delegation can be enabled/disabled on the [Visitor Management](#) tab in the staff member/vendor profile.

K Kilman

Staff Member/Vendor Info

Operator Info

Assigned Keys

Visitor Management

Perimeter FOB

▼ Enable PIN functionality for this staff member?

YES

Maximum number of active PINs available

—

10

+

Maximum delay before PIN activation (valid from)

Days

—

5

+

Hours

—

0

+

Maximum time PIN is active before expiring

Days

—

10

+

Hours

—

0

+

Maximum number of times PIN can be used in access points

Until expiration

▼

Select authorized common areas: 0 Selected

Common Area

Access

Group # 003	<div><div></div><div>NO</div></div>
Group # 004	<div><div></div><div>NO</div></div>
Group # 005	<div><div></div><div>NO</div></div>
Group # 006	<div><div></div><div>NO</div></div>
Main Entry	<div><div></div><div>NO</div></div>
Pool	<div><div></div><div>NO</div></div>

Update Mobile Device

PIN delegation work with the mobile app dormakaba BlueSky.

- A PIN is a five/seven-digit numerical sequence that staff/vendors can share with visitors to enable access to authorized access points. PINs can be used at access points where a numeric keypad is installed.

Staff/vendor keys

Staff/vendor keys are made and issued to people who work on the site, which may include employees, contractors and vendors. Staff/vendor keys are encoded with a credential defined in [Access Management > Credential Management](#) that may include access to all access point types: units, suites, common areas (resident and staff), and restricted areas.

Staff/vendor keys are made in the [Staff/Vendor Keys](#) module. Key instances are subsequently managed in [Staff/Vendor Management](#) by selecting the staff/vendor to whom the key (instance) was assigned and then the [Assigned Keys](#) tab in the profile.

Staff keys are valid in staff and resident common areas and elevator controllers until key expiration is reached. If necessary, use the Block Key (or Block access remotely) to invalidate access to all access point types; however, after the Block Key is presented to the respective locks, the Unblock Key will not restore access to common areas when access to the common area is based on a common area profile.

03/2024

Community

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Add staff members/vendors


Staff members are the key holders in your organization. Vendors are key holders outside of your organization whose access is restricted to the spaces where they need to perform work. You must add all staff and vendors who will be issued a key.

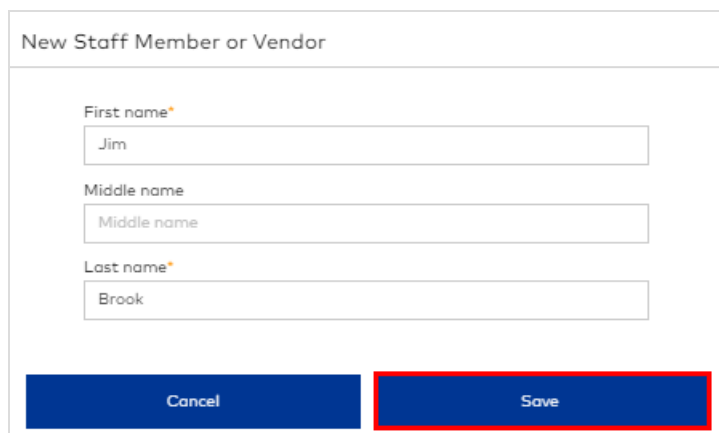
You can add staff members manually or, if the *Import staff list* right is enabled in [Role Management](#), you can import staff members. The import is limited to creating staff profiles with basic data: *firstname/lastname/ID*. After the import, any additional information about a staff member must be added manually in their respective staff profile.



If you are adding a staff member who you want to designate as an Operator, see "Configure Operators" in *Site Configuration*.

To add a staff member or vendor:

1. Go to [Staff/Vendor Management](#).
2. Click [\(Add\)](#) .



New Staff Member or Vendor

First name*

Jim

Middle name

Middle name

Last name*



Brook

Cancel Save

3. Specify the name of the staff member/vendor. Use the middle name to distinguish between staff with the same first and last names.
4. Click [Save](#). Community creates a staff/vendor profile and displays the [Staff/Vendor](#) tab. No other options are required unless you want to send automated emails to the staff member/vendor, enable notifications for the staff member/vendor or designate the staff member as an Operator.



If phone/mobile number validation override is enabled in [System Settings](#), Operators can permit use of unknown numbers.

Jim Brook  

Staff Member/Vendor Info Operator Info Assigned Keys

Title
- None -

First name*
Jim

Middle name
Middle name

Last name*
Brook

User type
Employee

ID
ID

Notification groups
Level 1 Alerts

Enable Notification
YES

Email
Brookji@domain.com

Mobile number
+1 (438) 629-8435

Work phone number
+1 (201) 555-5555

Ext.
Ext.


Is a Community Operator?
NO

Upload image

Default tab displayed in profile

This tab only active for Operators

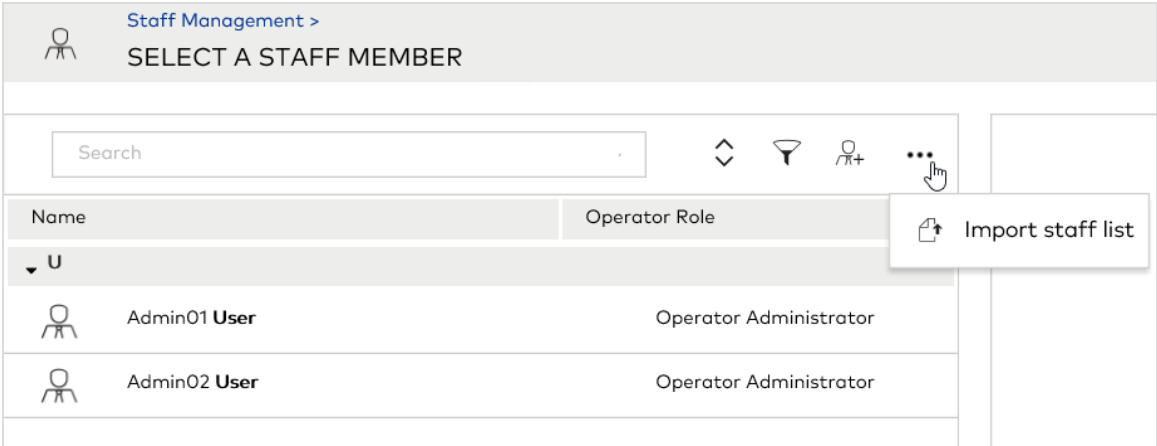
This tab lists keys made for the Operator

5. (*recommended*) For [Email](#), specify a valid email address for the staff member/vendor. An email address is required to send automated emails regarding account access and to send notifications via email. (For Operators, the email address can be changed in account [Preferences](#).)
6. Select whether to enable notifications and, if enabled, select the notification groups to subscribe for the staff member/vendor.
7. Click ([Save](#)) .

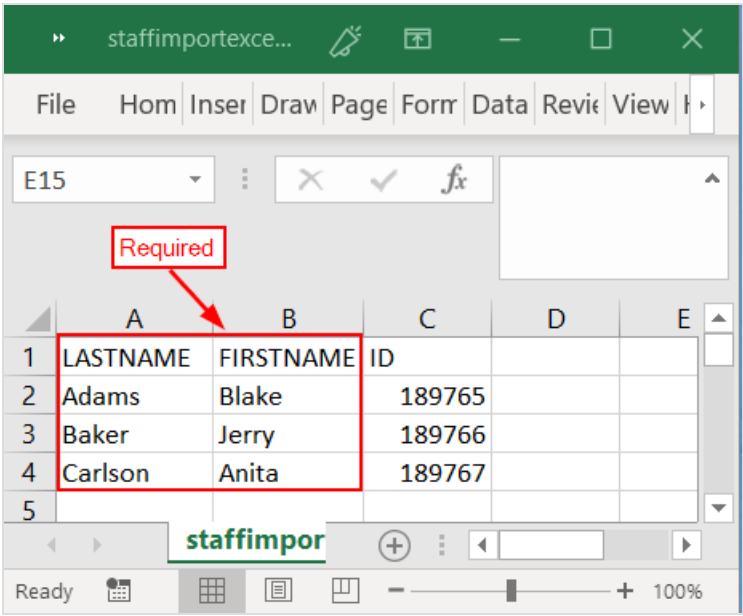
Import staff/vendor list

To import staff/vendor:

- 1. Go to [Staff/Vendor Management](#).
- 2. Click *(More)* > *Import staff list*.



- 3. Navigate to and select the file that you want to import, then click [Open](#). Supported files type: csv. The following figure shows a sample file and the required data format. If a required field is missing, the staff member/vendor is not added.



If staff member profiles have already been created, you are prompted to proceed. Click [YES](#) to proceed.

- 4. When notified the import is successful, click [OK](#).

Search

Name	Operator Role
<div><div></div>Blake Adams</div>	
B	
<div><div></div>Jerry Baker</div>	
C	
<div><div></div>Anita Carlson</div>	
U	
<div><div></div>Admin01 User</div>	Operator Administrator
<div><div></div>Admin02 User</div>	Operator Administrator

1

100 items per page

1 - 5 of 5 items


Active | Sorted by Last Name

New staff member

Make Emergency Keys

1. Go to [Staff/Vendor Keys](#).

Key	Summary
<p>Credential class*</p> <p>Emergency ▼</p> <p>Credential*</p> <p>KK_ER ▼</p> <p><input checked="" type="radio"/> New key <input type="radio"/> Additional key</p> <p>Shift schedule</p> <p>No schedule ▼</p> <p>Key expiration (expires at end of shift)</p> <p>10/07/2020 </p> <p>Next to Key Holder</p>	<p>New Key</p> <p>Credential class: Emergency Credential: KK_ER Shift schedule: No schedule Key expiration: 10/07/2020 - Expires at end of shift</p> <p>Key Holder</p> <p>Make Keys</p>

2. Select the [Emergency](#) credential class or a custom class based on the Emergency class type. Only those classes for which credentials are defined are listed.
3. Select a credential. Only those credentials made using the selected class are listed.
4. Select whether to make a [New](#) or [Additional](#) key. Making a New key invalidates the selected credential on all active keys. Making Additional keys (copies) has no effect on existing active keys.
5. Select a shift schedule. The selected shift schedule determines the days and hours that the key is valid.
6. Specify a date after which the key is invalid.
7. Click [Next to Key Holder](#), then select the staff member/vendor to whom you want to assign the key. To add a staff member/vendor, click [\(Add\)](#) , specify first and last names, then click [Save](#).

Name	Operator Role
▼ B	
Hassene Bouraoui	Operator Administrator
▼ U	
Admin01 User	Operator Administrator
Admin02 User	

100 items per page

1 - 3 of 3 items

Active | Grouped by Last Name

Back to Key

Summary

New Key

Credential class: Emergency
Credential: KK_ER
Shift schedule: No schedule
Key expiration: 10/07/2020 - Expires at end of shift

Key Holder

Hassene Bouraoui

Make Keys

8. Click [Make Keys](#).
- To make a mobile key, click [Send to Mobile](#). Mobile keys must be enabled and a mobile phone number must be specified in the staff member/vendor profile.
 - To make physical keys, specify the number of keys to make, select an encoder that is online, click [Make Key](#), then present keys to the encoder (as prompted).

Make Keys

Virtual 000000000001 ▼

Key Holder	Keys	Progress
Hassene Bouraoui	1	0 of 1 encoded No mobile number

Encoder Ready

Send to Mobile

Make Key

Done



If all Key IDs for the selected credential are assigned to active keys, a warning notifies that to continue, an existing Key ID must be selected. To reuse a Key ID, click [Continue](#), then select the Key ID to reuse. For physical keys, only one key can be made. Reusing Key IDs results in having multiple key holders assigned to the same key and results in less traceability in audits. Key holders using the same Key ID become possible not absolute key holders.

9. When prompted that keys were made/sent successfully, click [Done](#). You can verify that a mobile key was delivered in [Staff/Vendor Management](#).

The key is listed on the [Assigned Keys](#) tab in the staff member/vendor profile.

Search

Name

Operator Role

B

Hassene Bouraoui

Operator Administrator

U

1

100 items per page

1 - 3 of 3 items

Active | Sorted by Last Name

New staff member or vendor

Hassene Bouraoui

Staff Member/Vendor Info

Operator Info

Active Keys

Key	Status	Access	Created	Expiration	
	1	Active	New Key: Emergency-KK_ER (ID: 1...	10/08/2019 10:27	10/07/2020 23:59
	1	Active	New Key: Staff	09/30/2019 15:28	09/11/2020 23:59

Replacement Key

Cancel Key

Make Staff Key with Predefined Access

1. Go to [Staff/Vendor Keys](#).
2. Select the [Staff](#) credential class or a custom class based on the same type. Only those classes for which credentials are defined are listed.
3. Select a credential. Only those credentials made using the selected class are listed.

Key	Summary		
<p>Credential class*</p> <p>Staff ▼</p> <p>Credential*</p> <p>KK_Staff_NoToggle ▼</p> <p><input checked="" type="radio"/> New key <input type="radio"/> Additional key</p> <p>Shift schedule</p> <p>No schedule ▼</p> <p>Key expiration (expires at end of shift)</p> <p>10/07/2020 </p> <p>Next to Common Areas & Floors</p>	<p>New Key</p> <p>Credential class: Staff</p> <p>Credential: KK_Staff_NoToggle</p> <p>Shift schedule: No schedule</p> <p>Key expiration: 10/07/2020 - Expires at end of shift</p> <p>Common Areas & Floors</p> <table border="0"> <tr> <td> <p>COMMON AREAS</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> DK-Common Area <input checked="" type="checkbox"/> KK_RCA <input checked="" type="checkbox"/> KK_RCA_Limited <input checked="" type="checkbox"/> KK_SCA <input checked="" type="checkbox"/> Laundry <input checked="" type="checkbox"/> LimitedResidentCA_1 </td> <td> <p>FLOOR ACCESS</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> DKBuilding - DK-FLOOR1 <input checked="" type="checkbox"/> KK_Building - KK_FLOOR 1 <input checked="" type="checkbox"/> KK_Building - KK_FLOOR 2 </td> </tr> </table> <p>Key Holder</p> <p>Make Keys</p>	<p>COMMON AREAS</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> DK-Common Area <input checked="" type="checkbox"/> KK_RCA <input checked="" type="checkbox"/> KK_RCA_Limited <input checked="" type="checkbox"/> KK_SCA <input checked="" type="checkbox"/> Laundry <input checked="" type="checkbox"/> LimitedResidentCA_1 	<p>FLOOR ACCESS</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> DKBuilding - DK-FLOOR1 <input checked="" type="checkbox"/> KK_Building - KK_FLOOR 1 <input checked="" type="checkbox"/> KK_Building - KK_FLOOR 2
<p>COMMON AREAS</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> DK-Common Area <input checked="" type="checkbox"/> KK_RCA <input checked="" type="checkbox"/> KK_RCA_Limited <input checked="" type="checkbox"/> KK_SCA <input checked="" type="checkbox"/> Laundry <input checked="" type="checkbox"/> LimitedResidentCA_1 	<p>FLOOR ACCESS</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> DKBuilding - DK-FLOOR1 <input checked="" type="checkbox"/> KK_Building - KK_FLOOR 1 <input checked="" type="checkbox"/> KK_Building - KK_FLOOR 2 		

When you select a credential, the unlimited common areas and limited common areas where access is enabled in the Common Area Access profile associated with the credential are listed. Floor access is dynamically selected based on the location of access points to be authorized on the key.

4. Select whether to make a [New](#) or [Additional](#) key. Making a New key invalidates the selected credential on all active keys. Making Additional keys (copies) has no effect on existing active keys.
5. Select a shift schedule. The selected shift schedule determines the days and hours that the key is valid.
6. Specify a date after which the key is invalid.
7. Take one of the following actions:
 - Click [Next to Common Areas](#), [Next to Floors](#), or [Next to Common Areas & Floors](#) and proceed to the next step.
 - Click [Next to Key Holder](#) and proceed to step 9.
8. Select the common areas and/or floor access to add on the key.

Common Areas & Floors

Common Areas

Floors

☒ DK-Common Area
 ☒ KK_RCA
 ☒ KK_RCA_Limited
 ☒ KK_SCA
 ☐ KK_SCA_Limited
 ☒ Laundry
 ☒ LimitedResidentCA_1
 ☐ LimitedStaffCA1

Back to Key

Next to Key Holder

Limited common areas where access is not enabled by default in the Common Area Access profile associated with the selected credential.

You can select/deselect any limited common area.

Summary

New Key

Credential class: Staff
 Credential: KK_Staff_NoToggle
 Shift schedule: No schedule
 Key expiration: 10/07/2020 - Expires at end of shift

Common Areas & Floors

COMMON AREAS


- ☒ DK-Common Area
- ☒ KK_RCA
- ☒ KK_RCA_Limited
- ☒ KK_SCA
- ☒ Laundry
- ☒ LimitedResidentCA_1

FLOOR ACCESS


- ☒ DKBuilding - DK-FLOOR1
- ☒ KK_Building - KK_FLOOR 1
- ☒ KK_Building - KK_FLOOR 2

Key Holder

Make Keys

- When the **Common Areas** tab is listed, any unlimited common areas (staff and resident) are selected by default and cannot be deselected. Limited-access common areas (staff and resident) are listed if they are selected in a Common Area Access profile associated with the selected credential.
- When the **Floor Access** tab is listed, all floors where elevator access is configured are listed. By default, floor access is dynamically selected based on the location of access points to be authorized on the key.
-  Take caution to not remove default floor access.

When ready, click **Next to Key Holder** and proceed to the next step.

- Select the staff member/vendor to whom you want to assign the key. To add a staff member/vendor, click (Add) , specify first and last names, then click **Save**.

Search

Name

Operator Role

Kimberly Kilman

Operator Administrator

U

Admin01 User

Operator Administrator

Admin02 User

Operator Administrator

1

100 items per page

1 - 4 of 4 items

Active | Grouped by Last Name

Back to Common Areas & Floors

Summary

New Key

Credential class: Staff
 Credential: KK_Staff_NoToggle
 Shift schedule: No schedule
 Key expiration: 10/07/2020 - Expires at end of shift

Common Areas & Floors

COMMON AREAS

- ☒ DK-Common Area
- ☒ KK_RCA
- ☒ KK_RCA_Limited
- ☒ KK_SCA
- ☒ Laundry
- ☒ LimitedResidentCA_1

FLOOR ACCESS

- ☒ DKBuilding - DK-FLOOR1
- ☒ KK_Building - KK_FLOOR 1
- ☒ KK_Building - KK_FLOOR 2

Key Holder

Kimberly Kilman

Make Keys


- Click **Make Keys**:
 - To make a mobile key, click **Send to mobile**. Mobile keys must be enabled and a mobile phone number must be specified in the staff member/vendor profile.



- To make physical keys, specify the number of keys to make, select an encoder that is online, click [Make Key](#), then present keys to the encoder (as prompted).

Toggle mode is enabled for unit/suite access points

Additional Key

For physical keys only

 Virtual 000000000001

Key Holder	Keys	Progress
Kimberly Kilman	<div><div>-</div><div>1</div><div>+</div></div>	<div> 0 of 1 encoded</div> <div> Ready to send to mobile</div>

Encoder Ready

Send to Mobile

Make Key






Done



If all Key IDs for the selected credential are assigned to active keys, a warning notifies that to continue, an existing Key ID must be selected. To reuse a Key ID, click [Continue](#), then select the Key ID to reuse. For physical keys, only one key can be made. Reusing Key IDs results in having multiple key holders assigned to the same key and results in less traceability in audits. Key holders using the same Key ID become possible not absolute key holders.

11. When prompted that keys were made/sent successfully, click [Done](#). You can verify that a mobile key was delivered in [Staff/Vendor Management](#).

The key is listed on the [Assigned Keys](#) tab in the staff member/vendor profile.

Kimberly Kilman						
Staff Member/Vendor Info		Operator Info		Active Keys		
Key	Status	Access		Created	Expiration	
 2	Active	Additional Key: Staff		10/08/2019 12:19	10/08/2020 23:59	
 1	Active	New Key: Staff		10/08/2019 12:12	10/07/2020 23:59	
Mobile Key  +14389292925	Delivered	New Key: Emergency		10/08/2019 11:46	10/07/2020 23:59	

Make Staff Keys with Variable Access

1. Go to [Staff/Vendor Keys](#).
2. Select the [Staff \(variable access\)](#) credential class or a custom class based on the same type. Only those classes for which credentials are defined are listed.
3. Select a credential. Only those credentials made using the selected class are listed.

When you select a credential, the unlimited common areas and limited common areas where access is enabled in the Common Area Access profile associated with the credential are listed. Floor access is dynamically selected based on the location of access points to be authorized on the key.

4. Select whether to make a [New](#) or [Additional](#) key. Making a New key invalidates the selected credential on all active keys. Making Additional keys (copies) has no effect on existing active keys.
5. Select a shift schedule. The selected shift schedule determines the days and hours that the key is valid.
6. Specify a date after which the key is invalid.
7. Click [Next to Access Points](#).

8. Select the access points to add on the key. Access point types listed: Units/Suite Units and Restricted Areas. You can select access points from different buildings. The maximum access points that you can select are: 542 (4k keys), 94 (1k keys), 25 (mobile keys). Selected access points are added to the [Summary](#) section (listed by building and floor).

9. Take one of the following actions:
 - Click [Common Areas & Floors](#), [Common Areas](#), or [Floor Access](#) and proceed to the next step.
 - Click [Next to Key Holder](#) and proceed to step 11.
10. Select the common areas and/or floor access to add on the key.

Common Areas & Floors

Common Areas | Floors

☒ DK-Common Area

☒ KK_RCA

☐ KK_RCA_Limited

☒ KK_SCA

☐ KK_SCA_Limited

☒ Laundry

☐ LimitedResidentCA_1

☐ LimitedStaffCA1

Back to Access Points | [Next to Key Holder](#)

Summary

New Key

Credential class: Staff (variable access)
 Credential: KK_Staff_Variable
 Shift schedule: No schedule
 Key expiration: 10/07/2020 - Expires at end of shift

Access Points

▼ KK_Building

▼ KK_FLOOR 2

KK_201 x KK_202 x KK_203 x

Common Areas & Floors

COMMON AREAS

☒ DK-Common Area
☒ KK_RCA
☐ KK_SCA

FLOOR ACCESS

☒ DKBuilding - DK-FLOOR1
☒ KK_Building - KK_FLOOR 1
☐ KK_Building - KK_FLOOR 2

[Make Keys](#)

Common Areas & Floors

Common Areas | Floors

▼ DKBuilding

☒ DK-FLOOR1

☐ DK-FLOOR2

☐ DK-FLOOR3

▼ KK_Building

☒ KK_FLOOR 1

☒ KK_FLOOR 2

Back to Access Points | [Next to Key Holder](#)

Summary

New Key

Credential class: Staff (variable access)
 Credential: KK_Staff_Variable
 Shift schedule: No schedule
 Key expiration: 10/07/2020 - Expires at end of shift

Access Points

▼ KK_Building

▼ KK_FLOOR 2

KK_201 x KK_202 x KK_203 x

Common Areas & Floors

COMMON AREAS

☒ DK-Common Area
☒ KK_RCA
☐ KK_SCA

FLOOR ACCESS

☒ DKBuilding - DK-FLOOR1
☒ KK_Building - KK_FLOOR 1
☐ KK_Building - KK_FLOOR 2


[Make Keys](#)

- When the [Common Areas](#) tab is listed, any unlimited common areas (staff and resident) are selected by default and cannot be deselected. Limited-access common areas (staff and resident) are listed if they are selected in a Common Area Access profile associated with the selected credential.
- When the [Floor Access](#) tab is listed, all floors where elevator access is configured are listed. By default, floor access is dynamically selected based on the location of access points to be authorized on the key.



Take caution to not remove default floor access.

When ready, click [Next to Key Holder](#) and proceed to the next step.

11. Select the staff member/vendor to whom you want to assign the key. To add a staff member/vendor, click (Add) , specify first and last names, then click [Save](#).

12. Click **Make Keys**:

- To make a mobile key, click **Send to mobile**. Mobile keys must be enabled and a mobile phone number must be specified in the staff member/vendor profile.
- To make physical keys, specify the number of keys to make, select an encoder that is online, click **Make Key**, then present keys to the encoder (as prompted).



If all Key IDs for the selected credential are assigned to active keys, a warning notifies that to continue, an existing Key ID must be selected. To reuse a Key ID, click **Continue**, then select the Key ID to reuse. For physical keys, only one key can be made. Reusing Key IDs results in having multiple key holders assigned to the same key and results in less traceability in audits. Key holders using the same Key ID become possible not absolute key holders.

13. When prompted that keys were made/sent successfully, click [Done](#). You can verify that a mobile key was delivered in Staff/Vendor Management.

The key is listed on the [Assigned Keys](#) tab in the staff member/vendor profile.

Kimberly Kilman						
Staff Member/Vendor Info		Operator Info		Active Keys		
Key	Status	Access	Created	Expiration		
1	Active	New Key: Staff (variable acces...	...	10/08/2019 13:44	10/07/2020 23:59	
Mobile Key +1438929294	Delivered	New Key: Staff	...	10/08/2019 13:11	10/07/2020 23:59	
2	Active	Additional Key: Staff	...	10/08/2019 12:19	10/08/2020 23:59	
1	Active	New Key: Staff	...	10/08/2019 12:12	10/07/2020 23:59	
Mobile Key +1438929294	Delivered	New Key: Emergency	...	10/08/2019 11:46	10/07/2020 23:59	

Make Vendor Keys

1. Go to [Staff/Vendor Keys](#).
2. Select the [Vendor](#) credential class or a custom class based on the same type. Only those classes for which credentials are defined are listed.
3. Select a credential. Only those credentials made using the selected class are listed.

When you select a credential, the unlimited common areas and limited common areas where access is enabled in the Common Area Access profile associated with the credential are listed. Floor access is dynamically selected based on the location of access points to be authorized on the key.

4. Select whether to make a [New](#) or [Additional](#) key. Making a New key invalidates the selected credential on all active keys. Making Additional keys (copies) has no effect on existing active keys.
5. Select a shift schedule. The selected shift schedule determines the days and hours that the key is valid.
6. Specify a date after which the key is invalid.
7. Click [Next to Access Points](#).

8. Select the access points to add on the key. Access point types listed: Units/Suite Units and Restricted Areas. You can select access points from different buildings. The maximum access points that you can select are: 542 (4k keys), 94 (1k

keys), 25 (mobile keys). Selected access points are added to the [Summary](#) section (listed by building and floor).


9. Take one of the following actions:
 - Click [Common Areas & Floors](#), [Common Areas](#), or [Floor Access](#) and proceed to the next step.
 - Click [Next to Key Holder](#) and proceed to step 11.
10. Select the common areas and/or floor access to add on the key.

- When the [Common Areas](#) tab is listed, any unlimited common areas (staff and resident) are selected by default and cannot be deselected. Limited-access common areas (staff and resident) are listed if they are selected in a Common Area Access profile associated with the selected credential.
- When the [Floor Access](#) tab is listed, all floors where elevator access is configured are listed. By default, floor access is dynamically selected based on the location of access points to be authorized on the key.



Take caution to not remove default floor access.

When ready, click [Next to Key Holder](#) and proceed to the next step.

11. Select the staff member/vendor to whom you want to assign the key. To add a staff member/vendor, click (Add) , specify first and last names, then click [Save](#).

12. Click **Make Keys**:



- To make a mobile key, click [Send to mobile](#). Mobile keys must be enabled and a mobile phone number must be specified in the staff member/vendor profile.
- To make physical keys, specify the number of keys to make, select an encoder that is online, click [Make Key](#), then present keys to the encoder (as prompted).







If all Key IDs for the selected credential are assigned to active keys, a warning notifies that to continue, an existing Key ID must be selected. To reuse a Key ID, click [Continue](#), then select the Key ID to reuse. For physical keys, only one key can be made. Reusing Key IDs results in having multiple key holders assigned to the same key and results in less traceability in audits. Key holders using the same Key ID become possible not absolute key holders.

13. When prompted that keys were made/sent successfully, click [Done](#). You can verify that a mobile key was delivered in Staff/Vendor Management.

The key is listed on the [Assigned Keys](#) tab in the staff member/vendor profile.

