



Empower Access, Elevate Security

Cielo365.com

A light gray world map is centered in the background of the page.

FAQ

Cielo365



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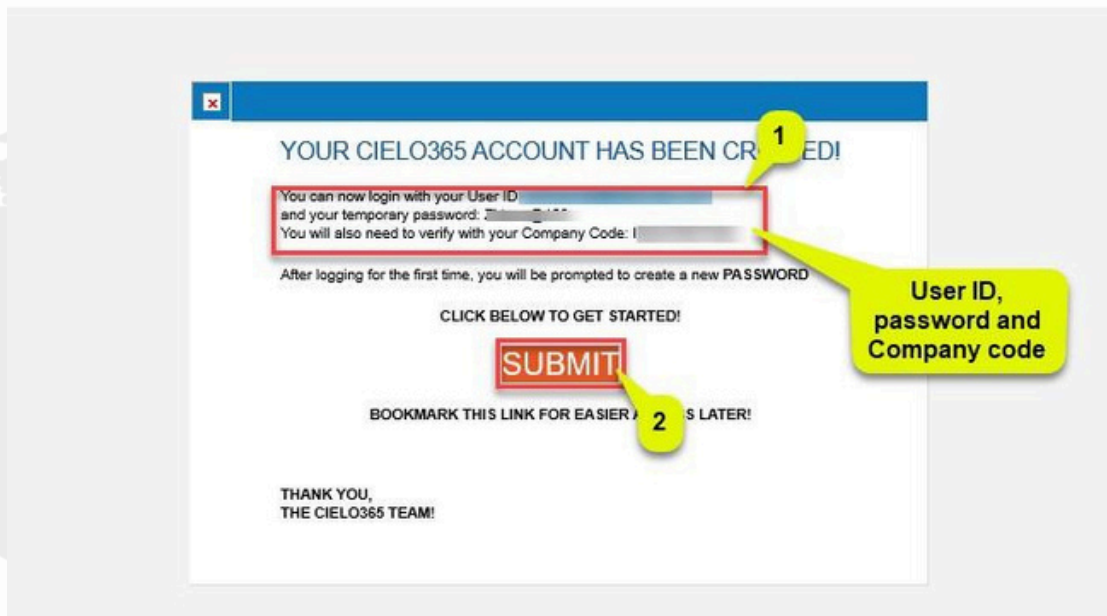
(862) 505-2101



infocielo@cielo365.com

1. How to log in for the first time after creating an account

Step 1: After account creation, an email will be sent containing the username, default password, company code, and a **Submit** button.



Step 2: Click on the **Submit** button in the email, enter the provided username and default password, and select **Sign In**.





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Step 3: A passcode will be sent. Enter the passcode on the **Sign In** page, provide the company code, set a new password, and **verify**.



Verify Company

Pass Code

010802719



Resend >

Company Code


boar

New Password

Admin@123

Confirm Password



Verify

6

7

Step 4: Once the password is successfully set, access to the application will be available using the username, newly set password, and company code.

Sign In

Username

boar50751@dotup.net

Password


Admin@123






[Forgot password?](#)

☒ I have read and agree to [User Agreement](#) and [Privacy Policy](#)

Sign In

Version 3.1.0


indiatesting

Sites

6

Devices

16/18

Doors

36/38

Events

Map

Cardholders

1719

Access

39

Alarms

20

Robert

Face

01-08-2025 23:26:22

10.10.20.42

Ground Floor

Real Time events

Time	Site	Device	Serial #	Event Point	Event	Cardholder	Card #	Reader	Verification Mode
08-01-2025 17:56:22	Ground Floor	10.10.20.42	0Y28235200223	10.10.20.42-1	Normal Verify Open	Robert		10.10.20.42-1-0s	Face
08-01-2025 17:56:21	Ground Floor	10.10.20.38	8DY1234900018	10.10.20.38-1	Normal Verify Open	Sachin		10.10.20.38-1-0s	Face
08-01-2025 17:56:14	Ground Floor	10.10.20.25	TH40623490183	10.10.20.25-1	Normal Verify Open	Sachin		10.10.20.25-1-0s	Face
08-01-2025 17:56:19	Ground Floor	10.10.20.44	0Y28235200217	10.10.20.44-1	Normal Verify Open	Robert		10.10.20.44-1-0s	Face
08-01-2025 17:56:21	Ground Floor	10.10.20.42	0Y28235200223	10.10.20.42-1	Normal Verify Open	Robert		10.10.20.42-1-0s	Face
08-01-2025 17:56:19	Ground Floor	10.10.20.38	8DY1234900018	10.10.20.38-1	Normal Verify Open	Sachin		10.10.20.38-1-0s	Face
08-01-2025 17:56:13	Ground Floor	10.10.20.25	TH40623490183	10.10.20.25-1	Normal Verify Open	Sachin		10.10.20.25-1-0s	Face
08-01-2025 17:56:20	Ground Floor	10.10.20.42	0Y28235200223	10.10.20.42-1	Normal Verify Open	Robert		10.10.20.42-1-0s	Face
08-01-2025 17:56:11	Ground Floor	10.10.20.25	TH40623490183	10.10.20.25-1	Normal Verify Open	Sachin		10.10.20.25-1-0s	Face

3. I never received an email with my login information

Step 1: If the login credentials are not received via email, check the **Junk** or **Spam** folder to ensure the email wasn't filtered.

Step 2: If the email is still not found, there might have been an error during account creation. In such cases, the account may need to be deleted and recreated to trigger a new email with login credentials.

Step 3: If credentials were successfully added to the application but access is still not possible, further investigation may be required to resolve the issue.

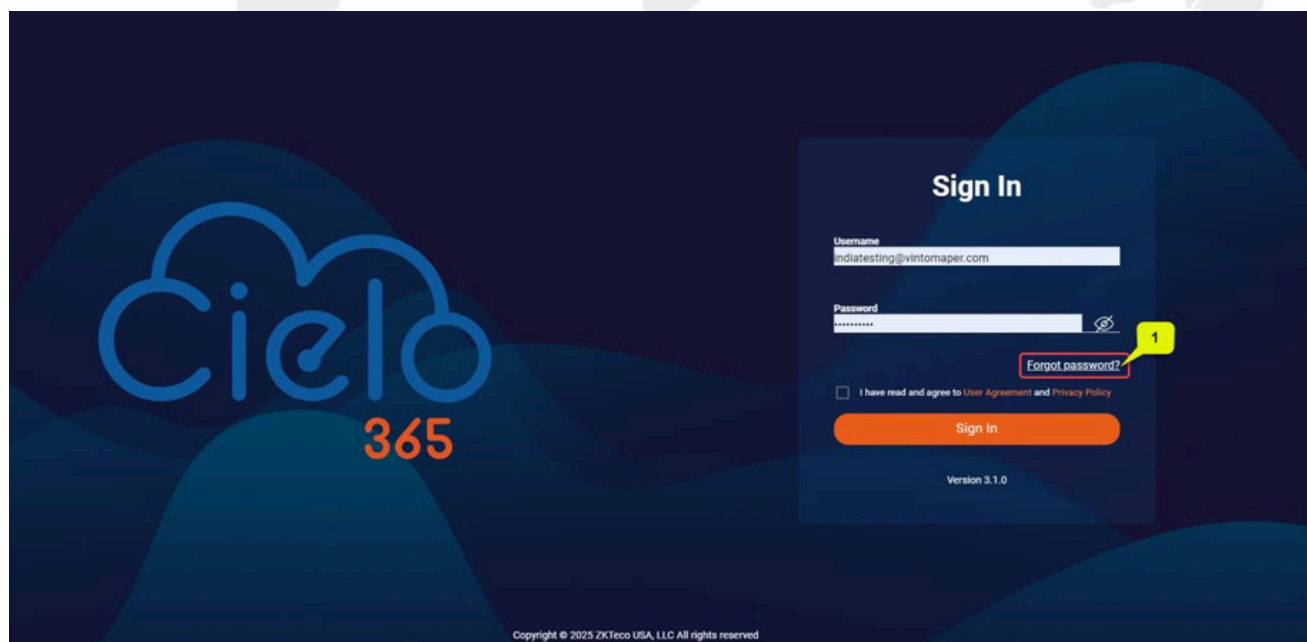
4. My credentials were added to the application, but I still can't access it

Step 1: If access to the account is not possible, there are two common reasons:

- 1) The dealer might have **deleted** the account.
- 2) The dealer might have **disabled** the account.

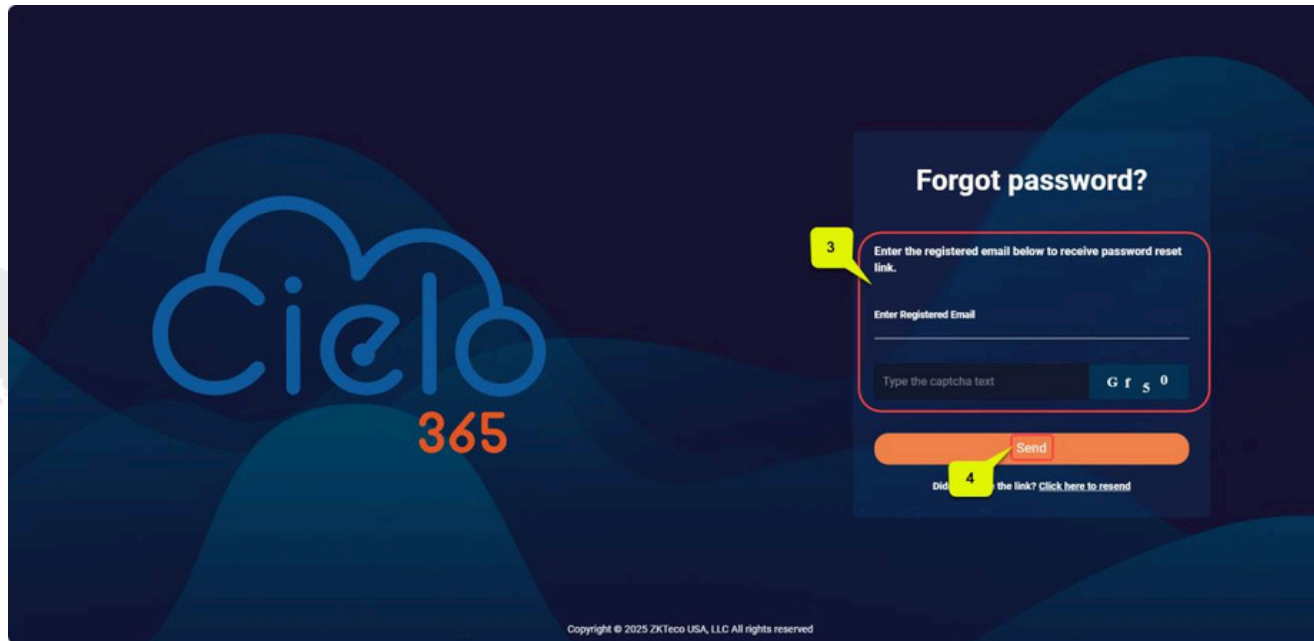
Step 2: To resolve this, **log in as a dealer** and check if the customer appears on the **Customer List** page. Verify whether the account is **enabled** or **disabled**. If it is disabled, enable the account to restore access.

4. I forgot my password; how can I reset it? Step 1: On the **Sign In** page, click on the **Forgot Password** link. This will navigate to the **Forgot Password** page.



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Step 2: On the **Forgot Password** page, enter the **registered email ID** and click on the **Send** button. A password reset email will be sent to the registered email ID.



Forgot password?

Enter the registered email below to receive password reset link.

Enter Registered Email

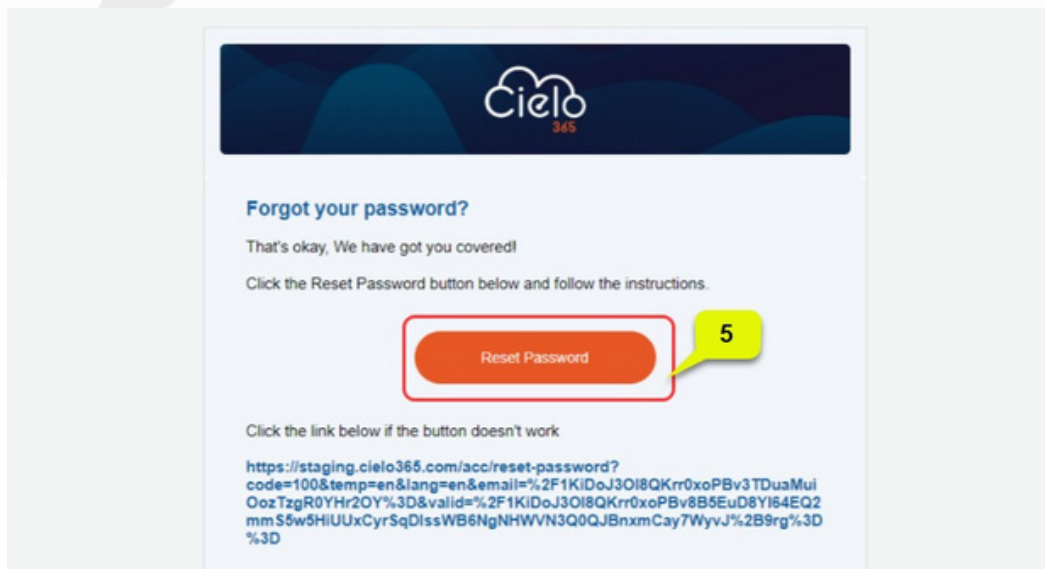
Type the captcha text G r s 0

Send

Did you not receive the link? Click here to resend

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Step 3: Open the reset password email and click on the **Reset Password** link or button provided. This will navigate to the **Password Reset** page.



Forgot your password?

That's okay, We have got you covered!

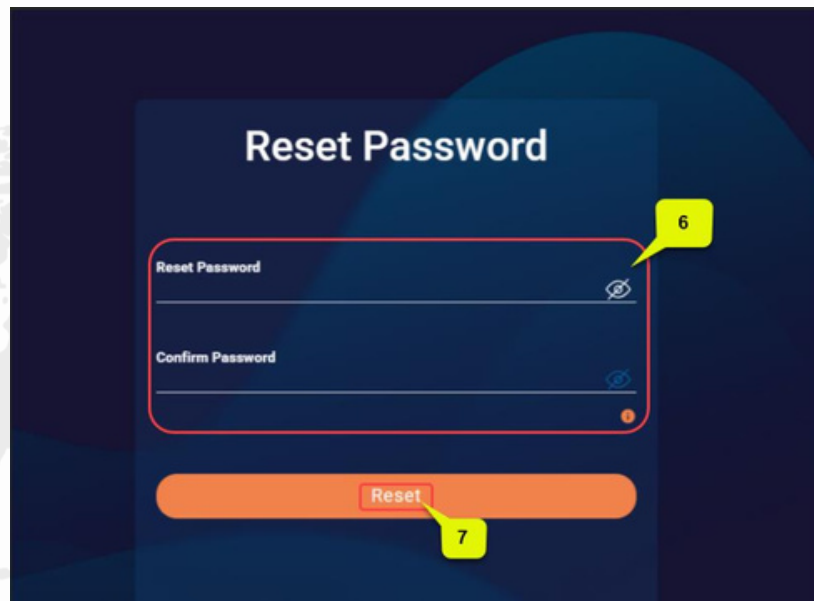
Click the Reset Password button below and follow the instructions.

Reset Password

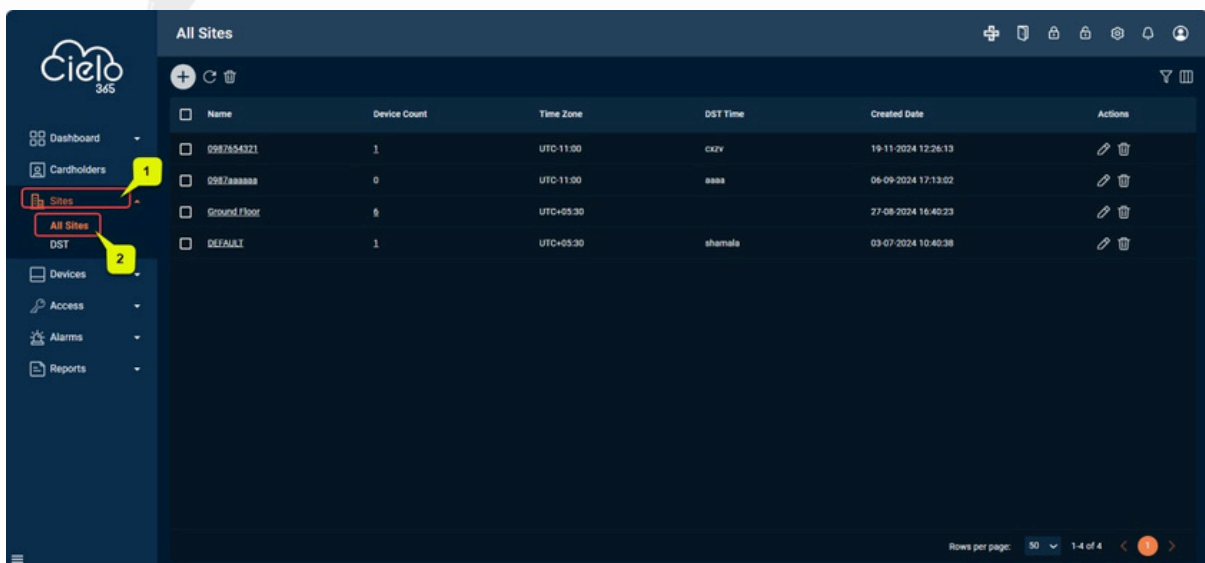
Click the link below if the button doesn't work









<https://staging.cielo365.com/acc/reset-password?code=100&temp=en&lang=en&email=%2F1KiDoJ3Oi8QKrr0xoPBv3TDuaMuiOozTzgR0YHr2OY%3D&valid=%2F1KiDoJ3Oi8QKrr0xoPBv8B5EuD8YI64EQ2mmS5w5HIUUxCyrSqDissWB6NgNHWVN3Q0QJBnxmCay7WYvJ%2B9rg%3D%3D>

Step 4: On the **Password Reset** page, enter a **new password**, confirm it, and click on the **Reset** button. The password will be updated successfully. The account can now be accessed using the **new password**.

