



Access+ Quick Start Guide

Getting Started

Welcome to SentiKey® Access+, your all-in-one platform for secure property management. Whether you're just starting or looking to get the most out of the platform, this quick start guide will walk you through everything you need to hit the ground running!

Access+ is designed to make property management easier, faster, and more efficient. With intuitive features like generating mobile access and codes, you'll have convenience, flexibility, improved security, and enhanced control.

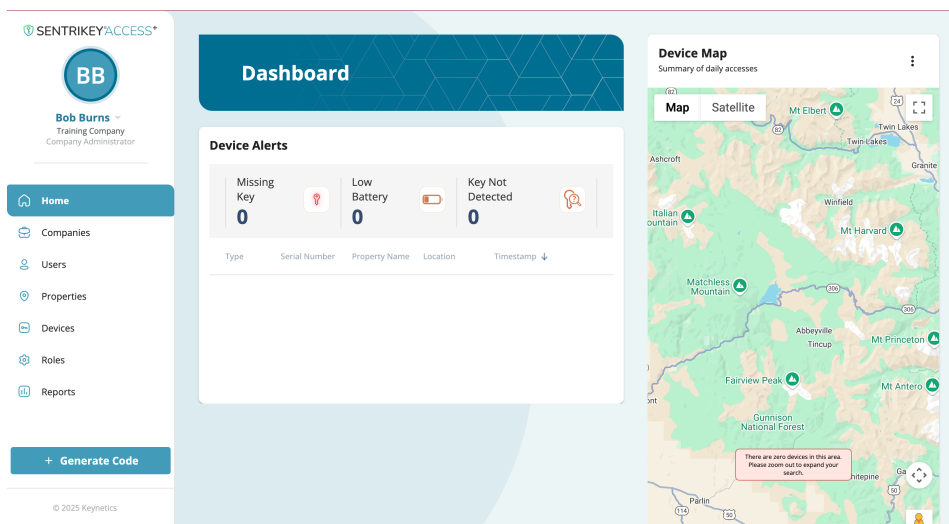
Step 1: Create an Account

Let's get you set up! You may have already created an account when you received an email from us, at notice@keyneticsltd.co.uk! If you haven't yet received this email or are having trouble finding it, check your junk folder. You'll be prompted to enter your details and confirm your email, and you're all set!

Once you've created your account, you'll be able to use your credentials to log into our website: sentrkey-access.sentrilock.com

Step 2: Explore the Dashboard

Once you're logged in, you'll land on your dashboard. Here's where you'll get an overview of Device Alerts, such as low battery, and a map of your Devices. Now that you're logged in, let's take a quick tour!



Step 3: Setting Up Roles + Adding Users

Let's first dive in and set up additional Roles (e.g. housecleaning, maintenance, etc.) and Users – don't worry, your role is already assigned as the Company Administrator! Simply click on "Roles" and follow the prompts. You can customize it with your own labels and capabilities, and can now easily add Users to the Roles you'd like them to have. If you need to create a new User in the future, utilize the "Users" tab!

1. Navigate to the Tool Bar on the left-hand side of the screen and select the "Roles" tab
2. Select "+ Create New Role"
3. Enter the Role Name and select the Role capabilities
4. Select "Continue" in the upper right-hand corner
5. Add a User to this Role below by inputting the new User's information
6. Select "+ Create New User"
 - * Below the added User will appear as an Incoming User; an email will be sent to the provided email address and will prompt the User to Create an Account
7. Select "Continue" in the upper right-hand corner
8. Success!

Step 4: Properties/Devices

Ready to make the most of Access+? Simply add your Properties, such as a home or office complex, to the system and begin assigning devices to them with just a few easy clicks. This streamlined process allows for quick installation and management of your devices.

1. Navigate to the Tool Bar on the left-hand side of the screen and select the "Properties" tab
2. This is where you can view existing Properties in a List or Map View; select "+ Add" in the upper right-hand corner to add a new Property
3. Input the Property Details below
 - * At the bottom of the screen, add how many Devices you'd like to install to this Property
4. Select "Next" in the upper right-hand corner

5. Review and confirm the address information to add the property:
select "Confirm New Property." in the upper right-hand corner
6. Success!

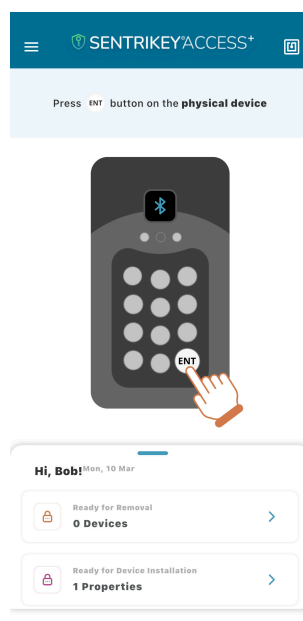
Step 5: Granting Access

The last step on the website is to Grant Access to Users. This allows you to control who can install, visit, or remove the device from the property, and when.

