



ENTRÉ

HOW-TO GUIDE: MANAGING CREDENTIALS

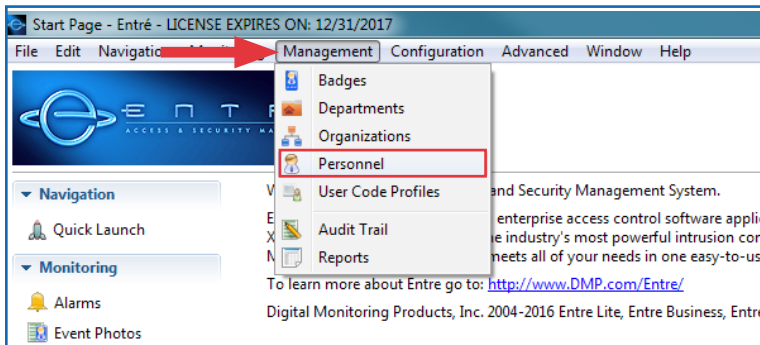


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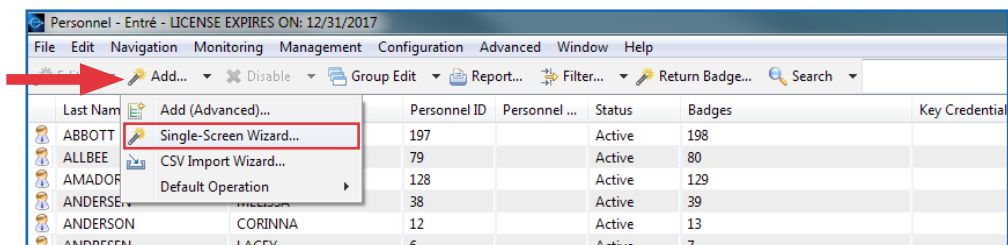
ADD A CREDENTIAL

Follow these steps to add a new personnel record credential.

- 1 Open the **Management** menu and select **Personnel**.



- 2 Open the **Add** drop-down menu and select **Single-Screen Wizard**.



- 3 Enter any relevant information for the user.

The screenshot shows the 'Add - Personnel Record' form. The form is divided into several sections: Photo, Vital, Contact, Occupational, and Credentials. The 'Vital' section includes fields for First name, Last name, ID#, and Partition. The 'Contact' section includes fields for Address, Phone, Email, Line 1, Line 2, City, State, Zip, and Country. The 'Occupational' section includes fields for Title in organization, Personnel type, Organization, Department, User ID, and Status. The 'Credentials' section includes tabs for Badges, Keys, Parking Passes, Logins, and Support Documents. The 'Keys' tab is selected, showing a table with columns for Card #, Validity, Expires, and Access Levels.

- 4 In the **Credentials** section, open the **Add** drop-down menu and select **Single-Screen Wizard**.

The screenshot shows the 'Add - Personnel Record' window. The 'Credentials' section is active, displaying a table with columns for Card #, Access Levels, and a dropdown menu. The 'Add' dropdown menu is open, and 'Single-Screen Wizard...' is selected and highlighted with a red box.

- 5 Assign a **Card #** and **User Code** to the credential.

The screenshot shows the 'Add - Single-Screen Wizard' window. The 'General' tab is active. The 'Card #' field is set to 214 and the 'User code' field is set to 43156. Both fields are highlighted with red boxes.

- 6 Assign a **User Code Profile** to this badge in the **Privileges** section.

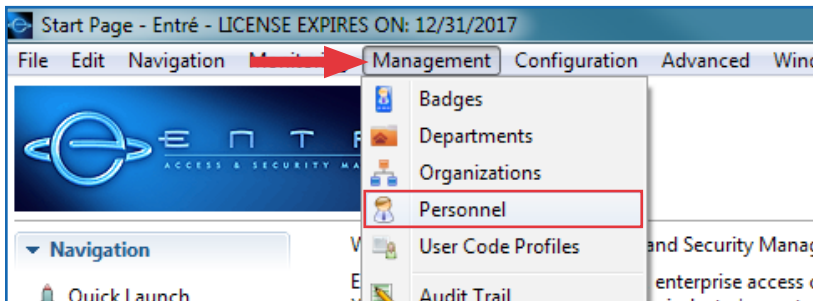
The screenshot shows the 'Privileges' window. The 'User Code Profiles' tab is active. A tree view shows the 'Door Access Profile' selected and highlighted with a red box.