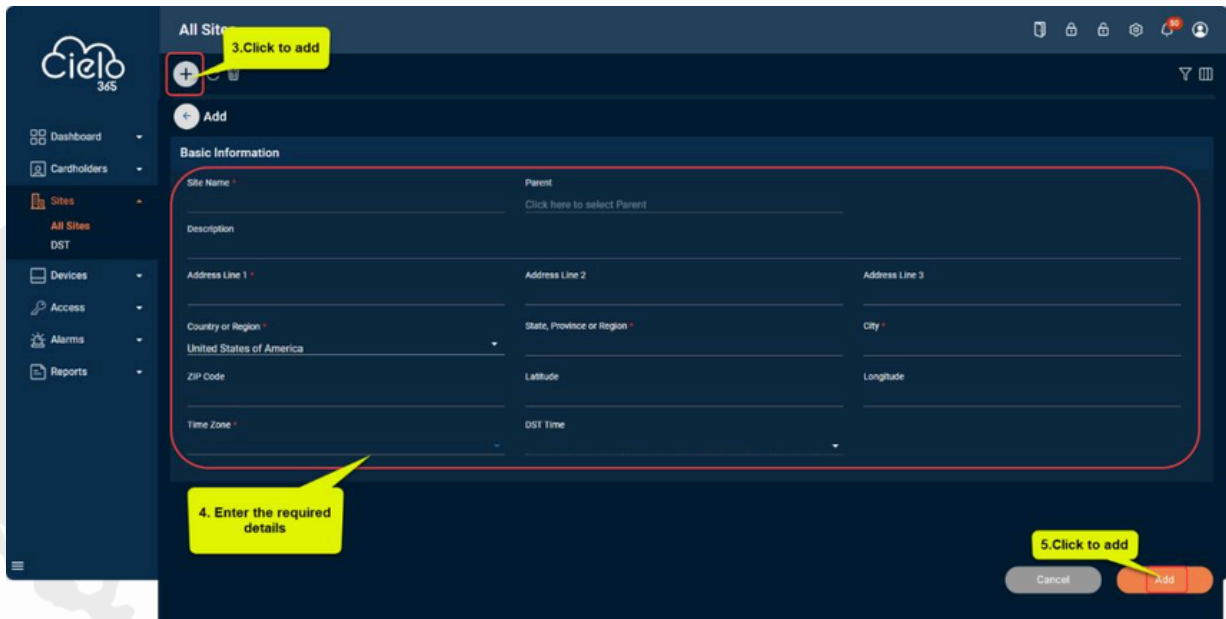


5. How to create a site Step 1: Log in to the **customer's account**, navigate to the **Sites** module, and select the **All Site** submodule.



Name	Device Count	Time Zone	DST Time	Created Date	Actions
0987654321	1	UTC-11:00	cazv	19-11-2024 12:26:13	 
0987aaaaaa	0	UTC-11:00	aaaa	06-09-2024 17:13:02	 
Ground Floor	6	UTC+05:30		27-08-2024 16:40:23	 
DEFAULT	1	UTC+05:30	shamala	03-07-2024 10:40:38	 

Step 2: On the **Site** page, click on the **Add** icon. This will navigate to the **Add Site** page. Enter the **mandatory details**, select the **time zone**, and click on the **Add** button.



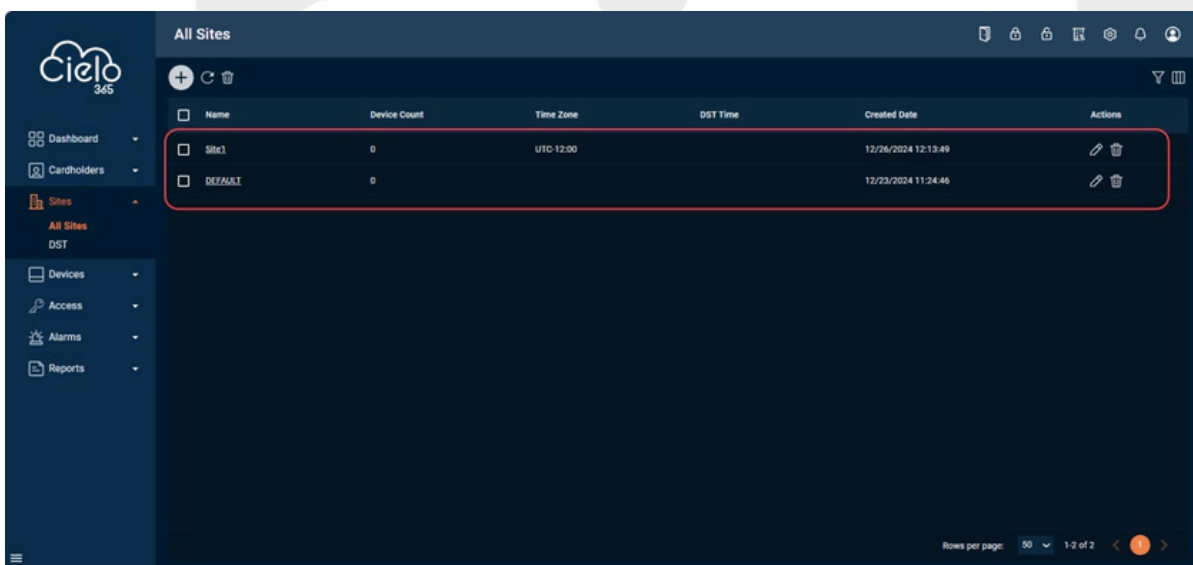
3. Click to add





4. Enter the required details

5. Click to add

Cancel Add

Step 3: The newly added site will now appear on the **Site List** page.

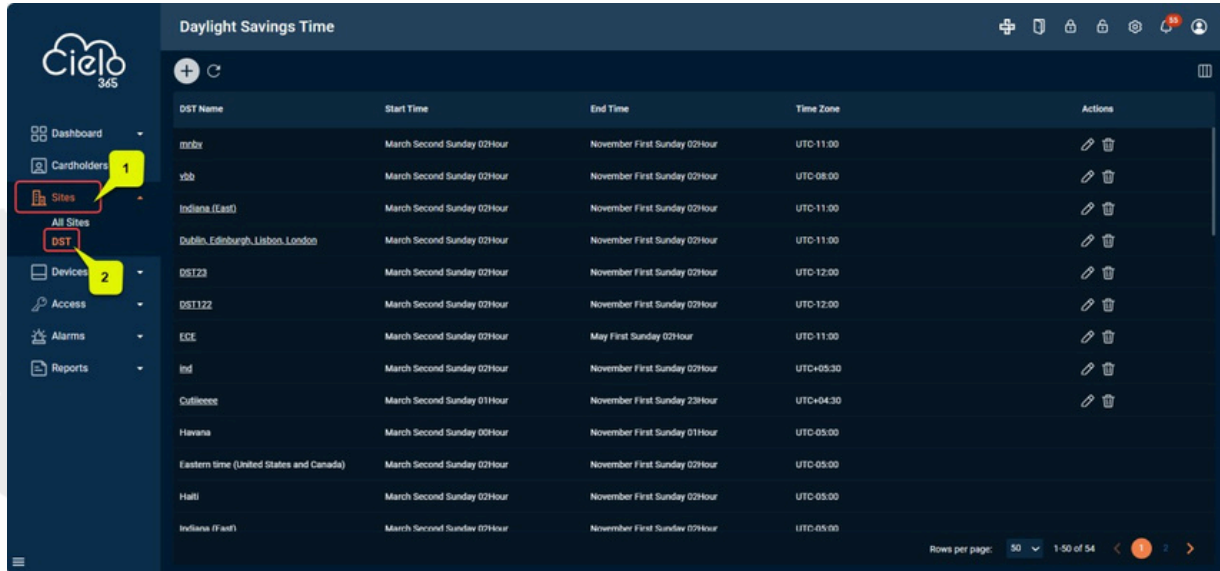


Name	Device Count	Time Zone	DST Time	Created Date	Actions
Site1	0	UTC-12:00		12/26/2024 12:13:49	 
DEFAULT	0			12/23/2024 11:24:46	 

Rows per page: 50 1-2 of 2

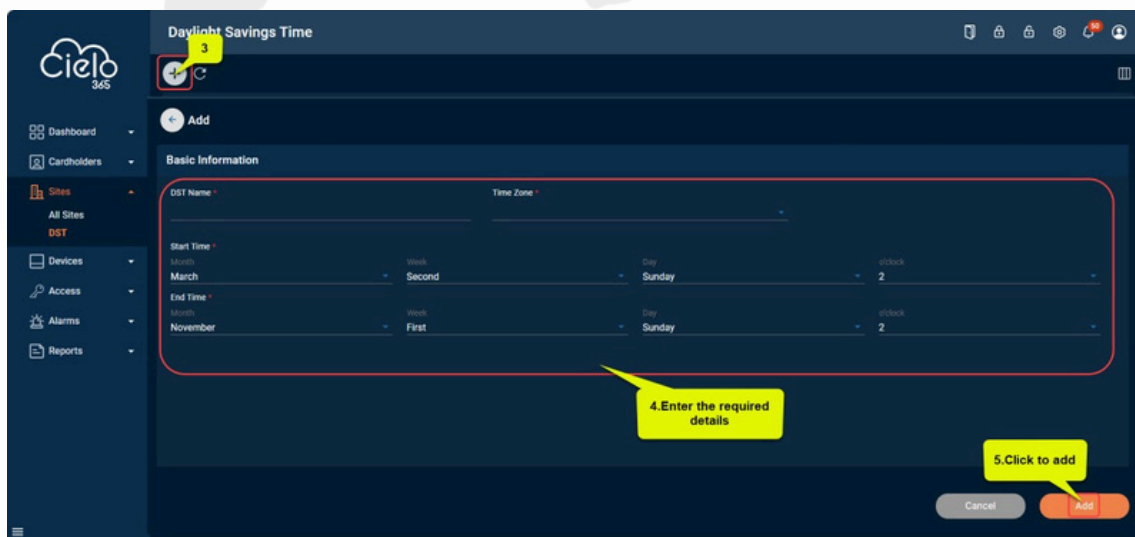
6. How to map DST to a site

Step 1: To map **DST** to a site, first, ensure **DST** is created. Log in to the **customer account**, navigate to the **Sites** module, and select the **DST** submodule.



DST Name	Start Time	End Time	Time Zone	Actions
india	March Second Sunday 02:00	November First Sunday 02:00	UTC-11:00	
abb	March Second Sunday 02:00	November First Sunday 02:00	UTC-08:00	
Indiana (East)	March Second Sunday 02:00	November First Sunday 02:00	UTC-11:00	
Dublin, Edinburgh, Lisbon, London	March Second Sunday 02:00	November First Sunday 02:00	UTC-11:00	
DST123	March Second Sunday 02:00	November First Sunday 02:00	UTC-12:00	
DST122	March Second Sunday 02:00	November First Sunday 02:00	UTC-12:00	
ECE	March Second Sunday 02:00	May First Sunday 02:00	UTC-11:00	
ind	March Second Sunday 02:00	November First Sunday 02:00	UTC+05:30	
Culiacan	March Second Sunday 01:00	November First Sunday 23:00	UTC+04:30	
Havana	March Second Sunday 00:00	November First Sunday 01:00	UTC-05:00	
Eastern time (United States and Canada)	March Second Sunday 02:00	November First Sunday 02:00	UTC-05:00	
Hall	March Second Sunday 02:00	November First Sunday 02:00	UTC-05:00	
Indiana (East)	March Second Sunday 02:00	November First Sunday 02:00	UTC-05:00	

Step 2: On the **DST** page, click on the **Add** icon, select the **Time Period** and **Time Zone**, then click on the **Add** button. The **DST** will be created successfully.



Daylight Savings Time

Add

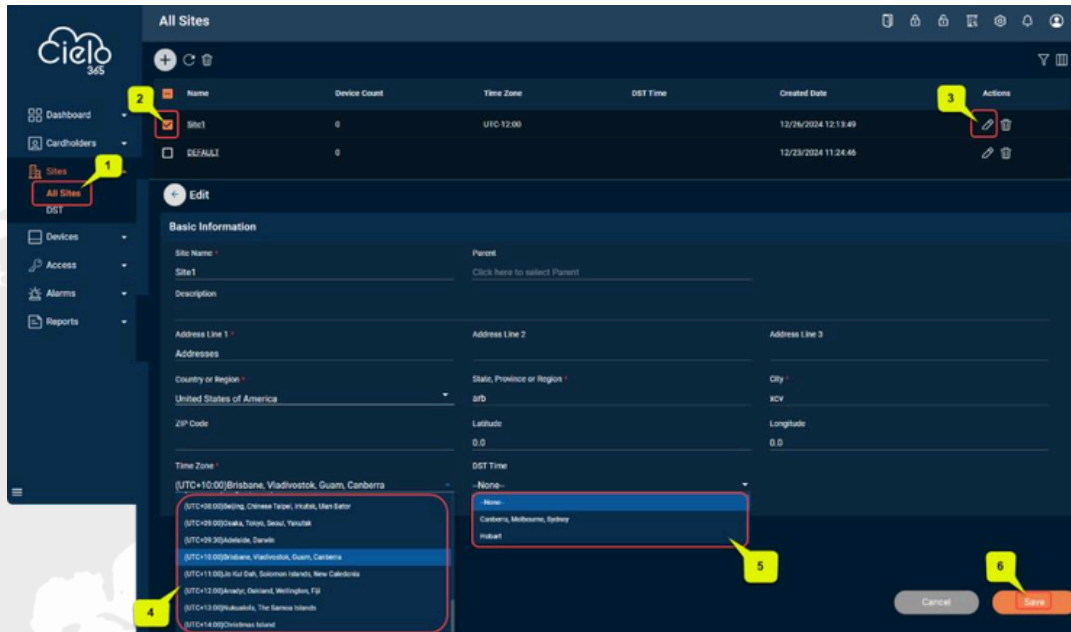
Basic Information

DST Name Time Zone

Start Time

End Time

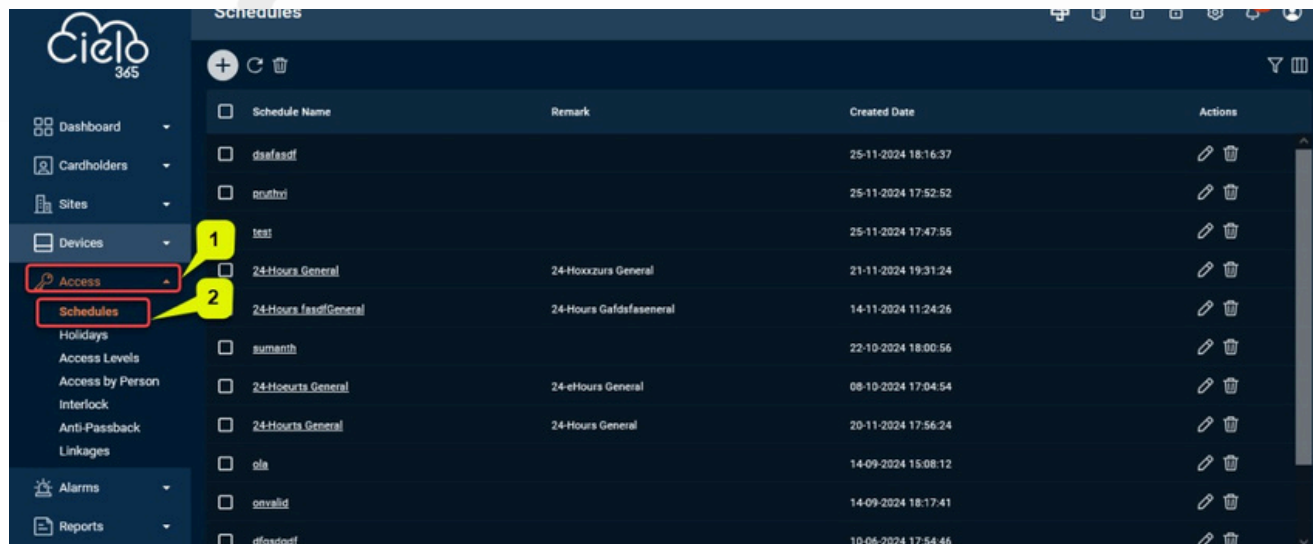
Step 3: To map **DST** to a site, navigate to the **All Sites** page, select a site, and click on the **Edit** icon. Choose the **Time Zone** selected during DST creation. In the **DST** dropdown, select the appropriate **DST** and click on the **Save** button.



The **DST** will now be successfully mapped to the site, and the time settings will update automatically.

7. How to create a schedule

Step 1: Log in to the **customer's account**, navigate to the **Access** module, and select the **Schedule** submodule.



Step 2: On the **Schedule** page, click on the **Add** icon. Enter the **Schedule Name**, select the **Start Time** and **End Time** for the specific day, and click on the **Add** button.