Kimberly Kilman

Staff Member/Vendor Info		Operator Info		Active Keys		
Key	Status	Access		Created	Expiration	
	1	Active	New Key: Vendor-KK_Vendo...	 13:56	10/08/2019	10/07/2020 23:59
	1	Active	New Key: Staff (variable acc...	 13:44	10/08/2019	10/07/2020 23:59

Make Limited Use Keys

1. Go to [Staff/Vendor Keys](#).
2. Select the [Limited Use](#) credential class or a custom class based on the Limited Use class type. Only those classes for which credentials are defined are listed.
3. Select a credential. Only those credentials made using the selected class are listed.

Key	Summary		
<p>Credential class*</p> <p>Limited Use ▼</p> <p>Credential*</p> <p>KK_LimitedUse ▼</p> <p><input checked="" type="radio"/> New key <input type="radio"/> Additional key</p> <p>Shift schedule</p> <p>No schedule ▼</p> <p>Key expiration (expires at end of shift)</p> <p>10/07/2020 </p> <p>Next to Common Areas & Floors</p>	<p>New Key</p> <p>Credential class: Limited Use Credential: KK_LimitedUse Shift schedule: No schedule Key expiration: 10/07/2020 - Expires at end of shift</p> <p>Common Areas & Floors</p> <table border="0"> <tr> <td> COMMON AREAS <input checked="" type="checkbox"/> DK-Common Area <input checked="" type="checkbox"/> KK_RCA <input checked="" type="checkbox"/> KK_RCA_Limited <input checked="" type="checkbox"/> KK_SCA <input checked="" type="checkbox"/> KK_SCA_Limited <input checked="" type="checkbox"/> Laundry <input checked="" type="checkbox"/> LimitedResidentCA_1 <input checked="" type="checkbox"/> LimitedStaffCA1 </td> <td> FLOOR ACCESS <input checked="" type="checkbox"/> DKBuilding - DK-FLOOR1 <input checked="" type="checkbox"/> KK_Building - KK_FLOOR 1 <input checked="" type="checkbox"/> KK_Building - KK_FLOOR 2 </td> </tr> </table> <p>Unlimited common areas and limited common areas where access is enabled by default in the Common Area Access profile associated with the selected credential.</p> <p>Key Holder</p> <p>Make Keys</p>	COMMON AREAS <input checked="" type="checkbox"/> DK-Common Area <input checked="" type="checkbox"/> KK_RCA <input checked="" type="checkbox"/> KK_RCA_Limited <input checked="" type="checkbox"/> KK_SCA <input checked="" type="checkbox"/> KK_SCA_Limited <input checked="" type="checkbox"/> Laundry <input checked="" type="checkbox"/> LimitedResidentCA_1 <input checked="" type="checkbox"/> LimitedStaffCA1	FLOOR ACCESS <input checked="" type="checkbox"/> DKBuilding - DK-FLOOR1 <input checked="" type="checkbox"/> KK_Building - KK_FLOOR 1 <input checked="" type="checkbox"/> KK_Building - KK_FLOOR 2
COMMON AREAS <input checked="" type="checkbox"/> DK-Common Area <input checked="" type="checkbox"/> KK_RCA <input checked="" type="checkbox"/> KK_RCA_Limited <input checked="" type="checkbox"/> KK_SCA <input checked="" type="checkbox"/> KK_SCA_Limited <input checked="" type="checkbox"/> Laundry <input checked="" type="checkbox"/> LimitedResidentCA_1 <input checked="" type="checkbox"/> LimitedStaffCA1	FLOOR ACCESS <input checked="" type="checkbox"/> DKBuilding - DK-FLOOR1 <input checked="" type="checkbox"/> KK_Building - KK_FLOOR 1 <input checked="" type="checkbox"/> KK_Building - KK_FLOOR 2		

When you select a credential, the unlimited common areas and limited common areas where access is enabled in the Common Area Access profile associated with the credential are listed. Floor access is dynamically selected based on the location of access points to be authorized on the key.

4. Select whether to make a [New](#) or [Additional](#) key. Making a New key invalidates the selected credential on all active keys. Making Additional keys (copies) has no effect on existing active keys.
5. Select a shift schedule. The selected shift schedule determines the days and hours that the key is valid.
6. Specify a date after which the key is invalid.
7. Take one of the following actions:
 - Click [Common Areas & Floors](#), [Common Areas](#), or [Floor Access](#) and proceed to the next step.
 - Click [Next to Key Holder](#) and proceed to step 9.
8. Select the common areas and/or floor access to add on the key.

Common Areas & Floors

Common Areas

Floors

☒ DK-Common Area
☒ KK_RCA
☒ KK_RCA_Limited
☒ KK_SCA
☒ KK_SCA_Limited
☒ Laundry
☒ LimitedResidentCA_1
☒ LimitedStaffCA1

Back to Key

Next to Key Holder

Summary

New Key

Credential class: Limited Use
 Credential: KK_LimitedUse
 Shift schedule: No schedule
 Key expiration: 10/07/2020 - Expires at end of shift

Common Areas & Floors

COMMON AREAS

☒ DK-Common Area
☒ KK_RCA
☒ KK_RCA_Limited
☒ KK_SCA
☒ KK_SCA_Limited
☒ Laundry
☒ LimitedResidentCA_1
☒ LimitedStaffCA1

FLOOR ACCESS

☒ DKBuilding - DK-FLOOR1
☒ KK_Building - KK_FLOOR 1
☒ KK_Building - KK_FLOOR 2

Key Holder

Make Keys

Common Areas & Floors

Common Areas

Floors

DKBuilding

☒ DK-FLOOR1
☐ DK-FLOOR2
☐ DK-FLOOR3

KK_Building

☒ KK_FLOOR 1
☒ KK_FLOOR 2

Back to Key

Next to Key Holder

Summary

New Key

Credential class: Limited Use
 Credential: KK_LimitedUse
 Shift schedule: No schedule
 Key expiration: 10/07/2020 - Expires at end of shift

Common Areas & Floors

COMMON AREAS

☒ DK-Common Area
☒ KK_RCA
☒ KK_RCA_Limited
☒ KK_SCA
☒ KK_SCA_Limited
☒ Laundry
☒ LimitedResidentCA_1
☒ LimitedStaffCA1

FLOOR ACCESS

☒ DKBuilding - DK-FLOOR1
☒ KK_Building - KK_FLOOR 1
☒ KK_Building - KK_FLOOR 2

Key Holder


Make Keys

- When the **Common Areas** tab is listed, any unlimited common areas (staff and resident) are selected by default and cannot be deselected. Limited-access common areas (staff and resident) are listed if they are selected in a Common Area Access profile associated with the selected credential.
- When the **Floor Access** tab is listed, all floors where elevator access is configured are listed. By default, floor access is dynamically selected based on the location of access points to be authorized on the key.



Take caution to not remove default floor access.

When ready, click **Next to Key Holder** and proceed to the next step.

- Select the staff member/vendor to whom you want to assign the key. To add a staff member/vendor, click **(Add)** , specify first and last names, then click **Save**.

10. Click [Make Keys](#):

- To make a mobile key, click [Send to mobile](#). Mobile keys must be enabled and a mobile phone number must be specified in the staff member/vendor profile.
- To make physical keys, specify the number of keys to make, select an encoder that is online, click [Make Key](#), then present keys to the encoder (as prompted).



If all Key IDs for the selected credential are assigned to active keys, a warning notifies that to continue, an existing Key ID must be selected. To reuse a Key ID, click [Continue](#), then select the Key ID to reuse. For physical keys, only one key can be made. Reusing Key IDs results in having multiple key holders assigned to the same key and results in less traceability in audits. Key holders using the same Key ID become possible not absolute key holders.

- When prompted that keys were made/sent successfully, click [Done](#). You can verify that a mobile key was delivered in [Staff/Vendor Management](#).






The key is listed on the [Assigned Keys](#) tab in the staff member/vendor profile.

Kimberly Kilman

Staff Member/Vendor Info

Operator Info

Active Keys

Key	Status	Access	Created	Expiration
 1	Active	New Key: Limited Use-KK_...	10/08/2019 14:41	10/07/2020 23:59
 1	Active	New Key: Vendor-KK_Vend...	10/08/2019 13:56	10/07/2020 23:59
 1	Active	New Key: Staff (variable ac...	10/08/2019 13:44	10/07/2020 23:59
Mobile Key  +14389292	Delivered	New Key: Staff	10/08/2019 13:11	10/07/2020 23:59
 2	Active	Additional Key: Staff	10/08/2019 12:19	10/08/2020 23:59

Replacement Key

Cancel Key

Replace Staff/Vendor Keys

Staff/Vendor Keys that are defective or lost can be replaced.

1. Go to [Staff/Vendor Management](#).

The screenshot shows the 'Staff/Vendor Management' interface. On the left, a list of staff members is displayed with 'Kimberly Kilman' selected. A red arrow points to her name. On the right, the 'Assigned Keys' tab is selected and highlighted with a red box. The tab contains fields for 'Title' (set to '- None -'), 'First name*' (Kimberly), 'Middle name' (Middle name), and 'Last name*'. A red arrow points to the 'Assigned Keys' tab.

2. Select the staff member whose key you want to replace.
3. Click the [Assigned Keys](#) tab.

The screenshot shows the 'Assigned Keys' tab for Kimberly Kilman. It displays a table with columns: Key, Status, Access, Created, and Expirati... (Expiration). The table contains one row with a green key icon, the number '1', 'Active' status, 'New Key: Emergenc...', and dates '04/25/2019 10:28 AM' and '04/24/2021 11:59 PM'. A red arrow points to the first row. Below the table, there are three buttons: 'Replace Defective Key', 'Replace Lost Key', and 'Cancel Key'. The first two buttons are highlighted with red boxes.

4. Select the key that you want to replace.
5. Click [Replace Defective Key](#) or [Replace Lost Key](#).

Replace Lost Key

Virtual 000000000001

Key Holder:	Kimberly Kilman	User
Status:	Active	- Unassigned -
Access:	New Key: Emergency-Emergency (ID: 1) Break Room Lobby, FLOOR 01, FLOOR 02, FLOOR 03, FLOOR 04, FLOOR 05, FLOOR 06 (24/7)	Key expiration
Created:	04/25/2019 10:28 AM	04/24/2020
Expiration:	04/24/2020 11:59 PM	

Keys

0 of 1 encoded

Encoder Ready

Make Key

Done

- (lost keys only) Click [OK](#) to confirm the operation and to acknowledge the requirement to make and present a Cancel key.
- Select an encoder that is online and available to the workstation.
- Click [Make Key](#).
- Present a key to the encoder.
- When prompted that the key was made successfully, click [Done](#).



If you replaced a lost key, then you must also make a Cancel Key for the lost key instance and present it to the related access points.

Invalidate staff/vendor access

There are multiple options when you need to invalidate staff/vendor access. The best method depends on the Community modules authorized for your Operator account and the reason that you want to invalidate access.

Here's the situation ...

Find the situation that most fits and review the recommended option.



You need to stop an Operator from logging in to Community.



Block the Operator

The Operator cannot log in to Community (until unblocked), but all active keys assigned to the Operator remain valid.



You need to remove Operator access from a staff member/vendor



Demote operator

Change the **Is a Community Operator** switch in the operator profile to **NO**. Without operator access, the staff member/vendor cannot log in to Ambiance.



A staff member or vendor left permanently.



Make Cancel Keys and Deactivate Staff/Vendor

Make a Cancel Key for each active key assigned to the staff member/vendor, then deactivate the staff member/vendor. You can make Cancel Keys directly in Staff/Vendor Management or System Keys. For mobile keys, you can send the Cancel Key directly to the mobile device.



A staff member or vendor left temporarily.



Make Cancel Keys

Make a Cancel Key for each active key assigned to the staff member/vendor. You can make Cancel Keys directly in Staff/Vendor Management or System Keys. You can optionally deactivate the staff member/vendor then re-activate them upon return. For mobile keys, you can send the Cancel Key directly to the mobile device.



A staff/vendor key was lost or stolen.



Make New Keys or Make Cancel Keys

- ☐ If the staff member/vendor is the only person with a key to the credential, make New Keys.
- ☐ If multiple staff members/vendors are issued keys with the same credential, make Cancel Keys for each active key assigned to the staff member/vendor.



You need to temporarily stop all staff/vendors from entering a unit.



Make Block Keys

Invalidates all staff/vendor keys for the selected unit/suite unit. If the intention is to suspend access temporarily, then you can make Unblock Keys to re-establish access.



You need to temporarily stop all non-Emergency personnel from entering one or more units.



Make Electronic Lockout Keys

Temporarily invalidates all non-emergency keys. When electronic lockout is active, only a key with the Emergency credential can open the lock.



Don't forget that when invalidating access using a physical key, access remains valid until the physical Cancel/Block/ELO/New key is presented to relevant locks.


Block/Unblock Operator Access

Blocking an Operator prevents the Operator from logging in to Community. Operators may be blocked automatically due to security controls such as exceeding the failed login threshold or failing to renew an expired password. If an Operator is automatically blocked, you must unblock access manually.

To manually block or unblock Operator access:


1. Go to [Staff/Vendor Management](#).
2. Select an Operator profile.
3. Click the [Operator Info](#) tab.

The screenshot shows the 'Staff Member/Vendor Info' tab for the user 'Jane Smith'. The 'Operator Role' is 'Operator Leasing' and the 'Agent' status is 'Blocked'. The 'Block software access' switch is currently set to 'YES'. The 'Preferred language' is 'English' and the 'Community Operator role' is 'Leasing Agent'. The 'Community Login' section shows the username 'janesmith' and a password status that is 'Valid until 04/04/2019 10:36 PM'. There is a 'Change Password' button.

4. For [Block software access](#):
 - To block access, slide the switch to **YES**.
 - To unblock access, slide the switch to **NO**.
5. Click [\(Save\)](#) .
6. Click **YES** to confirm the action.

Demote operator

To permanently remove operator access from a staff member/vendor:

1. Go to [Staff/Vendor Management](#).
2. Select the operator profile.
3. On the [Staff Member/Vendor Info](#) tab, change the [Is a Community Operator?](#) switch to **NO**.
4. Click [\(Save\)](#) . The [Operator Info](#) tab and access to Community is disabled.

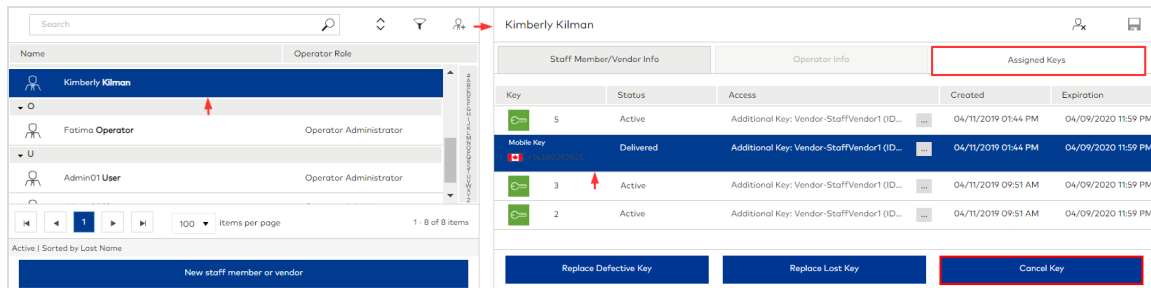
Make Cancel Keys

Cancel Keys permanently invalidate a single and specific key instance and must be presented to all access points for which the original key authorizes entry. Cancel Keys can be made to cancel staff/vendor keys in the [Staff/Vendor Management](#) module (see below) and in the [System Keys](#) module.



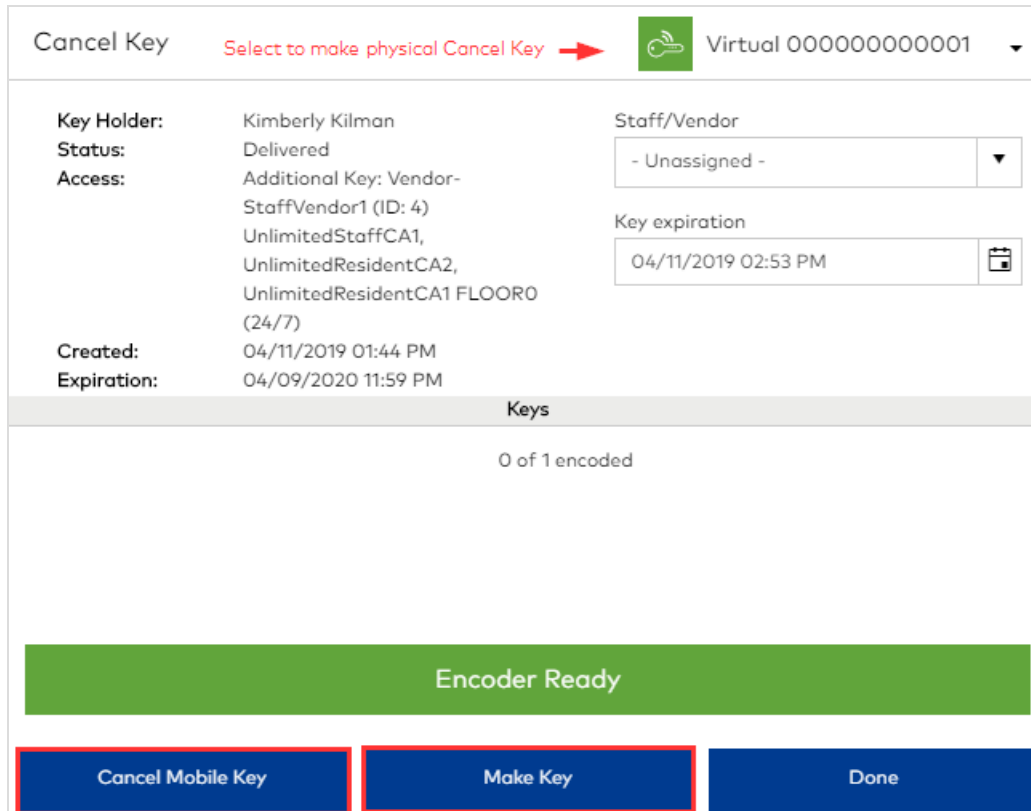
When making a Cancel Key to invalidate staff/vendor access, you must select the same credential class/credential that is encoded on the key that you want to cancel.

1. Go to [Staff/Vendor Management](#).
2. Select a staff member or vendor.
3. Click the [Assigned Keys](#) tab.
4. Select the key that you want to cancel.



Name		Operator Role	Assigned Keys				
Kimberly Kilman			Key	Status	Access	Created	Expiration
Fatima Operator			5	Active	Additional Key: Vendor-StaffVendor1 (ID: ...)	04/11/2019 01:44 PM	04/09/2020 11:59 PM
Admin01 User			Mobile Key	Delivered	Additional Key: Vendor-StaffVendor1 (ID: ...)	04/11/2019 01:44 PM	04/09/2020 11:59 PM
			3	Active	Additional Key: Vendor-StaffVendor1 (ID: ...)	04/11/2019 09:51 AM	04/09/2020 11:59 PM
			2	Active	Additional Key: Vendor-StaffVendor1 (ID: ...)	04/11/2019 09:51 AM	04/09/2020 11:59 PM
			Replace Defective Key		Replace Lost Key		Cancel Key

5. Click **Cancel Key**.



Cancel Key Select to make physical Cancel Key → Virtual 000000000001

Key Holder: Kimberly Kilman
Status: Delivered
Access: Additional Key: Vendor-StaffVendor1 (ID: 4)
 UnlimitedStaffCA1,
 UnlimitedResidentCA2,
 UnlimitedResidentCA1 FLOOR0 (24/7)
Created: 04/11/2019 01:44 PM
Expiration: 04/09/2020 11:59 PM

Staff/Vendor: - Unassigned -
Key expiration: 04/11/2019 02:53 PM

Keys
 0 of 1 encoded

Encoder Ready

Cancel Mobile Key **Make Key** **Done**

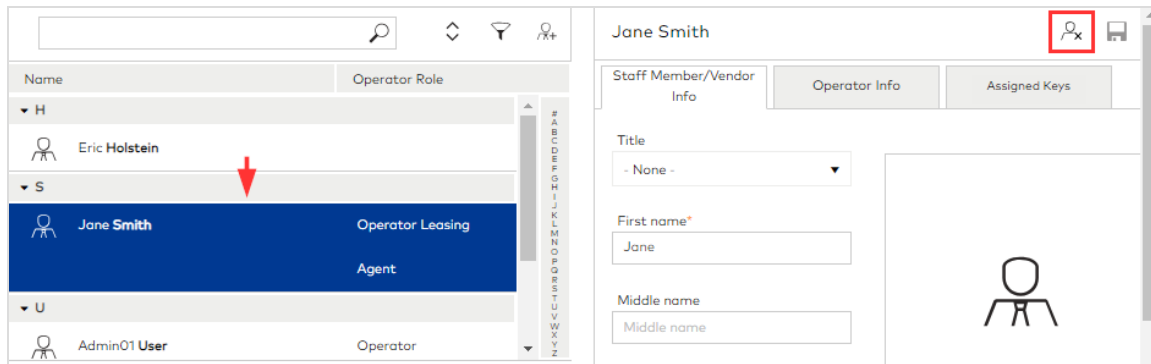
6. (optional/physical keys only) Select the staff/vendor to whom you want to assign the key.
7. (optional/physical keys only) Specify a date after which the Cancel Key is invalid.
8. Perform one of the following:
 - If you are canceling a physical key, select an encoder that is online, click **Make Key**, then present a key to the encoder.
 - If you are canceling a mobile key, click **Make Key** to make a physical Cancel Key and/or click **Cancel Mobile Key** to cancel the mobile key remotely. Physical Cancel Keys must be presented to access points to invalidate a mobile key.
9. When prompted that the key was made successfully, click **Done**. You can verify mobile keys are canceled on the **Assigned Keys** tab in the staff member/vendor profile.


Deactivate Staff/Vendors

Deactivating staff/vendors cancels all access for the staff member/vendor, and if Visitor Management is enabled, all active delegated PINs are permanently canceled. Additionally, staff who have been promoted to Operator are prevented from

logging in to Community. Staff may be automatically deactivated due to security controls such as failing to renew an expired password. If a staff member is automatically deactivated, you must (re)activate the staff member manually.

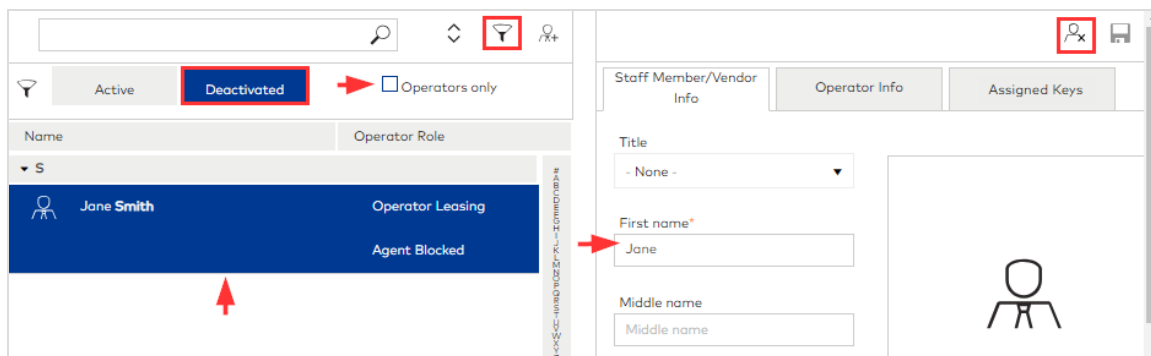
1. Go to [Staff/Vendor Management](#).





2. Select a profile.
3. Click [\(Deactivate user\)](#) .
4. Click YES to confirm.

Activate Staff/Vendor

1. Go to [Staff/Vendor Management](#).



2. Click [\(Filter\)](#) .
3. Select the [Deactivated](#) tab and optionally filter for Operators only.
4. Select a profile.
5. Click [\(Activate user\)](#) .
6. Click YES to confirm.



If you are activating an Operator, you may need to also Unblock the Operator to allow Community login.

Make New Keys

Making a New Key automatically invalidates access to the selected credential on all previously active keys. For example, NewKey1 for units 100 and 101 expires at 13:00 tomorrow. If you make NewKey2 for unit 100, NewKey1 becomes invalid for unit 100 as soon as you present NewKey2 to the lock installed at unit 100. NewKey1 remains valid only for unit 101.

Make Block/Unblock Keys

Block Keys invalidate all instances of a specific credential. While you can use the Block Key to permanently invalidate access, the Block Key is paired with the Unblock Key to suspend then restore access. For example, make a Block Key for *credentialA* to suspend access to all access points included in *credentialA*; then, make an Unblock Key for *credentialA* to restore access for all active keys.



When making a Block Key to invalidate staff/vendor access, you must select the same credential class/credential that is encoded on the key that you want to block.



After blocking access, the Unblock Key does not unblock access to common areas when access is based on a common area access profile.

For instructions, see [Block/Unblock Keys](#).

Make ELO Keys

ELO (Electronic Lockout) Keys temporarily invalidate all non-emergency keys by double locking the door from the outside (activating the privacy switch or deadbolt). When an electronic lockout is active, only a key with the Emergency credential can open the lock. When the electronic lockout is removed, normal key access resumes.

For instructions, see [Electronic Lockout Keys](#).

Configure Visitor Management for staff/vendors

To configure PIN functionality for a staff member or vendor:

1. Go to [Staff/Vendor Management](#).
2. Select a staff member/vendor profile.
3. Click the [Visitor Management](#) tab.

K Kilman

Staff Member/Vendor Info

Operator Info

Assigned Keys

Visitor Management

Perimeter FOB

▼ Enable PIN functionality for this staff member?

YES

Maximum number of active PINs available

—

10

+

Maximum delay before PIN activation (valid from)

Days

—

5

+

Hours

—

0

+

Maximum time PIN is active before expiring

Days

—

10

+

Hours

—

0

+

Maximum number of times PIN can be used in access points

Until expiration

▼

Select authorized common areas: 0 Selected

Common Area

Access

Group # 003	<input type="checkbox"/> NO
Group # 004	<input type="checkbox"/> NO
Group # 005	<input type="checkbox"/> NO
Group # 006	<input type="checkbox"/> NO
Main Entry	<input type="checkbox"/> NO
Pool	<input type="checkbox"/> NO

Update Mobile Device

4. Configure PIN delegation options:
 - [Enable PIN functionality for this staff member](#)—When the feature is enabled, the PIN section displays, PIN settings can be customized, and PIN settings can be updated on mobile devices.
 - [Maximum number of active PINs available](#)—Specify the maximum number of PINs that can be active. Valid values: 1-50.
 - [Maximum delay before mobile key activation \(valid from\)](#)—Specify the maximum number of days/hours that the staff member can create a PIN before access enabled by the PIN starts. Range: 0-30 days/0-23 hours.
 - [Maximum time PIN is active before expiring](#)—Specify the maximum number of days/hours that a PIN can be active. Range: 0-30 days/0-23 hours.
 - [Maximum number of times PIN can be used in access points](#)—Specify the maximum number of times a PIN can be used in access points. Valid values: Until expiration, 1-5.
 - [Authorized common areas](#)—Select the common areas where access is enabled by the PIN. At least one common area must be selected.
5. Click [Save](#).
6. To update settings on the staff member/vendor's mobile device, click [Update mobile device](#).

Programming/Auditing

This section includes the following subjects:

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Audit online access points	214

To learn more, see "Learning about Programming & Auditing" in [Site Configuration](#).

Reprogram locks

Locks must be reprogrammed any time configuration data affecting the access point is modified in Community. For a list of when access points (locks) must be reprogrammed, see "Access Point Programming Required."



Some programming steps are performed on the M-Unit (Maintenance Unit). For official instructions, refer to the documentation distributed with your device. If M-Unit authentication is enabled in [System Settings > Security > M-Unit](#) credentials must be configured for at least one Operator in [Staff/Vendor Management](#).