- 7 Click **Save and Close** on both open windows.

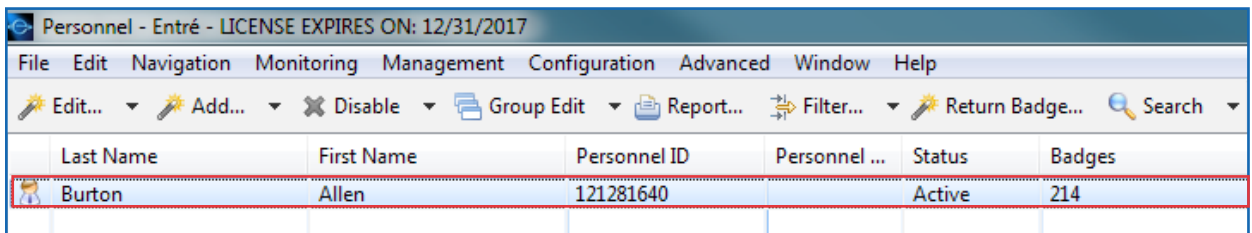
ADD A BADGE

Follow these steps to add a badge to an existing personnel record.

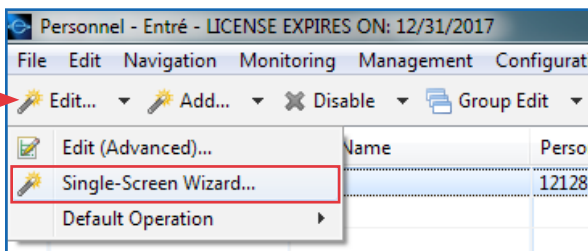
- 1 Open the **Management** menu and select **Personnel**.



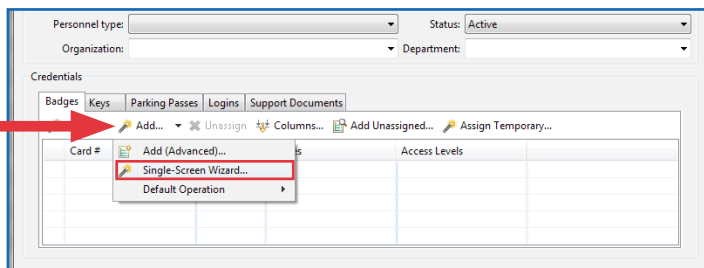
- 2 Locate the record that will be updated.
Note: You can quickly find any personnel credential by using the **Search** field.



- 3 Double-click the record or highlight the record and select **Single-Screen Wizard** from the **Edit** drop-down menu.



- 4 In the **Credentials** section, open the **Add** drop-down menu and select **Single-Screen Wizard**.



- 5 Assign a **Card #** and **User Code** to the credential.

The screenshot shows the 'Add - Single-Screen Wizard' window. The 'General' tab is selected. In the 'General' section, the 'Card #' field contains '214' and is highlighted with a red box. The 'User Code' section on the right has a 'User code:' field containing '43156', also highlighted with a red box. Other fields include 'Hot stamp:', 'Facility code: 0', a 'Grant One Free APB Pass' button, and a 'Badge type: Standard' dropdown menu. The 'User Code' section includes a 'Generate...' button and a 'Panels downloaded to' area.

- 6 Assign a **User Code Profile** to this badge in the **Privileges** section

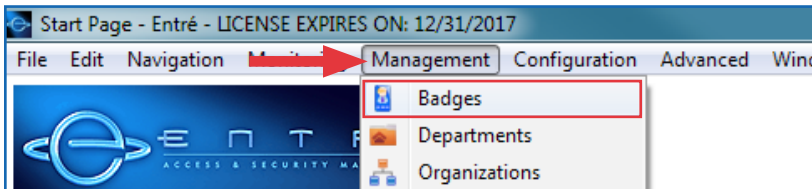
The screenshot shows the 'Privileges' window. The 'User Code Profiles' tab is selected. In the tree view, 'All' is expanded, showing '2960L' and its sub-items: 'Arming Profile', 'Door Access Profile' (which is checked and highlighted with a red box), and 'Management Profile'. The 'Access Level Groups' tab is also visible.

- 7 Click **Save and Close** on both open windows.