3 Add

4. Enter the required details

Details

Schedule Name Remarks

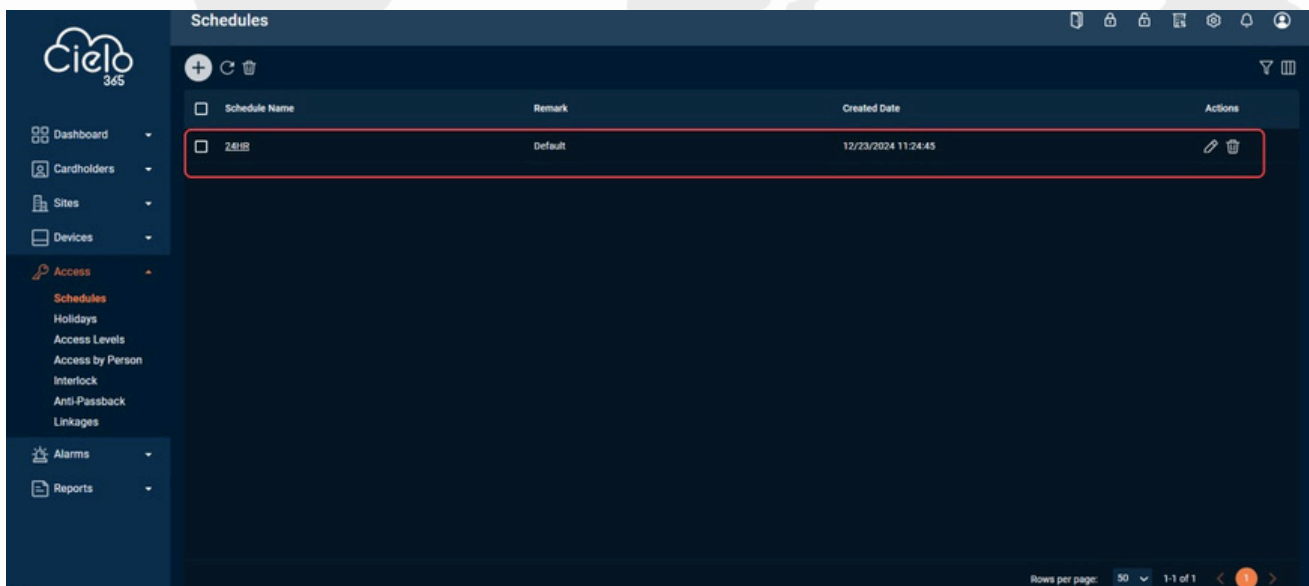
Intervals ☐ Holiday

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Interval 1	Start <input type="text"/> 00:00 End <input type="text"/> 00:00	Start <input type="text"/> 00:00 End <input type="text"/> 00:00	Start <input type="text"/> 00:00 End <input type="text"/> 00:00	Start <input type="text"/> 00:00 End <input type="text"/> 00:00	Start <input type="text"/> 00:00 End <input type="text"/> 00:00	Start <input type="text"/> 00:00 End <input type="text"/> 00:00	Start <input type="text"/> 00:00 End <input type="text"/> 00:00
Interval 2	Start <input type="text"/> 00:00 End <input type="text"/> 00:00	Start <input type="text"/> 00:00 End <input type="text"/> 00:00	Start <input type="text"/> 00:00 End <input type="text"/> 00:00	Start <input type="text"/> 00:00 End <input type="text"/> 00:00	Start <input type="text"/> 00:00 End <input type="text"/> 00:00	Start <input type="text"/> 00:00 End <input type="text"/> 00:00	Start <input type="text"/> 00:00 End <input type="text"/> 00:00
Interval 3	Start <input type="text"/> 00:00 End <input type="text"/> 00:00	Start <input type="text"/> 00:00 End <input type="text"/> 00:00	Start <input type="text"/> 00:00 End <input type="text"/> 00:00	Start <input type="text"/> 00:00 End <input type="text"/> 00:00	Start <input type="text"/> 00:00 End <input type="text"/> 00:00	Start <input type="text"/> 00:00 End <input type="text"/> 00:00	Start <input type="text"/> 00:00 End <input type="text"/> 00:00

☐ Copy Monday's Settings to Other Weekdays

Cancel Add

Step 3: The newly created **Schedule** will now appear on the **Schedule List** page.

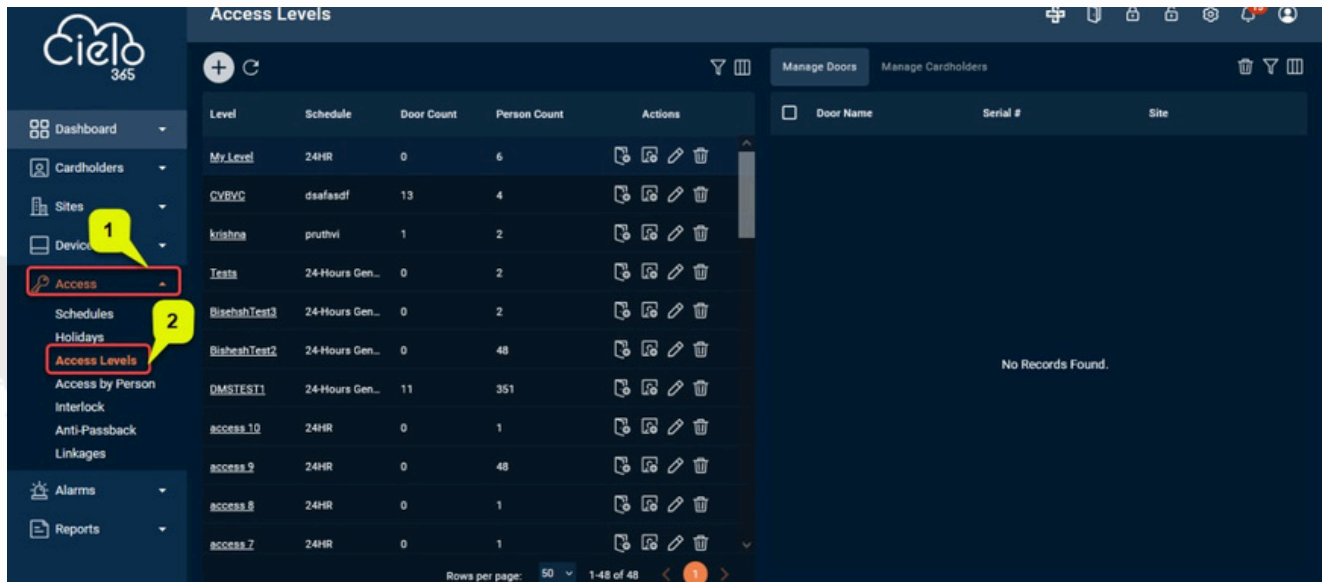


<input type="checkbox"/>	Schedule Name	Remark	Created Date	Actions
<input type="checkbox"/>	Z4119	Default	12/23/2024 11:24:45	

Rows per page: 50 1-1 of 1

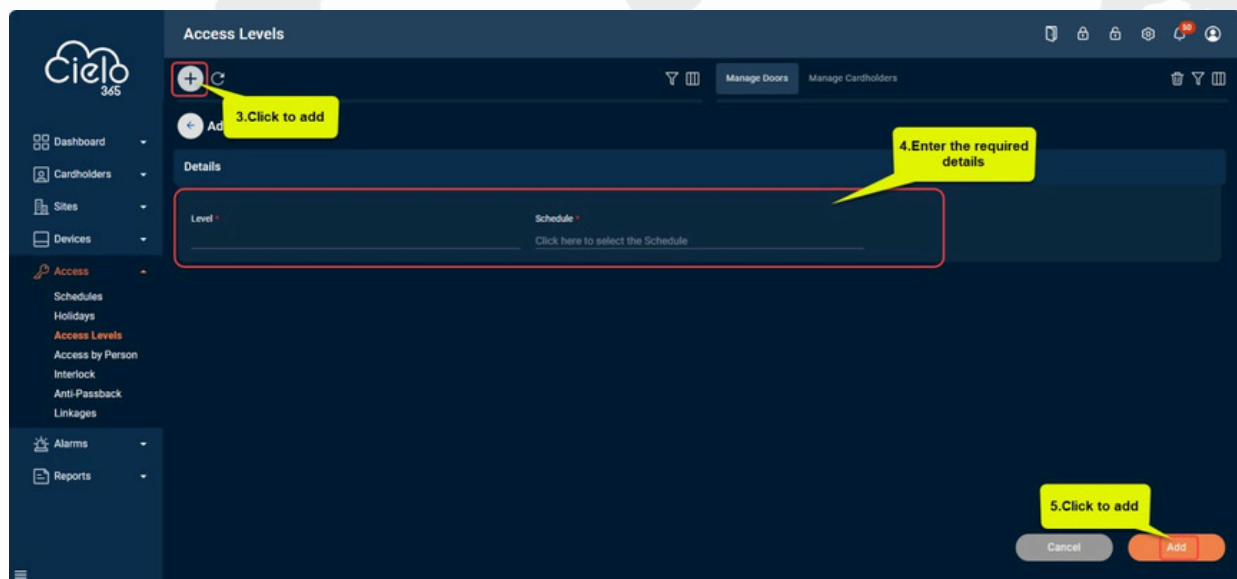
8. How to create an access level

Step 1: Log in to the **customer account**, navigate to the **Access** module, and select the **Access Levels** submodule.



Level	Schedule	Door Count	Person Count	Actions
My Level	24HR	0	6	[Edit] [Delete]
CVRVC	dsafasdf	13	4	[Edit] [Delete]
krishna	pruthvi	1	2	[Edit] [Delete]
Tata	24-Hours Gen...	0	2	[Edit] [Delete]
BiseshTest3	24-Hours Gen...	0	2	[Edit] [Delete]
BiseshTest2	24-Hours Gen...	0	48	[Edit] [Delete]
DMSTEST1	24-Hours Gen...	11	351	[Edit] [Delete]
access_10	24HR	0	1	[Edit] [Delete]
access_9	24HR	0	48	[Edit] [Delete]
access_8	24HR	0	1	[Edit] [Delete]
access_7	24HR	0	1	[Edit] [Delete]

Step 2: On the **Access Levels** page, click on the **Add** icon. In the **Add Access Level** page, enter the **Access Level Name**, select the appropriate **Schedule**, and click on the **Add** button.

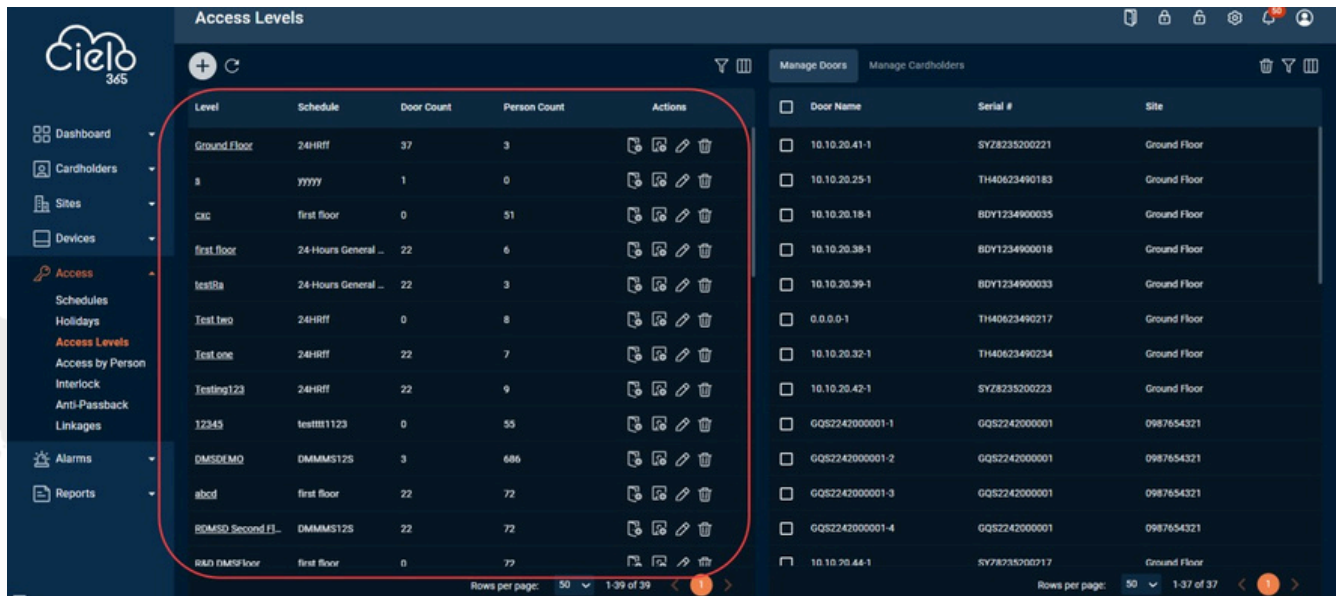


3. Click to add

4. Enter the required details

5. Click to add

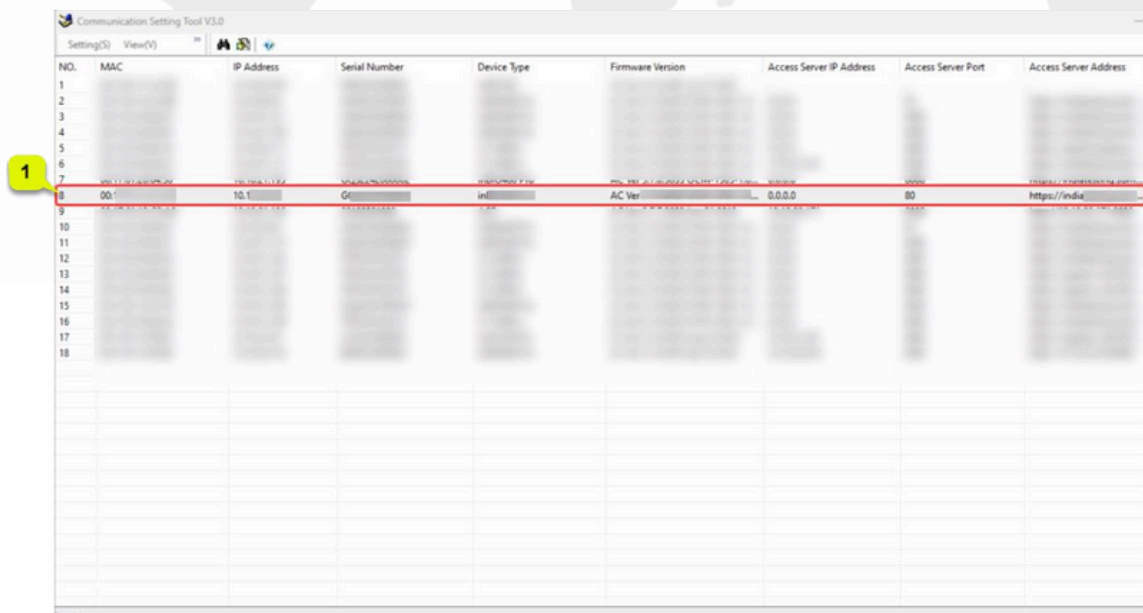
Step 3: The newly created **Access Level** will now appear on the **Access Levels List** page.



Level	Schedule	Door Count	Person Count	Actions
Ground Floor	24HRff	37	3	[Icons]
8	YYYYY	1	0	[Icons]
GKG	first floor	0	51	[Icons]
first floor	24-Hours General ...	22	6	[Icons]
test1a	24-Hours General ...	22	3	[Icons]
Test1a	24HRff	0	8	[Icons]
Test one	24HRff	22	7	[Icons]
Testing123	24HRff	22	9	[Icons]
12345	test111123	0	55	[Icons]
DMSDEMD	DMMMS125	3	686	[Icons]
abcd	first floor	22	72	[Icons]
BOMSD Second F1	DMMMS125	22	72	[Icons]
RAD DMSPoor	first floor	0	72	[Icons]

9. How to add an access control panel

Step 1: To add an **Access Control Panel** to the Cielo application, first, obtain the **IP address** of the device.



NO.	MAC	IP Address	Serial Number	Device Type	Firmware Version	Access Server IP Address	Access Server Port	Access Server Address
1								
2								
3								
4								
5								
6								
7								
8	00:1	10.1.1.1	G0	in	AC Ver	0.0.0.0	80	https://india
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								

Step 2: Enter the **device IP** in Google to open the **ZKTeco panel** website. Log in to the website, set the **Primary DNS**, and configure the **URL** of the account as specified in the application.



Step 3: Go to the **Device** page in the application, click on the **Add** icon, enter the **serial number**, select the **site**, and click on the **Add** button. The device will be successfully added to the application.

← Add

Prior to adding your device, make sure you have completed the following.

If it is a panel

Connect to the device's web server and configure its Network Settings: IP Address, Subnet, & DNS. Push Server Settings: point this to the following address <https://registerstaging.cielo365.com>

If this is a standalone reader-controller

In the device's menu, go to Comm > Ethernet Network Settings: IP Address, Subnet, & DNS. Go to Comm > Cloud Server Settings Enable Domain Name: On Server Address: <https://registerstaging.cielo365.com>

Save & reboot

Save all the above Settings and Reboot the Device.

Manually Register a Device with Browser

Device SN 9
GQS2234700055
Device not a valid device.

Device Name

Access Level
[Click here to Select Access Level](#)

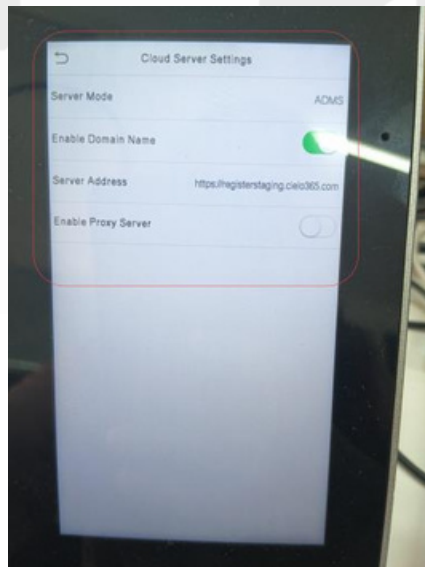
Site
0987654321

☐ Clear data from device. 10

11 Cancel Add

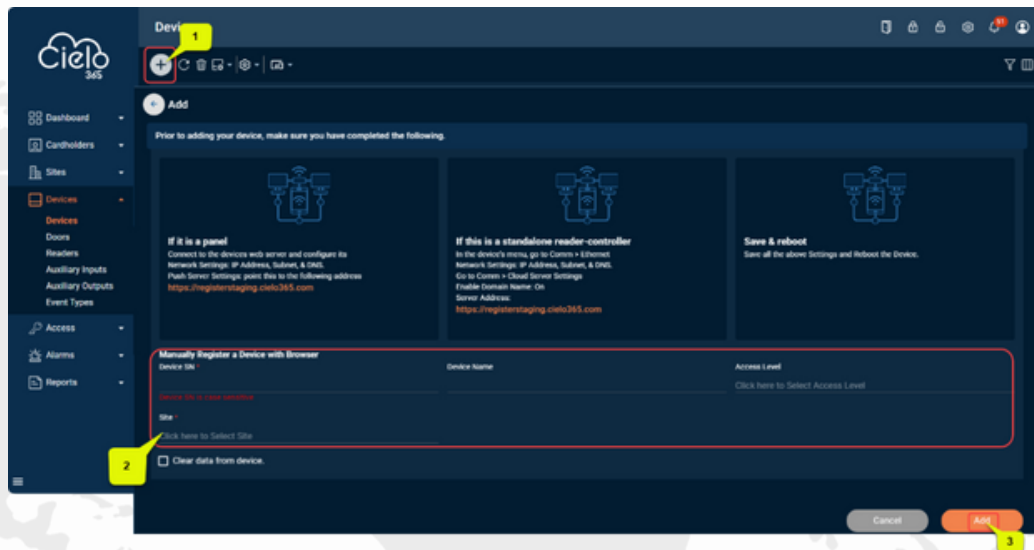
10. How to add a stand-alone reader-controller

Step 1: To add a stand-alone reader-controller device to the Cielo application, first configure the device by entering the URL as specified in the communication cloud server settings within the application.