A Microsoft issue prevents the Edge browser from detecting/connecting to the Maintenance Unit. Consequently, access points cannot be programmed or audited without intervention. Open the Command prompt and issue the following command:

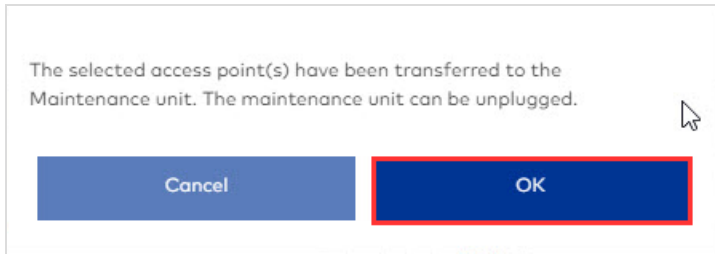
```
C:\windows\system32\CheckNetIsolation.exe LoopbackExempt -a -n=Microsoft.MicrosoftEdge_8wekyb3d8bbwe
```

To reprogram locks:

1. Go to [Programming & Auditing > Programming](#).

The screenshot displays the 'Access Points' management interface. On the left, a table lists access points, filtered by 'Requires Synchronization'. The table has columns for 'Name' and 'Type'. Below the table, there are pagination controls showing '1 - 100 of 172 items' and a 'Filter By: Sync | Sort By: N' section. A red arrow points to the 'Filter' button above the table. On the right, the 'Summary' section shows a grid of access points organized by floor (FLOOR 0 and FLOOR 1). A red arrow points to the 'Transfer' button at the bottom of the Summary section. A red box highlights the 'Transfer' button.

2. Select the access points that you want to synchronize with Community configuration data. You can select access points from different buildings and filter the list to show only access points that require synchronization. The selected access points display in the [Summary](#) section organized by building and floor.
3. For [Lock out current resident on programming](#), select whether to invalidate all active keys issued to residents after programming the lock. If you select **Yes**, New (Resident) Keys must be made and issued after the locks are programmed.
4. Connect the M-Unit to the workstation.
5. In Community, click [Transfer](#). Messages on the workstation and M-Unit display that the transfer is in progress. Wait until the message on the workstation indicates transfer is complete and that you can unplug the M-Unit.



6. Click **OK**.
7. Disconnect the M-Unit from the workstation. The remaining steps are on the M-Unit.
8. If enhanced security mode is enabled, specify the M-Unit security password. The password displays at [System Settings > Security > Enhanced Security Mode](#). (In some cases, the M-Unit displays a message prior to the password prompt indicating that the unit is not personalized; simply select OK.)
9. If M-Unit authentication is enabled, specify the M-Unit login credentials.
10. On the M-Unit menu, select **LOCKS**.
11. Use the UP / DOWN arrow keys to highlight **1- Program**, then press **ENTER**. The access point names display in groups of five.
12. Select the access point name for the lock, then press **ENTER**. Use the **PREV**, **NEXT** and **SEARCH** options to navigate and refine the list of names.
13. Select the type of probe that you are using to connect the M-Unit to the lock.
14. When prompted, insert the probe into the lock. Programming starts immediately. If the lock has already been programmed, the M-Unit issues a message requesting confirmation to overwrite the existing programming.
15. When prompted that programming is complete, click **OK**.



Testing locks with valid keys after programming is a best practice.

Audit locks

This procedure documents how to audit locks using the M-Unit procedure. If fewer than five locks are being audited for troubleshooting purposes, using an Audit Key is an alternative to the M-Unit procedure. Refer to "Special Function Keys" in [System Keys](#).



Some steps are performed on the M-Unit (Maintenance Unit). For official instructions, refer to the documentation distributed with your device. If M-Unit authentication is enabled in [System Settings > Security > M-Unit](#) credentials must be configured in [Staff/Vendor Management](#) for at least one Operator.



A Microsoft issue prevents the Edge browser from detecting/connecting to the Maintenance Unit. Consequently, access points cannot be programmed or audited without intervention. Open the Command prompt and issue the following command:

```
C:\windows\system32\CheckNetIsolation.exe LoopbackExempt -a -n=Microsoft.MicrosoftEdge_8wekyb3d8bbwe
```

To audit locks:

1. Connect the M-Unit to the lock that you want to audit.
2. From the M-Unit menu, select [LOCKS](#).
3. Use the UP / DOWN arrow keys to highlight [Select 3-Interrogate](#), then press [ENTER](#). The M-Unit issues a message indicating the maximum number of interrogation records.
4. Press [ENTER](#) to proceed with the audit.
5. Select the type of probe that you are using to connect the M-Unit to the lock.
6. When prompted, insert the probe into the lock. The audit begins immediately. If an interrogation file for the lock already exists, the M-Unit issues a message requesting confirmation to overwrite the existing file. The M-Unit issues a message prompting for additional audits.
7. When all audits are complete, select [NO](#).
8. Connect the M-Unit to the Community workstation.
9. In Community, go to [Programming & Auditing](#).
10. Click [Auditing](#). All access point interrogation files stored on the M-Unit are listed.
11. Select the interrogation files that you want to transfer.
12. Select whether to delete the lock audit from the M-Unit after transfer. Interrogation files on the M-Unit can be stored indefinitely or permanently deleted after the file is transferred to Community.
13. Click [Transfer](#).
14. When prompted that the transfer is complete, click [OK](#). All interrogation files are stored on the Community server and are accessible from the [Access Point Audit Report](#).

Audit online access points

When online communication is enabled in [System Settings](#), online access points can be audited directly in Community. All access points that are online are listed with the following information:

- [Access Point](#)—The name of the access point.
- [Category](#)—The type of access point: Unit, Suite, Restricted Area, Common Area.
- [Status](#)—The connectivity status of the access point, Online/Offline.
- [Date](#)—The date of the most recent audit.

To audit an online access point:

1. Go to [Programming & Auditing > Online Access Points](#).
2. Select an access point.
3. Click [Audit Access Points](#).

When the audit is complete, the file is accessible from the [Summary](#) section.

System Keys


System Keys

This section includes the following subjects:

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Learning about System Keys

The [System Keys](#) module is used to encode keys for immediate intervention and to perform advanced operational programming.

The System Key Reference Sheet  identifies system key support for locks programmed with resident, staff and system credentials.

Block and unblock keys

Make a Block Key to invalidate all instances of a specific credential. For example, make a Block Key to invalidate all active keys for Unit 100. Before making a Block Key, you must know the credential class and credential that you want to block. If the intent is to temporarily block access, you can use an Unblock Key to unblock a key that was previously blocked by a Block Key. Remote operation is supported.

Cancel keys

Make a Cancel Key to permanently invalidate a specific key instance. Before making a Cancel Key, you must know the credential class and credential that you want to block. A Cancel Key must be presented to all access points for which the original key has credentials. Remote operation is supported.

Diagnostic keys

Diagnostic Keys query locks to extract and report the status of various lock functions and are most often used for troubleshooting. Results of the query are communicated by an LED flash sequence.

ELO keys

ELO (Electronic Lockout) Keys temporarily invalidate all non-emergency keys by double locking the door from the outside (activating the privacy switch or deadbolt). When an electronic lockout is active, only a key with the Emergency credential can open the lock. When the electronic lockout is removed, normal key access resumes. ELO Keys are toggle keys. The behavior of the key alternates (applies lockout/removes lockout) each time it is presented to the lock. Remote operation is supported.

Failsafe keys

Failsafe Keys are backups of individual unit keys that are made in advance and maintained in complete sets to be issued in the event a system or power failure. All Failsafe Keys are encoded with default floor and common area access.

The recommendation is to create and always retain three sets of two keys for each unit and suite unit. You can make as many key sets as you require; however, when a key from one set is presented to the lock, all keys from a previously used set are invalidated.

Default settings for Failsafe Keys are defined in [System Settings > Failsafe Keys](#).



It is critical that Failsafe Keys are current and stored in an efficient filing system at a secure location.

Inhibit keys

Inhibit Keys are used to permanently cancel current resident access. Most often, Inhibit Keys are used by staff after a resident vacates before their key expires. Inhibit Keys invalidate all resident keys encoded with access to the unit even if the dead bolt or privacy switch is active. Remote operation is supported.

Latch, unlatch and toggle latch/unlatch keys

Latch Keys disable passage mode. Access is restricted to only those people with keys encoded with the applicable credential. Unlatch Keys enable passage mode. Passage mode is a lock state during which the access controls

programmed in the lock are suspended allowing unrestricted access. Toggle Latch/Unlatch Keys enable and disable passage mode, alternately.

Primary and secondary program keys

Primary Program Keys (PPKs) put the lock into programming mode and are used in conjunction with Program Information (PI) Keys and Program Status (PS) Keys to program locks and authorize special functions (see Create a Special Function Key). They are also used to reprogram the current Secondary Program Key (SPK) or remaster a different SPK. Secondary Program Keys (SPKs) reprogram or resynchronize the current Primary Program Key (PPK) into access points and remaster a different PPK into a lock. Essentially, an SPK is a backup to the PPK but does not put locks into programming mode.

Resequenece keys

Resequenece Keys resynchronize a specific key credential in access points. The Resequenece Key is used to update the sequence number stored in the lock's memory when the number of new keys made but not used in the lock exceeds the programmed sequence range for that key. Remote operation is supported.

Special function keys

Special function keys are paired with primary program keys to perform system-level operations on a lock.

Block and unblock keys

Make a Block Key to invalidate all instances of a specific credential. For example, make a Block Key to invalidate all active keys for Unit 100. Before making a Block Key, you must know the credential class and credential that you want to block.

Block Keys can be used to invalidate:

- resident keys
- staff/vendor keys
- ELO keys
- Latch/Unlatch/Toggle Latch/Unlatch keys
- Inhibit keys

If the intent is to temporarily block access, you can use an Unblock Key to unblock a key that was previously blocked by a Block Key.



The Unblock Key does not restore access to common areas for the key when access to the common area is based on a common area profile.

Make block keys

1. Go to *System Keys > Block Keys*.


Key Info

Key expiration

11/22/2018 11:40 AM

Back Next to Credentials

2. Specify expiration details.
3. Click *Next to Credentials*.

4. Select the credential class under which the credential you want to block is defined. Only those classes for which active keys exist are listed.
5. Select the credential (or access point) encoded on the key that you want to block.
6. (*optional*) Click [Next to Key Holder](#) and select the staff member to whom you want to assign the key. To add a staff member, click [\(Add\) +](#), specify first and last names, then click [Save](#).
7. Click [Make Keys](#) or, if online communication is enabled, [Block Keys Remotely](#). Proceed only if you are making a physical key.
8. Select an encoder  that is online.
9. Present a key to the encoder.
10. Click [Start](#).
11. When notified that keys were made successfully, click [Done](#).

Make unblock keys



Unblock Keys unblock all instances of a specific credential in access points which have been previously blocked using the Block Key.

1. Go to [System Keys > Unblock Keys](#).

Key Info

Key expiration

11/22/2018 11:52 AM

Back


Next to Credentials

- Specify expiration details.
- Click **Next to Credentials**.

Staff

WeekdayCrew1

WeekendCrew2

Sort By  Name

Back to Key Info

Next to Key Holder

Summary

Key Info

Key type:

Unblock Keys

Key expiration:

11/22/2018 11:59 AM


Credential

Staff

WeekdayCrew1

Key Holder

Make Keys

- Select the credential class for the credential or access point encoded on the key that you want to unblock. Only those classes for which active keys exist are listed.
- Select the credential (or access point) encoded on the key that you want to unblock.
- (optional) Click **Next to Key Holder** and select the staff member to whom you want to assign the key. To add a staff member, click **(Add) +**, specify first and last names, then click **Save**.
- Click **Make Keys** or, if online communication is enabled, **Unblock Keys Remotely**. Proceed only if you are making a physical key.
- Select an encoder  that is online.
- Present a key to the encoder.

10. Click [Start](#).
11. When prompted that keys were made successfully, click [Done](#).

Cancel keys

Make a cancel key to permanently invalidate a specific key instance. Before making a Cancel Key, you must know the credential class and credential that you want to cancel. A cancel key must be presented to all access points for which the original key has credentials.

Cancel keys can be used to invalidate:

- staff/vendor keys
- ELO keys
- Latch/Unlatch/Toggle Latch/Unlatch keys
- Inhibit keys

To make cancel keys:

1. Go to [System Keys > Cancel Keys](#).


The screenshot shows the 'Key Info' and 'Summary' sections of the 'Cancel Keys' interface. In the 'Key Info' section, the 'Key expiration' field is set to '11/15/2018 06:43 PM', with a red arrow pointing to it. Below this, there are two buttons: 'Back' and 'Next to Credentials', with the latter highlighted by a red border. The 'Summary' section on the right shows 'Key type: Cancel Keys' and 'Key expiration: 11/15/2018 06:43 PM'. Below this, there are fields for 'Credential', 'Key', and 'Key Holder', and a 'Make Keys' button at the bottom.

2. Specify expiration details.
3. Click [Next to Credentials](#).

The screenshot shows the 'Staff' list and 'Summary' sections of the 'Cancel Keys' interface. In the 'Staff' list, the 'Staff-Pred-NoToggle' credential class is selected, with a red arrow pointing to it. Below the list, there are two buttons: 'Back to Key Info' and 'Next to Keys', with the latter highlighted by a red border. The 'Summary' section on the right shows 'Key type: Cancel Keys' and 'Key expiration: 01/16/2019 04:49 PM'. Below this, there are fields for 'Credential', 'Staff', 'Key', and 'Key Holder', and a 'Make Keys' button at the bottom.

4. Select the credential class under which the credential you want to cancel is defined. Only those classes for which active keys exist are listed.
5. Select the credential or access point encoded on the key that you want to cancel.
6. Click [Next to Keys](#).

Keys		Summary	
Key Holder	Key ID	Key Info	
Unknown	2	Key type: Cancel Keys Key expiration: 01/16/2019 04:49 PM	
Fatima Demo	1	Credential	
		Staff	
		Key	
		Fatima Demo 1	
key ID			
Back to Credentials		Next to Key Holder	
		Make Keys	

7. Select the key that you want to cancel. You can view the list of keys by Key Holder or by Key ID.
8. (optional) Click [Next to Key Holder](#) and select the staff member to whom you want to assign the key. To add a staff member, click [\(Add\) +](#), specify first and last names, then click [Save](#).
9. Click [Make Keys](#) or, if online communication is enabled, [Cancel Keys Remotely](#). Proceed only if you are making a physical key.
10. Select an encoder  that is online.
11. Present a key to the encoder.
12. Click [Start](#).
13. When notified that keys were made successfully, click [Done](#).

Diagnostic keys

Diagnostic keys query locks to extract and report the status of various lock functions and are most often used for troubleshooting. Results of the query are communicated by an LED flash sequence.



A simpler alternative to making diagnostic keys is to use the M-Unit (Maintenance Unit) to run a diagnostic on locks. The results of the query are in readable text format instead of an LED flash sequence.

Make diagnostic keys

1. Go to *System Keys > Diagnostic Keys*.

<div>Key</div> <div> <div>Select the type of diagnostic that you want to run</div> <div>Auto-Lock Status</div> <div>Clock Date</div> <div>Clock Run Test</div> </div> <div>Back</div>	<div>Summary</div> <div>Key Info</div> <div>Key type: Diagnostic Keys</div> <div>Make Keys</div>
---	--

2. Select the type of diagnostic that you want to run.
 - **Auto-Lock Status**—Select this option to query the lock for Auto-Latch Schedules.
 - **Clock Date**—Select this option to query the lock for the date.
 - **Clock Run Test**—Select this option to test the lock clock function.
 - **Clock Time**—Select this option to query the lock for the time.
 - **Deadbolt Switch Status**—Select this option to query whether the lock deadbolt is projected or retracted.
 - **EPROM Version**—Select this option to retrieve the version of the micro-controller in the lock.
 - **Knob Switch Status**—Select this option to determine whether the lock is engaged or open.
 - **Last 2 LPI Records**—Select this option to query the lock for the two most recent errors.
 - **LED Lights Test**—Select this option to test the lock LED.
 - **Low Battery Status**—Select this option to learn the remaining battery charge for the lock.
 - **Motor Switch + Lock State**—Select this option to retrieve the status of the lock motor and lock state.
 - **Verify Lock Version**—Select this option to retrieve the lock firmware version.

<div>Key</div> <div> <div>Auto-Lock Status</div> <div>Clock Date</div> <div>Clock Run Test</div> </div> <div>Back</div>	<div>Summary</div> <div>Key Info</div> <div>Key type: Diagnostic Keys</div> <div>Key: Auto-Lock Status</div> <div>Make Keys</div>
---	---

3. Click **Make Keys**.
4. Select an encoder  that is online.

5. Present a key to the encoder.
6. Click [Start](#).
7. When prompted that keys were made successfully, click [Done](#).

Diagnostic results

For details about interpreting a flash sequence, see "Troubleshooting Locks."

LED flash sequence

Each color of light has a different base value:

- Green=100
- Yellow=10
- Red=1

To interpret a response, multiply the number of times that each color flashes by the base value. For example, if the sequence of lights is two yellow flashes followed by three red flashes, the response value is 23.

$\text{Yellow}(10) \times 2 + \text{Red}(1) \times 3 = 23$

Diagnostic elements

Each Diagnostic Key provides several pieces of information. Each piece of information is known as an element, and you must be familiar with the elements that will be displayed in order to understand the response.

For example, the Display Clock Time Key will give you information on the following elements:

- Date/Time/DST Problem (if any) (0-4)
- DST Status (0-1)
- Hours (In Military Time) (0-23)
- Minutes (0-59)

When you use the card, the response begins and ends with a delimiter that consists of all three lights flashing simultaneously. This delimiter is also used to separate the responses to each element.

Electronic lockout keys

ELO (Electronic lockout) keys temporarily invalidate all non-emergency keys by double locking the door from the outside (activating the privacy switch or deadbolt). When an electronic lockout is active, only a key with the Emergency credential can open the lock. When the electronic lockout is removed, normal key access resumes.

ELO keys are toggle keys. The behavior of the key alternates (applies lockout/removes lockout) each time it is presented to the lock.

To make ELO keys:



The credential selected by default (ELO) or a custom credential based on the ELO credential class is required.

1. Go to [System Keys > Electronic Lockout Toggle Keys](#). The default credential **ELO** is required.

2. Select whether to make a New or Additional key. If no active key exists, a New key is required. If an active key exists, **Additional key** is the selected default. Making an Additional key (copy) has no effect on existing active keys. Making a New key when an active key exists, invalidates the previously active key.
3. Select a shift schedule. To enable 24/7 access, select **24/7**. To review shift schedule details, see [Access Management > Shift Schedules](#). The selected shift schedule determines the days and hours that the key is valid.
4. Specify expiration details.
5. (optional) Click [Next to Key Holder](#) and select the staff member to whom you want to assign the key. To add a staff member, click **(Add) +**, specify first and last names, then click **Save**.

6. Click [Make Keys](#) or, if online communication is enabled, [Electronically Lockout Keys Remotely](#). Proceed only if you are making a physical key.
7. Select an encoder that is online.
8. Click **-/+** to specify how many keys to make.
9. Present a key to the encoder.

10. Click [Start](#).
11. When prompted that keys were made successfully, click [Done](#).

Electronic lockout key LED flash sequence


For details about interpreting a flash sequence, see "Troubleshooting Locks."

- The following LED flash sequence indicates the electronic lockout is activated:
 - Red (1) Yellow (12)
- The following LED flash sequence indicates the electronic lockout is removed:
 - Green (1) Yellow (12)

Failsafe keys

Failsafe Keys are backups of individual unit keys that are made in advance and maintained in complete sets to be issued in the event a system or power failure. All Failsafe Keys are encoded with default floor and common area access.

To make failsafe keys:

1. Go to [System Keys > Failsafe Keys](#).
2. Select an access point. You can select an access point from any building on site.
3. Specify the number of nights access to the Unit is enabled.
4. Specify the time after which the key expires (on the final day the key is active).
5. Specify the number of keys to make. The recommendation is to make three keys for each unit.
6. Click [Make Keys](#).
7. Select an encoder  that is online.
8. Click -/+ to specify how many keys to make.
9. Present a key to the encoder.
10. Click [Start](#).
11. When prompted that keys were made successfully, click [Done](#).


Inhibit keys

Inhibit Keys are used to permanently cancel current resident access. Most often, Inhibit Keys are used by staff after a resident vacates before their key expires. Inhibit Keys invalidate all resident keys encoded with access to the unit even if the dead bolt or privacy switch is active.

Inhibit Keys do not invalidate access to common areas and elevator readers.

Make inhibit keys

1. Go to [System Keys > Inhibit Keys](#). The default credential **Inhibit** is required.

2. Select whether to make a New or Additional key. If no active key exists, a New key is required. If an active key exists, **Additional key** is the selected default. Making an Additional key (copy) has no effect on existing active keys. Making a New key when an active key exists, invalidates the previously active key.
3. Select a shift schedule during which the key is valid. To enable 24/7 access, select **24/7**. To review shift schedule details, see [Access Management > Shift Schedules](#). The selected shift schedule determines the days and hours that the key is valid.
4. Specify expiration details.
5. (optional) Click **Next to Key Holder** and select the staff member to whom you want to assign the key. To add a staff member, click **(Add) +**, specify first and last names, then click **Save**.
6. Click **Make Keys** or, if online communication is enabled, **Inhibit Keys Remotely**. Proceed only if you are making a physical key.
7. Select an encoder  that is online.
8. Click **-/+** to specify the number of keys to make.
9. Present a key to the encoder.
10. Click **Start**.
11. When prompted that keys were made successfully, click **Done**.

Inhibit key LED flash sequence

For details about interpreting a flash sequence, see "Troubleshooting Locks."

- The following LED flash sequence displays when an Inhibit Key is first presented:
 - Red (1) Yellow (12)
- The following LED flash sequence displays when the lock has already been inhibited:
 - Yellow (12)

Latch and unlatch keys

The following system keys latch and unlatch locks:

- **Latch keys**—Disable passage mode. Access is restricted to only those people with keys encoded with the applicable credential.
- **Unlatch keys**—Enable passage mode. Passage mode is a lock state during which the access controls programmed in the lock are suspended allowing unrestricted access.
- **Toggle latch/unlatch keys**—Enable and disable passage mode. Passage mode is a lock state during which the access controls programmed in the lock are suspended allowing unrestricted access. A toggle key alternatives behavior each time the key is presented to the lock.

To make Latch, Unlatch, and Latch/Unlatch Keys:

1. Go to [System Keys](#).
2. Select the type of key to make:
 - [Latch Keys](#)
 - [Unlatch Keys](#)
 - [Toggle Latch/Unlatch](#)

Key Info

The credential class for the type of system key that you are making is selected by default: Latch, Unlatch, or Toggle Latch/Unlatch.

Credential class*
Latch

Credential*
LatchCR

☒ New key ☐ Additional key

Shift schedule
24/7

Key expiration
11/22/2019


[Back](#) [Next to Key Holder](#) [Make Keys](#)

Summary

Key Info

Credential: LatchCR
Key mode: New key
Shift schedule: 24/7
Key expiration: 11/22/2019 (expires at end of shift)

Key Holder

3. The credential class selected by default ([Latch](#), [Unlatch](#), [Toggle Latch/Unlatch](#)) or a custom credential class based on the respective type is required.
4. Select the credential that you want to latch, unlatch, or latch/unlatch.
5. Select whether to make a New or Additional key. If no active key exists, a New key is required. If an active key exists, [Additional key](#) is the selected default. Making an Additional key (copy) has no effect on existing active keys. Making a New key when an active key exists, invalidates the previously active key.
6. Select a shift schedule during which the key is valid. To enable 24/7 access, select [24/7](#). To review shift schedule details, see [Access Management > Shift Schedules](#). The selected shift schedule determines the days and hours that the key is valid.
7. Specify expiration details.
8. (optional) Click [Next to Key Holder](#) and select the staff member to whom you want to assign the key. To add a staff member, click [\(Add\) +](#), specify first and last names, then click [Save](#).
9. Click [Make Keys](#).
10. Select an encoder  that is online.
11. Click -/+ to specify the number of keys to make.
12. Present a key to the encoder.
13. Click [Start](#).
14. When prompted that keys were made successfully, click [Done](#).

Primary and secondary program keys

Primary program keys put the lock into programming mode and are used in conjunction with PI (Program Information) keys and PS (Program Status) keys to program locks and authorize special functions (see "Create a Special Function Key"). They are also used to reprogram the current secondary program key or remaster a different secondary program key.

Make primary program key

1. Go to *System Keys > Primary Program Keys*.


2. Specify expiration details.
3. Click **Next to Key Options**.

4. Select options to encode on the key. All options are selected by default.



All PI options remain in the software to support legacy systems. For guidance on these options, contact dormakaba Technical Support.

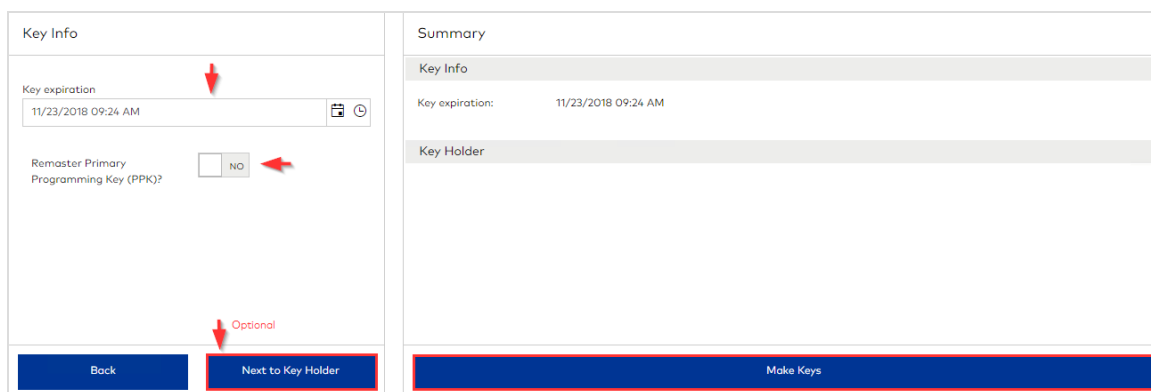
- **Remaster a different SPK key into locks**—This option is only selected in rare cases when the PPK has been compromised and must be remastered. Before remastering the SPK, you must use the SPK to remaster a new PPK. Select this option to encode a PPK that authorizes a key to reprogram a Secondary Program Key.
- **Reprogram an out-of-sequence SPK key into locks**—This option is only selected in rare cases. Select this option to encode a PPK that authorizes a key to reprogram a Secondary Program Key.
- **Use with PI autolatch keys**—Select this option to encode a PPK that authorizes a key to program auto-latch/unlatch schedules in the lock.
- **Use with PI basic key**
- **Use with PI clock keys**—Select this option to encode a PPK that authorizes a key to synchronize the lock clock.


- **Use with PI DST keys**—Select this option to encode a PPK that authorizes a key to update daylight savings time settings in the lock.
 - **Use with PI key and pass mastering keys/standard level keys**
 - **Use with PI level program keys**
 - **Use with PS battery disconnect key**—Select this option to encode a PPK that authorizes a key to shut down the lock before the lock battery disconnects.
5. (optional) Click **Next to Key Holder** and select the staff member to whom you want to assign the key. To add a staff member, click **(Add) +**, specify first and last names, then click **Save**.
 6. Click **Make Keys**.
 7. Select an encoder  that is online.
 8. Present a key to the encoder.
 9. Click **Start**.
 10. When prompted that keys were made successfully, click **Done**.

Make secondary program key

To make a Secondary Program Key:

1. Go to **System Keys > Secondary Program Keys**.



2. Specify expiration details.
3. Select whether to remaster the PPK. Remastering a PPK is a rare occurrence and is used to reprogram the current PPK or remaster a different PPK into a lock. This remastering should only be made at the direction of dormakaba Technical Support. If you select to remaster, all keys become invalid and all locks must be reprogrammed.
4. (optional) Click **Next to Key Holder** and select the staff member to whom you want to assign the key. To add a staff member, click **(Add) +**, specify first and last names, then click **Save**.
5. Click **Make Keys**.
6. Select an encoder  that is online.
7. Present a key to the encoder.
8. Click **Start**.
9. When prompted that keys were made successfully, click **Done**.

Secondary program key LED flash sequence


For details about interpreting a flash sequence, see "Troubleshooting Locks."

The following LED flash sequence displays when an SPK is first presented:

Yellow (slow flashing for 20 seconds)

Resequence keys

The Resequence Key is used to update the sequence number stored in the lock's memory when the number of new keys made but not used in the lock exceeds the programmed sequence range for that key.



The need to use a Resequence Key is rare. Staff can troubleshoot the lock to determine if the cause of the lock error is a corrupt sequence number.