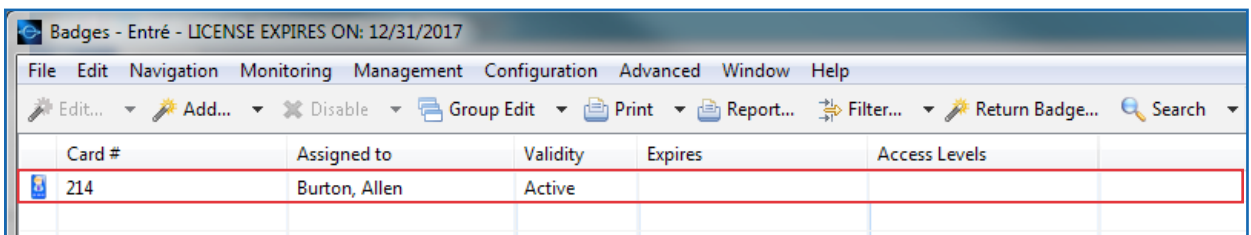
REMOVE A BADGE OR CREDENTIAL

Follow these steps to remove an existing badge or personnel credential from the system.

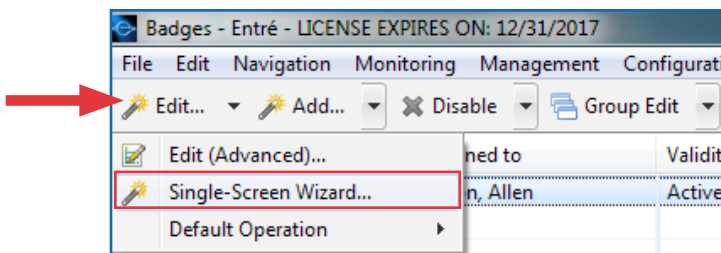
- 1 Open the **Management** menu and select **Badges**.



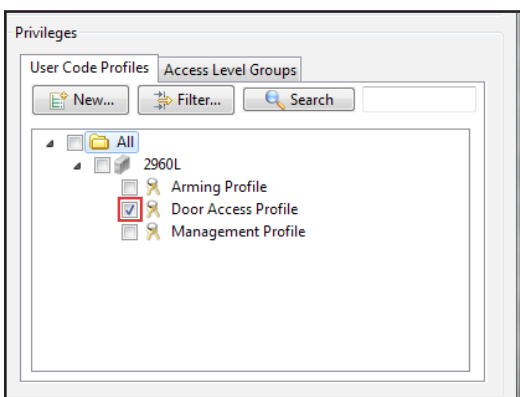
- 2 Locate the badge that will be updated.
Note: You can quickly find any personnel credential by using the **Search** field.



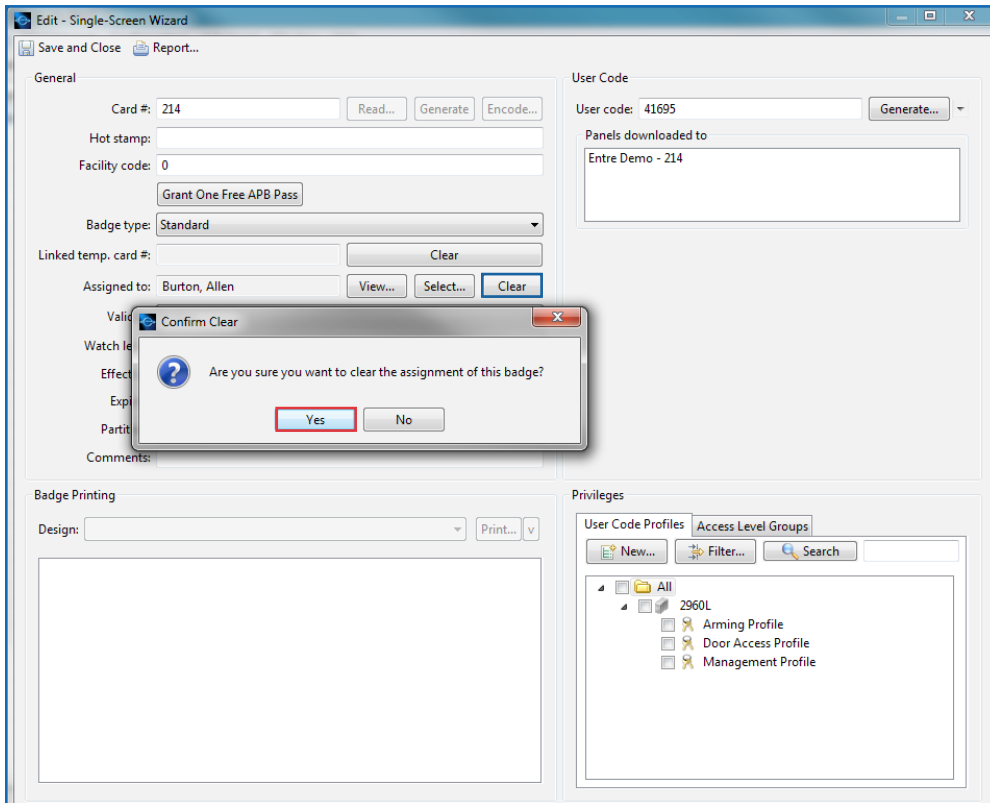
- 3 Double-click the badge, or highlight the badge and select **Single-Screen Wizard** from the **Edit** drop-down menu.