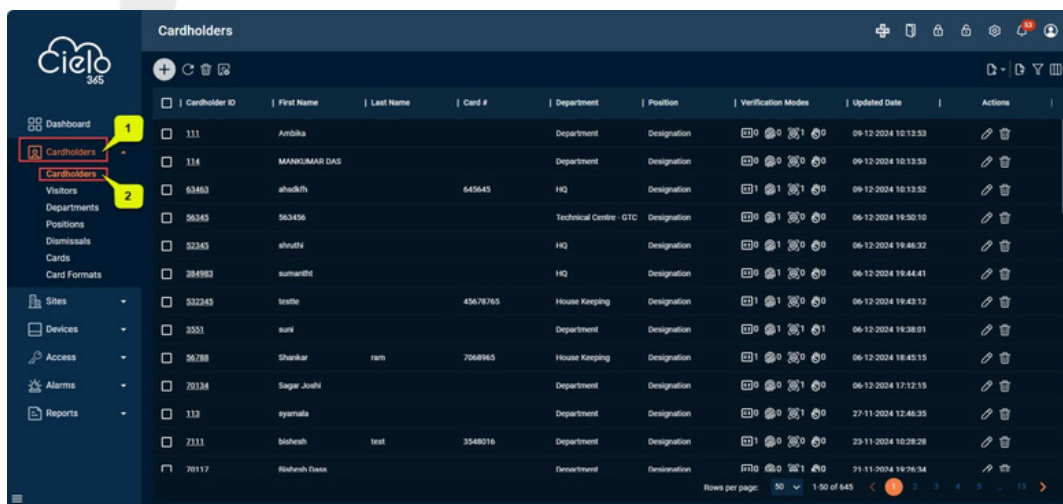
Step 2: Make sure that the **power connection** and **Ethernet connection** are properly established for the device.

Step 3: Go to the **Device** page, click on the **Add** icon, enter the **serial number**, select the **site**, and click on the **Add** button. The device will be successfully added to the application.

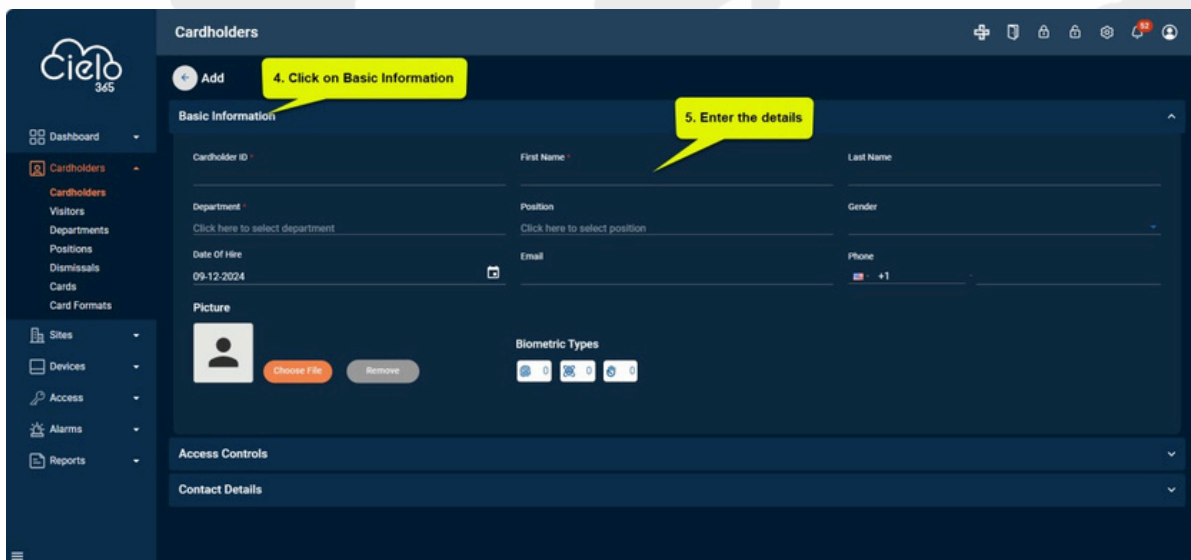


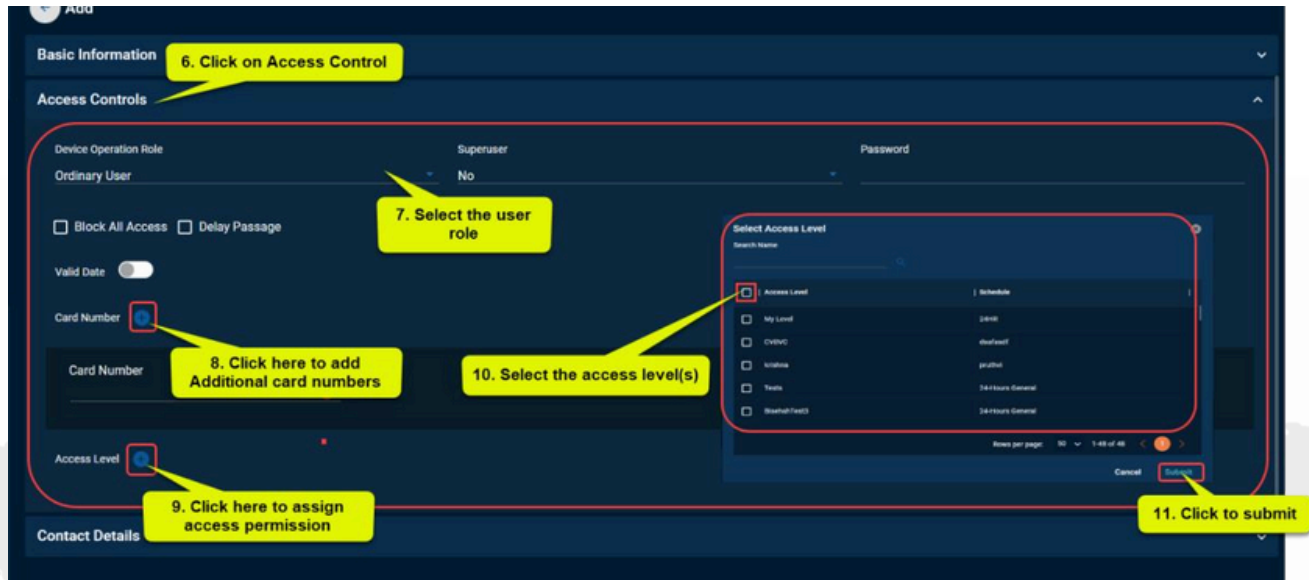
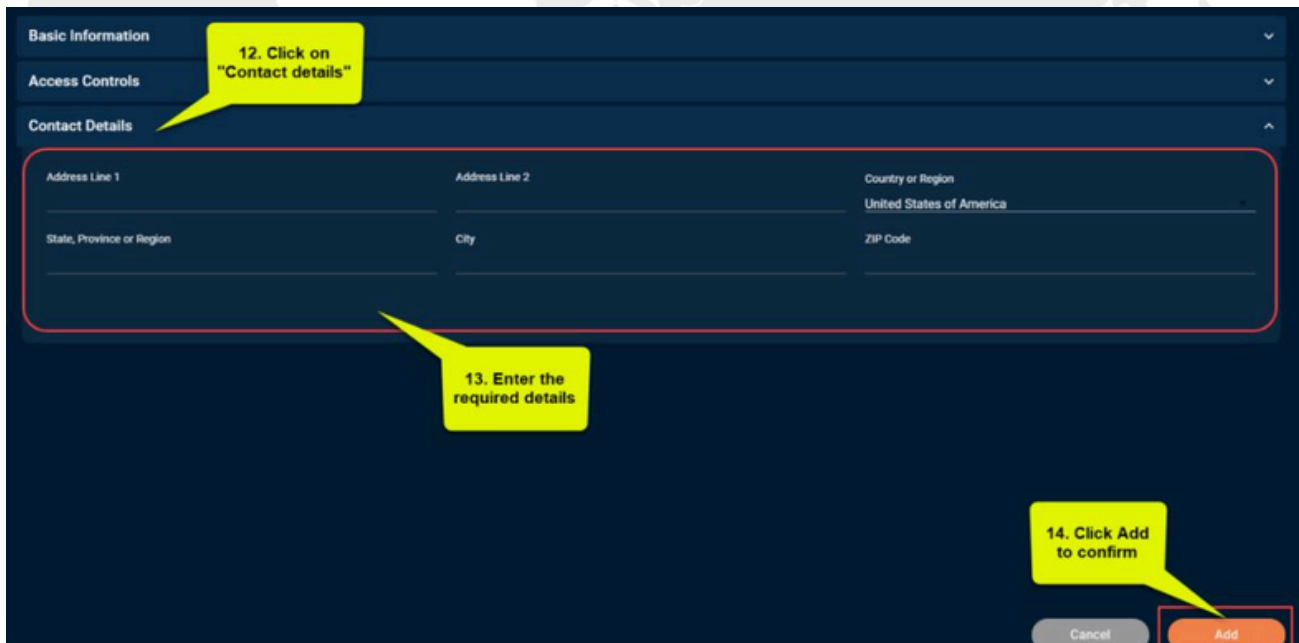
11. How to add a cardholder

Step 1: Log in to the **customer application**, navigate to the **Cardholders** module, and select the **Cardholders** submodule.



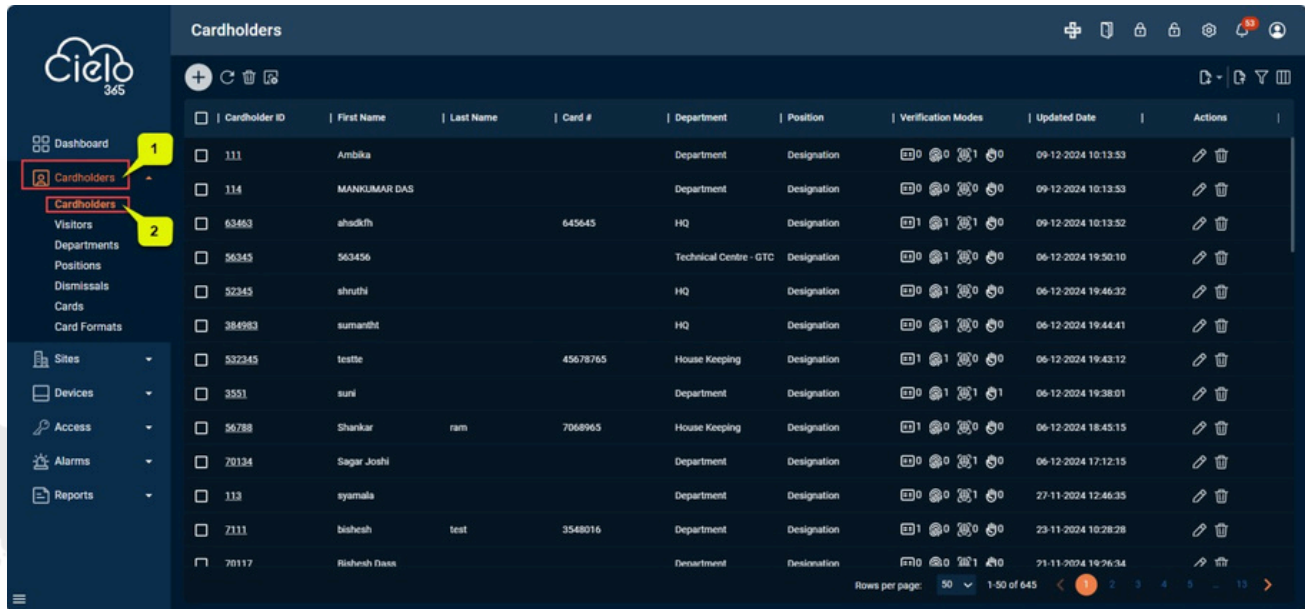
The newly added **cardholder** will now appear on the **Cardholders List** page.



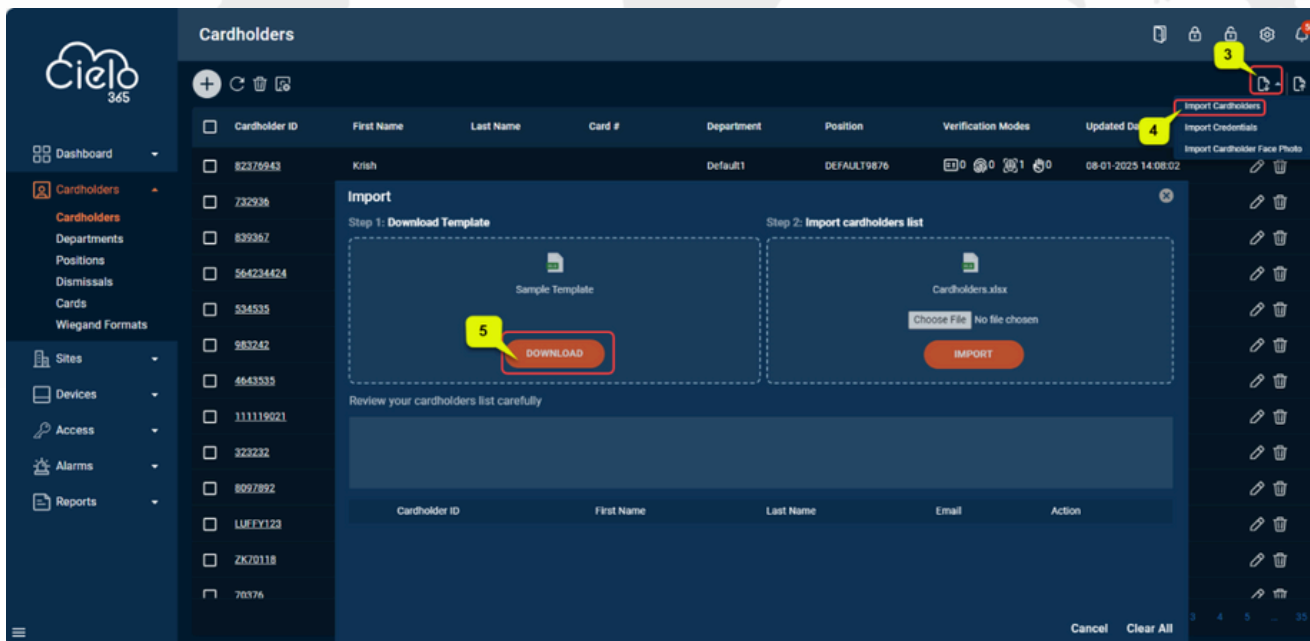
12. How to import cardholders

Step 1: Log in to the **customer application**, navigate to the **cardholders** module, and select the **cardholders** submodule.



Cardholder ID	First Name	Last Name	Card #	Department	Position	Verification Modes	Updated Date	Actions
111	Ambika			Department	Designation	0 0 1 0	09-12-2024 10:13:33	
114	MAANKUMAR DAS			Department	Designation	0 0 0 0	09-12-2024 10:13:33	
63463	ahodfth		645645	HQ	Designation	0 1 1 0	09-12-2024 10:13:52	
56345	563456			Technical Centre - GTC	Designation	0 0 1 0	06-12-2024 19:50:10	
52345	shruithi			HQ	Designation	0 0 1 0	06-12-2024 19:46:32	
384983	sumanth			HQ	Designation	0 0 1 0	06-12-2024 19:44:41	
532345	testte		45678765	House Keeping	Designation	0 1 1 0	06-12-2024 19:43:12	
3551	sunil			Department	Designation	0 0 1 1	06-12-2024 19:38:01	
56788	Shankar	ram	7068965	House Keeping	Designation	0 1 0 0	06-12-2024 18:45:15	
70134	Sagar Joshi			Department	Designation	0 0 0 1	06-12-2024 17:12:15	
113	ayamala			Department	Designation	0 0 0 1	27-11-2024 12:46:35	
7111	bishesh	test	3548016	Department	Designation	0 1 0 0	23-11-2024 10:28:28	
70117	Rishesh Das			Department	Designation	0 0 0 1	21-11-2024 19:26:34	

Step 2: On the **cardholders page**, click on the **Import** icon and select the **Import Cardholders** option. This will navigate to the **Import card Orders page**. Download the **sample template** provided



Import

Step 1: Download Template

Step 2: Import cardholders list

Sample Template

Cardholders.xlsx

Choose File No file chosen

IMPORT

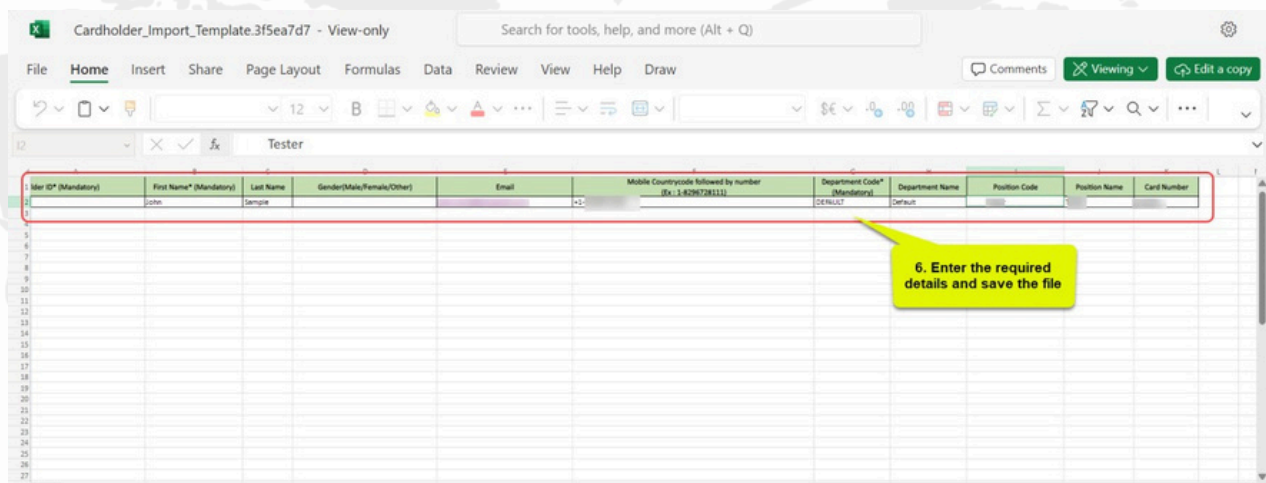
Review your cardholders list carefully

Cardholder ID	First Name	Last Name	Email	Action
82375943	Krish			
732936				
839367				
564234424				
534535				
983282				
4643335				
111119921				
323232				
8097892				
LUFY123				
ZK70318				
70376				

Cancel Clear All

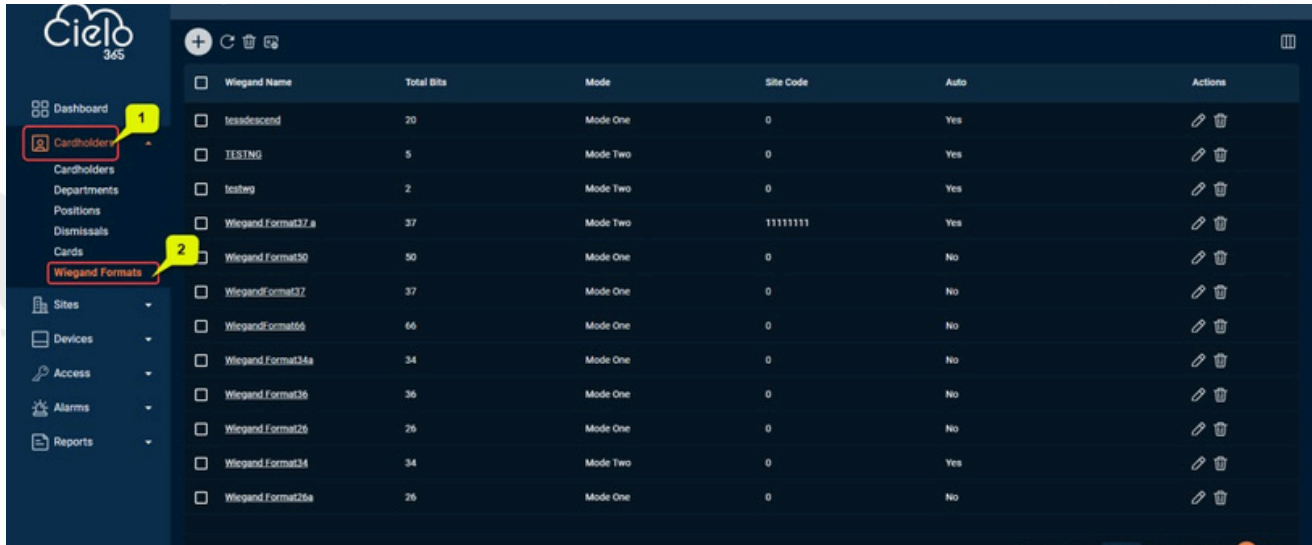
Step 3: Fill in the required fields in the **sample template**, ensuring the mandatory fields are completed. Save the updated file. Return to the **Import Card Orders** page, Click on the **Import** Icon, and select the updated **Excel file**. Then, Click on the **Import** button.