Resequence Keys can be used to correct the sequence on:

- Staff/Vendor Keys
- ELO Keys
- Latch/Unlatch/Toggle Latch/Unlatch Keys
- Inhibit Keys



Make resequence keys

1. Go to *System Keys > Resequence Keys*.

Key Info

Key expiration

5/5/2023 2:49 PM



Back

Next to Credentials

Summary

Key Info

Key type:

Resequence Keys

Key expiration:

5/5/2023 2:49 PM

Credential




Key Holder

Make Keys


Resequence Keys Remotely

2. Specify expiration details.
3. Click Next to Credentials.

Staff



Réparations

Sort By  Name

Back to Key Info

Next to Key Holder

Summary

Key Info

Key type:

Resequence Keys

Key expiration:

5/5/2023 2:49 PM

Credential

Staff


Réparations

Key Holder

Make Keys

Resequence Keys Remotely

4. Select the credential class. Select the credential class for the credential or access point encoded on the key that you want to resequence. Only those classes for which active keys exist are listed.
5. Select the credential. Select the credential (or access point) encoded on the key that you want to resequence. You can select a credential from any building.

6. (optional) Click [Next to Key Holder](#) and select the staff member to whom you want to assign the key. To add a staff member, click [\(Add\) +](#), specify first and last names, then click [Save](#).
7. Click [Make Keys](#) or, if online communication is enabled, [Resequencing Keys Remotely](#). Proceed only if you are making a physical key.
8. Select an encoder  that is online.
9. Present a key to the encoder.
10. Click [Start](#).
11. When prompted that keys were made successfully, click [Done](#).

Resequencing key LED flash sequence

For details about interpreting a flash sequence, see "Troubleshooting Locks."

- The following LED flash sequence displays when a Resequencing Key is first presented:
 - Green and Yellow (6)
- The following LED flash sequence displays when a Resequencing Key is presented to a lock that is not out of sequence:
 - Yellow (6)

When using a Resequencing Key for resident levels, a new resident key must be made if a red flash precedes the green/yellow flashes.

Special function keys

Special function keys are paired with primary program keys to perform system-level operations on a lock.



Special function keys are supported for legacy systems. A simpler alternative to making SFKs is to use the M-Unit (Maintenance Unit) to interrogate (audit) a lock. All data that can be obtained by using an SFK is included in audit reports.

Special function key types


The following types of Special Function Keys can be made in System Keys:

- **Audit Key**—Requires 4K key. Select this option to make a key that audits a lock to obtain status and diagnostic data. A maximum of 172 records can be stored on an Audit Key. After auditing a lock with an Audit Key, present the key to the encoder and click the Read Key button in the Community toolbar. Data collected from the lock is displayed with the option to generate a report. If you generate a report from the Read Key results, the report is limited to the data collected by the Audit Key. To expand the scope of the data in the report, go to the Reports module and generate an Access Point Audit Report.
- **Disable/Enable Lock Change Key**—Select this option to make a key that disables all key and M-Unit access to the lock where the key is presented.
- **Erase Lock Memory Key**—Select this option to make a key that removes all programming stored in the lock memory.
- **LED Diagnostic Key**—Select this option to make a key that performs diagnostics on access points.
- **RF Pairing**—Select this option to make a key that connects a lock to the configured gateway. This key type only displays if online communication is enabled.
- **RF Unpairing**—Select this option to make a key that disconnects a lock from the paired gateway. This key type only displays if online communication is enabled.

Make special function keys

1. Go to *System Keys > Special Function Keys*.

Key	Summary
Audit Key	Key Info
Disable/Enable Lock (E2) Change Key	Key type: Special Function Keys
Erase Lock (E2) Memory Key	Key: Audit Key
LED Diagnostic Key	
RF Pairing Key	
RF Unpairing Key	
Back	Make Keys

2. Select the type of special function that you want to run.
3. Click **Make Keys**.
4. Select an encoder  that is online.
5. Present a key to the encoder.
6. Click **Start**.
7. When prompted that keys were made successfully, click **Done**.

Monitoring

This section includes the following subjects:

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Learning about Monitoring

The [Monitoring](#) module provides information about all keys made in Community. If you need to know the most recent time that a specific key was used and by whom, the data is readily available without generating a report.



Access to data in the [Monitoring](#) module is configured in [Role Management](#). By default, the Administrator and Site Configurator roles have full access.

Monitor keys

The [Monitoring](#) module is where you can see the status for all resident, staff/vendor and system keys. You can filter the list based on key type, credential class and credential, and search for keys based on Operator or Key Holder name.

» Go to [Monitoring](#). (If online communication is enabled, click the [Keys](#) tab.)






Keys

Key type	Credential class	Credential					
All	All	All	Search by Operator name or Key Holder name				
Date/Time	Operator	Operation	Details	Valid from	Valid to	Key Holder	Key Status
10/16/2019 09:49 DST	User, Admin02 (Admin02)	Make Key	New Resident Key: (ID: 1) KK_303, KK_RCA, Laundry, DK-Common Area, LimitedResidentCA_1, DK-FLOOR1, KK_FLOOR 1, KK_FLOOR 3	10/16/2019 09:49 DST	10/16/2020 11:00 DST	Pedko, Andre	Active
10/16/2019 09:20 DST	User, Admin02 (Admin02)	Make Key	Additional Resident Key: (ID: 4) KK_302, KK_RCA, Laundry, DK-Common Area, LimitedResidentCA_1, DK-FLOOR1, KK_FLOOR 1, KK_FLOOR 3	10/16/2019 09:20 DST	10/16/2020 10:00 DST	Pedko, Andre	Active

The following information is reported for each key:

- **Date/Time**—Date and time the key was encoded. You can filter the list based on date and time.
- **Operator**—The full name and user name of the Operator who was logged in when the key was encoded. You can search for keys that were used by a specific Operator. "API" following the user name indicates the key was made using the Community API. If the key was made using the API and API authentication is disabled, only "API" is listed.
- **Operation**—The MAKE KEY command.
- **Details**—The type of key (resident/staff/vendor/system) and the access points encoded on the key (including common areas). You can search the list of keys based on details.
- **Valid from**—The date the key became valid.
- **Valid to**—The date after which the key is invalid.
- **Key Holder**—The name of the key holder. Defaults: Resident 1 (for residents) and Unassigned (for staff/vendor or system keys). You can search for keys used by a specific key holder.
- **Key Status**—For physical keys: Active/Expired/Obsolete/Returned. For mobile keys: Delivering/Delivered/Failed/Canceling/Canceled/Expired/Obsolete.
- **Aurora Status**—When Aurora is enabled, the status of the key in the Aurora system (Synchronized/Failed/Pending/Not applicable) and the date/time the status was first attained. You can filter the list of keys based on the Aurora status.

Customize the Display

- To filter data, click **(Filter)**  in the column heading row, select the information that you want to display, then click **Filter**. The **(Filter Applied)**  icon indicates that a filter is applied to the column.
- To clear filters for a column, click **(Filter Applied)**  > **Clear**.
- To clear all filters, click **(Remove Filters)** .
- Click any column to sort the list.
- To refresh data, click **(Refresh)** .

Reports

Reports

This section includes the following subjects:

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Key/User Assignment Report	244
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Roles and Rights Report	247
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Access Point Audit Report

This report provides descriptive and event details about a lock. Before you can generate an access point audit report, you must first audit the lock (in [Programming & Auditing](#)). The audit process transfers data from the lock to Community. The resulting interrogation file can be viewed directly after transfer or from the [Reports](#) module. The benefit to viewing access point audits in the [Reports](#) module is that you can select a date range to include historical interrogation files.



Transferring lock audit data from the M-Unit to a workstation requires the Community Client. Download and install the client from the main toolbar in the [Programming & Auditing](#) or [Device Management](#) module.

Generate report

1. Go to [Reports > Access Point Audit Report](#).
2. Select the access point for which you want to transfer data to Community. Multiple files for the same access point indicate the lock has been audited multiple times. Review the date to determine the audit that you want to view.
3. Click [Next to Audit List](#).
4. Select the audit for which you want to generate a report.
5. Click [Generate](#).

View report details



The Reports toolbar is a convenient feature that you can use to navigate, download, print and zoom reports. Multiple download formats are supported.

- Audit date
- Audit events
- Audit imported by
- Audit method
- Site
- Report generated by
- Report generated on
- M-Unit date/time at audit
- Access Point Information
 - Access Point
 - Access Point type
 - Description
 - Lock model
- Lock Status
 - Lock firmware version
 - Time zone
 - DST starts on
 - DST ends on
 - Battery status
 - Locked (YES or NO)
- Seq
- Event Date
- Event Description
- Action Result

Credential/Access Point Assignment Report

Generate this report to display credential/access point assignments. The lists of credential classes/credentials that you can select to include in the report include both default and custom classes/credentials. However, the list reflects only those classes/credentials for which keys have been made. If the class or credential has not yet been assigned and encoded on a key, it does not display in the list.

Generate report

1. Go to [Reports > Credential/Access Point Assignment Report](#).
2. Select one of the following index options:
 - [Access Point](#)
 - [Credential](#)
3. Click [Next to Credential Classes](#).
Because all classes are selected by default, deselect any class that you want to exclude from the report.
4. Click [Generate](#).

View report details (access point)



The Reports toolbar is a convenient feature that you can use to navigate, download, print and zoom reports. Multiple download formats are supported.

- Displayed by
 - Access Point
- Total keys
- Site
- Report generated by
- Report generated on
- Credential Class(es)
- Access Point
- Credential class
- Credential

View report details (credential)

- Displayed by
 - Credential
- Total keys
- Site
- Report generated by
- Report generated on
- Credential Class(es)
- Credential Class
- Credential
- Access Point

Elevator Configuration Report

Generate this report to view configuration information for an elevator bank. The report shows relay-to-floor mapping for each panel in the bank and lists elevator details.

Generate report

1. Go to *Reports > Elevator Configuration Report*.
2. Select an elevator bank.
3. Click [Generate](#).

View report details



The Reports toolbar is a convenient feature that you can use to navigate, download, print and zoom reports. Multiple download formats are supported.

- Building
- Site
- Report generated on
- Report generated by
- Elevator Bank
- Elevators
- Profile
- Panel
- Relay
- Floor

Key Expiration Report

Generate this report to identify keys that are approaching expiration. The lists of credential classes/credentials that you can select to include in the report include both default and custom classes/credentials. However, the list reflects only those classes/credentials for which keys have been made. If the class or credential has not yet been assigned and encoded on a key, it does not display in the list.

Generate report

1. Go to [Reports > Key Expiration Report](#).
2. Because all classes are selected by default, deselect any class that you want to exclude from the report.
3. Click [Next to Credentials](#).
4. Because all credentials are selected by default, deselect any credential that you want to exclude from the report.
5. Click [Next to Date Range](#).
6. Specify the time span to include in the report.
7. Click [Generate](#).

View report details



The Reports toolbar is a convenient feature that you can use to navigate, download, print and zoom reports. Multiple download formats are supported.

The report shows the following details for all current and expired keys for the selected options.

- Date Range
- Total keys assigned
- Site
- Report generated by
- Report generated on
- Credentials
- Credential Class
- Credential (key ID)
- Additional Access/Common Areas
- Creation Date
- Expiration Date
- Key Holder
- Status—For physical keys: Active/Expired/Obsolete/Returned. For mobile keys: Delivering/Delivered/Failed/Canceling/Canceled/Expired/Obsolete.

Key/User Assignment Report

Generate this report to identify the keys assigned to staff/vendors. The report includes a list of all access points encoded on each assigned key.

Generate Report

1. Go to [Reports > Key/User Assignment Report](#).
2. Select whether to include active keys, inactive keys, or both in the report. (All keys with a status other than "Active" are considered inactive.)
3. Select whether to index the report by staff member/vendor name or key credential.
4. Click [Next to Credential Classes](#).
5. Because all classes are selected by default, deselect any class that you want to exclude from the report.
6. Click [Generate](#).

View Report Details (Staff/Vendor)

- Displayed by
- Total keys assigned
- Site
- Report generated by
- Report generated on
- Key Holder
- Credential Class
- Credential (key ID)
- Additional Access/Common Areas
- Status
- Creation Date
- Expiration Date

Operator Report

Generate this report to view a list of operators, their assigned roles, and the rights associated with each role.

Generate report

1. Go to [Reports > Operator Report](#).
2. Because all operator status types are selected by default, deselect any status type that you want to exclude from the report:
 - [Active](#)—When selected, the report includes all active operators.
 - [Deactivated](#)—When selected, the report includes all operators who are deactivated.
 - [Blocked](#)—When selected, the report includes all operators blocked from Community software.
3. Click [Next to Operator Roles](#).
Because all roles are selected by default, deselect any role that you want to exclude from the report.
4. Click [Generate](#).

View report details



The Reports toolbar is a convenient feature that you can use to navigate, download, print and zoom reports. Multiple download formats are supported.

- Operator status
- Operator roles
- Total operators
- Site
- Report generated by
- Report generated on
- Operator Name
- User Name
- Role
- Assign Date
- Status
 - Active
 - Deactivated
 - Blocked

Property Configuration Report

Generate this report to view the access point configuration for your site.

Generate report

1. Go to [Reports > Property Configuration Report](#).
2. Select a building.
3. Click [Next to Floors](#).
4. Select the floors to include in the report.
5. Click [Next to Access Point Types](#).
Because all access point types are selected by default, deselect any type that you want to exclude from the report.
6. Click [Generate](#).

View report details



The Reports toolbar is a convenient feature that you can use to navigate, download, print and zoom reports. Multiple download formats are supported.

- Total access points
- Report generated by
- Report generated on
- Buildings
- Floors
- Sequence (Seq)
- Access Point
- Access Point Type
- Lock/Device Model
- Building Name
- Floor Name

Roles and Rights Report

Generate this report to view a list of roles defined in the [Role Management](#) module and the Community functions to which each role has rights.

Generate report

1. Go to [Reports > Roles & Rights Report](#).
2. Select whether to generate a report that shows the roles authorized for system rights or key rights.
3. Select whether to include operators. If you select to include operators, select the operator status types to include:
 - [Active](#)—When selected, the report includes all active operators.
 - [Deactivated](#)—When selected, the report includes all operators who are deactivated.
 - [Blocked](#)—When selected, the report includes all operators who are blocked from Community software.
4. Click [Generate](#).

View report details



The Reports toolbar is a convenient feature that you can use to navigate, download, print and zoom reports. Multiple download formats are supported.

- Include operators
- Total roles
- Site
- Report generated by
- Report generated on
- Roles (including list of Operators assigned the role)
- System Rights / Key Rights

Staff/Vendor Access Report

Generate this report to view historical information about staff/vendor access.



Before you can generate this report, you must obtain and read the physical key assigned to staff/vendors. The report can be viewed directly after reading the key or in the [Reports](#) module. The benefit to viewing access data in the [Reports](#) module is that you can select a date range to include historical data.

Generate report

1. Go to [Reports > Staff/Vendor Access Report](#).
2. Select a name.
3. Click [Next to Key List](#).
4. Select the key credentials to include in the report.
5. Click [Next to Date Range](#).
6. Select start and ends dates.
7. Click [Generate](#).

View report details



The Reports toolbar is a convenient feature that you can use to navigate, download, print and zoom reports. Multiple download formats are supported.

- Date range
- Access events
- Site
- Report generated by
- Report generated on
- Credential
- Expires in locks
- Shift schedule
- Key status—For physical keys: Active/Expired/Obsolete/Returned. For mobile keys: Delivering/Delivered/Failed/Canceling/Canceled/Expired/Obsolete.
- Seq
- Event Date
- Access Point
- Access Granted
- Time Set
- Dead Bolted
- Low Battery
- Lock Prob?
- Lock Latched
- New key

System Activity Report

Generate this report to view the transaction history for selected operators.

Generate report

1. Select whether to generate a report that includes system activity related to key events or system events.
 - If you select [Key](#), select the options to include resident (physical/mobile keys), staff/vendor (physical/mobile) and system keys, then click [Next to Credential Classes](#) and deselect the classes to exclude from the report.
2. Click [Next to Operators](#).
3. Select the operators to include in the report.
4. Click [Next to Date Range](#).
5. Specify the time span for the report.
6. Click [Generate](#).

View report details (key)



The Reports toolbar is a convenient feature that you can use to navigate, download, print and zoom reports. Multiple download formats are supported.

- Date range
- Number of transactions
- Site
- Report generated by
- Report generated on
- Credential Classes
- Operators—The full name and user name of the Operator who was logged in when the key was encoded. "API" following the user name indicates the key was made using the Community API. If the key was made using the API and API authentication is disabled, only "API" is listed.
- Key Request Date
- Operator
- Credential
- Key Type
 - Resident (Physical)
 - Resident (Mobile)
 - Staff/Vendor (Physical)
 - Staff/Vendor (Mobile)
 - System
- Key Mode
 - Additional
 - New
- Status—For physical keys: Active/Expired/Obsolete/Returned. For mobile keys: Delivering/Delivered/Failed/Canceling/Canceled/Expired/Obsolete.
- Mobile Number
- Key Holder
- Additional Access/Common Areas

View report details (system)

- Date range
- Number of transactions
- Site
- Report generated by
- Report generated on
- Operators
- Transaction Date
- Operator—The full name and user name of the Operator who was logged in when the key was encoded. "API" following the user name indicates the key was made using the Community API. If the key was made using the API and API authentication is disabled, only "API" is listed.
- Operation
- Details
- Transaction Status

Visitor Management Report

Generate this report to view a list of delegated PINs and mobile keys. Operators who are assigned the Administrator or Site Configurator role have default access to generate this report. For all other operators, the right must be enabled for the assigned role in [Role Management](#).

Generate Report

1. Go to [Reports > Visitor Management Report](#).
2. Select whether to include visitor management data for residents or staff. For Staff, select the PIN status' to include in the report. (Reports for residents include all status types.)
3. Click [Next to Residents](#) or [Next to Staff Members](#).
4. Select the residents or staff members to include in the report.
5. Click [Generate](#).

View Report Details



The Reports toolbar is a convenient feature that you can use to navigate, download, print and zoom reports. Multiple download formats are supported.

- User type (resident or staff member)
- Site
- Report generated by
- Report generated on
- Delegator—The resident or staff member who delegated the PIN or mobile key.
- Operation—The type of delegation, PIN or mobile key.
- Delegated—Date and time when PIN/mobile key was delegated.
- Access—For PIN: the PIN number, common areas, number of uses remaining until expiration. For mobile key: common areas.
- Valid from—The date/time when access using the PIN/mobile key starts.
- Valid to—The date/time when access using the PIN/mobile key ends.
- Key/PIN Holder—Name of visitor for whom the PIN/mobile key was issued.
- Status—Active/Revoked/Expired. Reports for residents include all status'. Reports for staff include only those status' selected.

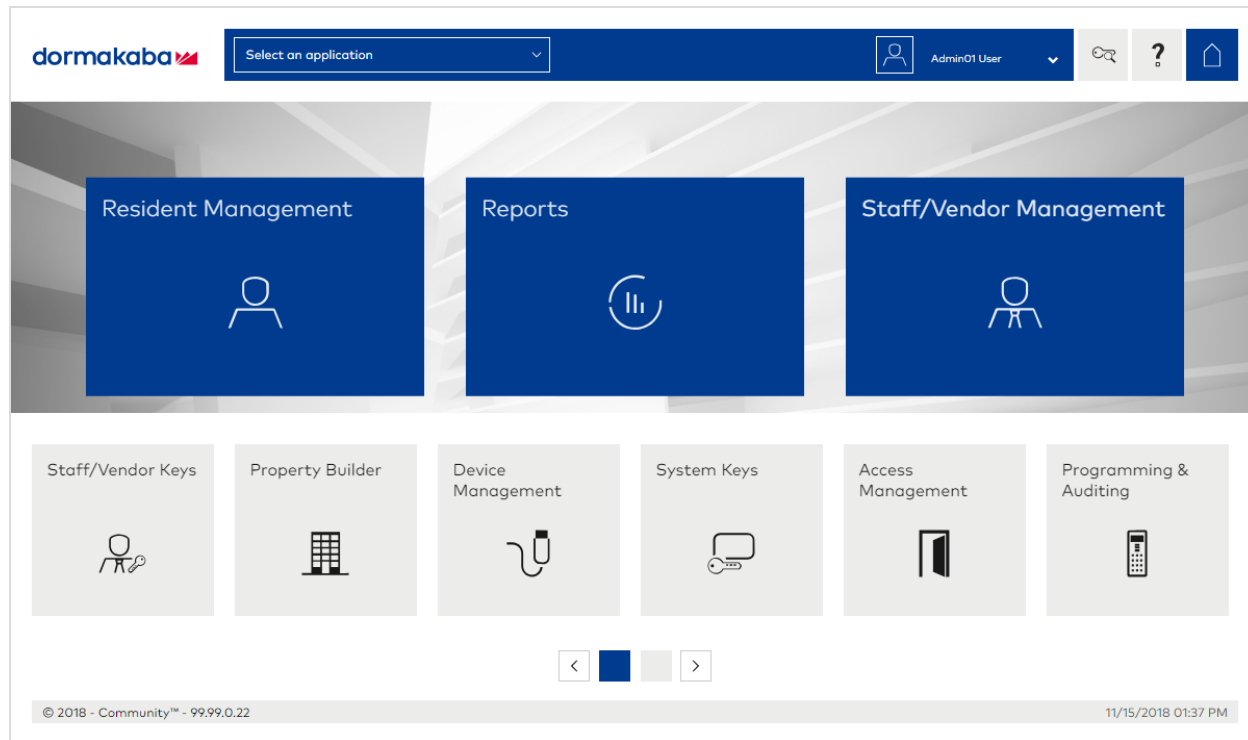
Toolbar Basics

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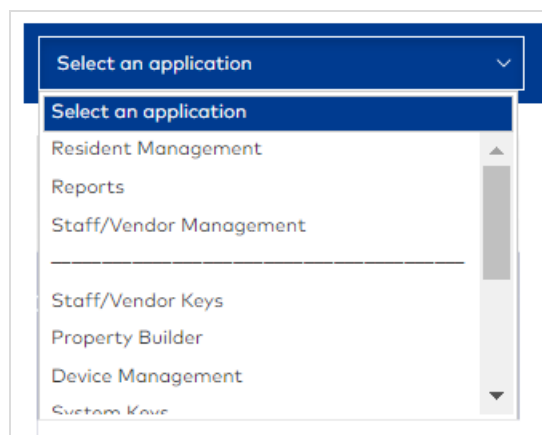
Navigate Community

Community modules are accessible no matter where you are in the product. When you first log in, the Home page uses tiles to provide access to modules. The top section is designed to show favorites (the modules that you use most often). The tiles for all other modules are in the bottom section. You may need to scroll forward to display the tile for a module. You can drag and drop tiles from the bottom section to the favorites area to customize your Home page.



Module selector

From within any module, you can quickly switch to a different module by using the module selection list in the Community toolbar. The first three items in the list show the favorites. All other modules are listed in alphabetic order.




To navigate Community modules:

- From the Home page, click a module tile. You may need to scroll forward in the bottom section to display the tile for a module.

- From all other pages, select a module from the module selection list in the Community toolbar.

Go to the Welcome page or log out

- To go to the Community welcome page, click (Home) .
- To log out of Community, click *account user name* > Log Out.

Set operator preferences

To set operator preferences:



1. On the main toolbar, click *operator user name* > Preferences.

Preferences

▼ GENERAL INFO

Username

Admin02

Password status

Valid until 10/05/2023 12:00 PM.

Preferred language

Automatic Language Detection ▼

Email

► PASSWORD

► SECURITY QUESTIONS

Cancel

Save

2. Select the preferred language for the account holder. The default is to detect and display the UI in the browser language. For Community to detect and display the UI in the browser language, the language setting in both [Systems Settings > General](#) and [Preferences](#) must both be [Automatic Language Detection](#).
3. Specify an email address to associate with the account. Community sends automated emails regarding account status to the specified email. The email address specified in the operator profile is linked with the email address in account Preferences.

The screenshot shows the 'Preferences' dialog box with the 'PASSWORD' section expanded. It contains two text input fields: 'Password' and 'Password confirmation', both filled with seven dots. Below these fields is the 'SECURITY QUESTIONS' section, which is currently collapsed. At the bottom of the dialog are two blue buttons: 'Cancel' and 'Save'.

4. Open the [PASSWORD](#) section to change the Community account password. Password criteria and expiration are based on settings in [System Settings > Security](#).

The screenshot shows the 'Preferences' dialog box with the 'SECURITY QUESTIONS' section expanded. It displays three security questions, each with a dropdown menu and an associated answer text field. The first question is 'What was your high school mascot?', the second is 'Who is your favourite actor, musician, or artist?', and the third is 'None'. The answer fields are currently empty. At the bottom of the dialog are two blue buttons: 'Cancel' and 'Save'.

5. Open the [Security Questions](#) section to select and provide responses to the challenge questions when required to submit a request to retrieve or reset the password.
6. Click [Save](#). After saving the preferences, the screen refreshes in the selected language.

Update Community Client

The Community Client is required to encode and read keys, and to use the M-Unit to program and audit locks and devices. The Community Client and Community Server must be the same version to ensure proper key-encoding operations. Upon login, Community detects the Client version and if it is older than the Server version, prompts you to download and install the current Client.

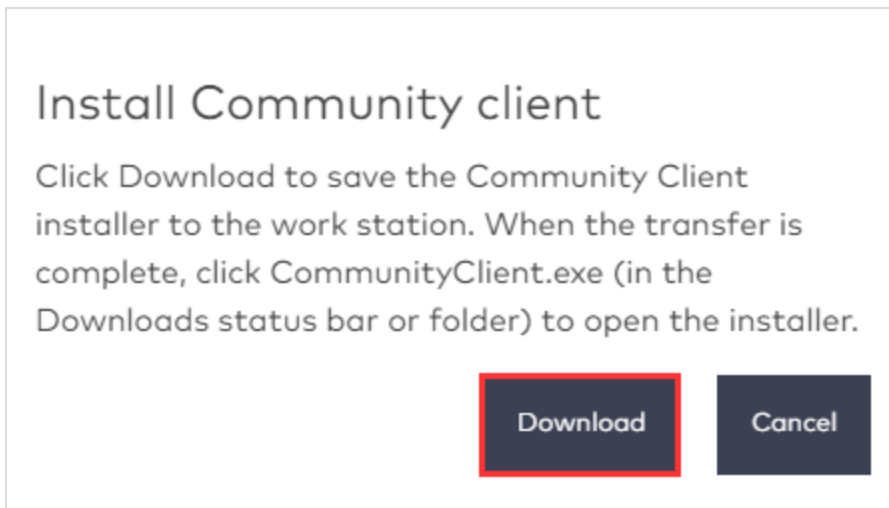


Perform the installation as a Local Administrator (not Network Administrator).

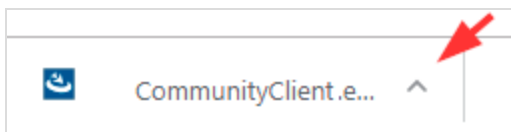
1. Go to [Device Management](#) or [Programming & Auditing](#).



2. Click [\(Install Community Client\)](#) .



3. Click [Download](#). A total of three files are required `Community_Client.exe`, `serverURL.config`, and `token.txt`. The download process can take up to one minute.



4. When the download is complete, click [CommunityClient.exe](#). The installer opens. If anti-virus or firewall software is installed on the workstation, you may be prompted to allow the installer to open.
5. On the Welcome page, click [Next](#) (or [Repair](#) if the client is already installed). The [Setup Status](#) page displays while the Client is installed.
6. On the [Update Complete](#) page, click [Finish](#).

Select default encoder


You can set the default encoder from the main Community toolbar in modules where keys are made. At key-making time, you can always select any encoder that is online and available to the workstation.


1. Go to any module in which keys are made ([Resident Management](#), [Staff/Vendor Management](#), [Staff/Vendor Keys](#), [System Keys](#)).



2. In the toolbar, click (Encoder status) .

Set Default Encoder

	Name	Status
<input checked="" type="checkbox"/>	Virtual 000000000001	 Online

 Select an encoder. Only one encoder is in this list.

Done

3. Select the encoder to automatically populate when making keys.
4. Click [Done](#).


Remote unlock/lock

This toolbar option is available when Online Communication is enabled and configured for [Gateway II; RAC5-MFC/XT; Rx-Link](#). The active Operator must also be assigned a role with the [Remote Unlock](#) system right enabled.

The Community toolbar includes an option to remotely lock and unlock occupied units, suites (common door and suite unit), and resident common areas. The lock must be online to issue a command.