- 4 Uncheck all boxes in the **Privileges** section to remove profiles assigned to the badge.

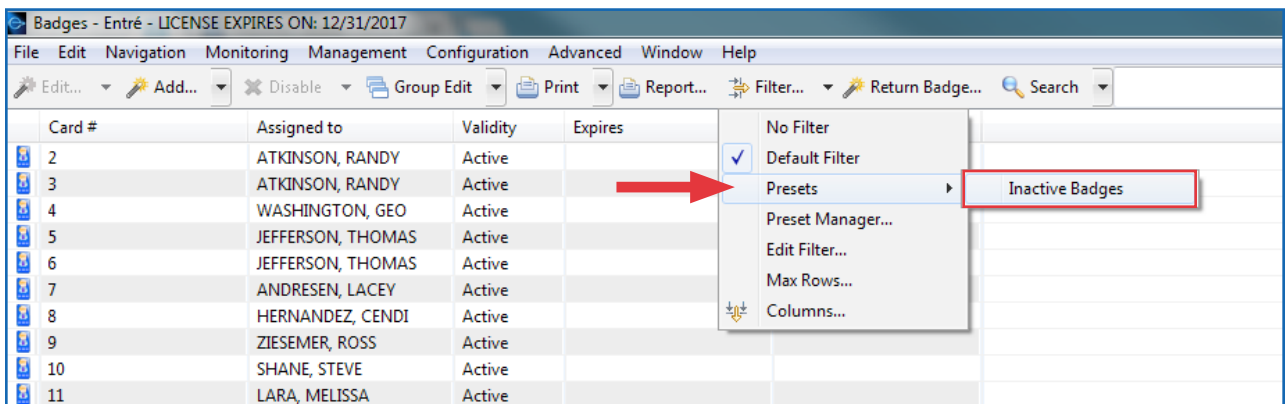


- 5 Click the **Clear** button to the right of the **Assigned to** field, then click **Yes** to confirm.
Note: Before continuing, take note of the **Card #** field.

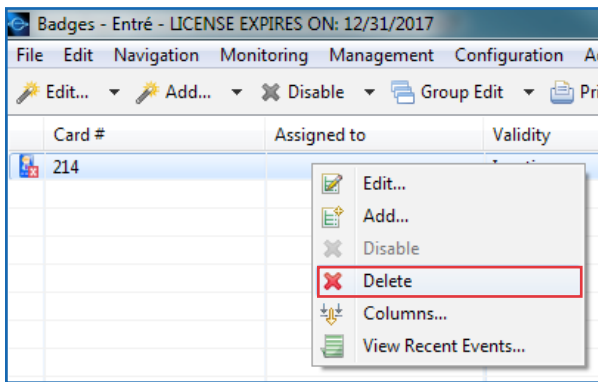


- 6 Click **Save and Close**.

- 7 Open the **Filter** drop-down menu, hover over **Presets** and then select **Inactive Badges**.
Note: You can quickly find any badge by entering the **Card #** in the **Search** field.



- 8 Right-click the badge and select **Delete**.