The system will display **success** and **failure** messages for the imported cardholders. Click **OK**, and the **cardholders** will appear on the **card orders list** page.

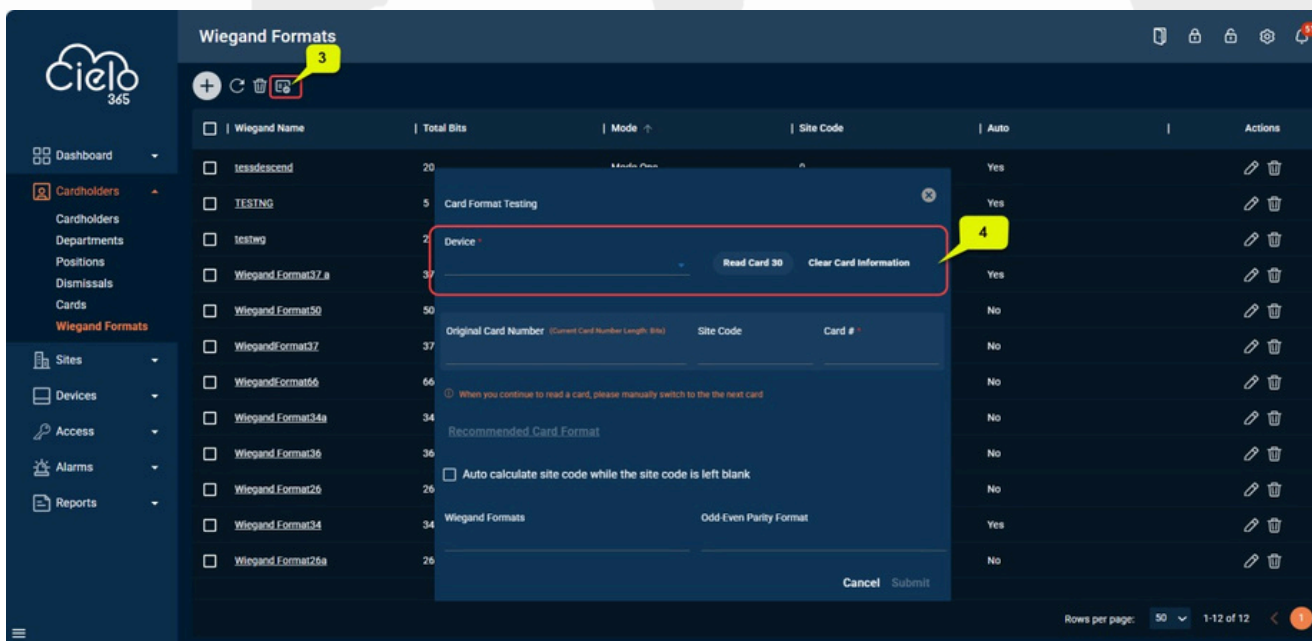


13. I keep getting a Wiegand format error; how do I fix this

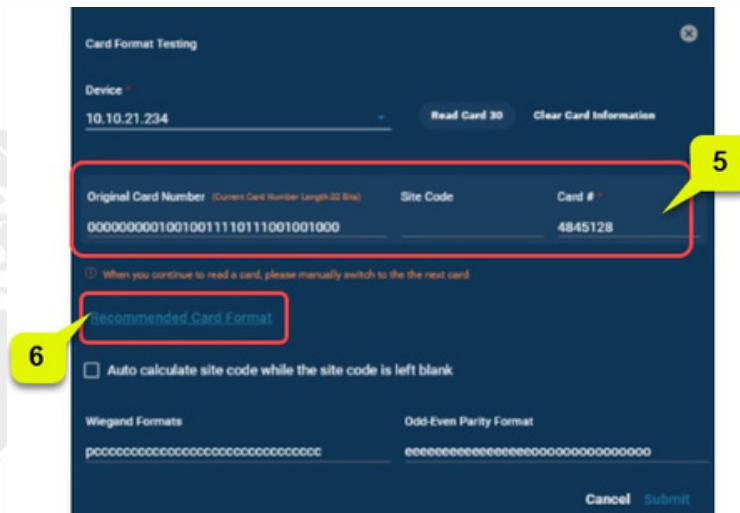
Step 1: To resolve the **Wiegand format error**, first, log in to the **customer** application, navigate to the **cardholders** module, and select the **Wiegand Format** submodule.



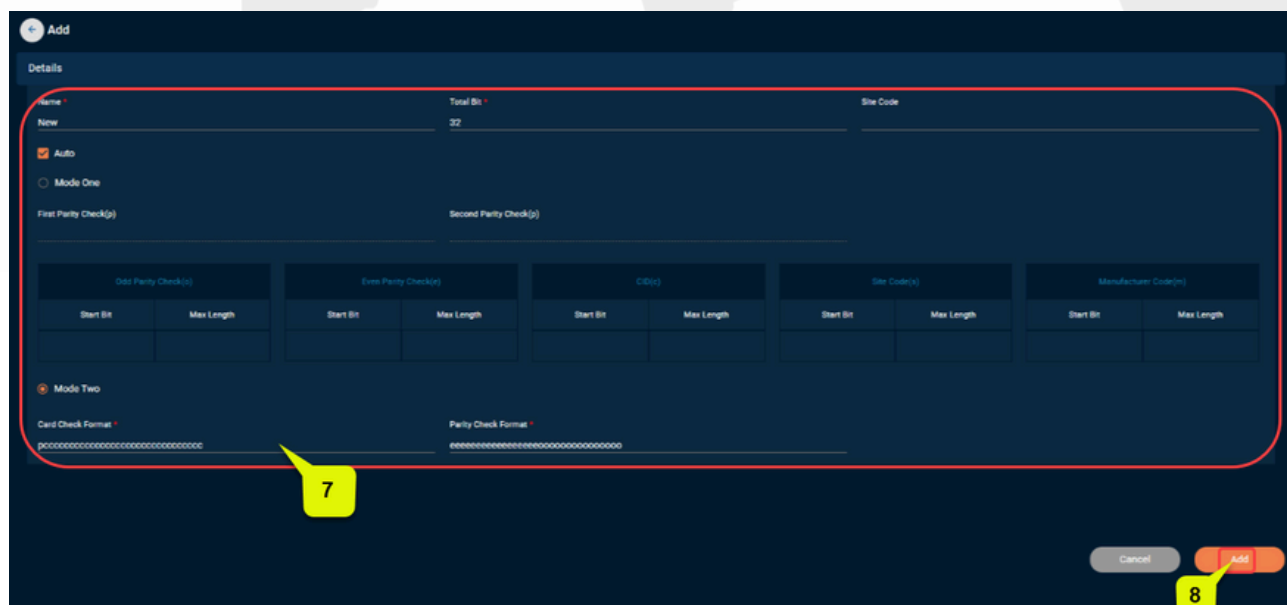
Step 2: On the **Wiegand Format** page, click on the **card format testing** icon, then select the **device**. In the **card Format testing** window, click on the **Read** Button. Next, **Swipe or punch the card** that is causing the error in the device.



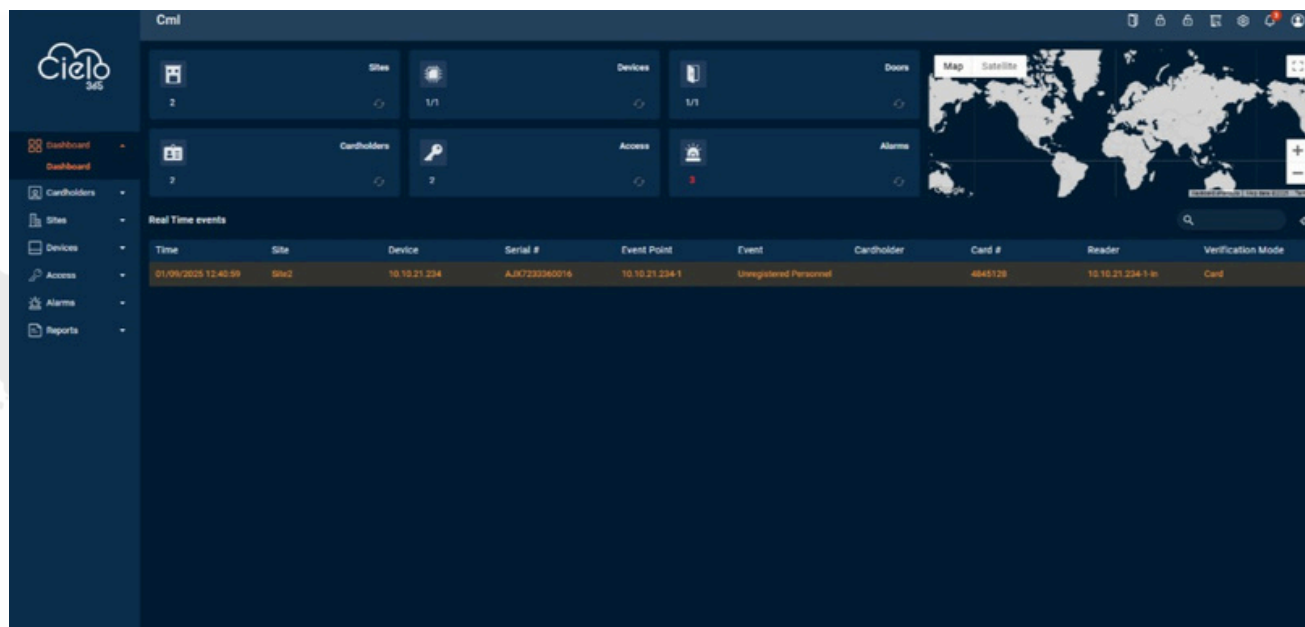
Step 3: A **binary digit code** will appear in place of the original **card number**. Enter the **card number** in the card number text field. Then, Click on the **recommended card format** link on the **card format testing** page.



Step 4: After clicking on the **card format** link, a **card format** will be generated automatically. Click on the submit button, which will navigate to the **Add Wiegand Format** page. Here, enter the **Wiegand Format Name** and click on the **Add** button. The Wiegand Format will now be created successfully.



Step 5: After creating the **Wiegand Format**, punch the card again. The **Wiegand Format error** should now be resolved.



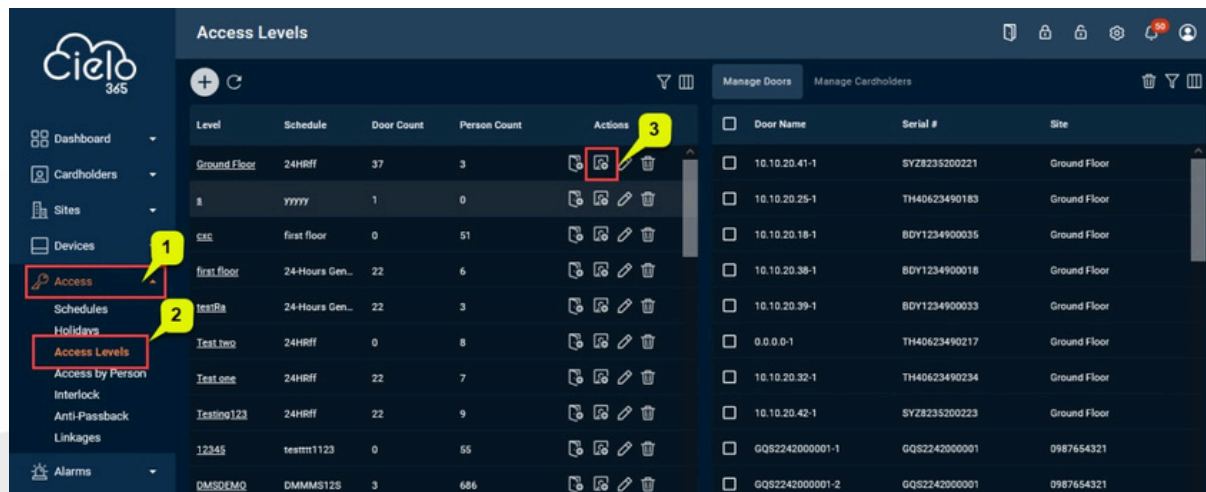
14. I added a cardholder, but it keeps showing as an unregistered user

Step 1: If you are seeing the "unregistered user" error message after registering the cardholder, there are two possible reasons:

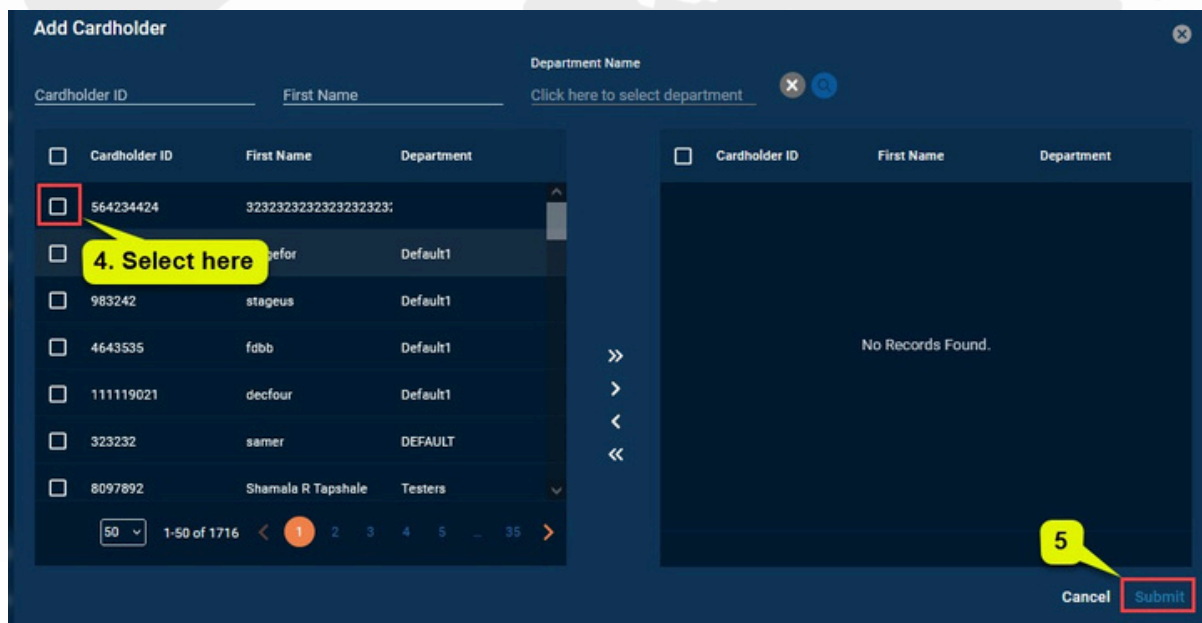
- 1) The **cardholder** has not been synced to the device.
- 2) The **access level** mapping is missing, or the **credentials** entered are incorrect.

Step 2: To map the cardholder to the correct access level:

- First, check which **device** is mapped to which **access level**.
- Then, for that particular **access level**, click on the **Add Cardholder** icon.

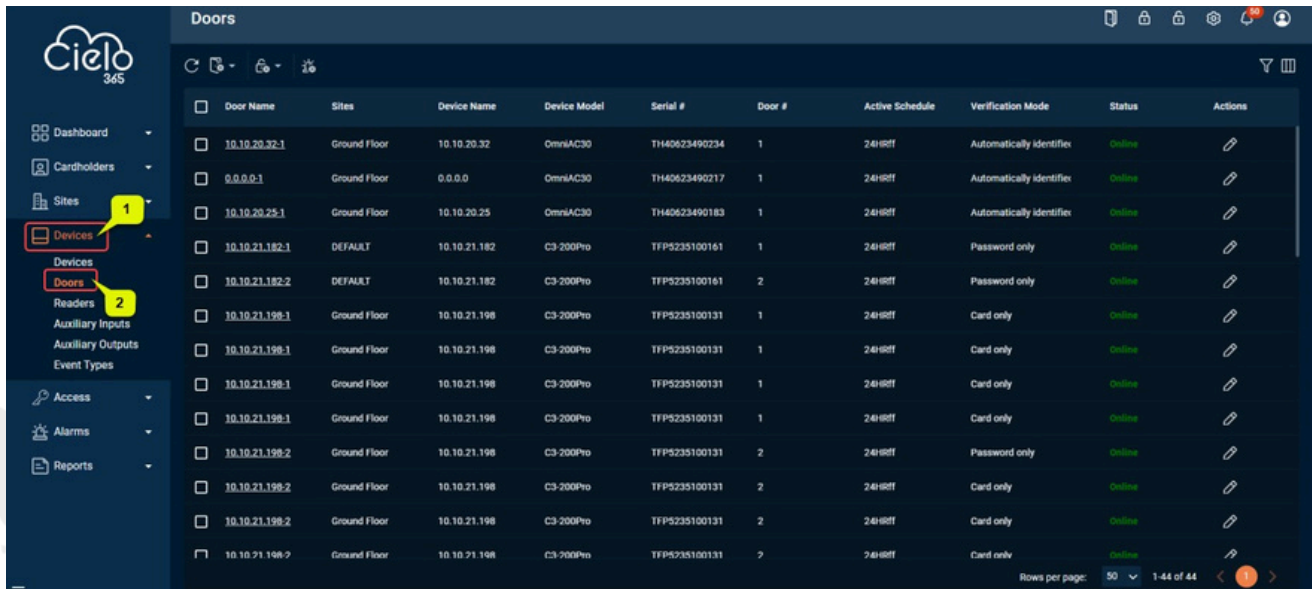


- Select the **cardholder** from the list and add it to the appropriate access level. Once this is done, the cardholder will be synced to the device.