To remotely lock or unlock an access point:

1. Click (Remote Unlock) .
2. Select the access point that you want to unlock/lock. Units and suite access points are listed on the [Units](#) tab. Resident common areas are listed on the [Common Areas](#) tab. You can filter the list by building, access point name, and status (Online/Offline). For units and suites, you can also filter by access point type and resident name.

Remote Unlock

Units

Common Areas

Senior South Tower

Type	Access Point	Status	Resident
All	Access Point	All	Resident
200-1			
Suite Common Door	200-1		Alice Dow
Suite Unit	A		Alice Dow
Unit	201		William Wen

1

100 items per page

1 - 2 of 2 items

Close

Remote Unlock

3. Click the button for the command that you want to issue.
 - When toggle mode is not supported, the only option is to select [Remote Unlock](#).
 - When toggle mode is supported, select [Remote Unlock](#) (or [Remote Lock](#)). The access point remains in the unlocked (or locked) state until a valid key or command (from the toolbar or an associated schedule) toggles the state of the lock.

Remote Unlock

Units

Common Areas

Senior South Tower

Type	Access Point ↑	Status	Resident
All	Access Point	All	Resident
200-1			Alice Dow
Suite Common Door	200-1		Alice Dow
Suite Unit	A		Alice Dow
Unit	201		William Wen

1

100

items per page

1 - 2 of 2 items

Close

Remote Unlock

Remote Lock

View results in the [Monitoring](#) module.

dormakaba

Monitoring

Admin01 User

Monitoring

Online

Keys

METRICS

Operations

Events

Access point status

Pending operations : 0 / Pending transactions : ☐ View system level operations

Search by Operator name

Date/Time ↓	Operation Type	Operator	Status	Details	
10/07/2021 6:58 PM DST	Unlock access point remotely	Admin01 User (Admin01)	Successful	Access Point: Gym	...
10/07/2021 6:57 PM DST	Unlock access point remotely	Admin01 User (Admin01)	Successful	Access Point: 200-1	...
10/07/2021 6:57 PM DST	Unlock access point remotely	Admin01 User (Admin01)	Successful	Access Point: A	...
10/07/2021 6:57 PM DST	Lock access point remotely	Admin01 User (Admin01)	Successful	Access Point: 201	...
10/07/2021 6:57 PM DST	Unlock access point remotely	Admin01 User (Admin01)	Successful	Access Point: 201	...
10/07/2021 6:55 PM DST	Pairing OFF	Admin01 User (Admin01)	Successful	Gateway(s): Yan GatewayII(000E2A7002AA)	...
10/07/2021 6:54 PM DST	Pairing ON	Admin01 User (Admin01)	Successful	Gateway(s): Yan GatewayII(000E2A7002AA)	...

1

100

items per page

1 - 100 of 443 items


Read Key/Eraser Key/ Resident Access Report

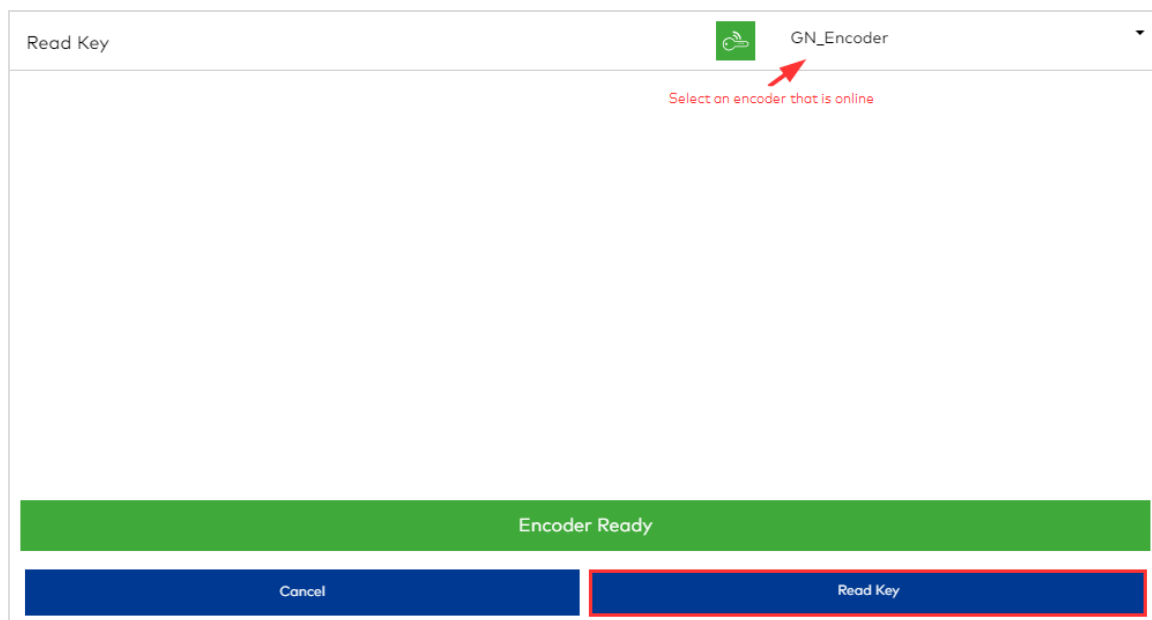
Learn the status of any key by using the Community key reader accessible from the main toolbar. After successfully reading a key, you can erase all Community configuration data encoded on the key and, for Resident Keys, generate an access report.

Read key

To read any key:



1. On the main toolbar, click (Read Keys) .



2. Select an encoder that is online and available to the workstation.
3. Present a key to the encoder.
4. Click **Read Key**.

Read Key		GN_Encoder
Keycard type	Resident	
Encoded by	1	
Encoded on device	Joshy Device	
Key mode	New	
Created on	2019/01/14 01:01 AM	
Expires on	2019/01/19 01:01 AM	
Key ID	4	
Status	Active	
Unit access	UNIT-101	
Common area access	Common area	
Floor access	My Site One-S1_FLOOR1	
Encoded for resident	Guest Test	

Key read successfully

Cancel

Read Key

The information displayed depends on the key type. The following details display for Resident Keys:

- Keycard type
- Encoded by
- Encoded on device
- Key mode
- Created on
- Expires on
- Key ID
- Status
- Unit access
- Common area access
- Floor access
- Encoded for resident

Additional data displays for keys which are encoded with a third-party service in sector 2.

Read key failures

When reading a key fails, an information box identifies the following problems:

- When communication between the encoder and workstation fails.
- When the encoder is offline.
- When the encoder is busy.
- When a key is not presented to the encoder within the expected delay.
- When the key is damaged, corrupt or uses unsupported technology.

Erase key

This function is not supported when Enhanced Security Mode is enabled. However, high security keys can be re-encoded at the same site using the same Community database.

You can erase any key (resident/staff/vendor/system) only directly after the key is read. Erasing a key removes all configuration data encoded on the key.

To erase a key:

1. After the key is successfully read, click [Erase Key](#).
2. Click [YES](#) to confirm.
3. When done, click [OK](#).

Keys that are erased show as "Returned" in reports and [Monitoring > Keys](#).

Read Key Access Report

After reading a Resident Key, you can generate a detailed list of the access points (units and Resident Common Areas) the key can access. This report is only available when access data is on the key, and the [Resident Access Report](#) right ([Role Management > System Rights](#)) is enabled for the active Operator.



Access reports include a maximum of 72 or 408 events for 1k/4k keys respectively. MIFARE mini keys do not retain access tracking data.

To generate a report:

1. After the key is successfully read, click [View Resident Access Report](#).
2. After the key is successfully read, click [View Staff/Vendor Access Report](#).

Resident access details

- Date Range—The dates and times during which the events included in the report occurred.
- Access Events—The number of records in the report.
- Key Holder—The name of the resident or staff member/vendor.
- Access—The access points authorized for the key holder.
- Check In—The date and time access is valid.
- Check Out—The date and time access is invalid.
- Key status—The current state of the key. For physical keys: Active/Expired/Obsolete/Returned. For mobile keys: Delivering/Delivered/Failed/Canceling/Canceled/Expired/Obsolete.
- Seq—The order in which an event occurred.
- Event Date—The date and time the event occurred.
- Access Point—The access point to which the key was presented.
- Access Granted—Indicates whether access was granted when the key was presented.
- Time Set—Indicates whether the lock clock is set properly. If No, then the reported Event Date may be wrong. The most common reason for the lock clock to not be set is replacing a depleted battery. For Online systems, a lock clock syncs with the online system when batteries are replaced. For offline systems, staff members can use an M-Unit to reset a lock clock.
- Dead Bolted—Indicates whether the deadbolt was engaged at the time of the event.
- Low Battery—Indicates whether the battery was low at the time of the event.
- Lock Prob?—Indicates a problem with the lock at the time of the event.
- Lock Latched—Indicates whether the lock was latched at the time of the event.
- New Key—Indicates whether the key is New. If the key is not New, it is an Additional Key.

Staff/vendor access details

- Date Range—The dates and times during which the events included in the report occurred.
- Access Events—The number of records in the report.
- Credential —The name of the credential and key mode (New or Additional).
- Shift schedule—The name of any shift schedule assigned to the key.


- Expiration—The date and time after which access on the key is invalid.
- Key status—The current state of the key. For physical keys: Active/Expired/Obsolete/Returned. For mobile keys: Delivering/Delivered/Failed/Canceling/Canceled/Expired/Obsolete.
- Seq—The order in which an event occurred.
- Event Date—The date and time the event occurred.
- Access Point—The access point to which the key was presented.
- Access Granted—Indicates whether access was granted when the key was presented.
- Time Set—Indicates whether the lock clock is set properly. If No, then the reported Event Date may be wrong. The most common reason for the lock clock to not be set is replacing a depleted battery. For Online systems, a lock clock syncs with the online system when batteries are replaced. For offline systems, staff members can use an M-Unit to reset a lock clock.
- Dead Bolted—Indicates whether the deadbolt was engaged at the time of the event.
- Low Battery—Indicates whether the battery was low at the time of the event.
- Lock Prob?—Indicates a problem with the lock at the time of the event.
- Lock Latched—Indicates whether the lock was latched at the time of the event.
- First Key Use—Indicates whether the key has been used to access a space.

View notifications


Notifications keep staff members informed about operations and events related to online communication (gateways and paired access points). For example, a notification lets you know when a key is used or a door is ajar.

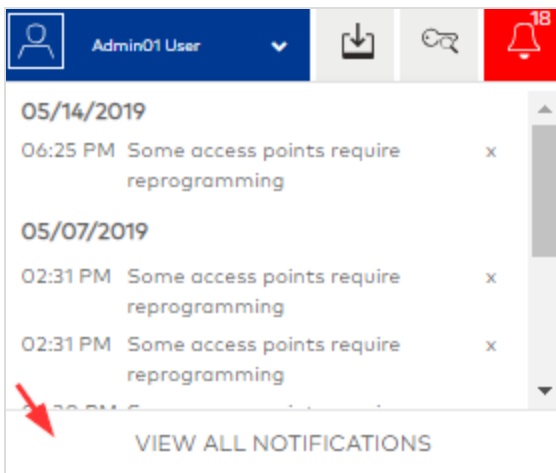


To view recent notifications:

- » Click [\(Notifications\)](#)  on the main toolbar. Recent notifications are listed showing the date, time and command result. To delete a recent notification, click [\(Delete\)](#) x.

To view all notifications:








- » Click [\(Notifications\)](#)  > [VIEW ALL NOTIFICATIONS](#) on the main toolbar. The list of notifications includes events selected in the notification groups to which the current Operator subscribes.



The following information is displayed for each notification:

- **Notification**—The notification text/online event.
- **Category**—The type of notification: General or Online.
- **Date/Time**—The date and time the event occurred.
- **Details**—More information about the event, such as the command sent, and if applicable, the names of paired access points.

Use the Notifications toolbar to search notifications and take any of the following actions:

- Delete notifications—Select one or more notifications, then click [\(Delete\)](#) .
- Clear notifications from the Recent notifications list—Select one or more notifications, then click [\(Mark as Read\)](#) .
- Filter notifications by notification, category, and date/time—Click [\(Filter\)](#) , select **From** and **To** dates, then click [Filter](#). To clear a column filter, click [\(Filter Applied\)](#) , then [Clear](#). To clear all filters, click [\(Reset Filters\)](#) .
- Show/hide notification event types—Click  and select the event categories to include in the list (**General** and **Online**).
- Refresh the data—Click [\(Refresh\)](#) .

Physical keys

A key is any device on which a credential is encoded for the purpose of controlling access and/or performing system or programmatic operations. Examples include key cards and key fobs.

Selecting a Key Mode (New/Additional)

All Resident Keys have a key mode: New or Additional. When you make the first key for a credential (a unit or combination of units), the only mode that you can select is New. For all subsequent keys that you make for the same credential, the option to select New or Additional is available. If all you want to do is make copies of the same key, the mode to choose is the selected default Additional. Making Additional Keys has no effect on active keys with the same credential. Making New Keys, however, invalidates the same credential on all previously active keys with the same credential (once the New Key is presented to a unit or common area in the credential). Reasons that you may want to select the New Key mode include replacing keys that are lost, damaged or stolen.

Example

John and Mark share access to Units 100 and 101. You make a New Key with the same access for John. When John presents the key to Unit 100, Mark's key is invalid for Unit 100. When John presents the key to Unit 101, Mark's key is invalid for Unit 101.

Making keys

aking keys is the process of encoding the credential created during access configuration onto keys. You can make physical keys, mobile keys or both for a resident. To make physical keys, you need an encoder that is online and available to the workstation.

When encoding or reading a key fails, an information box identifies the following problems:

- When communication between the encoder and workstation fails.
- When the encoder is offline.
- When the encoder is busy.
- When a key is not presented to the encoder within the expected delay.
- When the key is damaged, corrupt or uses unsupported technology.

For security reasons, dormakaba imposes a maximum on the number of unused keys that can be issued for a given credential. For example, when more than 15 keys are issued but never presented to Room 100, the access point becomes "out of sequence" and denies access to all of the keys.

To restore key access, reprogram the access point using the Maintenance Unit or resequence the access point using the Resequencing Key. After the access point is resequenced, the access point accepts the most recently issued key.

The maximum number of unused keys before resequencing is required depends on the key type:

- Resident Keys
 - Room and Suite=15
- Staff Keys
 - All classes=0
- System Keys
 - Failsafe, Latch, Unlatch, Toggle Latch/Unlatch=15
 - ELO=3
 - Inhibit=0
 - PPK/SPK=0

Key status

The following statuses apply to resident keys, staff/vendor keys, and specific system keys (ELO, Inhibit, Latch, Unlatch, Toggle Latch/Unlatch).

Physical keys only:

- **Active**—Keys that, according to Community, are valid and available for use. This includes keys for which an Unblock key was made and keys that were unblocked remotely. Failsafe Keys always have the status Active.
- **Returned**—Keys that have been erased.

Mobile keys only:

- **Delivering - Mobile registered**—Keys that are in the process of being delivered. The dormakaba server detects the mobile device is registered with the mobile application/dormakaba BlueSky.
- **Delivering - Mobile not registered**—Keys that are in the process of being delivered. cannot detect the mobile device.
- **Delivered**—Keys that are valid and available for use, and keys that are invalid because the expiration date arrived.
- **Canceling**—Keys that are in the process of being deleted from the mobile device.
- **Canceled**—Keys that have been deleted from the mobile device.
- **Failed**—Keys that were never delivered to the mobile device.

All keys:

- **Expired**—Keys that are invalid because the expiration date arrived.
- **Obsolete**—Keys that are invalid. The reason may be that a) a New key with the same credential was made, b) access was removed prior to expiration. Keys that are obsolete may include one of the following sub-statuses:
 - **Obsolete (blocked)**—Keys for which a Block key was made and keys for which a Block key was sent remotely.
 - **Obsolete (canceled)**—Keys for which a Cancel key was made and keys for which a Cancel key was sent remotely.

Mobile Keys

Mobile keys work with dormakaba BlueSky to offer the convenience of a virtual key. Typically, additional cost is associated with using mobile keys. Consult LEGIC or your mobile network provider for details.

Requirements

- Mobile keys must be enabled in *System Settings > Advanced Settings*.
- The resident and staff member/vendor profile must include a valid mobile or custom number.
- Residents and staff/vendors must download, install and register their mobile number with dormakaba BlueSky.

Enable Mobile Keys

To enable and configure mobile keys:

1. Go to *System Settings > Advanced*.

The screenshot shows the 'Mobile keys' configuration page. At the top, there's a toggle for 'Enable resident mobile key cancellation' set to 'YES'. Below this, the 'LEGIC configuration settings' section includes fields for 'Project ID', 'Endpoint address' (https://api-legicconnect.com), and 'API key', with a 'Test LEGIC connection settings' button. The 'BLE settings' section has 'File definition name' and 'Mobile application ID' fields. The 'Mobile Wallet settings' section includes 'Wallet File Definition Name', 'ECP Key', 'Profile ID', 'Privacy key', 'Authentication key', and 'Encryption key' fields. The 'Mobile identifier' section has radio buttons for 'Custom number' (selected) and 'Mobile number'. The 'Mobile application download' section has a 'Send SMS notification to download mobile application' checkbox (set to 'NO'), an 'SMS Gateway account key' field, an 'SMS notification message' field, and a 'Mobile application download link(s)' field.

2. Set the **Enable mobile keys** switch to **YES**.
3. For **Mobile default country**, select the default country for mobile numbers. The corresponding country code is retrieved for the mobile number.
4. If you want the ability to cancel mobile keys, set the **Enable resident mobile key cancellation** switch to **YES**. If mobile keys are enabled and this option is not enabled, you cannot cancel a mobile key. Instead, the expiration details determine when the mobile key becomes invalid.

Warning

Turning on this setting will enable the mobile key cancellation. If you have purchased an allotment of mobile credentials, each mobile key cancellation will use (1) key from this allotment.

Do you want to proceed?

NO**YES**

- For [LEGIC configuration settings](#), a dormakaba Customer Service technician provides valid values.
- Select whether to use mobile phone numbers or custom numbers. A custom number is a unique numeric identifier that is used as an alternative to a mobile number. Key generation and cancellation work the same for mobile and custom numbers. Legic can recognize a key holder based on mobile or custom number.



Custom numbers are only supported when mobile keys are made/issued from the API.

- Select whether to send a text message to recipients of mobile keys to notify them that their device is not registered with dormakaba BlueSky. If you select **YES**, you must also specify the message text to send, an SMS Gateway account key (see Swift SMS Gateway), and at least one link where dormakaba BlueSky can be downloaded.

Mobile-Enabled Access Points

When mobile keys are enabled in System Settings, the option [Enabled for mobile keys](#) is available when creating and editing access points.

Create Access Points: Restricted Area

Access Point

Advanced Format

Floors ^{*}

FLOOR1 x

Lock profile

Saflok Quantum

☒ Enabled for mobile keys

Format

Number

Numbering Pattern

Continuous

From

- 0 +

To

- 0 +

Description

Description

Preview

100

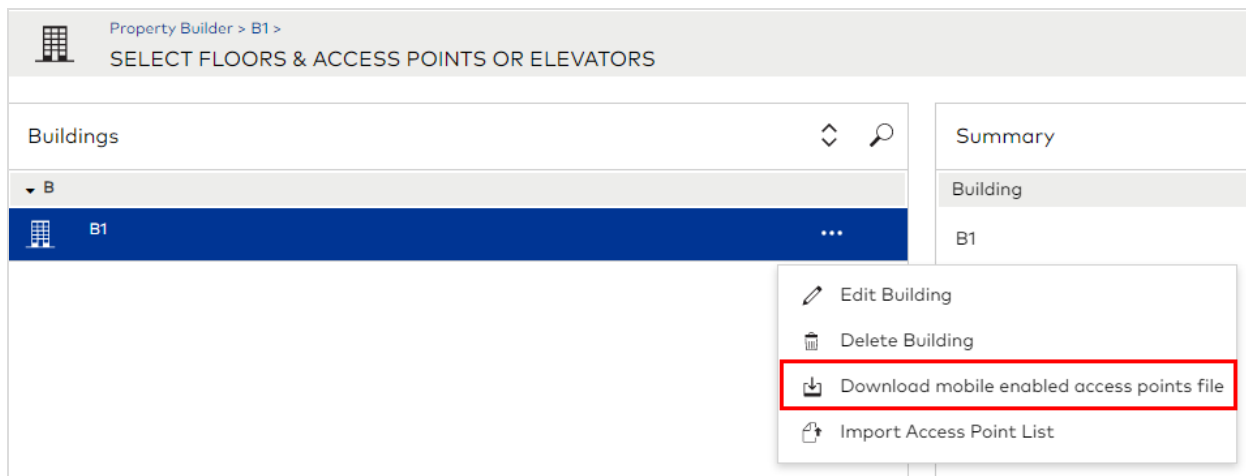
1 Access Point(s)

Back to Type Selection

Cancel

Save

Although the option is strictly informational, it is required to include an access point in the file download of mobile-enabled access points from the Property Builder *Buildings* menu.



To download the file of mobile-enabled access points:

1. Go to [Property Builder](#).
2. Select a building.
3. Click *(More) ... > Download mobile enabled access points file*.

When Mobile Keys Are Issued

After the mobile key is issued, Community detects the mobile provider connection and checks to make sure dormakaba BlueSky has been downloaded onto the mobile device. If no connection is detected, the failure is reported in [Monitoring > Keys and Reports > System Activity Report](#) (Keys). If a connection is detected but dormakaba BlueSky is not on the device, an SMS message can be sent to the mobile device prompting the user to download the app.



The option [Send download mobile application SMS notification](#) must be enabled in System Settings > Advanced Settings > Enable mobile keys.

When a connection is detected and the dormakaba BlueSky is installed on the mobile device, the status in Community indicates whether the resident has registered their mobile phone number:

- **Delivering - Mobile registered**—Keys that are in the process of being delivered. Community detects the mobile device is registered with dormakaba BlueSky.
- **Delivering - Mobile not registered**—Keys that are in the process of being delivered. Community cannot detect the mobile device.



When connection to a mobile phone is not detected, Community retries every 5 minutes for 24 hours.

For security reasons, dormakaba imposes a maximum on the number of unused keys that can be issued for a given credential. For example, when more than 15 keys are issued but never presented to Room 100, the access point becomes "out of sequence" and denies access to all of the keys.

To restore key access, reprogram the access point using the Maintenance Unit or resequence the access point using the Resequencing Key. After the access point is resequenced, the access point accepts the most recently issued key.

The maximum number of unused keys before resequencing is required depends on the key type:

- Resident Keys
 - Room and Suite=15
- Staff Keys

- All classes=0
- System Keys
 - Failsafe, Latch, Unlatch, Toggle Latch/Unlatch=15
 - ELO=3
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Key status

The following statuses apply to resident keys, staff/vendor keys, and specific system keys (ELO, Inhibit, Latch, Unlatch, Toggle Latch/Unlatch).

Physical keys only:

- **Active**—Keys that, according to Community, are valid and available for use. This includes keys for which an Unblock key was made and keys that were unblocked remotely. Failsafe Keys always have the status Active.
- **Returned**—Keys that have been erased.

Mobile keys only:

- **Delivering - Mobile registered**—Keys that are in the process of being delivered. The dormakaba server detects the mobile device is registered with the mobile application/dormakaba BlueSky.
- **Delivering - Mobile not registered**—Keys that are in the process of being delivered. cannot detect the mobile device.
- **Delivered**—Keys that are valid and available for use, and keys that are invalid because the expiration date arrived.
- **Canceling**—Keys that are in the process of being deleted from the mobile device.
- **Canceled**—Keys that have been deleted from the mobile device.
- **Failed**—Keys that were never delivered to the mobile device.

All keys:

- **Expired**—Keys that are invalid because the expiration date arrived.
- **Obsolete**—Keys that are invalid. The reason may be that a) a New key with the same credential was made, b) access was removed prior to expiration. Keys that are obsolete may include one of the following sub-statuses:
 - **Obsolete (blocked)**—Keys for which a Block key was made and keys for which a Block key was sent remotely.
 - **Obsolete (canceled)**—Keys for which a Cancel key was made and keys for which a Cancel key was sent remotely.

dormakaba BlueSky Installation

The BlueSky app is free and consumes 34 MB. During installation, residents may receive the following prompts:

- **Allow notifications**—The selected response does not affect the operation of mobile keys.
- **Make data available to Bluetooth devices**—Residents must select **OK** because the mobile app communicates with locks using Bluetooth technology.
- **Country**—Residents must select the country associated with the mobile phone number. Upon selection, the country code is populated.
- **Mobile phone number**—Residents must specify the complete phone number including any regional or area codes.
- **Terms of Use** and **Privacy Policy**—Residents must accept the terms of use and private policy.
- **Share usage patterns**—The selected response does not affect the operation of mobile keys.



If a BlueSky registrant deletes the app, a mobile key must be sent again after the registrant re-installs the app.

Remote Lock Mgmt

This section includes the following subjects:

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Introduction

Deployment of online communication involves configuring gateways to work with the Community Server. Gateways are the network devices which are paired to access points for online communication (to perform remote operations and receive access point events). When a gateway is listed in [Device Management](#) and the connectivity status is Online, access points can be paired. Multiple gateways can be connected to Community, but an access point can be paired with only one gateway.

After configuration is complete, remote commands can be sent to gateways and paired access points. All command requests and results occur in real-time.

The [Device Management](#), [Monitoring](#), [Notification Management](#) and [Reports](#) modules all provide ways to stay informed about the devices and communication that support online communication.

Enable and configure online communication

Enable and configure online communication in [System Settings](#).

To enable online communication:

- » Go to [System Settings > Advanced > Enable online communication](#) and set the soft-switch to YES.

Enable online communication

YES

After enabling online communication, the [Online Communication](#) category displays.



For Control 4 devices, the only relevant option is to ensure [Using dormakaba Gateway I devices](#) is selected.

- Go to [System Settings > Online Communication](#)
- Configure settings in each of the following sections:
 - Online Operations
 - Communication Settings
 - Notifications
 - Rx-Link (if using)
 - INNCOM Communication (if using)
- Click (Save)

Online operations

Online Operations

Enable remote resident check-out

YES

Grace period to block resident keys in units upon early check-out or room move (minutes)

Disabled

Enable remote resident check-out in common areas and elevators

NO

- Set [Enable remote resident check-out](#) to YES to enable remote check-out of units, suite units, and meeting rooms in [Resident Management](#). Default: YES.
- Specify the number of minutes that resident keys remain valid after changes have been made to a resident assignment and the keys are updated remotely. For example, if you changed the resident assignment for a resident, access to the new unit begins as soon as the keys are updated remotely, but access to the original unit is not canceled until the number of minutes specified as the grace period is reached. Default: 5.
- [Enable remote resident check-out in common areas and elevators](#)— Set to YES to enable remote check-out of resident common areas and elevators in Resident Management. Default: NO. When disabled, access (to common areas/elevators) remains valid until the key expiration date/time.



Enabling remote resident check-out for resident common areas and elevators may significantly impact the network and online performance.

Communication settings

- **Gateway update status sent every**—Specify the frequency to update gateway status. Valid values: 1-255. Default: 1.
- **Access point wake-up interval**—Specify the frequency at which access points verify if the paired gateway has received remote operation requests. Default: 2.
- Select whether to use a server name or static IP address and specify details. The value that you specify overwrites any value specified for IP Server/Server Name when configuring a gateway in [Device Management](#).
- Select the type of devices used in the deployment:
 - **Using: Gateway I; Legacy MFC; Messenger 3rd party**—Select this option is using any of the following:
 - Gateway I devices
 - Legacy MFC elevator controller
 - Messenger 3rd Party (INNCOM, Interel, Telkonet, Control4)
 - **Using: Gateway II; Rx-Link**—Select this option if using any of the following:
 - Gateway II devices
 - Rx-Link



The option Using Gateway II; Rx-Link requires using the Zigbee Generation II antenna with minimum firmware version (see the Device Requirements section in the Release Notes) and reprogramming all online access points.

RAC5-MFC/XT are supported in both modes.



Gateway II and RAC5 MFC/XT devices must be configured in [Device Management](#).

- Configure gateways to use dynamic IP addresses (DHCP) or static IP addresses. If using dynamic IP addresses, gateways resolve their own IP address. A DHCP server is required for this option. If using static IP addresses, each gateway must be configured with a unique IP address.