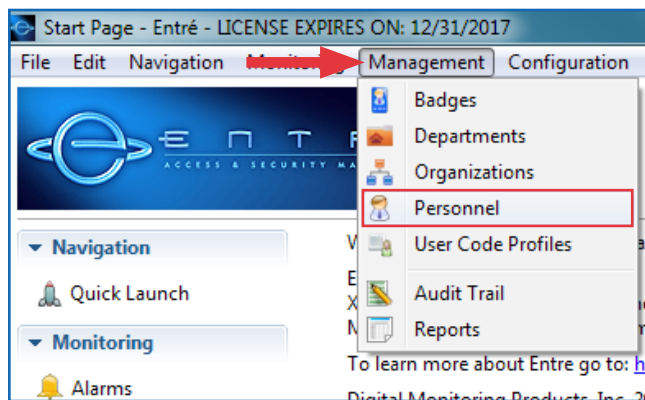


- 9 If a new badge is being assigned, follow the steps outlined in the Add a Credential section.

If the personnel record is no longer needed, the record should be disabled.

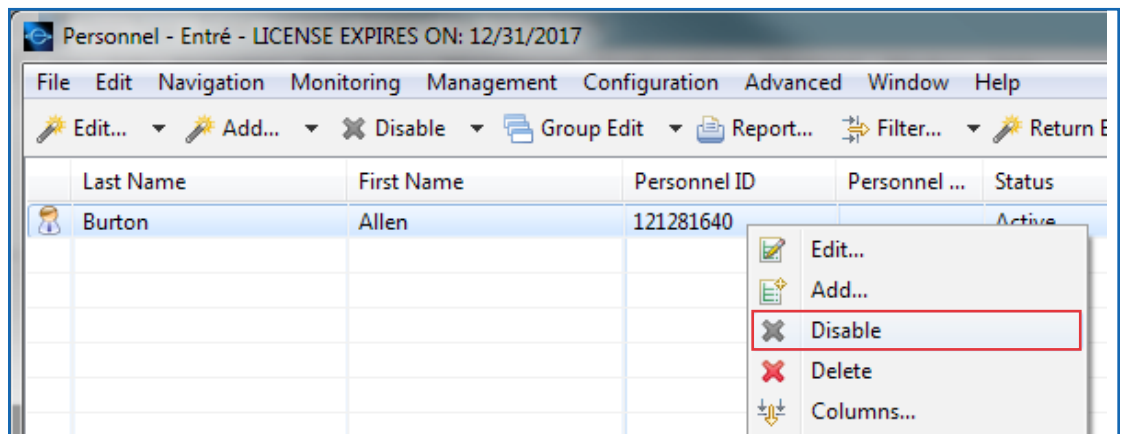
Disable a Personnel Record

- a. Open the **Management** menu and select **Personnel**.



- b. Find the record that will be disabled.

Note: You can quickly find any record by using the **Search** field.

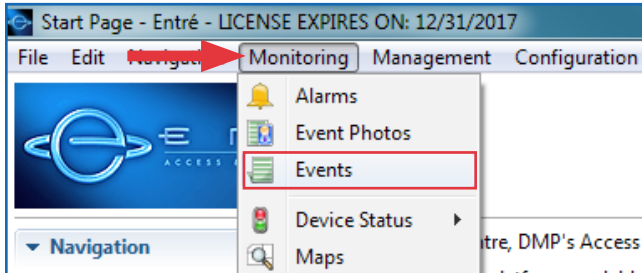


- c. Right-click the record and select **Disable**, then click **Yes** to confirm.
Note: Do not manually set the badge validity to inactive or make any changes to badge validity.

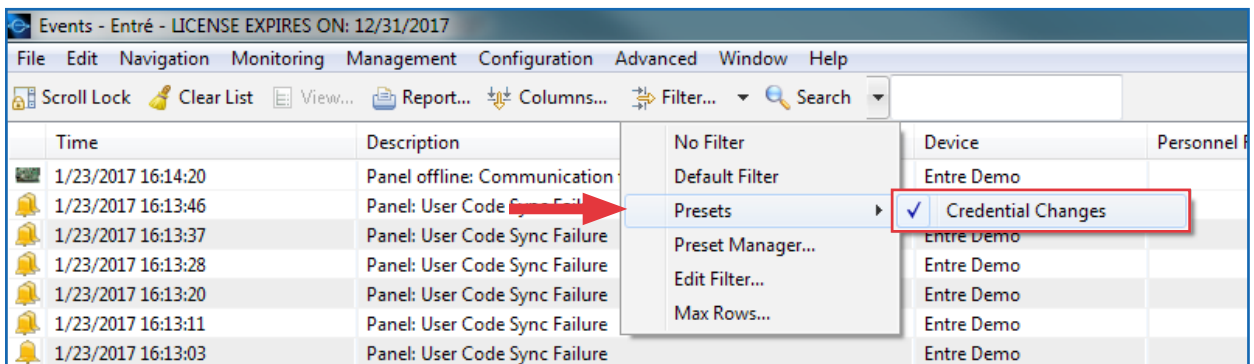
VERIFY YOUR CHANGES

After you add or remove a badge or credential, it is important to verify that your changes were sent.