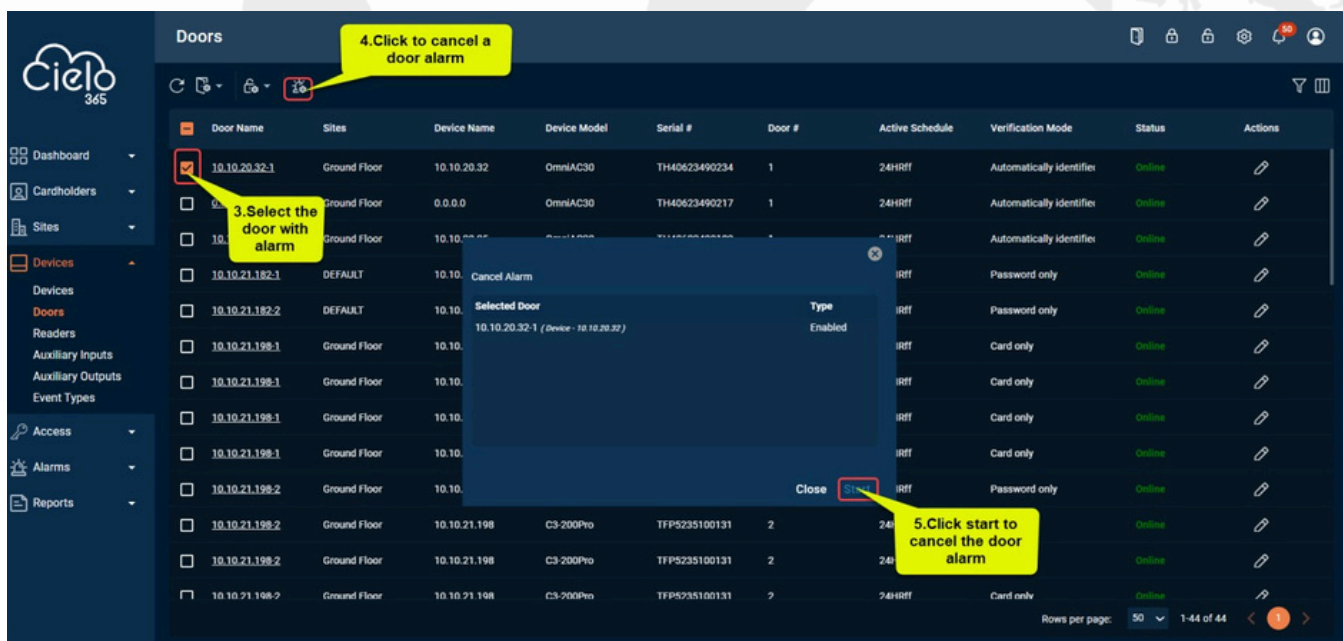
15. How to cancel alarms

Step 1: Log in to the **customer account**, navigate to the **Devices** module, and select the **Door** submodule.



Door Name	Sites	Device Name	Device Model	Serial #	Door #	Active Schedule	Verification Mode	Status	Actions
10.10.20.32-1	Ground Floor	10.10.20.32	OmniAC30	TH40623490234	1	24HRTF	Automatically identify	Online	
0.0.0.0-1	Ground Floor	0.0.0.0	OmniAC30	TH40623490217	1	24HRTF	Automatically identify	Online	
10.10.20.25-1	Ground Floor	10.10.20.25	OmniAC30	TH40623490183	1	24HRTF	Automatically identify	Online	
10.10.21.182-1	DEFAULT	10.10.21.182	C3-200Pro	TFP5235100161	1	24HRTF	Password only	Online	
10.10.21.182-2	DEFAULT	10.10.21.182	C3-200Pro	TFP5235100161	2	24HRTF	Password only	Online	
10.10.21.198-1	Ground Floor	10.10.21.198	C3-200Pro	TFP5235100131	1	24HRTF	Card only	Online	
10.10.21.198-1	Ground Floor	10.10.21.198	C3-200Pro	TFP5235100131	1	24HRTF	Card only	Online	
10.10.21.198-1	Ground Floor	10.10.21.198	C3-200Pro	TFP5235100131	1	24HRTF	Card only	Online	
10.10.21.198-2	Ground Floor	10.10.21.198	C3-200Pro	TFP5235100131	2	24HRTF	Password only	Online	
10.10.21.198-2	Ground Floor	10.10.21.198	C3-200Pro	TFP5235100131	2	24HRTF	Card only	Online	
10.10.21.198-2	Ground Floor	10.10.21.198	C3-200Pro	TFP5235100131	2	24HRTF	Card only	Online	
10.10.21.198-2	Ground Floor	10.10.21.198	C3-200Pro	TFP5235100131	2	24HRTF	Card only	Online	

Step 2: Select the **door** that is triggering the alarm and click on the **Cancel Alarm** icon. Then, click on the **Start** button. The alarm will be successfully cancelled.



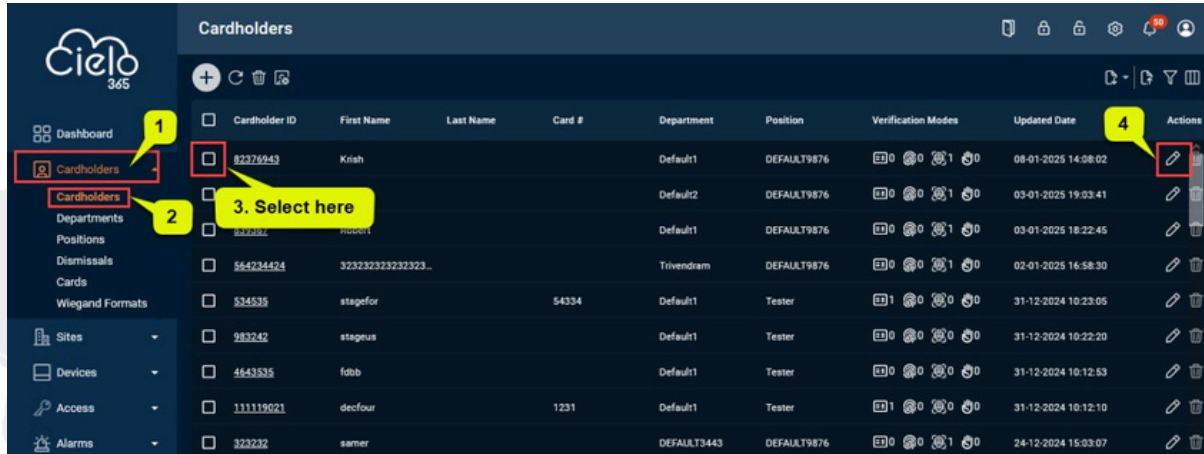
Door Name	Sites	Device Name	Device Model	Serial #	Door #	Active Schedule	Verification Mode	Status	Actions
10.10.20.32-1	Ground Floor	10.10.20.32	OmniAC30	TH40623490234	1	24HRTF	Automatically identify	Online	
0.0.0.0-1	Ground Floor	0.0.0.0	OmniAC30	TH40623490217	1	24HRTF	Automatically identify	Online	
10.10.20.25-1	Ground Floor	10.10.20.25	OmniAC30	TH40623490183	1	24HRTF	Automatically identify	Online	
10.10.21.182-1	DEFAULT	10.10.21.182	C3-200Pro	TFP5235100161	1	24HRTF	Password only	Online	
10.10.21.182-2	DEFAULT	10.10.21.182	C3-200Pro	TFP5235100161	2	24HRTF	Password only	Online	
10.10.21.198-1	Ground Floor	10.10.21.198	C3-200Pro	TFP5235100131	1	24HRTF	Card only	Online	
10.10.21.198-1	Ground Floor	10.10.21.198	C3-200Pro	TFP5235100131	1	24HRTF	Card only	Online	
10.10.21.198-1	Ground Floor	10.10.21.198	C3-200Pro	TFP5235100131	1	24HRTF	Card only	Online	
10.10.21.198-2	Ground Floor	10.10.21.198	C3-200Pro	TFP5235100131	2	24HRTF	Password only	Online	
10.10.21.198-2	Ground Floor	10.10.21.198	C3-200Pro	TFP5235100131	2	24HRTF	Card only	Online	
10.10.21.198-2	Ground Floor	10.10.21.198	C3-200Pro	TFP5235100131	2	24HRTF	Card only	Online	

16. How to map cardholders to access levels

There are two ways to map cardholders to access levels:

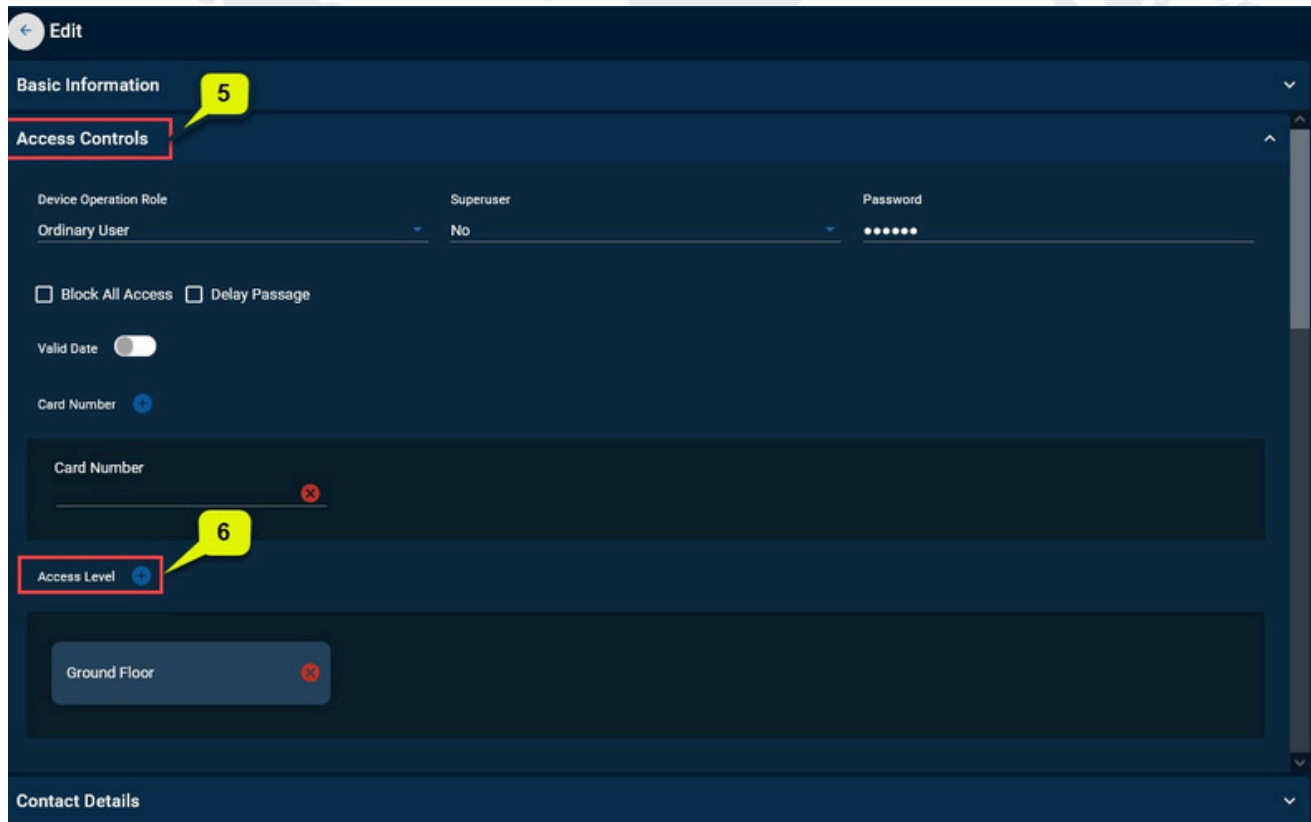
Option 1:

1. In the **Cardholder Edit** page, select the **cardholder** and click on the **Edit** icon.



Cardholder ID	First Name	Last Name	Card #	Department	Position	Verification Modes	Updated Date	Actions
82276943	Krish			Default1	DEFAULT19876	0 0 0 1 0	08-01-2025 14:08:02	[Edit] [Delete]
82276943	Robert			Default2	DEFAULT19876	0 0 0 1 0	03-01-2025 19:03:41	[Edit] [Delete]
864234424	3232323232323232...			Trivendram	DEFAULT19876	0 0 0 1 0	03-01-2025 18:22:45	[Edit] [Delete]
534535	stagefor		54334	Default1	Tester	0 0 0 0 0	02-01-2025 16:58:30	[Edit] [Delete]
983242	stageus			Default1	Tester	0 0 0 0 0	31-12-2024 10:23:05	[Edit] [Delete]
4643535	fdbb			Default1	Tester	0 0 0 0 0	31-12-2024 10:22:20	[Edit] [Delete]
111119021	decfour		1231	Default1	Tester	0 0 0 0 0	31-12-2024 10:12:10	[Edit] [Delete]
323232	samer			DEFAULT13443	DEFAULT19876	0 0 0 1 0	24-12-2024 15:03:07	[Edit] [Delete]

2. Under the **Access Control** tab, locate the **Access Level** section and click on the **Add** icon.



Edit

Basic Information

Access Controls

Device Operation Role: Ordinary User

Superuser: No

Password:

☐ Block All Access ☐ Delay Passage

Valid Date: ☐

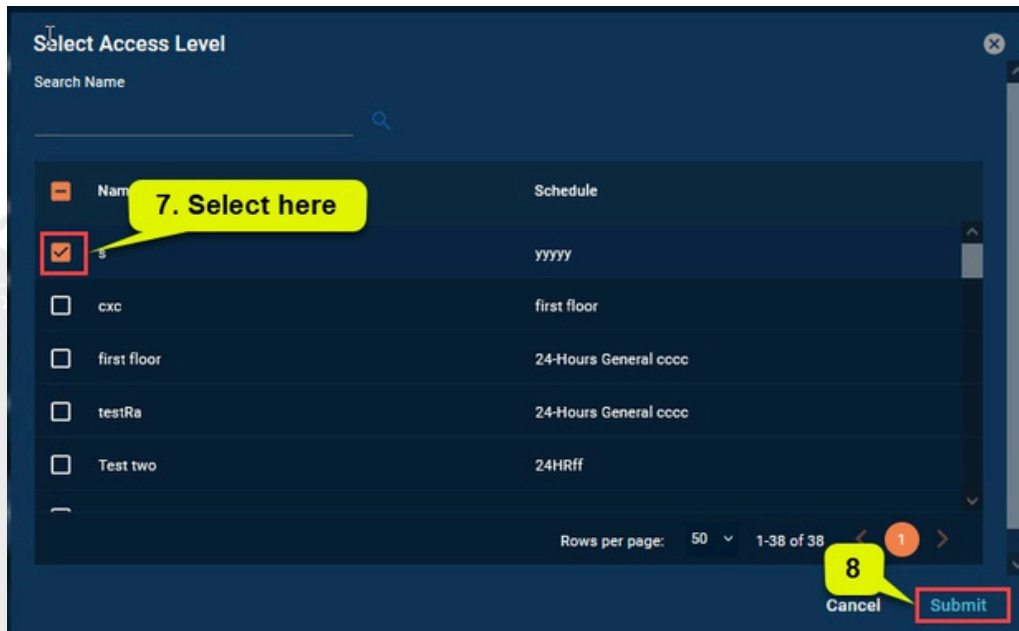
Card Number: [Masked]

Access Level [Add]

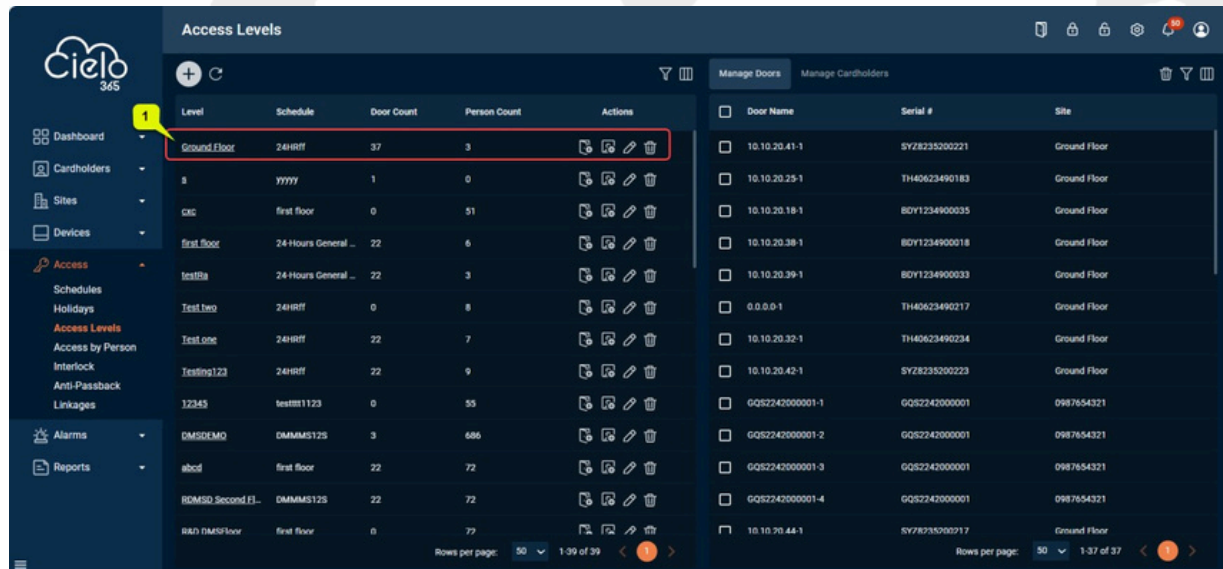
Ground Floor [Masked]

Contact Details

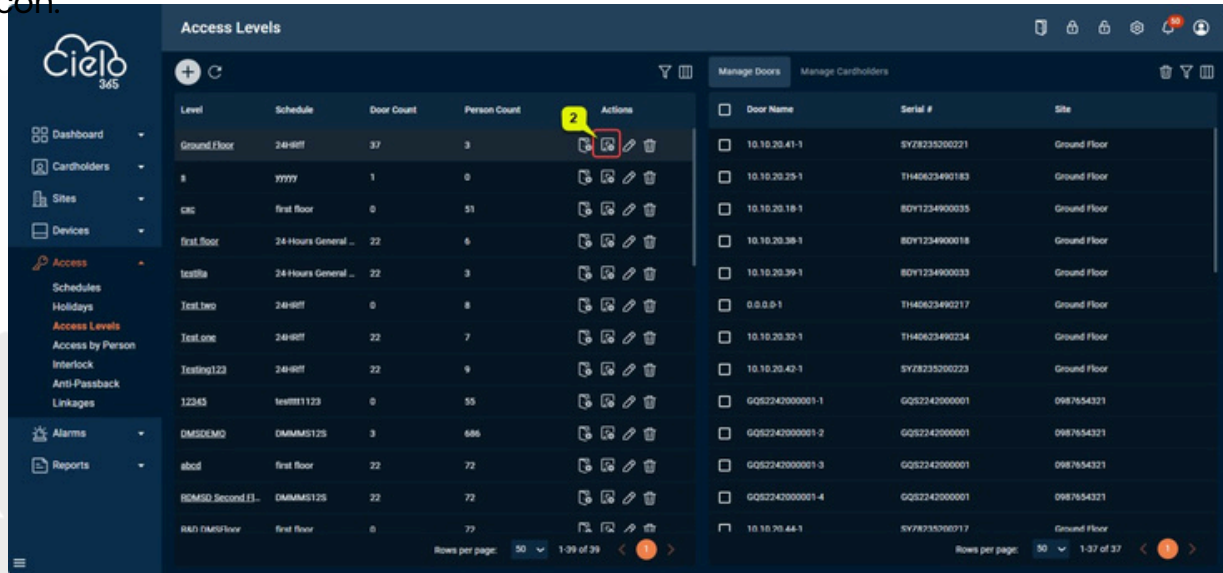
3. Select the desired **access level** and click on the **Submit** button. The **cardholder** will be automatically mapped to the selected access level.