- Select whether a gateway restarts after the [Set communication settings](#) command has been sent to the gateway in [Device Management > Gateways & Paired Access Points](#).
- Select whether to allow gateways to automatically generate the most appropriate ZigBee communication channels or specify a unique extended PAN (Personal Area Network) ID and select the channels for gateway and access point communication. The extended PAN ID must be eight alphanumeric characters. If the extended PAN ID is set to 0 (zero), the ZigBee network automatically generates an ID. Channels 15, 20, and 25 are recommended for minimal WiFi interference.



dormakaba recommends using the default auto-generated feature to allocate the required channels automatically.

Notifications

Set alerts for potential intruders and access point events.

Notifications

Standing intruder

Number of failed key attempts to trigger notification

- 5 +

Failed key attempts time lapse (minutes)

- 5 +

Wandering intruder

Number of failed key attempts to trigger notification

- 5 +

Failed key attempts time lapse (minutes)

- 5 +

Access point notifications

Door Egress

YES

Door Ajar - Generic

YES

Door Secured

YES

Door Ajar - Resident short (minutes)

YES

- 3 +

Door Ajar - Resident long (minutes)

YES

- 5 +

Door Ajar - Staff/vendor short (minutes)

YES

- 3 +

Door Ajar - Staff/vendor long (minutes)

YES

- 5 +

Potential intruders

This section describes the alerts that you can set for potential intruders. The behavior that alerts the system about a potential intruder is the number of failed key attempts within a specified amount of time. The settings to trigger notification can be set for standing and wandering intruders. A standing intruder is when the failed key attempts occur at the same access point; for example, someone acquired several keys and presents each to the same access point. A potential wandering intruder is when the failed key attempts occur at different access points; for example, someone found a key in the parking lot and walks the hallway presenting the key to each access point.

- Standing intruder
 - [Number of failed key attempts to trigger notification](#)—Specify how many failed key attempts at the same access point (within the specified time lapse) trigger an intruder alert notification. Default: 5. Valid values: 3-10.
 - [Failed key attempts time lapse](#)—Specify the number of minutes within which the number of failed key attempts (at the same access point) must occur before a notification is triggered. Default: 5. Valid values: 1-10.
- Wandering intruder
 - [Number of failed key attempts to trigger notification](#)—Specify how many failed key attempts at different access points (within the specified time lapse) trigger an intruder alert notification. Default: 5. Valid values: 3-10.

- **Failed key attempts time lapse**—Specify the number of minutes within which the number of failed key attempts (at different access points) must occur before a notification is triggered. Default: 5. Valid values: 1-10.

Access point notifications

Select the access point events for which to receive notification:

- **Access Point Event Notification**—Lists access point door parameters which must be set to **YES** to enable access point status notifications.
- **Egress**—Select **YES** to send a notification about an open door event.
- **Door Secured**—Select **YES** to send a notification that a door is locked securely.
- **Door Ajar - Generic**—Select **YES** to send notifications for all Door Ajar events. If NO is selected, enable or disable each Door Ajar event.
- **Door Ajar - Resident short (minutes)**—Select **YES** to send a notification that a door has been left open by a resident for a short period of time (one minute), for example the time it would take to vacate a room. Specify the number of minutes after which the notification is sent.
- **Door Ajar - Resident long (minutes)**—Select **YES** to send a notification that a door has been left open by a resident for a longer period of time (two minutes), indicating an usual state or potential intrusion. Specify the number of minutes after which the notification is sent.
- **Door Ajar - Staff/Vendor short (minutes)**—Select **YES** to send a notification that a door has been left open by a staff member/vendor for a short period of time (one minute), for example the time it would take to vacate a room. Specify the number of minutes after which the notification is sent.
- **Door Ajar - Staff/Vendor long (minutes)**—Select **YES** to send a notification that a door has been left open by a staff member/vendor for a longer period of time (two minutes), indicating an usual state or potential intrusion. Specify the number of minutes after which the notification is sent.



Default time intervals for access point event notifications should be based on practical best practices with security considerations.

Rx-Link



For complete Rx-Link documentation, refer to *CommunityRx-Link Deployment and Support Manual* and *Community Rx-Link Partner Integration Specifications*.

This section displays when the option **Using: Gateway II; RAC5-MFC/XT; Rx-Link** is selected.

Rx-Link

Enable Rx-Link ☒

Zigbee link key

Last key generated : 09/03/2021 13:08

Key synchronized :

[Generate new key](#)

RX-Link authentication

User*

Audience key*

User key*

Secret key*

Third-Party URL*

Third-Party token URL

Third-Party refresh token URL

Select whether to enable Rx-Link.



When you modify this setting (enable or disable) or generate a new third-party ZigBee link key, all access points must be reprogrammed.

If you enable Rx-Link, ZigBee link key information is displayed (the date/time of the most recent key and when the key was synchronized). Click [Generate new key](#) to generate a new link key.

Configure Rx-Link authentication options:

- **User**— The unique ID provided by the third party for authentication to acquire a token. Valid length: 1-2,048 characters. Not required when using the WebSocket protocol.
- **User key**—The password provided by the third party that pairs with the User. Valid length: 1-2,048 characters. Not required when using the WebSocket protocol.
- **Audience key**—An API key (paired with the Secret key) that is required by a third-party to acquire an authentication token from the dormakaba server. The token eliminates the need to always submit the User/User key settings with each request. Valid value: 9b55561a54b94e2db01e15f337e902bb
- **Secret key**—A unique API key (paired with the Audience key) that is required by a third party to acquire an authentication token from the dormakaba server. The token eliminates the need to always submit the User/User key settings with each request. Valid length: 1-2,048 characters. Must be 64 bytes in length.
- **Third-Party URL**—Uri of the third-party bridging service to initiate Web requests made by dormakaba to the IoT controller. Represents the endpoint.

- **Third-Party token URL**—Third-party Uri to request a token.
Example: `https://vriot.local-mqtt.video54.local/v1/oauth/login`.
- **Third-Party refresh token URL**—The third-party Uri to refresh the token. Example: `https://vriot.local-mqtt.video54.local/v1/oauth/refresh`.

INNCOM communication

For integrations with INNCOM, select the enable switch to **YES**.

▼ Enable Inncom communication

YES

Enable secured communication

YES

Inncom username*

Inncom password*

Certificate file name*

Certificate password*

Certificate server name*

inncom.com

If the option to secure communication is enabled, configure the following options:

- **INNCOM username/password**—Specify INNCOM account credentials so that Community can connect to the INNCOM server. Value length per setting: 5-25 characters .
- **Certificate file name/password**—Specify the full path to the certificate file name (for example, `c:\Program Files\dormakaba\InncomCertificate\Kaba_VHE_Client_cert.pfx`) and password on the INNCOM server used to secure communication between Community and INNCOM. Value length: Unlimited (file name), 5-25 characters (password).
- **Certificate server name**—Specify the IP address of the INNCOM server. Value length: 5-25 characters.
Default: `inncom.com`.

Gateways

Gateways & Paired Access Points

This section includes the following subjects:

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Registered gateways and paired access points	283

Manage online device configuration

You can add, configure and delete devices in the [Device Management](#) module. All device types can be configured in Device Management. RAC5 MFC/XT devices can also be programmed using the M-Unit (see [Programming /Auditing > Programming](#)).

Add online devices

1. Go to [Device Management](#). > [Online Device Configuration](#).

2. Click [New Device](#).
3. Specify a unique name that does not exceed 60 characters. This name displays in the list of devices.
4. Select the device type: Gateway II, RAC5-MFC or RAC5-XT.
5. Select the MAC address of the device that you want to configure. The MAC address of the device is automatically detected when the device is connected to the workstation.
6. Select whether the gateway obtains an IP address automatically. If **NO**, specify a valid static IP address, port number, subnet mask and default network gateway IP address. (The network gateway is not the dormakaba gateway.)
7. Select whether the gateway will contact the Community Server using the IP address or server name. If using the server name, you must also specify the IP address or domain name of the local DNS Server.



The Server IP or Server Name value that you specify must refer to the same server specified in [System Settings > Online Communication > Communication Settings](#).

8. Specify the port number for the gateway to communicate with the Community Server.
9. Take one of the following actions:
 - When the device is attached to the workstation and the MAC address is populated, click [Configure Device](#). The device configuration is saved to the Community database. Wait 20 seconds or Power OFF/ON the gateway device. When the gateway is commissioned, disconnect the device from the USB cable and connect it to the Ethernet (POE or external power supply).
 - When the intent is to save device configuration settings only, click [Save Device Configuration](#).

Edit device configuration

1. Select a device.
2. Modify options.
3. Click [Save Device Configuration](#).

Delete a device

1. Select a device.
2. Click [Delete Device](#).
3. Click [YES](#) to confirm.

Registered gateways and paired access points

To work with gateways (and paired access points) that are connected to the Community Server:

1. Go to *Device Management > Registered Gateways & Paired Access Points*.

Gateway	Status	Type	MAC Address	IP Address	Antenna
GatewayII		dormakaba Gateway II	000E2A7002AA	192.168.0.178	Pairing OFF
RACS-MFC		dormakaba RACS	000E2A01182E	192.168.0.156	Pairing OFF
RACS-XT		dormakaba RACS XT	000E2A010C81	192.168.0.239	Pairing OFF

Registered gateways

Gateways and their respective status' are listed by name beneath the metrics section. Color codes reflect the gateway state. Green indicates no attention is required. Yellow indicates the situation may require attention. Red indicates the gateway is offline or not working properly.

Use the Gateways toolbar to issued commands, search gateways (by name, IP and MAC address) and take the following actions:

- To filter based on connectivity status, click [\(Filter\)](#) and select the status types (Online/Offline) to list.
- To show/hide columns, click and select the information that you want to display. The following columns can be displayed:
 - [All](#)—Select this option to show all columns.
 - [Type](#)—The type of gateway.
 - [MAC Address](#)—Unique MAC address for each device.
 - [IP Address](#)—Unique Ethernet address for each device. The IP address is dynamic if a DHCP is assigned; otherwise, the IP address is static.
 - [Antenna](#)—Gateway antenna states (Disabled/Pairing On/Pairing Off).
 - [Last offline](#)—The date and time the gateway was most recently offline.
 - [Last Communication](#)—The date and time of the most recent and successful communication with the gateway.
 - [FW Vers. Gateway](#)—The current firmware version of the gateway device that runs at all times except during a firmware upgrade.
 - [FW Ver AVR](#)—The firmware version of the AVR (automatic voltage regulator) that runs at all times except during an upgrade of the AVR firmware.
 - [FW Vers Ember](#)—An electronic component on the RF board that runs at all times.
 - [FW Vers Boot](#)—The firmware version of the gateway that runs during an upgrade of the Main gateway firmware.
- To refresh the data, click [\(Refresh\)](#) .

Edit gateway name

1. Select a gateway.
2. Click [\(Edit\)](#) .
3. Modify the name.
4. Click [Save](#).

Delete gateway/s

You can only delete gateways that are offline.

1. Select the gateway/s that you want to delete.
2. Click [Delete Gateway\(s\)](#).
3. Click [YES](#) to confirm.

Issue gateway commands

1. Select one or more gateway/s.
2. Select one of the following commands:
 - [Clear gateway buffer](#)—Deletes buffer data on all devices connected to the gateway. The buffer is automatically cleared prior to upgrading firmware. (Not supported for C4 devices.)
 - [Deactivate Antenna](#)—Disables the selected gateway/s from the network and deactivates the gateway antenna. When the command result is successful, the antenna status is Deactivated (in the [Monitoring](#) module). (Not supported for C4 devices.)
 - [Get Access Point Status](#)—Requests the connectivity status (Online/Offline) for all paired access points.
 - [Get Gateway Firmware Status](#)—Requests the gateway firmware version installed on the gateway. (Not supported for C4 devices.)
 - [Get Gateway Status](#)—Requests the gateway connectivity status (Online/Offline).
 - [Pairing OFF](#)—Disables Pairing Mode. When the command result is successful, the antenna status is Pairing Off (in the [Monitoring](#) module). (Not supported for C4 devices.)
 - [Pairing ON](#)—Enables Pairing Mode. When the command result is successful, the antenna status is Pairing On (in the [Monitoring](#) module). (Not supported for C4 devices.)




Important! To eliminate the risk of binding access points to the wrong gateway, dormakaba strongly recommends that only one gateway be in Pairing Mode at a time. After all access points are paired to a gateway, send the Pairing OFF command to the gateway to disable Pairing Mode. As a precaution, Pairing ON mode changes to Pairing OFF after 15 minutes.

- [Reset Gateway](#)—Performs a soft reset on the selected gateway/s. (Not supported for C4 devices.)
 - [Set Clock and Lock Event Mask](#)—Sends the server time and the access point event notification settings (defined in [System Settings > Online Communication > Notifications](#)).
 - [Set Communications Settings](#)—Sends the communication configuration settings (defined in [System Settings > Online Communication > Online Communication Settings > Gateway update status, Access point wake-up, Gateway update status](#)).
 - [Unpair all Access Points](#)—Unpairs all access points. (Not supported for C4 devices.)
 - [Upgrade firmware](#)—Update the system-level software installed in the gateway. Prior to the upgrade, you must obtain the required file from dormakaba Support. This command applies to Gateway II devices only. (Not supported for C4 devices.)
 - [Verify Assignment](#)—Requests connectivity status from paired access points.
3. Click [Send Command](#).
 4. When notified the command is sent, click [OK](#).

Pair Access Points

Before you can pair access points, you must make an RF Pairing Key in [System Keys](#).

Make RF pairing key

1. Go to [System Keys](#).
2. Click [Special Function Keys](#).
3. Select [RF Pairing Key](#).
4. Click [Make Keys](#).
5. Select an encoder  that is online, present a key to the encoder, then click [Start](#).
6. When prompted that the key was made successfully, click [Done](#).

Pair access points



For Control 4 devices, skip directly to step 6.

1. Go to [Device Management > Registered Gateways & Paired Access Point](#).
2. Select the gateway where you want to pair access points.
3. Select the command [Pairing ON](#) (to activate the gateway antenna and put the gateway in Pairing Mode).
4. Click [Send Command](#).
5. When notified the command is sent, click [OK](#).
6. Present the RF Pairing Key to every access point that you want to pair to the gateway.



To eliminate the risk of binding access points to the wrong gateway, dormakaba strongly recommends that only one gateway be in Pairing Mode at a time. After all access points are paired to a gateway, send the [Pairing OFF](#) command to the gateway to disable Pairing Mode. As a precaution, [Pairing ON](#) is automatically changed to [Pairing OFF](#) after 15 minutes.

7. In Community, select the gateway that is in [Pairing On](#) mode.
8. Select the command [Pairing OFF](#) (to deactivate the antenna and disable Pairing Mode).
9. Click [Send Command](#).
10. When notified the command is sent, click [OK](#).

Paired access points

To view the access points that are paired to a gateway:

1. Go to [Device Management > Registered Gateways & Paired Access Points](#).
2. Select the gateway where the access point/s are paired.
3. Click [Next to access points](#).

Device Management >
REGISTERED GATEWAYS & PAIRED ACCESS POINTS

► METRICS

Access Points -Select command- Send Command Search by Access Point name

<input type="checkbox"/>	Access Point ↑	Status	Lock profile	Gateway	Building	Floor
<input type="checkbox"/>	201	🟢	SAFFIRELX	GatewayII	Hilton	FLOOR2
<input type="checkbox"/>	Cafeteria	🟢	RACS	RACS-XT	Hilton	FLOOR1
<input type="checkbox"/>	RACS-MFC	🟢	RACS	RACS-MFC		

1 - 3 of 3 items
0 Selected

Back to gateway selection

The access points that are paired with the selected gateway and their respective status' are listed by name.



For RACS XT devices, you must trigger an event before the access point displays in the list. The simplest way to trigger an event is to present any key (valid or invalid) to the lock.


Use the Access Points toolbar to issue commands, search access points (by name) and take the following actions:

- Issue one of the following commands:
 - [Get Access Point Firmware Status](#)—Requests the current lock firmware version. (Not supported for Control 4 devices.)
 - [Get Access Point Status](#)—Gateway requests a full update to access point status.
 - [Set UTC Offset and Lock Event Mask](#)—Sends the server time and the access point event notification settings (defined in *System Settings > Online Communication > Notifications*).
 - [Unpair Access Point](#)—Unbind the access point from the gateway. This command is useful during gateway maintenance, when you need to pair an access point to a different gateway. (Not supported for Control 4 devices.)



If you want to associate an existing access point with a new room, you need to unpair and delete (or just delete) the existing access point on the Online Access Points page. Then, the "new" access point must be reprogrammed and paired to the gateway.

- [Upgrade firmware](#)—Request firmware upgrade. (Not supported for Control 4 devices.)
- [Verify Assignment](#)—Requests the gateway where access points are paired and the connectivity status.
- To filter based on connectivity status, click [\(Filter\)](#) and select the connectivity status (Online/Offline) as well as the monitored states (Low Battery/Door Open/Door Ajar/PrivacyEnabled/Unlatched) to list.
- To show/hide columns, click and select the information that you want to display. The following columns can be displayed:
 - [All](#)—Select this option to show all columns.
 - [Lock profile](#)—The lock model installed at the access point.
 - [Gateway](#)—The gateway to which the access point is paired.
 - [Building](#)—The building where the access point is located.
 - [Floor](#)—The building level where the access point is located.
 - [Low Battery](#)—Indicates whether the lock battery is low (TRUE=YES/FALSE=NO). You can filter the list to show access points with a low battery.
 - [RF signal](#)—Indicates whether the signal between the gateway and paired access point is weak or normal.
 - [Last offline](#)—The date and time the gateway was most recently offline.
 - [Last communication](#)—The date and time of the most recent and successful communication with the gateway.

- **Door Open**—Indicates whether the door is open. You can filter the list to show access points with an open door.
- **Door Ajar**—Indicates whether the door has been open beyond a predefined threshold. You can filter the list to show access points with a door ajar.
- **Door Ajar by**—Indicates the key type that was presented to open the door that is now in Door Ajar status.
- **Door Ajar Since**—Indicates the date and time the door became considered ajar (not open).
- **Privacy Enabled**—Indicates whether the deadbolt or privacy switch is engaged at the access point. You can filter the list to show access points with privacy enabled.
- **Unlatched**—Indicates if the access point is currently in Unlatched Mode (allowing unlimited access without a key). You can filter the list to show access points that are unlatched.
- **Last Entry**—The date and time of the most recent entry to the access point.
- **Date/Time Error**—Indicates whether the date and time require synchronizing.
- **FW Vers. Lock (Main)**—The current firmware version of the lock that runs at all times except during a firmware upgrade.
- **FW Vers. Lock (Boot)**—The current firmware version of the lock that runs during a firmware upgrade.
- **FW Vers. AVR (Main)**—The firmware version of the AVR (automatic voltage regulator) that runs at all times except during an upgrade of the AVR firmware.
- **FW Vers. AVR (Boot)**—The firmware version of the AVR (automatic voltage regulator) that runs during an upgrade of the AVR firmware.
- **FW Vers. Ember**—An electronic component on the RF board that runs at all times.
- **FW Vers. Quantum**—ZigBee RF board firmware version.
- To refresh the data, click **(Refresh)** .

Program Devices

Program Devices

This section includes the following subjects:

Program devices	289
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Program devices

RAC5-MFC/XT devices can be programmed using the M-Unit. Gateway II devices are configured/programmed in [Device Management > Online Device Configuration](#). A device must be reprogrammed any time configuration data affecting the device is modified in Community.



Some programming steps are performed on the M-Unit (Maintenance Unit). For official instructions, refer to the documentation distributed with your device. If M-Unit authentication is enabled in [System Settings > Security > M-Unit](#) credentials must be configured for at least one Operator in [Staff/Vendor Management](#).

To program devices:

1. Go to [Programming & Auditing > Programming](#).
2. Click [Next to Devices](#).

3. Select the devices that you want to synchronize with Community configuration data. The selected items display in the [Summary](#) section.
4. Connect the M-Unit to the workstation.
5. In Community, click [Transfer](#). Messages on the workstation and M-Unit display that the transfer is in progress. Wait until the message on the workstation indicates transfer is complete and that you can unplug the M-Unit.
6. Click [OK](#).
7. Disconnect the M-Unit from the workstation.
8. On the M-Unit menu, select [TOOLS / Next Page / Configure RAC5](#). Device names display in groups of five. Use the [PREV](#), [NEXT](#) and [SEARCH](#) options to navigate and refine the list of names. Use the UP and DOWN arrow keys to make a selection.
9. Select the device name, then press [ENTER](#).
10. Select the type of cable (probe) that you are using to connect the M-Unit to the device.
11. When prompted, connect the cable to the device. Programming starts immediately. If the device has already been programmed, the M-Unit issues a message requesting confirmation to overwrite the existing programming.
12. When prompted that programming is complete, click [OK](#).

Notification Management

This section includes the following subjects:

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Learning about Notification Management

Notifications, conveniently accessible from the main Community toolbar, keep staff members informed about online operations and events as well as the status of online access points. For example, a notification lets you know when a resident key is used or a door is ajar. The [Notification Management](#) module is where different types of notifications can be grouped and subsequently selected for subscription in staff/vendor profiles in [Staff/Vendor Management](#).

The following notifications are available:

- [Access point offline](#)—Notifies that there is no communication between the lock and the gateway.
- [Access point online](#)—Notifies that the lock is in communication with the gateway and online.
- [Door ajar clear \(door secure\)](#)—Door previously ajar has now been closed and is secure.
- [Door ajar generic](#)—Notifies that a door is in an open state.
- [Door ajar resident long](#)—Door ajar beyond the configured threshold. The door ajar (long) event notifies a door has been left open for a longer time interval (two minutes), indicating an unusual state, a potential intrusion.
- [Door ajar resident short](#)—Notifies that a door ajar (short) event signaling a door has been left open for a short time interval (one minute), for example the time it would take to vacate a room.
- [Door ajar staff/vendor long](#)—Door ajar beyond the configured threshold. The door ajar (long) event notifies a door has been left open for a longer time interval (two minutes), indicating an unusual state, a potential intrusion.
- [Door ajar staff/vendor short](#)—Notifies that a door ajar (short) event signaling a door has been left open for a short time interval (one minute), for example the time it would take to vacate a room.
- [Door latched](#)—Notifies that a door is closed with the lock engaged.
- [Door open](#)—Notifies when the lock's anti-pick mechanism is out. This is the default state of the door.
- [Door unlatched](#)—Notifies that the lock motor has been disengaged and the door can be opened without a key.
- [Fire alarm activated](#)—RAC5 MFC/XT notification only. An event that notifies when the fire alarm for the access point is activated.
- [Fire alarm deactivated](#)—RAC5 MFC/XT notification only. An event that notifies when the fire alarm for the access point is deactivated.
- [Gateway error code updated](#)—Notifies that an error code was issued for a gateway. The update may indicate that the gateway is in a good state (error code=0) or that an error has occurred.
- [Gateway offline](#)—Notifies that a gateway is currently not communicating with the Community Server.
- [Gateway online](#)—Notifies that a gateway is communicating with the Community Server.
- [Generic egress](#)—Notifies that a door open event occurred.
- [Resident key used](#)—Notifies that a resident key was presented to a lock. Details include the date/time that the key was presented.
- [Resident key used \(first entry\)](#)—Notifies a resident key was presented to a lock for the first time.
- [Low battery](#)—Notifies that the battery state is low and requires replacement. Community sends a single low battery event/notification until batteries are changed. After batteries are changed, Community sends a [Low battery clear \(battery normal\)](#) event/notification.
- [Low battery clear \(battery normal\)](#)—Notifies that the low battery status is cleared. The battery was replaced or the problem resolved.
- [Mechanical key override](#)—Notifies a lock override, accessing a lock with a mechanical key.
- [Operation failed](#)—Notifies the specified operation was unsuccessful. When available, the reason is indicated.
- [Privacy disabled/deadbolt retracted](#)—Notifies the status of the deadbolt as disengaged.
- [Privacy enabled/deadbolt engaged](#)—Notifies that the deadbolt or privacy switch is engaged.
- [Remote lock](#)—Command was issued from the toolbar to remotely lock the selected access point.
- [Remote unlock](#)—Command was issued from the toolbar to remotely unlock the selected access point.
- [Staff/vendor key used](#)—Notifies that a Staff/Vendor key accessed a lock.
- [Standing intruder](#)—Alert: Possible standing intruder. Multiple keys presented at a single access point.
- [System key used](#)—Notifies that a System key was presented to a lock.
- [Wandering intruder](#)—Alert: Possible wandering intruder. Key presented at multiple access points.

Add notification groups

To add notification groups:

1. Go to [Notification Management](#).

Notification Group Information

Notification group name*

Battery Notifications

Notification methods

Email

YES

Web Service

NO

Notifications

Gateway online

Generic egress

Low battery

Low battery clear (battery normal)

Mechanical key override

Operation failed

Privacy disabled/deadbolt retracted

Privacy enabled/deadbolt engaged

Remote unlock close

Back to Notification Groups

Next to Access Points

2. Click [New Notification Group](#).
3. Specify a descriptive name for the group.
4. Select from available notification methods. If you do not select a method, only Operators who have the rights to view notifications will see notifications upon logging in to Community.
 - **Email**—Send notifications by email. Recommended value: YES. Requires email configuration in [System Settings > Email](#) and an email address defined in staff/vendor profiles in [Staff/Vendor Management](#).
 - **Web Service**—Send notifications through the Web Service using either the SOAP or REST protocol. You must also specify the Web Service URL.
5. Select the events that you want to include in the notification group. You can select from the [General](#) and [Online](#) lists. To include all notifications, select the check box adjacent to [Notifications](#).
6. Click [Next to Access Points](#).

The screenshot shows two panels. The 'Access Points' panel on the left has a search icon, a checked checkbox, and a red arrow pointing to it. Below is a list of floors: FLOOR0, FLOOR1, FLOOR2, FLOOR3, and FLOOR4, each with a checked checkbox. A red text label 'Selected all access points' is above the list. At the bottom of the list are navigation buttons (back, previous, 1, next, forward) and a refresh button. Below the list is a 'Sort By' dropdown set to 'Name' and a count '61 Access Point(s)'. At the bottom are two buttons: 'Back to Events' and 'Save', with the 'Save' button highlighted with a red border. The 'Summary' panel on the right has a 'Notification Group Info' section with 'Notification Group' (Battery Notifications) and 'Notification methods' (Email). It also lists 'Notifications' (Low battery, Low battery clear (battery normal)). Below is an 'Access Points' section for 'Building77' showing a list of access points under 'FLOOR0' with status icons.

7. Select the access points for which you want to receive notifications.

8. Click **Save**.

Subscriptions to one or more notification groups can be selected in staff/vendor profiles in [Staff/Vendor Management](#).

The screenshot shows a user profile form. Fields include: Title (dropdown, - None -), First name (Admin01), Middle name (Middle name), Last name (User), User type (dropdown, Employee), Email (Email), ID (ID), and Mobile number (dropdown, (201) 555-5555). There is an 'Upload Image' button. Below these fields is a 'Notification groups' section with a dropdown showing 'Battery Notifications' and a red arrow pointing to it. At the bottom is an 'Enable Notification' section with a 'YES' button and a checkbox, with a red arrow pointing to the checkbox.

Monitor (RLM)

Monitoring (RLM)

This section includes the following subjects:

Learning about Monitoring	295
View metrics	296
Monitor online operations	297
Monitor online events	299
Monitor access point status	302

Learning about Monitoring

The [Monitoring](#) module provides information about all keys made in Community. If you need to know the most recent time that a specific key was used and by whom, the data is readily available without generating a report.

When online communication is enabled, the [Monitoring](#) module is where you can stay informed about online communication. The [Metrics](#) section provides a real-time snapshot of the gateways and access points on site. For example, you can see at a glance whether any locks have a low battery, if any doors are open, and how many access points have the deadbolt or privacy switch enabled. Beneath the metrics summary, detailed listings show remote lock operations and events and the status of all access points paired with gateways.



Access to data in the [Monitoring](#) module is configured in [Role Management](#). By default, the Administrator and Site Configurator roles have full access.

View metrics

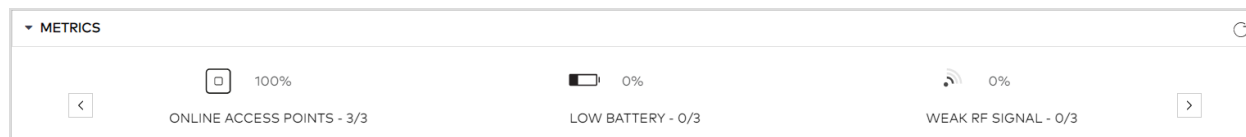
To view metrics:

In [Monitoring](#):

» Metrics display by default.