1. Navigate to the Tool Bar on the left-hand side of the screen and select the "Devices" tab
2. Click on the Device in which you want to manage access
* Serial Numbers are located on the Device
3. Select "User Access" tab at the top of the screen
4. Select "Grant Access"
5. Manage:
 - o Access Time (e.g. 24/7 access, Weekly Reoccurrence, Start/End Time) – specify the times or frequency when you'd like this user to have access.
 - o Device Capabilities (Release Hasp, Open Door, Install Device, Remove Device) – choose the actions you want this user to be able to perform through their mobile app.
 - o User Selection – select the users who should receive these specific permissions.
 - o Duration – determine the length of time these access permissions will remain active
6. Select "Grant Access" in the bottom left-hand corner
7. Success!

SentriKey® Access+ App

The final step is to download our app and begin accessing your Devices. Simply visit your App Store and search for **SentriKey® Access+** to install the app. Depending on the access granted, Users will be able to install, visit, or remove devices through the app!



Install a Device

Once you've completed Step 4 above, you're ready to begin installing devices! To install the device, simply use your SentiKey® Access+ app and follow the steps outlined below.

1. Launch the SentiKey® Access+ app and login
2. Press the ENT button on the physical device
3. Select the Device, select "Confirm Device"
4. Select "Confirm Property" or select the appropriate property
5. Select "Confirm Property" or "Select a Different Property" and select the desired Property
6. Hasp will release; secure the device on the doorknob or bracket by reinserting the hasp, select "Confirm Device Installed"
 - * Press ENT on the device to release the hasp if the blue light is no longer flashing
7. Select "Confirm"
8. Enter Device Location
9. Add a Device Location Photo
 - * Optional: Add Note or Enter Photo Caption
10. Select "Confirm"
11. Install Complete, select "Return to Home"
12. Success!



Access a Device

After a device is installed on the designated property, users can start unlocking doors!

1. Launch the SentiKey® Access+ app and login
2. Press the ENT button on the physical device
3. Select Device, select "Confirm Device"
4. Keybin will open
5. Retrieve the key and close keybin
6. Select "Confirm"
7. If needed, Add Photo or Notes and View Past Notes
8. Select "Exit Property" before you leave the Property
9. Press ENT and keybin will open
10. Return your keys and close the keybin

11. Select "Key Returned"
12. View your Visit Summary
13. Select "Return to Home"
14. Success!

Access Codes

If you need to provide one-time access to someone not in our system, you can generate an access code for them! They can manually enter the unique code into the device's keypad to receive the key and gain access to the property.

How to Generate an Access Code

** Steps for Generating an Access Code will be completed on the website*

1. Navigate to the Tool Bar on the left-hand side of the screen and select the "Devices" tab
2. Click the Device you want to Generate a Code for
3. Select "+ Generate New Code" button in the upper right-hand corner
4. Input the following details:
 - Reason for Generation
 - Timeframe for Code to be valid for
 - Assign who Code is being generated for
5. Select "Generate Code"
6. Generated Access Code will display; code will be sent to the assignee via SMS and email
 - * SMS/email will provide all property details and instructions on how to use this code
7. Success!

Best Practices

- Make sure that Bluetooth **and** Location Services are enabled on your phone when using the app.
- Open the app before pressing ENT on the Device!
- **DO NOT** overfill the keybin! Make sure the keys fit in the bin.
- If keys are missing from keybin, select the "Key Missing" option on the app screen.
- **Always** end your visit by confirming "Keys Returned" in the app.
- **DO NOT** leave keybins open! Once keys are retrieved, the keybin should be closed and reopened when returning keys.

Troubleshooting

- *Why isn't my property showing in the list of properties when installing?* – Ensure you have specified at least one device for installation at the property (see Step 4.3 above).

- *The hasp OR keybin isn't coming out* – The device may have lost connection, press ENT on the device.
- *I received "Access Unavailable" on my mobile app* – This means the User has not been granted access to the device.

Final Tips + Support

That's it! You're all set to start using Access+ like a pro. If you need any help along the way, don't worry! Our support team is always just a click away. You can access our Help Center for detailed guides or reach out to us directly for assistance.

Contact us at [**support@keynetics.us**](mailto:support@keynetics.us) | Visit us at [**keynetics.us**](https://keynetics.us)