Option 2: 1. In the **Access Level** page, select the **access level** you want to map the cardholder to.

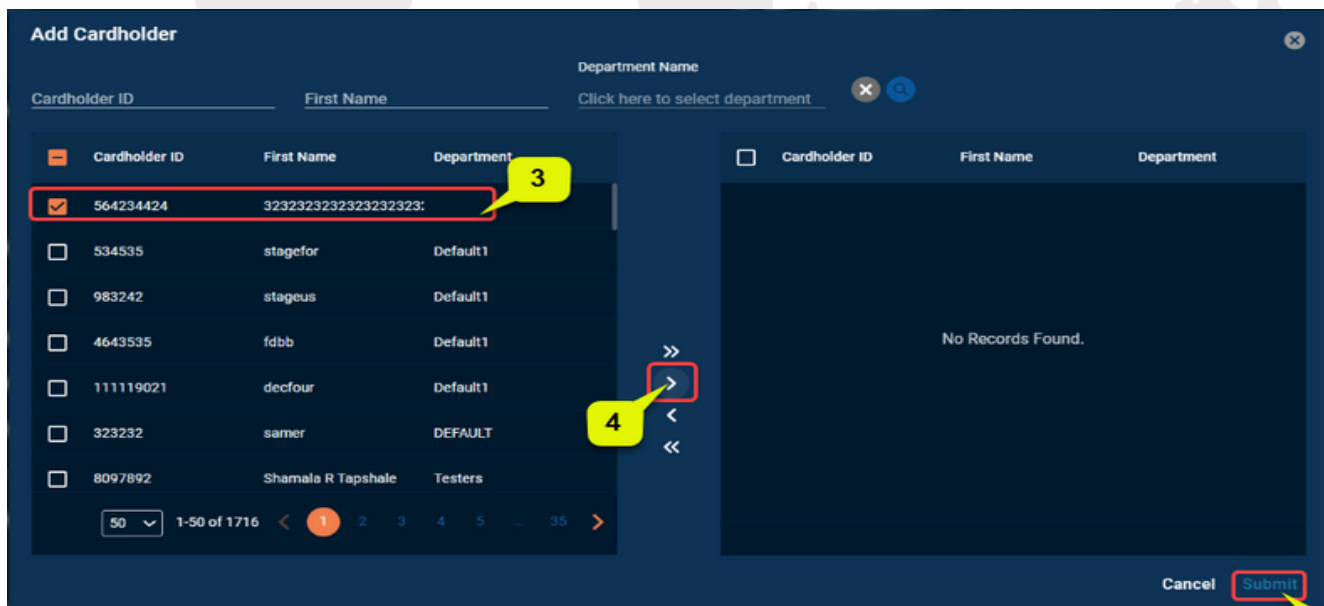


2. Click on the **Add Cardholder** icon.



Level	Schedule	Door Count	Person Count	Actions
Ground Floor	24-Hour	37	3	[Add Cardholder] [Edit] [Delete]
8	YYYY	1	0	[Add Cardholder] [Edit] [Delete]
CIS	first floor	0	51	[Add Cardholder] [Edit] [Delete]
first floor	24 Hours General ...	22	6	[Add Cardholder] [Edit] [Delete]
test1a	24 Hours General ...	22	3	[Add Cardholder] [Edit] [Delete]
TestTwo	24-Hour	0	8	[Add Cardholder] [Edit] [Delete]
TestOne	24-Hour	22	7	[Add Cardholder] [Edit] [Delete]
Testing123	24-Hour	22	9	[Add Cardholder] [Edit] [Delete]
12345	test111123	0	55	[Add Cardholder] [Edit] [Delete]
DMSDEMO	DMMMS125	3	686	[Add Cardholder] [Edit] [Delete]
abcd	first floor	22	72	[Add Cardholder] [Edit] [Delete]
RDMIS Second Fl...	DMMMS125	22	72	[Add Cardholder] [Edit] [Delete]
RAD DMIS floor	first floor	0	77	[Add Cardholder] [Edit] [Delete]

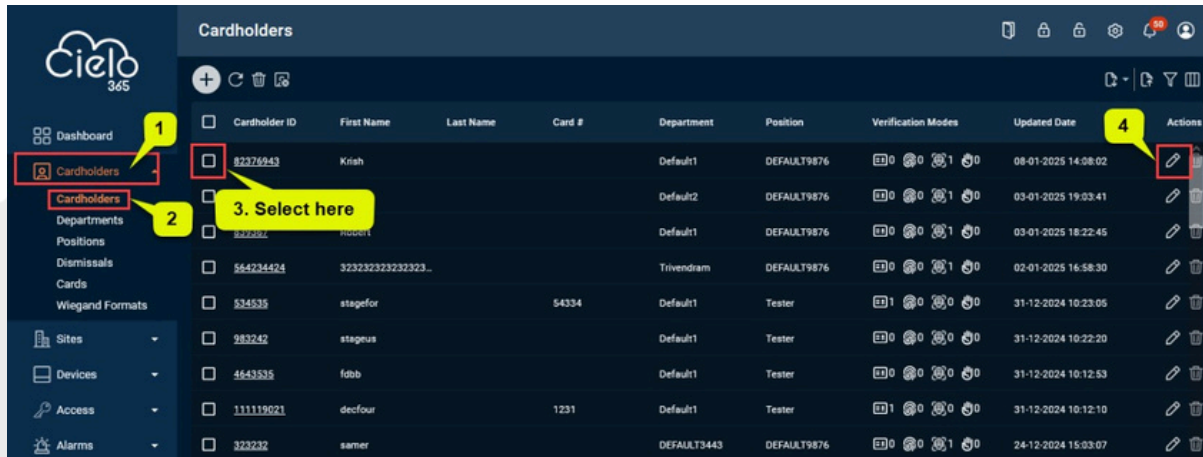
3. Select the **cardholder** from the list and click on the **Add** button. 4. Click on the **Save** button, and the **cardholder** will be successfully added to the **access level**.



Cardholder ID	First Name	Department
<input checked="" type="checkbox"/> 564234424	3232323232323232323	Default1
<input type="checkbox"/> 534535	stagefor	Default1
<input type="checkbox"/> 983242	stageus	Default1
<input type="checkbox"/> 4643535	fdbb	Default1
<input type="checkbox"/> 111119021	decfour	Default1
<input type="checkbox"/> 323232	samer	DEFAULT
<input type="checkbox"/> 8097892	Shamala R Tapshale	Testers

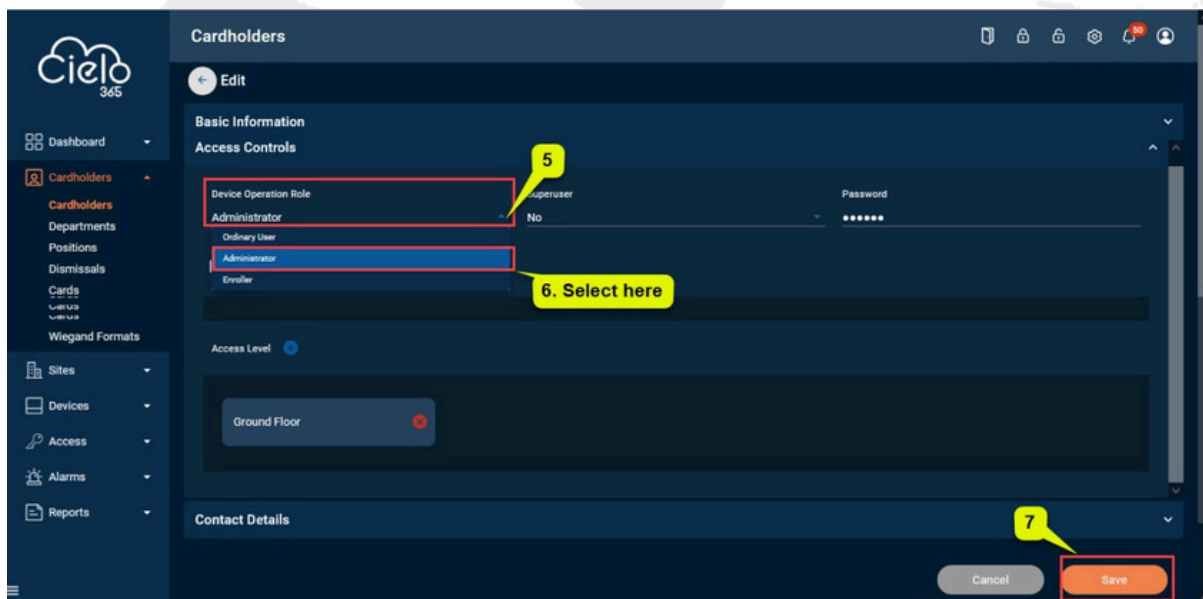
17. How to set an admin user for a device

Step 1: Click on the **cardholder** and go to the **Edit** icon in the device's cardholder edit page.



Cardholder ID	First Name	Last Name	Card #	Department	Position	Verification Modes	Updated Date	Actions
82276943	Krish			Default1	DEFAULT9876	0 0 1 0	08-01-2025 14:08:02	[Edit]
				Default2	DEFAULT9876	0 0 1 0	03-01-2025 19:03:41	[Edit]
				Default1	DEFAULT9876	0 0 1 0	03-01-2025 18:22:45	[Edit]
564234424	3232323232323232...			Trivendram	DEFAULT9876	0 0 1 0	02-01-2025 16:58:30	[Edit]
534535	stagefor		54334	Default1	Tester	0 1 0 0	31-12-2024 10:23:05	[Edit]
983242	stageus			Default1	Tester	0 0 0 0	31-12-2024 10:22:20	[Edit]
4643535	fdbb			Default1	Tester	0 0 0 0	31-12-2024 10:12:53	[Edit]
111119621	decfour		1231	Default1	Tester	0 1 0 0	31-12-2024 10:12:10	[Edit]
323232	samer			DEFAULT3443	DEFAULT9876	0 0 1 0	24-12-2024 15:03:07	[Edit]

Step 2: In the **Access Control** tab, find the **Role** dropdown and select **Administrator**. **Step 3:** Click the **Save** button.



Cardholders

Edit

Basic Information

Access Controls

Device Operation Role: **Administrator** (Selected)

Ordinary User: **Administrator** (Selected)

Enroller: **Enroller**

Access Level: **Ground Floor**

Contact Details

Save

Step 4: Now, the **cardholder** will act as an **admin**.

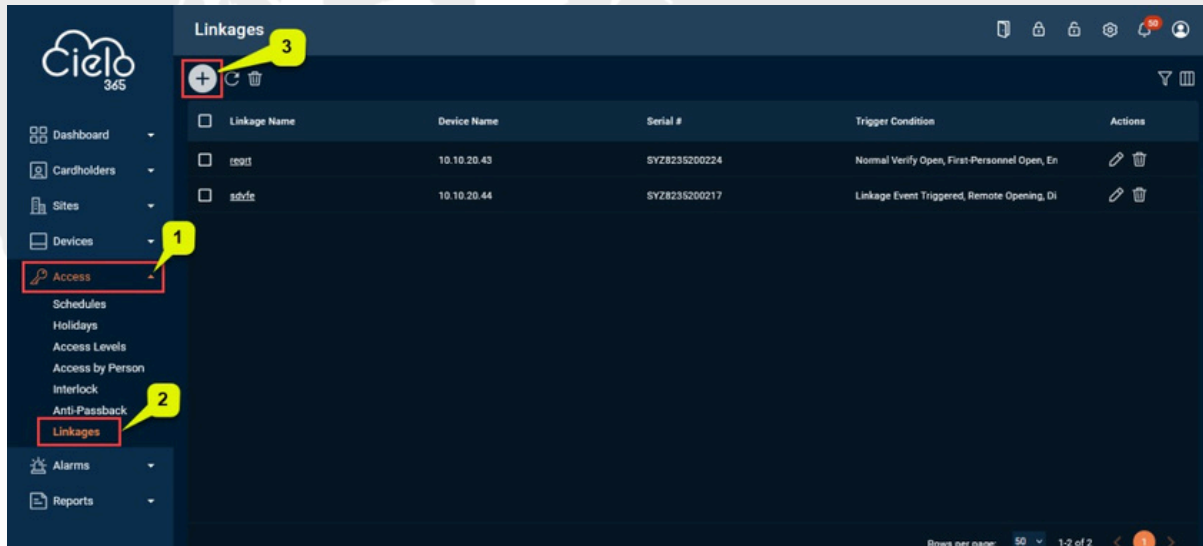
Step 5: Sync this cardholder to any device. This will lock the device and grant the **admin** privileges for managing the device.

18. How to create a linkage and trigger it

Step 1: Log in to the **customer account**.

Step 2: Navigate to the **Access** module and click on the **Linkage** submodule.

Step 3: In the **Linkage** page, click on the **Add** button. This will take you to the **Add Linkage** page.

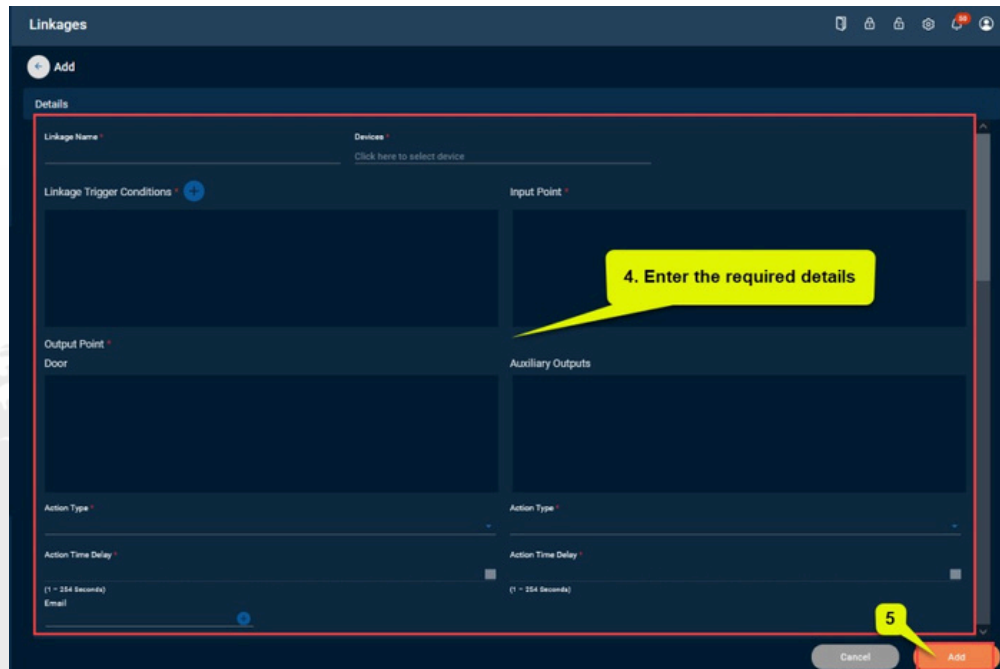


Step 4: In the **Add Linkage** page, enter the following details:

- **Device name**
- **Linkage name** Select the **trigger condition**
- Select the **input door** and **output door**
- Choose the desired **action** to perform

Step 5: Click on the **Add** button to save the newly created linkage.

Step 6: If you want to receive an email when the linkage is triggered, there is an option for **Email** in the **Add Linkage** page. Enter the email address where you want to receive notifications.