- 1 Open the **Monitoring** menu and select **Events**.

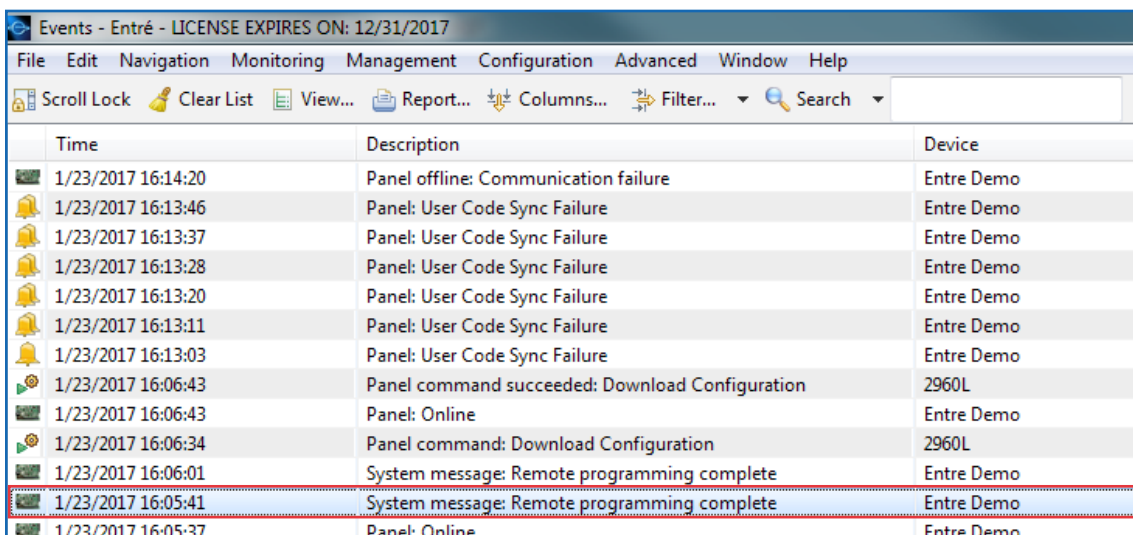


- 2 Open the **Filter** drop-down menu, hover over **Presets** and then select **Credential Changes**.



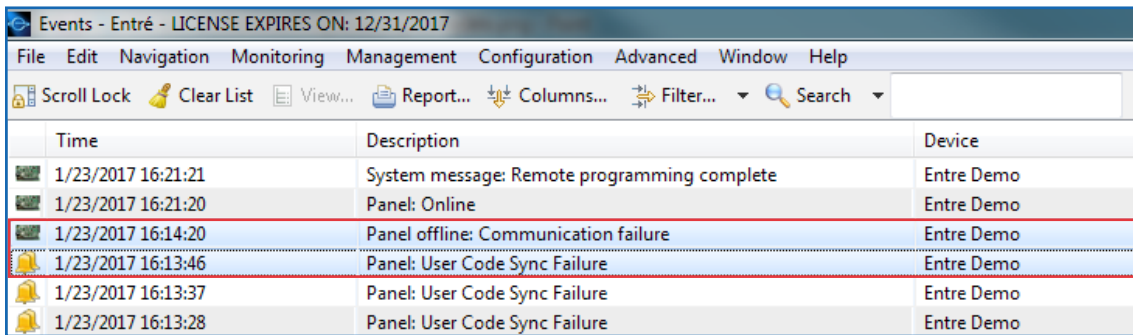
- 3 If the events show a **Remote programming complete** system message, the user code changes have been sent to the panel.

Note: Compare the name in the **Device Column** to the name of the panel to confirm.