In [Device Management](#):

» Go to [Device Management > Registered Gateways & Paired Access Points](#).



The [Metrics](#) section is expanded for view by default. Color codes reflect the state of the data. Green indicates no attention is required. Yellow indicates the situation may require attention.

- [ONLINE GATEWAYS](#)—Percentage and total number of gateways currently online.
- [ONLINE ACCESS POINTS](#)—Percentage and total number of access points currently online.
- [LOW BATTERY](#)—Percentage and number of access points with a low battery. Zero percent indicates no access points signal a low battery.
- [WEAK RF SIGNAL](#)—Indicates whether the signal between the gateway and paired access point is weak or normal.
- [AJAR DOORS](#)—Percentage and number of access points with an open door.
- [PRIVACY ENABLED](#)—Percentage and number of access points with the deadbolt or privacy switch engaged.
- [DOORS UNLATCHED](#)—Percentage and number of access points with doors that are closed yet there is unlimited access without a key. Zero percent indicates no doors are unlatched, which means a key is required for entry.

At any time, you can expand or collapse the section.

Color codes reflect the state of the data. Green indicates no attention is required. Yellow indicates the situation may require attention.

Monitor online operations

The Operations tab beneath the Metrics section lists the commands and related details sent to gateways and paired access points. Commands are issued from [Device Management > Registered Gateways > Paired Access Points](#). Transaction details are reported for each operation.

View operations

To monitor online operations:

» Go to [Monitoring](#). Operations are displayed beneath the [Metrics](#) section.



Collapse the [Metrics](#) section to show only the list of operations.

Monitoring

Online

Keys

METRICS

Operations

Events

Access Point Status

Pending operations : 7 / Pending transactions : 0

☐ View system level operations

Search by Operator name

Date/Time ↓	Operation Type	Operator	Status	Details
10/31/2022 4:08 PM DST	Get gateway status	Admin01 User (Admin01)	Pending	Gateway(s): RACS-MFC(000E2A01182E),XT3(),GatewayII(000E2A7002AA,XT(000E2A010CB1),MFC()
10/31/2022 4:06 PM DST	Get gateway status	Admin01 User (Admin01)	Pending	Gateway(s): MFC(),RACS-MFC(000E2A01182E),RACS-XT(000E2A010CB1),GatewayII(000E2A7002AA),XT3()
10/31/2022 4:05 PM DST	Get gateway status	Admin01 User (Admin01)	Successful	Gateway(s): RACS-XT(000E2A010CB1),RACS-MFC(000E2A01182E),GatewayII(000E2A7002AA)
10/31/2022 4:04 PM DST	Get gateway status	Admin01 User (Admin01)	Successful	Gateway(s): RACS-MFC(000E2A01182E)
10/31/2022 4:00 PM DST	Get gateway status	Admin01 User (Admin01)	Pending	Gateway(s): XT3(),MFC(),RACS-MFC(000E2A01182E),GatewayII(000E2A7002AA),RACXT(000E2A010CB1)
10/31/2022 3:59 PM DST	Get gateway status	Admin01 User (Admin01)	Successful	Gateway(s): GatewayII(000E2A7002AA),RACS-MFC(000E2A01182E),RACS-XT(000E2A010CB1)

The following information is reported for each operation:

- **Date/Time**—The date and time when the operation occurred. You can filter the list based on date and time.
- **Operation Type**—Command sent to gateways and access points (for example, Pairing Off/On/Set Clock/Lock Event Mask). You can filter the list based on operation type.
- **Operator**—The full name and user name of the Operator who was logged in when the operation occurred. You can search for commands that were sent when a specific Operator was logged in.
- **Status**—Command result (for example, Failed/Successful/Pending/Partially Successful). If the status is Failed, a reason is provided. You can filter the list based on status.
- **Details**—More information about the operation.

Customize the display

- To filter data, click **(Filter)** in the column heading row, select the information that you want to display, then click **Filter**. The **(Filter Applied)** icon indicates that a filter is applied to the column.
- To clear filters for a column, click **(Filter Applied)** > **Clear**.
- To clear all filters, click **(Remove Filters)** .
- Click any column to sort the list.
- To refresh data, click **(Refresh)** .

View Transaction Details

» Select an operation and click **(More)** .

Operation Transactions

Summary:


Date/Time: 10/31/2022 4:05 PM

Operation Type: Get gateway status

Operator: Admin01 User (Admin01)

Status: Successful

Details: Gateway(s): RAC5-XT(000E2A010C81),RAC5-MFC(000E2A01182E),GatewayII(000E2A7002AA)

Transactions: 

Initiated	Last Update	Transaction	Gateway	Access Point	Status
10/31/2022 4:05 PM	10/31/2022 4:05 PM	Get gateway status	GatewayII (000E2A7002AA)		Successful
10/31/2022 4:05 PM	10/31/2022 4:05 PM	Get gateway status	RAC5-XT (000E2A010C81)		Successful
10/31/2022 4:05 PM	10/31/2022 4:05 PM	Get gateway status	RAC5-MFC (000E2A01182E)		Successful

1

100

1 - 3 of 3 items

Close

In addition to the information in the Operations list, the following transaction details are displayed:

- **Initiated**—The date and time the command was issued.
- **Last Update**—The date and time the status was updated (either a response or timeout).
- **Transaction**—The type of transaction (for example, Key update/ADD KEY/BLOCK KEY/PAIRING ON/PAIRING OFF).
- **Gateway**—The gateway name and MAC address.
- **Access Point**—If the transaction involves an access point, the access point name; otherwise, the field is blank.
- **Status**—Command result (for example, Failed/Successful/Pending/Partially Successful). If the status is Failed, a reason is provided.

Customize the Display

- Click any column to sort the list. When done, click **Close**.

Monitor online events

Events related to gateways and paired access points are listed. The list includes events for all key types (resident/staff/vendor/system keys) and changes to gateway/access point status.

To monitor events:

1. Go to [Monitoring](#).
2. Beneath the [Metrics](#) section, click the [Events](#) tab.

Monitoring

Online

Keys

METRICS

Operations

Events

Access Point Status

Search by Access Point name or Key Holder name

Server Date/Time	Access Point Date/Time	Access Point	Building	Floor	Event Type	Possible Key Holder(s)	Details
10/31/2022 4:08 PM	10/31/2022 4:08 PM	-		-	Gateway Offline	Hub: XT3 ()	
10/31/2022 4:08 PM	10/31/2022 4:08 PM	-		-	Gateway Offline	Hub: MFC ()	
10/31/2022 4:06 PM	10/31/2022 4:06 PM	-		-	Gateway Offline	Hub: XT3 ()	
10/31/2022 4:06 PM	10/31/2022 4:06 PM	-		-	Gateway Offline	Hub: MFC ()	
10/31/2022 4:04 PM	10/31/2022 4:04 PM	RACS-MFC			Door ajar	Door ajar guest long	
10/31/2022 4:03 PM	10/31/2022 4:03 PM	Cafeteria	Hilton	FLOOR1	Door ajar	Door ajar guest long	
10/31/2022 4:02 PM	10/31/2022 4:02 PM	RACS-MFC			Door ajar	Door ajar guest short	
10/31/2022 4:02 PM	10/31/2022 4:02 PM	RACS-MFC			Access Point Online		
10/31/2022 4:01 PM	10/31/2022 4:01 PM	Cafeteria	Hilton	FLOOR1	Door ajar	Door ajar guest short	
10/31/2022 4:01 PM	10/31/2022 4:01 PM	Cafeteria	Hilton	FLOOR1	Access Point Online		
10/31/2022 4:00 PM	10/31/2022 4:00 PM	-		-	Gateway Offline	Hub: MFC ()	
10/31/2022 4:00 PM	10/31/2022 4:00 PM	-		-	Gateway Offline	Hub: XT3 ()	

1

2

3

4





100


1 - 100 of 369 items

The following information is reported for each event:

- **Server Date/Time**—Date and time when access point events are received by the server. You can sort and filter the list based on date and time.
- **Access Point Date/Time**—Date and time when the event occurred in the access point. You can filter the list based on date and time.
- **Access Point**—The name of the access point. You can search for events that occurred for a specific access point.
- **Building**—The building where the access point is located. This column only displays when multiple buildings are defined.
- **Floor**—The building floor on which the access point is located.
- **Event Type**—The type of event or type of key used (for example, Door Ajar or System Key Used). You can filter the list based on event type.
- **Key Holder**—The name of the key holder. Defaults: Resident1 (for residents) and Unassigned (for staff/vendor or system keys). You can search for events based on the key holder name.
- **Possible Key Holder(s)**—The name of one possible key holder. Defaults: Resident1 (for residents) and Unassigned (for staff or system keys). You can search for events based on the key holder name. In cases where a key ID is reused, the key holder may be one of multiple.
- **Details**—More information about the event (for example, Door Ajar / Short ajar - Resident). For all key types, details include the type of key, the credential class and the credential. For and keys, details include whether access was allowed or denied.

Customize the display

- To filter data, (**Filter**)  in the column heading row, select the information that you want to display, then click Filter. The (**Filter Applied**) icon  indicates that a filter is applied to the column.
- To clear filters for a column, click (**Filter Applied**)  then **Clear**.
- To clear all filters, click (**Remove Filters**) .

- Click any column to sort the list.
- To refresh data, click (Refresh) .

Events

The following events are reported:

- **Access point offline**—Occurs when there is no communication between the lock and the gateway.
- **Access point online**—Occurs when the lock is in communication with the gateway and online.
- **Door ajar clear (door secure)**—Occurs when a door previously ajar is closed and secure.
- **Door ajar generic**—Occurs when a door is in an open state.
- **Door ajar resident long**—Occurs when a door ajar extends beyond the configured threshold. The door ajar (long) event occurs when a door has been left open for a longer time interval (two minutes), indicating an unusual state, a potential intrusion.
- **Door ajar resident short**—Occurs when a door has been left open for a short time interval (one minute), for example the time it would take to vacate a room.
- **Door ajar staff/vendor long**—Occurs when a door ajar extends beyond the configured threshold. The door ajar (long) event occurs when a door has been left open for a longer time interval (two minutes), indicating an unusual state, a potential intrusion.
- **Door ajar staff/vendor short**—Occurs when a door has been left open for a short time interval (one minute), for example the time it would take to vacate a room.
- **Door latched**—Occurs when a door is closed with the lock engaged.
- **Door open**—Occurs when the lock's anti-pick mechanism is out. This is the default state of the door.
- **Door unlatched**—Occurs when the lock motor has been disengaged and the door can be opened without a key.
- **Fire alarm activated**—RAC5 MFC/XT event only. Occurs when the fire alarm for the access point is activated.
- **Fire alarm deactivated**—RAC5 MFC/XT event only. Occurs when the fire alarm for the access point is deactivated.
- **Gateway Error Code Updated**—Occurs when an error code for a gateway is issued. The update may indicate that the gateway is in a good state (error code=0) or that an error has occurred.
- **Gateway offline**—Occurs when a gateway moves into the Offline state. The gateway is not communicating with the Community server.
- **Gateway online**—Occurs when a gateway moves into the Online state. The gateway is communicating with the Community server.
- **Generic egress**—Occurs when a door opens.
- **Resident key used**—Occurs when a resident key is presented to an access point. Details include the date/time that the resident key was presented to the lock.
- **Resident key used (first entry)**—Occurs when a resident has accessed the lock for the first time.
- **Low battery**—Occurs when the battery moves into the Low battery state. The battery requires replacement. Community sends a single low battery event/notification until batteries are changed. After batteries are changed, Community sends a **Low battery clear (battery normal)** event/notification.
- **Low battery clear (battery normal)**—Occurs when the Low battery state is cleared. The battery was replaced or the problem was resolved.
- **Mechanical key override**—Occurs when a lock is accessed with a mechanical key (a lock override).
- **Operation failed**—Occurs when an operation is unsuccessful. When available, the reason is indicated.
- **Privacy disabled/deadbolt retracted**—Occurs when the privacy switch or deadbolt moves into the disengaged state.
- **Privacy enabled/deadbolt engaged**—Occurs when the privacy switch or deadbolt moves into the engaged state.
- **Remote lock**—Command was issued from the toolbar to remotely lock the selected access point.
- **Remote unlock**—Command was issued from the toolbar to remotely unlock the selected access point.
- **Staff/Vendor key used**—Occurs when a Staff/Vendor key accesses a lock.
- **Standing intruder**—Alert: Possible standing intruder. Multiple keys presented at a single access point.
- **System key used**—Occurs when a System key is presented to a lock.

- [VIP Access](#)—Occurs when a VIP key is presented to a lock. Details may include: VIP access granted, VIP access denied, Access denied (unknown VIP key), or VIP token not in lock.
- [VIP First Access](#)—Occurs when a VIP key is first presented to a lock.
- [Wandering intruder](#)—Alert: Possible wandering intruder. Key presented at multiple access points.

Monitor access point status

The [Access Point Status](#) tab beneath the [Metrics](#) section lists the status of paired access points.

To view the status about paired access points:

1. Go to [Monitoring](#).
2. Beneath the [Metrics](#) section, click the [Access Point Status](#) tab.

Monitoring

Online

Keys

METRICS

Operations

Events

Access Point Status

Search by Access Point name

Access Point	Status	Building	Floor	Low Batt...	RF Signal	Door Open	Door Ajar	Door Ajar by	Door Ajar Si...	Privacy E...	Unlatched	Last Entry	Last Update
RACS-MFC	<div></div>			NO	Normal	YES	YES	Guest	10/31/2022 4:02 PM	NO	NO	10/31/2022 9:47 AM	10/31/2022 4:04 PM
Cafeteria	<div></div>	Hilton	FLOOR1	NO	Normal	YES	YES	Guest	10/31/2022 4:01 PM	NO	NO	10/31/2022 9:47 AM	10/31/2022 4:03 PM
201	<div></div>	Hilton	FLOOR2	NO	Normal	NO	NO			NO	NO	10/28/2022 11:37 AM	10/31/2022 3:55 PM

The following information is reported for each access point:

- **Access Point**—Access point name. You can search the list for a specific access point.
- **Status**—The status icon indicates the access point connectivity status (green=Online/red=Offline). You can filter the list based on connectivity status.
- **Building**—The building where the access point is located.
- **Floor**—The building floor where the access point is located.
- **Low Battery**—Indicates whether the lock battery is low (TRUE=YES/FALSE=NO). You can filter the list to show access points with a low battery. Community sends a single low battery event/notification until batteries are changed. After batteries are changed, Community sends a [Low battery clear \(battery normal\)](#) event/notification.
- **RF Signal**—Indicates whether the signal between the gateway and paired access point is weak or normal.
- **Door Open**—Indicates whether the door is open. You can filter the list to show access points with an open door.
- **Door Ajar**—Indicates whether the door has been open beyond a predefined threshold. You can filter the list to show access points with a door ajar.
- **Door Ajar by**—Displays when Door Ajar event occurs. Indicates the key type that was presented to open the door that is now in Door Ajar status.
- **Door Ajar Since**—Displays when Door Ajar event occurs. Indicates the date and time the door became considered ajar (not open).
- **Privacy Enabled**—Indicates whether the deadbolt or privacy switch is engaged at the access point. You can filter the list to show access points with privacy enabled.
- **Unlatched**—Indicates if the access point is currently in Unlatched Mode (allowing unlimited access without a key). You can filter the list to show access points that are unlatched.
- **Last Entry**—The date and time of the most recent entry to the access point.
- **Last Update**—The current lock firmware version.

Customize the display

- To filter data, click [\(Filter\)](#) and select the information that you want to display.
- Click any column to sort the list.
- To refresh data, click [\(Refresh\)](#) .

Reports (RLM)

Reports (RLM)

This section includes the following subjects:

Online Access Points Status Report	304
Online Gateway Status Report	305
Online Paired Access Point Report	306

Online Access Points Status Report

Generate this report to display Online Access Points Status.

Generate report

1. Go to [Reports > Online Access Points Status Report](#).
2. Select whether to include online and/or offline gateways.
3. Select the status options to include in the report: All/Low Battery/Door Open/Door Ajar/Privacy Enabled/Unlatched.
4. Select whether to display firmware versions.
5. Click [Generate](#).

View report details



The Reports toolbar is a convenient feature that you can use to navigate, download, print and zoom reports. Multiple download formats are supported.

The report shows the following details for all current online gateways and access point status.

- Access Point
- Building
- Floor
- Status
- Low Battery
- Door Open
- Door Ajar
- Privacy Enabled
- Lock Latched
- Last Entry
- Last Update
- FW Vers Locks
- FW Vers AVR
- FW Vers Ember
- FW Vers Quantum

Online Gateway Status Report

Generate this report to view gateway status information.

Generate report

1. Go to [Reports > Online Gateway Status Report](#).
2. Select whether to include online and/or offline gateways.
3. Select whether to include relevant firmware versions.
4. Click [Generate](#).

View report details



The Reports toolbar is a convenient feature that you can use to navigate, download, print and zoom reports. Multiple download formats are supported.

- Communication Status
- Display Firmware Version
- Site
- Report generated by
- Report generated on
- Gateway
- Type
- Mac Address
- Status (Online/Offline)
- Antenna
- Last Update
- FW Vers Gateway
- FW Vers AVR
- FW Vers Ember

Online Paired Access Point Report

Generate this report to display which access points are currently paired to gateways.

Generate report

1. Go to [Reports > Online Paired Access Point Report](#).
2. Select whether to include offline access points.
3. Click [Generate](#).

View report details



The Reports toolbar is a convenient feature that you can use to navigate, download, print and zoom reports. Multiple download formats are supported.

- Gateway (Name)
- Paired Access Points
- Unpaired Access Points

Troubleshooting

This section includes the following subjects:

Service Manager	308
Troubleshooting encoders	313
Troubleshooting locks	317
Troubleshooting services	323
Log data	324

Service Manager

The Service Manager provides convenient access to post-installation configuration options and troubleshooting. The following actions are available:

- install/renew SSL certificate after installation
- change server IP address
- open configuration files
- collect Support information
- open Event Viewer
- open Windows services

Open the Service Manager

Access the Service Manager on the server from the default location:

C:\Program Files\dormakaba\Community Server\Services\Service Manager\ServiceManager.exe

Access the Service Manager on the workstation from the default location:

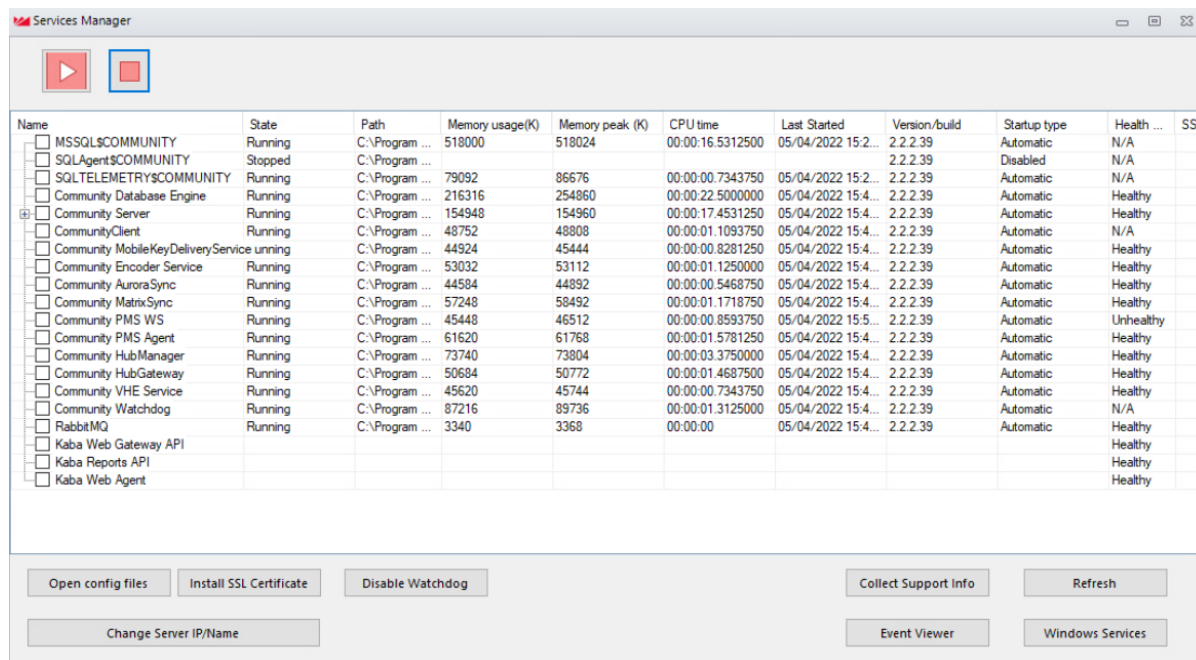
C:\Program Files (x86)\dormakaba\Community Client\Services\Service Manager\ServiceManager.exe

Install / renew SSL certificate after installation

Use the Service Manager to install or renew an SSL certificate on the Community server after installation. Each Community workstation must be updated to use the HTTPS protocol.

Server

1. On the Community server, open the Service Manager.



2. Click **Install SSL Certificate**.
3. Disregard the warning message and click **Yes** to proceed.

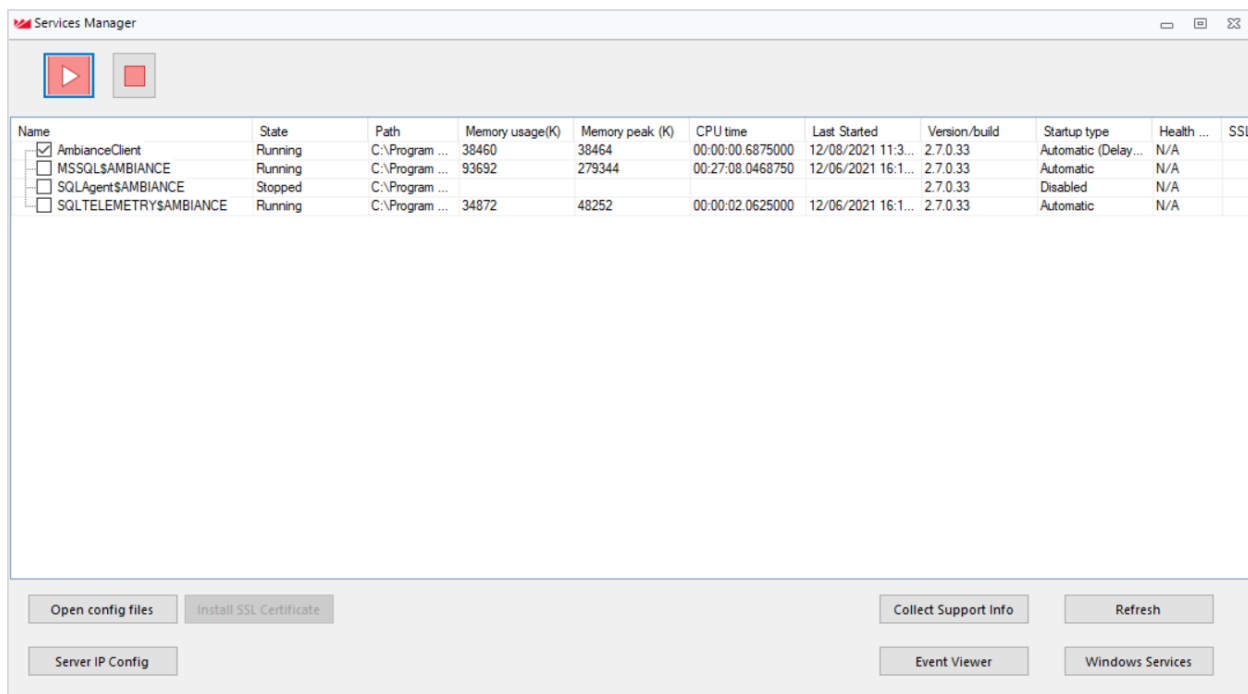



4. If applicable, specify the password for the certificate.
5. Click [Select File](#).
6. Navigate to and select the certificate (.pfx).
7. When notified the certificate was installed successfully, click [OK](#).

Client

The following steps must be performed on each Community workstation.

1. Open the Service Manager.



2. Select the [CommunityClient](#) service and click  to stop the service.
3. Click [Open Config files](#).
4. Change "WebAPIUrl" and "signalrURL" values to point to **https**:
 - From:


```
<add key="WebAPIUrl" value="http://<Community Server IP>/WebAPI/" />
<add key="signalrURL" value="http://<Community Server IP>/WebAPI/signalr/" />
```
 - To:


```
<add key="WebAPIUrl" value="https://<Community Server IP>/WebAPI/" />
```

```
<add key="signalrURL" value="https://< Community Server IP>/WebAPI/signalr/" />
```

5. Save and close the configuration file.



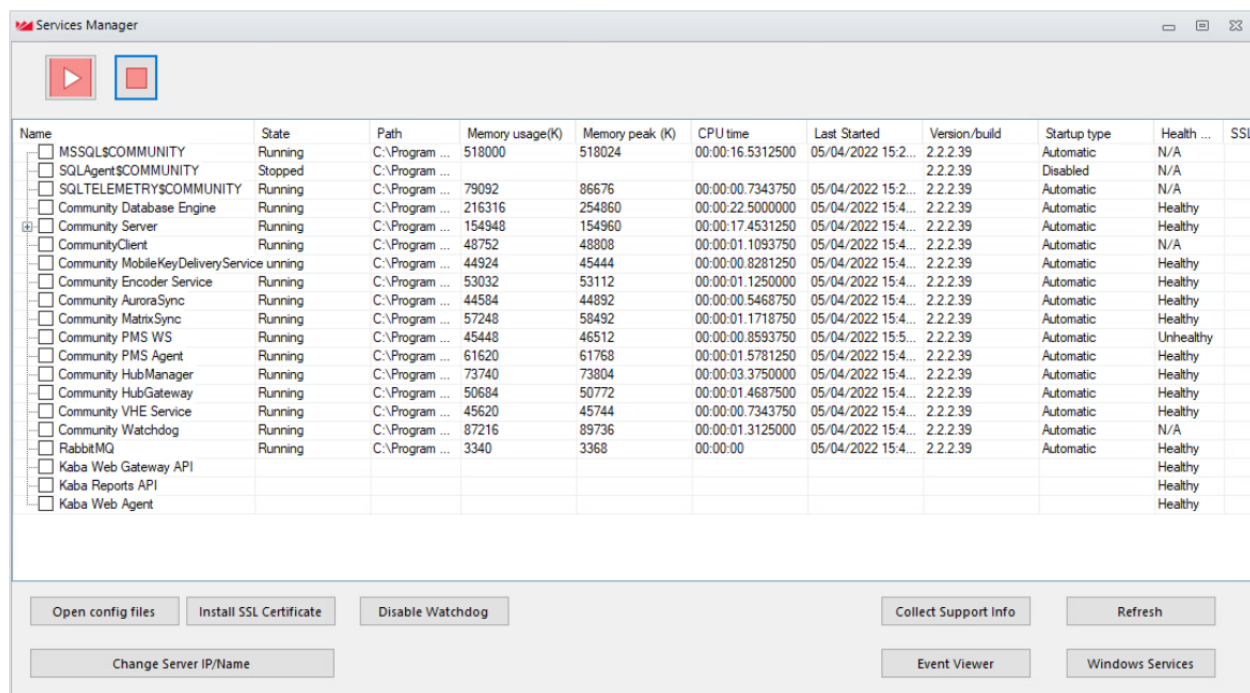
6. Click  to restart the Community Client service.

Change server IP address / name

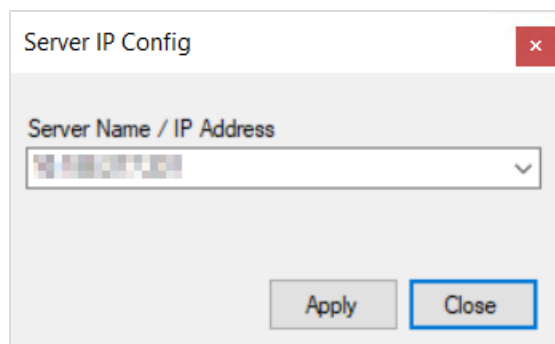
Use the Service Manager to change the Community server IP address after installation. Changing the IP address requires that the Community client be uninstalled and reinstalled on each workstation.

Server

1. On the Community server, open the Service Manager.



2. Click [Change Server IP/Name](#).
3. Disregard the warning and click [Yes](#) to proceed.
4. Specify the new IP address or name, then click [Apply](#).




5. Restart the Community Server.

Client

The following steps must be performed on each Community workstation.