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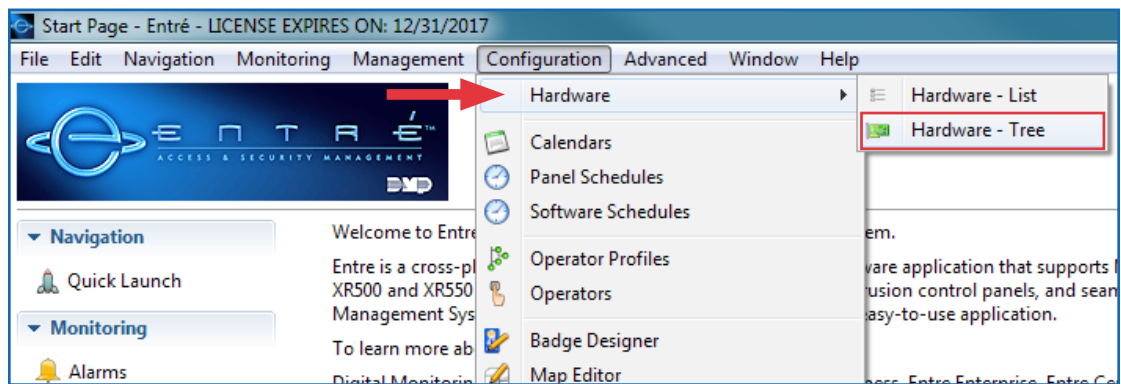
If the events show a **User Code Sync Failure** or **Panel offline: Communication failure** system message, there is a communication problem between Entré and the panel. You will need to restart the panel to resolve this issue.



Time	Description	Device
1/23/2017 16:21:21	System message: Remote programming complete	Entre Demo
1/23/2017 16:21:20	Panel: Online	Entre Demo
1/23/2017 16:14:20	Panel offline: Communication failure	Entre Demo
1/23/2017 16:13:46	Panel: User Code Sync Failure	Entre Demo
1/23/2017 16:13:37	Panel: User Code Sync Failure	Entre Demo
1/23/2017 16:13:28	Panel: User Code Sync Failure	Entre Demo

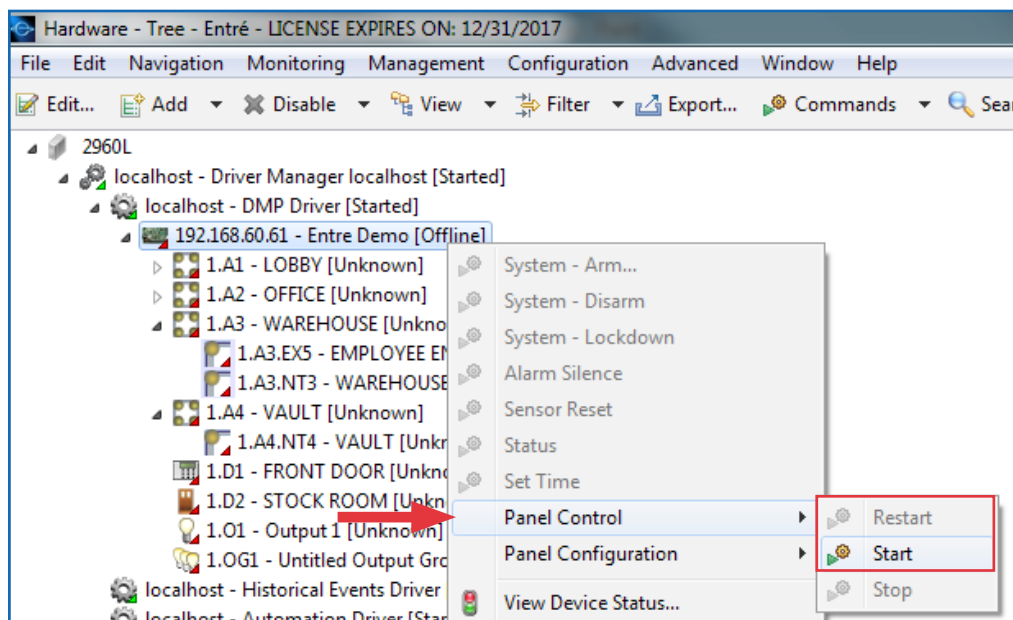
Restart the Panel

- Open the **Configuration** menu and select **Hardware - Tree**.



- Locate the panel to which the codes are being sent.
- If the panel shows as offline, right-click the panel, select **Panel Control**, and then select **Start**.

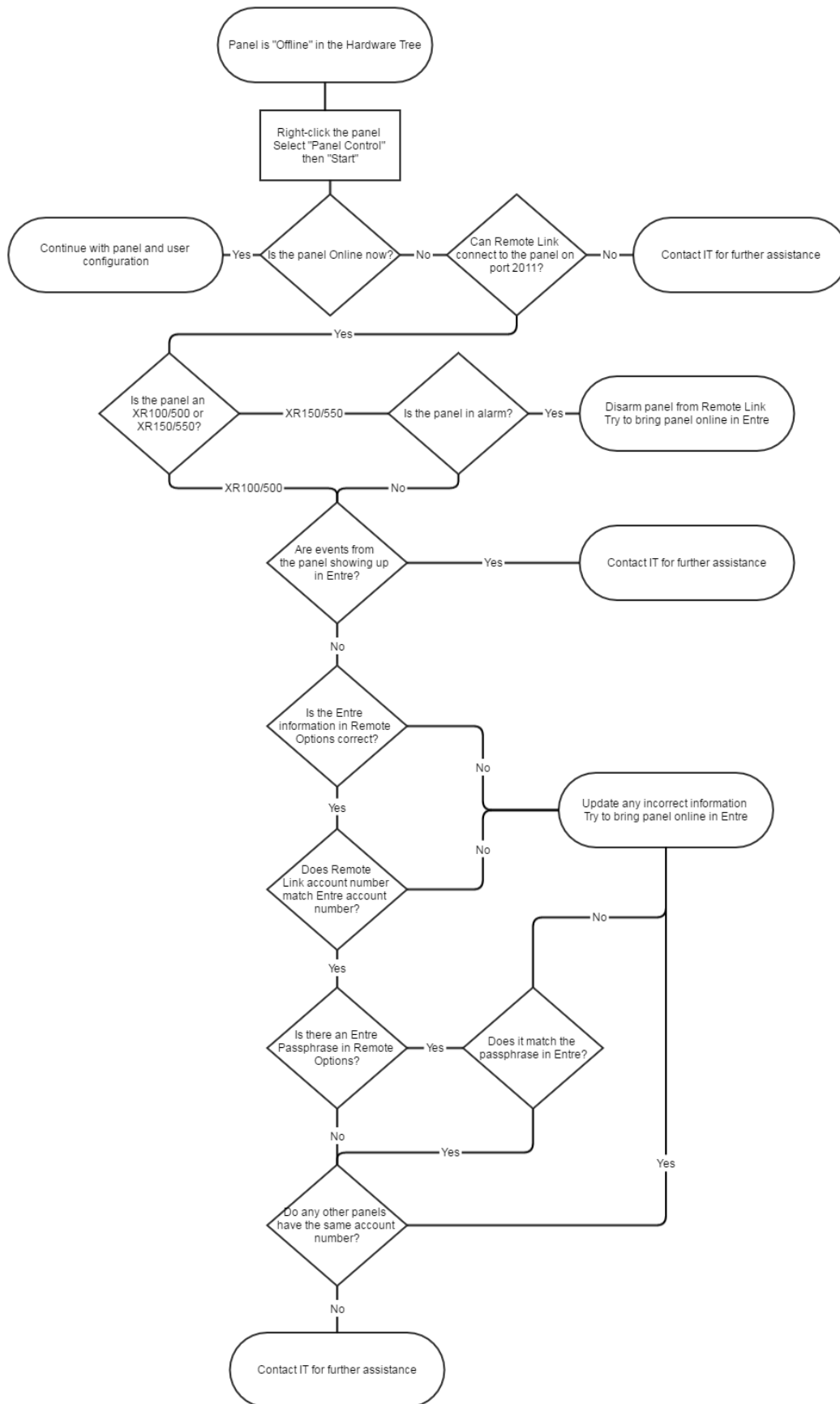
If the panel shows as online, right-click the panel, select **Panel Control**, and then select **Restart**.



- d. If the panel starts and shows as online, the codes will be sent, and the **Remote programming complete** message will display in the **Events** module.

If the panel will not start or show as online, refer to the troubleshooting flow chart on the next page. You can also contact your IT department for further assistance.

Note: Do not attempt to manually download configuration to the panel. This will cause users to be duplicated in the panel.



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and manufactured in
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