1. Open the Service Manager.



2. Select the [CommunityClient](#) service and click  to stop the service.
3. Click [Open config files](#).
4. Change "WebAPIUrl" and "signalrURL" values to point to the new IP address.

- From:

```
<add key="WebAPIUrl" value="https://<Community Server IP>/WebAPI/" />  
<add key="signalrURL" value="https://<Community Server IP>/  
WebAPI/signalr/" />
```

- To:

```
<add key="WebAPIUrl" value="https://<Community NewServer IP>/WebAPI/" />  
<add key="signalrURL" value="https://<Community NewServer IP>/  
WebAPI/signalr/" />
```

5. Save and close the configuration file.



6. Click  to restart the Community Client service.

Open configuration files

To open configuration files, select the services for which you want to view the corresponding configuration files, then click [Open config files](#). Each configuration file opens in a separate window.

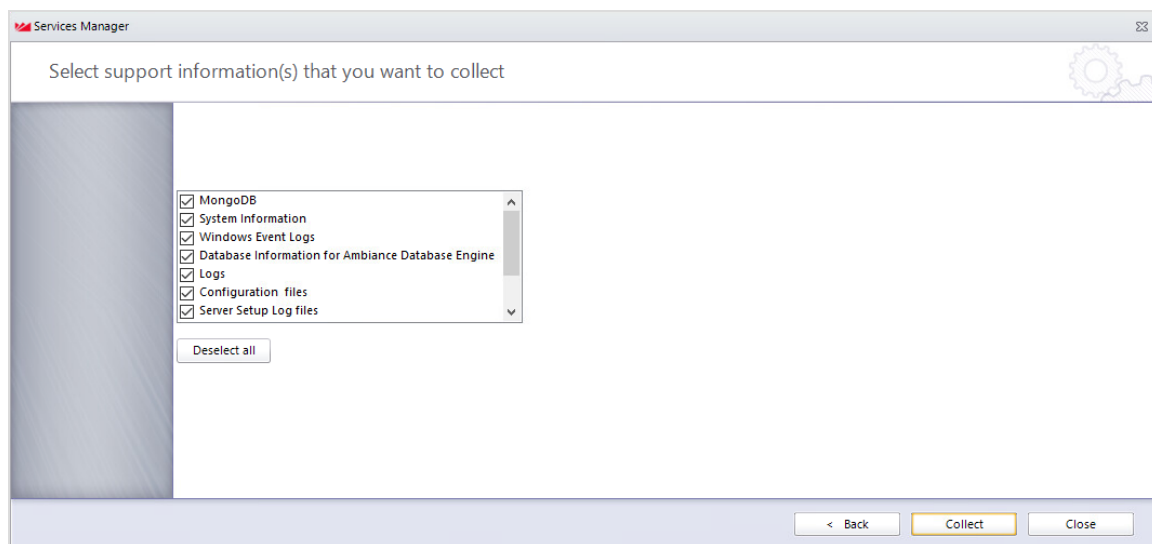
Disable/enable Watchdog

The Service Manager includes a Watchdog feature that performs regular healthchecks on the server. The Watchdog is enabled by default. To disable / enable Watchdog, open Service Manager and click the appropriate button.

Collect support information

Prior to contacting dormakaba for support, collect information about your Community system. Collect information on the server and workstation.

1. Open the Service Manager, then click [Collect Support Info](#).



2. Select the type of support information that you want to collect.
3. Click [Collect](#).
4. Specify a file name, then click [Save](#).

Open Event Viewer

To open Windows Event Viewer app, click [Event Viewer](#) .

Open Windows services

To open Windows Services app, click [Windows Services](#).

Troubleshooting encoders

When encoding or reading a key fails, an information box identifies the following problems:

- When communication between the encoder and workstation fails.
- When the encoder is offline.
- When the encoder is busy.
- When a key is not presented to the encoder within the expected delay.
- When the key is damaged, corrupt or uses unsupported technology.
- When communication fails at the Server level.

Is the Community Client required/installed?

You must install the Client on every workstation where a USB encoder and / or Maintenance Unit is required. From Community, download the Client. A total of three files are required: Community_Client.exe, serverURL.config, and token.txt.



Do not install the Client on the Community Server.

Follow the instructions for each of the following wizard pages.

1. On the [Welcome](#) page, click [Next](#).
2. On the [License Agreement](#) page, accept the terms of the license agreement then click [Next](#).
3. On the [Choose Destination Location](#) page, choose where to install Client files, then click [Next](#). The default location is recommended.
4. When notified the installation is successful, click [Finish](#).

Is the encoder connected to the workstation and configured correctly?

The initial configuration of an encoder requires that you connect the encoder to the Community workstation using a USB cable. By default, the device emits an audible beep and flashes a green light to indicate a successful connection. If you configure the encoder to connect using the USB method, the encoder must remain connected to the workstation.

Configure an encoder for USB

1. Plug the encoder into the workstation.
2. In [Device Management](#), click [New Encoder](#).
3. Specify a unique name that does not exceed 50 characters. This name displays in the list of encoders.
4. Specify a number to identify the encoder to the PMS (Property Management System). Valid values: 0-99.
5. Select the MAC address of the encoder. The value is automatically detected when you connect the encoder to the workstation.
6. Select [USB](#).
7. Click [Save](#).

Configure an encoder for TCP/IP



Before starting, verify that a port is open for inbound communication on the Community server (typically, configured during initial server installation).

1. Plug the encoder into the workstation.
2. In [Device Management](#), click [New Encoder](#).
3. Specify a unique name that does not exceed 50 characters. This name displays in the list of encoders.
4. Specify a number to identify the encoder to the PMS (Property Management System). Valid values: 0-99.

5. Select the MAC address of the encoder. The value is automatically detected when you connect the encoder to the workstation.
6. Select TCP/IP.
7. Select whether to obtain an IP address automatically. If using DHCP, select **YES**.
8. Select whether to use the Server name or IP address, then specify the correct information.
9. If not using DHCP, specify the IP address for the encoder including the subnet mask and default gateway.
10. Click **Save**.

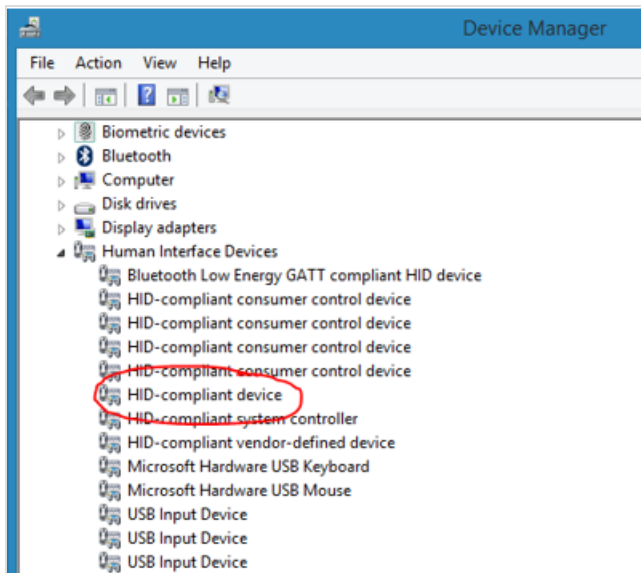
Are you still having a problem encoding or reading keys?

To prepare for troubleshooting, review the following log:

<C:\ProgramData\dormaKaba\Community\logs\Services\DokaClient.exe.log>

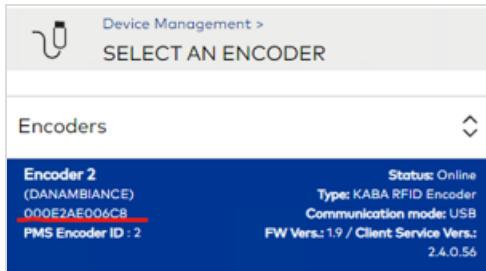
Troubleshooting steps:

1. Make sure that the Community Client Service is running on the workstation. Go to Services and check (or restart) the Community service.
2. Verify the physical connection between the encoder and the workstation. Unplug and plug in the encoder. Make sure that you hear 2 beeps and that the lights are on under the encoder.
3. Verify encoder In Device Manager:
 - a. Unplug the encoder from the workstation.
 - b. Open Device Manager.
 - c. Plug in the encoder.
 - d. Verify that a new HID-Compliant Device appears and it is not in an error state.



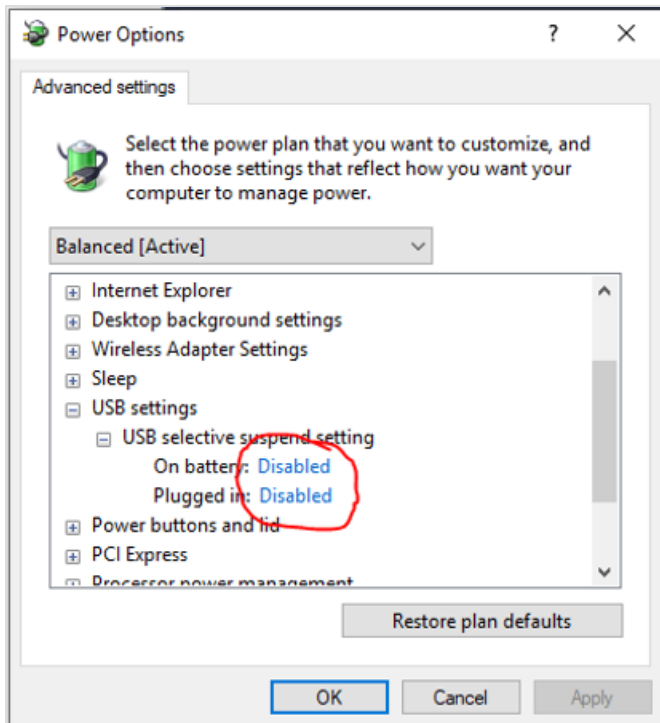
4. Verify IP address:
 - a. Go to: `C:\Program Files (x86)\dormaKaba\Community Client\Services\ClientServices` and open the file [DokaClient.exe.Config](#) (in Notepad).
 - b. Verify that the correct server IP address is in the following lines:


```
<add key="WebAPIUrl" value="http://ip_address/WebAPI/" />
<add key="signalrURL" value="http://ip_address/WebAPI/signalr/" />
```
5. In Device Management, make sure that the Encoder MAC address is not assigned to another workstation.



You may need to verify that a port is open for inbound communication on the Community Server (typically, configured during initial server installation).

6. If a USB encoder stops working follow these steps on the workstations:
 - a. Go to Control Panel – Power Options.
 - b. Click on Change Plan Settings.
 - c. Click on Change Advanced power settings.
 - d. Select USB settings.
 - e. Select USB Selective suspend setting.
 - f. Change both settings to Disabled.



7. Is the encoder MAC address not showing up after the Client installation?
 - The Server was set up using either the Server name or IP address.
 - Install the Client using the Server name instead of IP address.
 - Perform a hard reset on the encoder:
 - a. Unplug the encoder cable.
 - b. Press and hold the reset button at the back of the encoder.
 - c. Insert the encoder cable to power encoder (while still pressing and holding its reset button).
 - d. Keep pressing and holding the encoder reset button for 2 more second then let go of the reset button. You should hear 5 quick beeps if the encoder reset is successful.



If the problem persists after troubleshooting, contact dormakaba Support.

Troubleshooting locks

For security reasons, dormakaba imposes a maximum on the number of unused keys that can be issued for a given credential. For example, when more than 15 keys are issued but never presented to Room 100, the access point becomes "out of sequence" and denies access to all of the keys.

To restore key access, reprogram the access point using the Maintenance Unit or resequence the access point using the Resequence Key. After the access point is resequenced, the access point accepts the most recently issued key.

The maximum number of unused keys before resequencing is required depends on the key type:

- Resident Keys
 - Room and Suite=15
- Staff Keys
 - All classes=0
- System Keys
 - Failsafe, Latch, Unlatch, Toggle Latch/Unlatch=15
 - ELO=3
 - Inhibit=0
 - PPK/SPK=0

Light Indicators

The three light indicators (green, yellow and red) are located on the face of the lock. These lights provide lock status information when a key is inserted into the lock and removed. When using an RFID lock, the following LED indicators will appear when a RFID card is presented to the lock reader.

The default opening cycle is four seconds but is programmable.

Green Light

A green light will flash for approximately four seconds when a correct key is used.

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

This sequence indicates that the locking mechanism has been released and the door handle can be depressed to open the door. If the handle is not depressed while the green light is flashing, the locking mechanism will be secured, and the key must then be reinserted and removed from the lock to release the latch.

Yellow Light

Flashing Yellow Light (12 Times)

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

This flashing yellow light indicates that a correct key has been used in the lock, but the dead bolt or privacy button/switch has been set from inside the room.

Fast Flashing Yellow Light (8 Times)

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

This fast flashing yellow light indicates that a correct key has been used in the lock, but entry is denied for one of the following reasons:

- The door has been electronically double-locked by an electronic lockout key.
- The Resident key has been automatically inhibited, or the lock has been inhibited by the inhibit key.
- The key was programmed with an expiration date and time. The light indicates that the key was used after this expiration date and time.
- The Master key was programmed to work only during certain shift hours of the day, or to work only on certain days of the week. The light indicates that the key used was not programmed for that shift or day.

Two Yellow Flashes

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

Two yellow flashes indicate that an incorrect key was used in the lock.

1 Yellow before 7 Green

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

This sequence indicates Master Key is about to expire but access is granted. This light will appear seven days prior to the expiration date.

1 Yellow before 7 Yellow

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

This sequence indicates Master Key is about to expire but access is denied (Privacy=ON). This light will appear seven days prior to the expiration date.

Red Light

Alternately Flashing Red Light

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

OR

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

A red light will flash alternately with another light when the lock batteries are low.

Simultaneously Flashing Red Light

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

OR

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

A red light will flash simultaneously with another light when the clock in the lock needs to be reset.

Red Flash (1 or 2 Times)

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

If a red light flashes one or two times when a key is used in the lock, the key was used improperly (upside down, backwards, or not removed). If a red light flashes one or two times when no key is used, the key switch is stuck.

Yellow and Red Lights

Two yellow and red flashes.

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

These lights indicate that the lock was unable to properly read the lock code on the key.

No Lights

If no lights appear when a key is used:

- An invalid key shutdown is in effect.
- The key switch is broken.
- The lock batteries are dead.

Invalid Lock and Mode Indicators

Locks are designed to operate in Mode 2 when it is programmed and properly functioning. If a lock is not operating in Mode 2, and a valid key is used, you will see one of the following patterns. These lights indicate that there is a physical problem with the lock that must be corrected before the lock will allow keys to operate normally.

1 Green, 1 Yellow, 1 Red, Then All Lights Flash (4 Times)

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

These lights that the lock is in the Test Mode, and the storage chip has failed. No key will open the lock, and the lock must be drilled to access the room.

All Lights Flash (4 Times)

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

These lights indicate that the lock is in Mode 0 and that there is a problem with the circuit board. Use the erase key to change the mode to Mode 1, and program the lock using the LPI probe and terminal. Use the new key to open the door and replace the circuit board.

2 Green. Then All Lights Flash (4 Times)

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

These lights indicate that the lock is in Mode 1, and is not programmed. Program the lock using the LPI probe and terminal. Use the new key to open the door and replace the circuit board.

2 Green and Yellow Flashes. Then All Lights Flash (4 Times)

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

These lights indicate that the lock is in Mode 3 and that there is a programming problem with the programming chip in the lock's circuit board. Open the door using the PPK key followed by a valid Master key. Remove the lock and replace the circuit board.

2 Red Flashes. Then All Lights Flash (4 Times)

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

These lights indicate that the lock is in Mode 4, and that the storage chip is disabled. Use the PPK key followed by the Disable/Enable key to enable the lock.

2 Yellow Flashes, Then All Lights Flash (4 Times)

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

These lights indicate that the lock is in Mode 5, and that there is a problem with the motor switch or the motor is jammed. Open the door using the PPK key followed by a valid Master key. Then, remove the lock and replace the lockset.

Online

1 green, few yellow, 6 green.

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

When passing an RF Pairing key and the pairing is successful.

1 green, few yellow, 2 red.

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

When passing an RF Pairing key and the pairing fails.

2 green, 3 red

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

When passing an RF Unpairing key, this sequence indicates the lock was not paired.

1 green, 3 yellow, 6 red

	Second 1								Second 2								Second 3								Second 4								Second 5								Second 6							
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
GREEN																																																
YELLOW																																																
RED																																																

When passing an RF Unpairing key, this sequence indicates the lock was paired and is now unpaired.

Troubleshooting services

This topic describes all Community services. All services installed should be running all of the time regardless of the functionality being used.

[Use the Service Manager](#) to view the status of any service.

CommunityServer—Acts as a container service that runs Bus services as parallel tasks. To monitor these services, it opens a port and it has a WebAPI endpoint. Uses port 49999.

CommunityClient—Communicates to encoder devices through USB, and establishes WebSocket to the Server for communication. Provides two endpoints (Web API and SignalR gateway) to communicate with the user interface and Maintenance Unit devices. Port 40100.

Community API—API gateway to receive messages from the user interface or field gateway services such as DokaClient and HubManagerGateway. Ports: 26265/443.

Encoder Service—Communicates to encoder devices through TCP/IP and establishes a WebSocket to the Community Server for communication. Ports: 28000/ 28001(Encrypted).

Related to Licensed Features

MobileKeyDeliveryService—Listens to the Bus (RabbitMQ) and calls the Legic API to deliver mobile keys.

AuroraSync—Communicates with the Keyscan Aurora database by using the AuroraSDK (Software Development Kit).

Related to the Online Gateway

Community VHE—Communicates with the HubGateway service to receive commands from the Community Server. Opens a socket and acts as a proxy for different devices. Serves as Web API endpoint (Port 6099) to create SignalR proxy gateway (for monitoring). Serves as endpoint (Port 6007) and provides SOAP for IRMS. Opens TCP port (Ports 6006/5020) to receive messages from HubGateway.

Community HubGateway—Opens a WebSocket to receive commands from the Community Web API. Opens a TCP port to receive messages from Gateway devices and the VHE service. Ports: 27000/27700.

Community HubManager—Manages Gateway devices. Serves as Web API endpoint to receive queries from HubManager gateways. The HubManager service also opens a WebSocket to Community Web API to transfer commands to the Hub Manager Gateway. Port 9000.

Related to Third-Party Software

Rabbit MQ—Principal message broker framework for relaying internal Community Server communication.

Redis—Data store used to improve internal message broker performance.

SQL Server (Community)—Serves as the database engine supporting the Community database.

SQL Server Agent (C)—Windows service supporting SQL Server.

SQL Server CEIP service (C)—Runs the SQL Server Customer Experience Program.

Log data

Community logs provide detailed information about all events and system activity that occur during installation (or upgrade) and product use. For Support technicians, logs are the principal troubleshooting resource.

Installation logs

The following Installation logs are located on the server by default at: C:\Community Server:

- MongolInstall (for online communication)
- SetupServer (primary installation log)

The following Installation log is located on the workstation by default at: C:\Community Server:

- SetupClient.LOG

Product logs

Multiple logs are stored by default at: C:\ProgramData\dormaKaba\Community\logs

The logs folder organizes log files as follows:

- Services—Data related to the various Community Windows services.
- Web
 - reportapi.log.txt—Data related to the IIS component report API used to generate reports.
 - webApi.log.txt—Data related to the Community WebAPI Windows service.

Glossary

A

Access Management

The module where you define credentials for staff and system keys, configure and assign schedules, configure common area access, and create logical groupings of access points to facilitate credential assignment.

Access Point

1) Virtual representation of a physical location where passage between two spaces is controlled by a lock. 2) Reader-equipped lock encoded with access control data to allow or deny access based on credentials.

Access Point Audit Report

Detailed historical information about lock events.

Access Point Group

Logical grouping of one or more access points that facilitates the assignment of credentials to all access points in the group.

Access Point Scheduling

Submodule within Access Management where you assign auto-unlatch and access schedules to access points.

Access Point Status

Current state of the lock installed for a given access point.

Access Point Type (Community)

Functional classification of an access point. The access point types in Community include units, suites, foyer doors, resident and staff common areas, restricted areas and elevator readers.

Access Schedule

Day and time constraints that control when an access point is accessible.

Additional Key

Duplicate key. A New key must be active before the option to make an Additional key is enabled. Additional keys do not affect any existing active keys.

Audit

The process of retrieving historical information from an access point.

Auto-Unlatch Schedule

Day and time periods allowing passage without keys.

B

Block Key

System key that temporarily blocks all keys encoded with a specific credential.

Building

Component in Property Builder that represents a physical structure on the site that contains one or more floors and one or more access points.

C

Cancel Key

System key that permanently invalidates a specific key instance.

Common Area Access

Submodule in Access Management where common area profiles are defined to configure access to common areas.

Common Area Profile (Community)

Configuration that defines the common areas that are accessible for selected units and suites or for selected staff credentials, and whether access is included by default or must be manually selected.

Community API

Set of Web API methods to integrate Resident Management and Staff/Vendor Management with third-party systems.

Construction Keys

Keys that secure access points after installation yet prior to locks being programmed. Construction (or Zone) keys are obsolete after locks are programmed.

Credential

1) Configuration that consists of access point groups and/or individual access points for the purpose of authorizing staff access to a physical space or system key functionality. 2) Digital identification code stored on a key that authorizes access where the code is valid.

Credential Class

Organizational label used to group credentials based on the credential class type.

Credential Class Type

A fixed set of access properties from which all credential classes are derived.

Credential Management

Submodule in Access Management where you create and manage credentials.

Credential/Access Point Assignment Report

List of credentials and assigned access points or a list of access points and assigned credentials.

D**Device Management**

The module where you add and configure encoders. If online communication is enabled, you can also configure gateways and paired access points.

Diagnostic Key

System key that queries locks to extract and report the status of various lock functions for troubleshooting and reporting. Diagnostic results are communicated by an LED flash sequence.

E**Electronic Lockout (ELO) Key**

1) Credential class for system keys. 2) System key that temporarily invalidate all non-Emergency Keys.

Elevator

A physical structure intended to provide access to building floors.

Elevator Bank

Group of elevators that share the same elevator controller configuration.

Elevator Configuration Report

Detailed information about an elevator bank including elevators and relay-to-floor mapping for each panel.

Elevator Controller Profile

The elevator bank model configuration.

Emergency Key (Community)

1) Credential class type/class that overrides deadbolt/privacy switch. 2) A type of key encoded with a credential based on the Emergency class. Toggle mode is supported for units/suite units as an option in Property Builder.

Encoder

Embedded device used to encode keys.

F**Failsafe Key**

Backup key made in advance and maintained in complete sets to be issued in the event a system or power failure prevents making keys.

Firmware

Operating software for hardware devices.

Floor

Component in Property Builder that represents a level in a building.

G

Gateway

Gateways are the network devices which are paired to access points for online communication.

I

Inhibit Key

1) Credential class for system keys. 2) System key that permanently cancels all access for a current resident.

K

Key

A transport medium on which a credential is encoded for the purpose of controlling access and/or performing system or programmatic operations. Examples include key cards and key fobs.

Key Expiration Report

Lists the expiration date of active keys.

Key Holder

A person with authorized possession of at least one key.

Key ID

Specific key among multiple keys that are encoded with the same credential.

Key Mode

Option that you select when making a key: New or Additional.

Key Status

The current state of the key.

Key/User Assignment Report

List of active keys assigned to a given key holder.

L

Latch Key

1) System key credential class. 2) System key that disables passage mode.

Limited Use Key (Staff)

1) Credential class type/class for staff keys. 2) A staff key that is encoded with temporary access to an access point for a predefined number of times or until the key expires.

Lock Profile

Lock device model.

M

Maintenance Unit (M-Unit)

Hand-held embedded device used to transfer data between Community and locks.

Mobile Key

Virtual key issued to a mobile phone.

Monitoring

The module where you view a list of all keys made by Community. When online communication is enabled, you can also view online metrics, operations, events and access point status.

N

New Key

Key made using mode New. New keys invalidate access to the selected credential on all existing keys.

Notification

Alert issued to notification subscribers.

Notification Group

Logical grouping of one or more notification events configured in the Notification Management module for the purpose of Operator subscription.

Notification Management

The module where you configure and manage the notification groups that can be assigned to staff members.

O

Online Access Point Status Report

Details about current gateways and paired access points.

Online Communication

A licensed feature that refers to wireless communication between access points and Community. Remote communication is used to perform online access point operations and to receive online access point events.

Online Gateway Status Report

Details about current gateways.

Online Paired Access Point Report

Lists the access points paired to a gateway.

Operator

Staff member who is assigned a role that is configured to authorize access to Community modules and features.

Operator Report

Lists Operators, their assigned roles, and the rights associated with each role.

Operator Status

Status of an Operator.

P

Paired Access Point

In online communication, an access point that is connected to a gateway.

Panel/Relay

Electrical component in an elevator controller box with one or more relay switches. A relay is an electrical component that is mapped to specific floors.

Passage Mode

Lock state during which the access controls programmed in the lock are suspended allowing unrestricted access.

PCI-DSS

Information security standard that provides additional login protection.

Period (Schedules)

A span of time selected for schedules in Access Management.

Predefined access

An access property associated with a credential class type that is characterized by selecting access when defining the credential.

Primary Program Key

System key that authorizes the function of another system key.

Programming & Auditing

The module where you perform the data transfers necessary to program and audit locks.

Property Builder

The module where you create a virtual representation of the site: buildings, floors and elevators per building, and access points.

Property Configuration Report

Details about the access point configuration for the site.

R

Reader

Embedded device that reads access control data stored on keys.

Replacement Key

An additional key made to replace a lost or defective key.

Reports

The module where you track, investigate and maintain current and historical records for every aspect of your site.

Resequence Key

System key that resynchronizes a specific key credential in access points.

Resident

Person added in the Resident Management module for the purpose of assigning units and/or common area access.

Resident Common Area

Type of access point where general access is configured for residents.

Resident Management

The module where you manage all resident access and keys.

Restricted Area

Type of access point intended for staff access only.

RFID

Radio Frequency Identification. Technology that supports contactless keys.

Rights (Role Management)

Discrete permissions to Community functionality.

Role

A group of rights assigned to an Operator.

Role Management

The module where you configure Operator Roles and the system and key rights associated with each role.

Roles & Rights Report

Lists the roles defined in the Role Management module and the Community functions to which each role has rights.

S

Secondary Program Key

System key that reprograms or resynchronizes the current Primary Program Key (PPK).

Shift Schedule

Day and time constraints applied to staff keys.

Site

Geographical location that consists of one or more buildings.

Special Function Key

System key that is used for advanced lock operations.

Staff

Operators and key holders in your organization.

Staff Access Report

Lists historical information about staff access.

Staff Common Area

Type of access point where general access is configured for staff.

Staff Key

Credential class type/class. Access is predefined. Toggle mode is supported for units/suite units as an option in Property Builder.

Staff Key (variable access)

Credential class type/class. Access is variable. Toggle mode is supported for units/suite units as an option in Property Builder.

Staff/Vendor Keys

1) The module where you make keys for staff/vendors. 2) Keys encoded with a staff/vendor credential.

Staff/Vendor Management

The module where you add staff/vendors, configure Operators, and manage staff/vendor keys.

Suite

A connected series of units that includes a common door and one or more suite units.

System Activity Report

Details about the system transaction history.

System Keys

1) The module where you make keys to perform lock or system-level operations. 2) Keys made in the System Keys module.

System Settings

The module where site-wide options, preferences and defaults are specified. Some settings control whether Community features are enabled and how the features operate.

T

Toggle Latch/Unlatch Key

1) System key credential class. 2) System key that is used to enable and/or disable passage mode.

Toggle mode

Feature that alternates the state of a lock to allow/deny access.

U

Unblock Key

System key that unblocks all instances of a specific credential in access points which were previously blocked using a Block Key.

Unit

Type of access point assigned to a resident.

Unlatch Key

1) System key credential class. 2) System key that enables passage mode (unrestricted access) in the lock.

User Type (Operator profile)

Option selected in staff member profiles that reflects the nature of relationship with the property.

V

Variable access

An access property associated with a credential class type that is characterized by selecting access at key-making time.

Vendor Key

Credential class type/class. Access is variable. Toggle mode is supported for units/suite units as an option in Property Builder.

Visitor Management

Licensed feature that supports extending resident access to visitors by sending a PIN or delegated mobile key.

W

workstation

Computer used by Operators to access Community software.

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