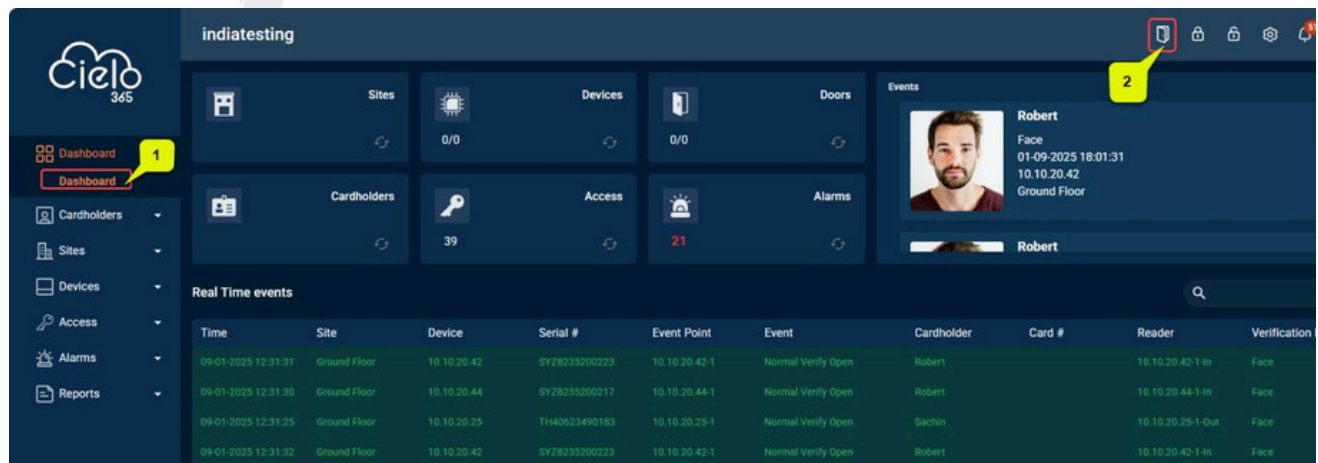


Step 7: After the linkage is created, if the selected trigger condition occurs, you will receive an event called **Linkage EVENT Triggered** and an email notification.

19. How to remotely open doors from the dashboard screen

Step 1: Log in to the **customer account**.

Step 2: On the **dashboard** screen, locate and click on the **door icon** in the header.



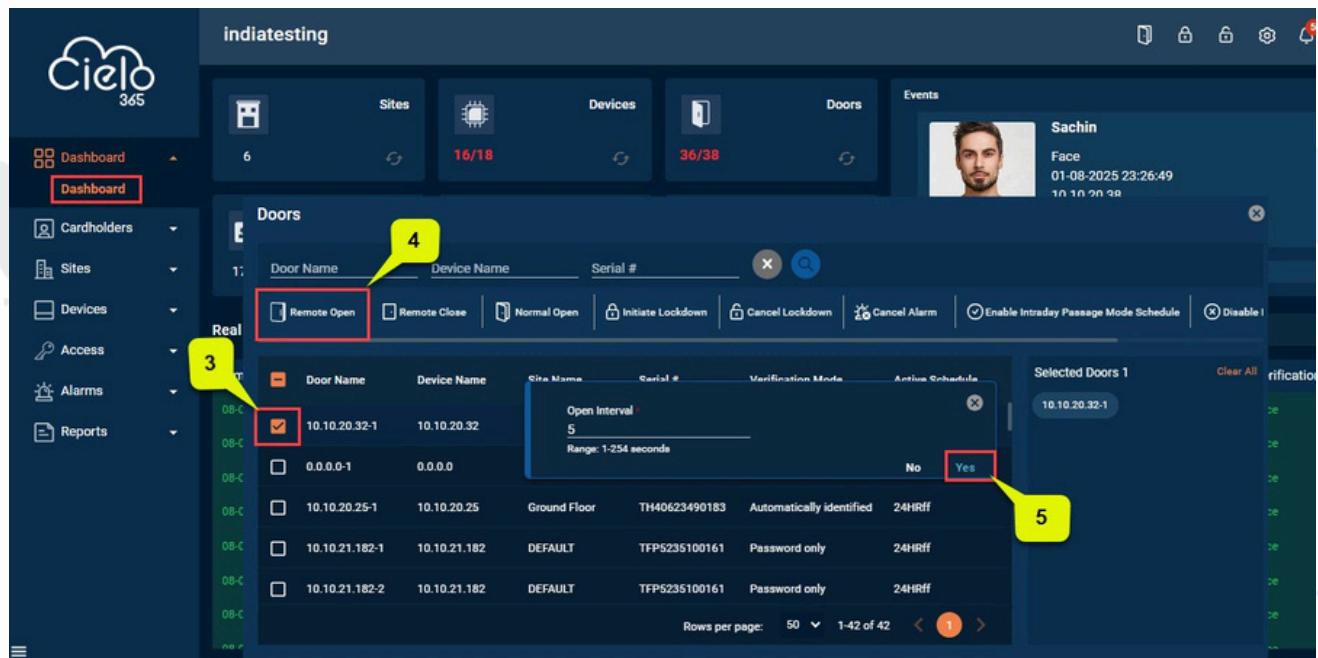
Time	Site	Device	Serial #	Event Point	Event	Cardholder	Card #	Reader	Verification
09-01-2025 12:31:31	Ground Floor	10.10.20.42	SY28235200223	10.10.20.42-1	Normal Verify Open	Robert		10.10.20.42-1-in	Face
09-01-2025 12:31:30	Ground Floor	10.10.20.44	SY28235200217	10.10.20.44-1	Normal Verify Open	Robert		10.10.20.44-1-in	Face
09-01-2025 12:31:25	Ground Floor	10.10.20.25	TH40623490183	10.10.20.25-1	Normal Verify Open	Sachin		10.10.20.25-1-Out	Face
09-01-2025 12:31:32	Ground Floor	10.10.20.42	SY28235200223	10.10.20.42-1	Normal Verify Open	Robert		10.10.20.42-1-in	Face

Step 3: Select the **online door** you want to open.

Step 4: Click on the **Remote Open** option.

Step 5: A pop-up will appear asking for the number of seconds you want to keep the door open. Enter the desired number of seconds.

Step 6: Click on the **Yes** button.



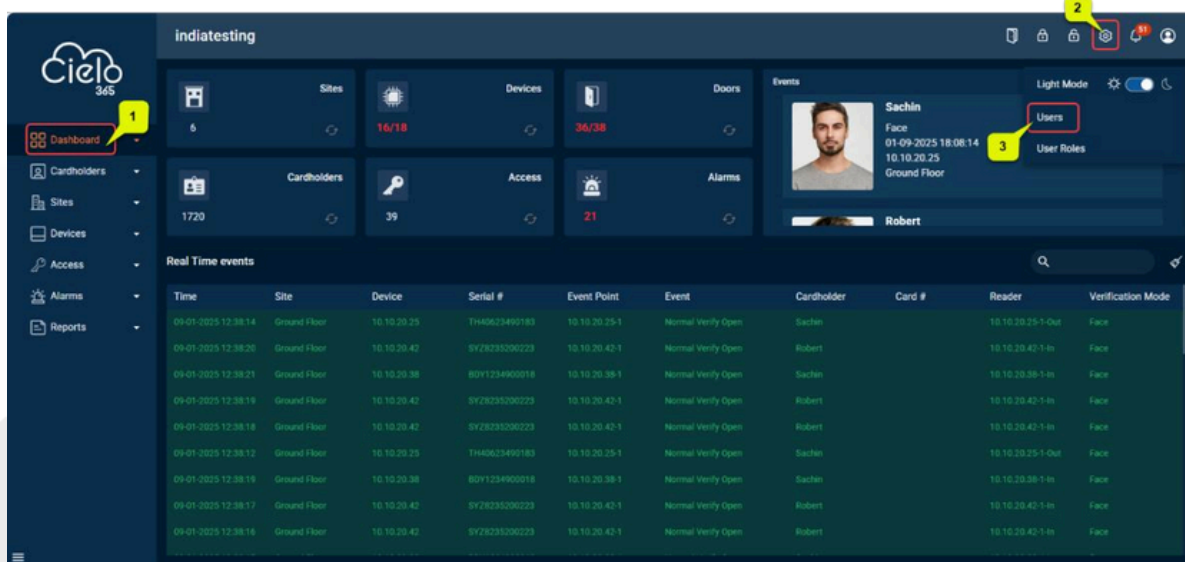
Step 7: The operation will be performed, and the door will remain open for the specified time.

20. How to create a user role and assign permissions

To Create a User:

Step 1: Click on the **Settings** icon.

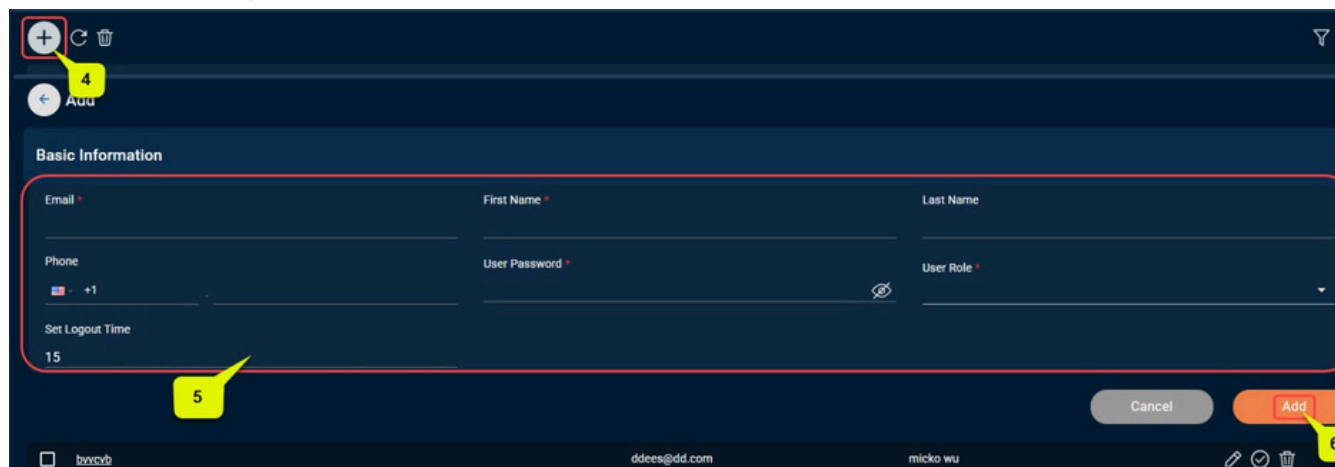
Step 2: In the settings menu, click on the **User** option.



Step 3: Click on the **Add** button and fill in the mandatory fields like:

- **First name**
- **Email**
- **Password**
- **User role**

Step 4: After selecting the required fields, click on the **Add** icon. The user will be created.



Add

Basic Information

Email *	First Name *	Last Name
Phone	User Password *	User Role *
Set Logout Time		
15		

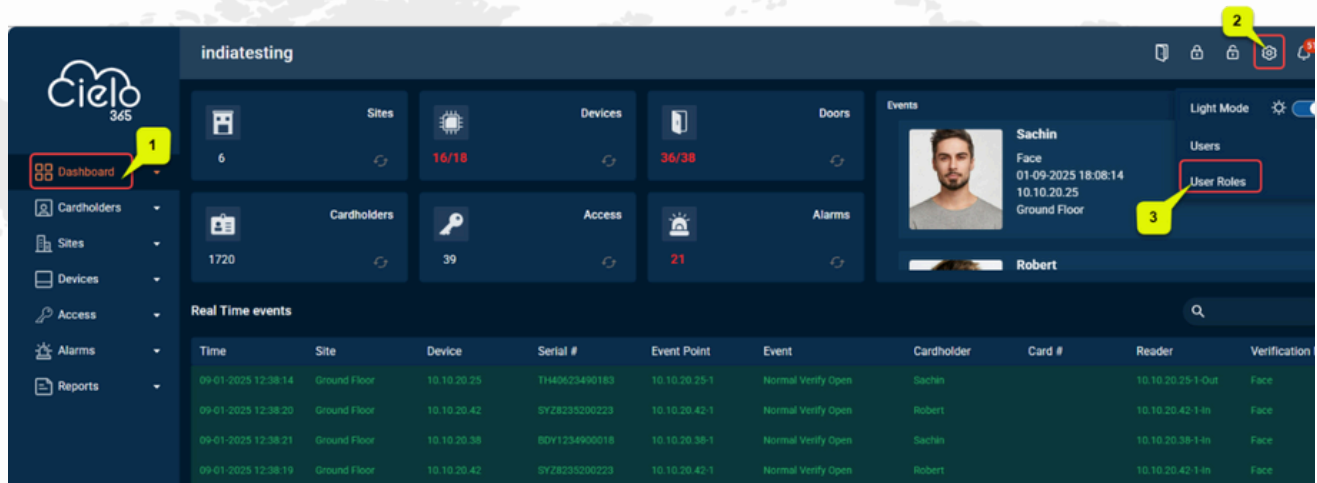
Add

Step 5: While creating the user, ensure to map the role to the user. The selected role will determine the permissions to access specific modules.

To Create a User Role:

Step 1: Click on the **Settings** icon.

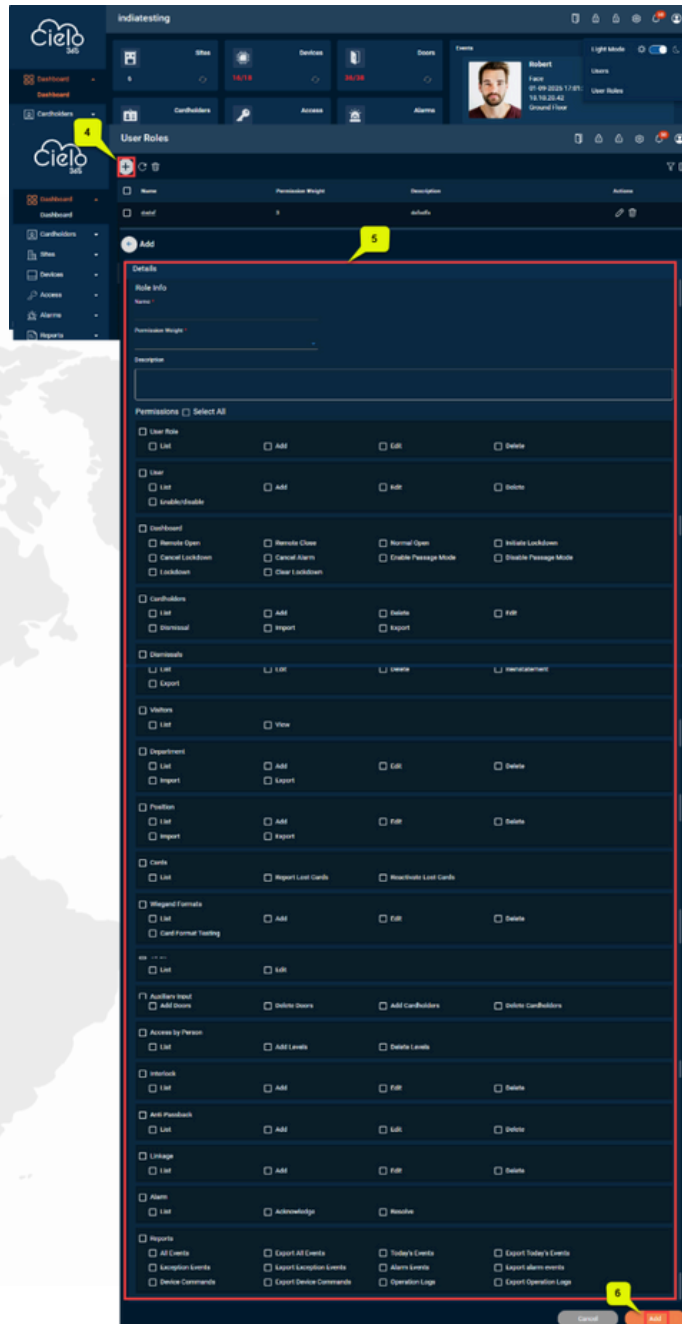
Step 2: In the settings menu, click on the **User Role** option.



Step 3: Click on the **Add** button.

Step 4: Enter the **user role name** and select the desired **permissions**.

Step 5: Click on the **Add** button. The new user role will be added successfully and displayed in the **User Role List** page.



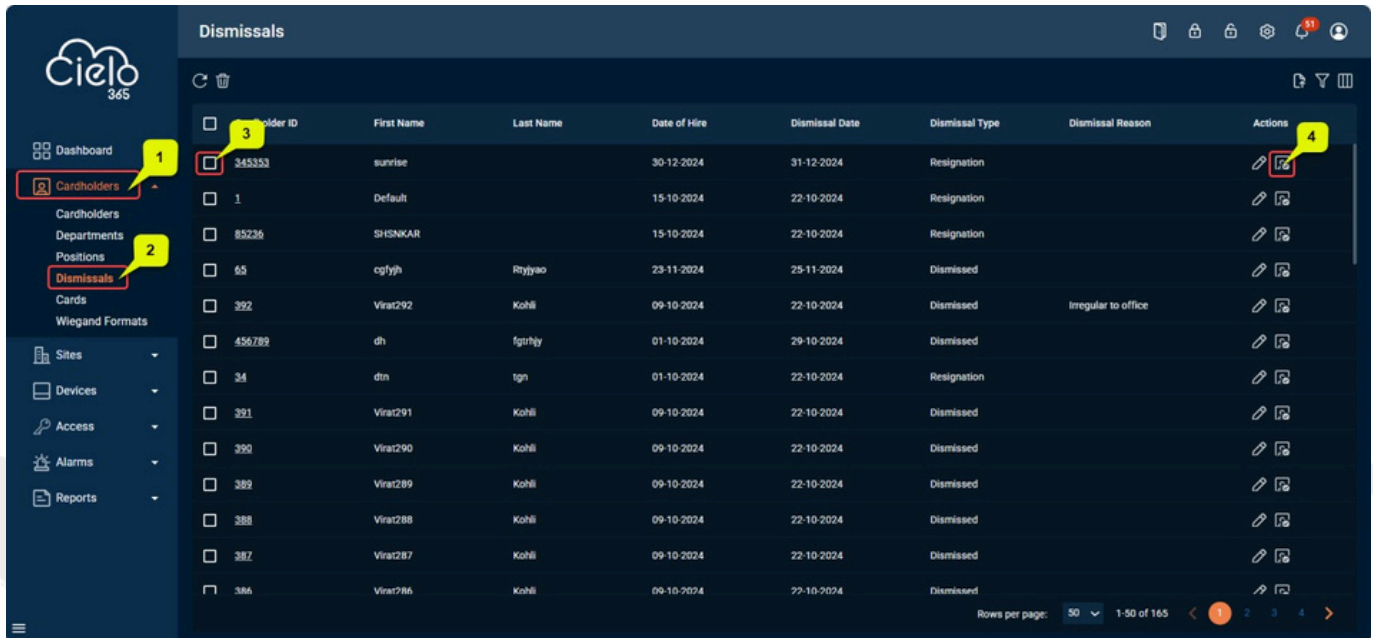
21. How to reinstate a cardholder after dismissal

Step 1: Log into the **customer account**.

Step 2: Click on the **Cardholders** module and then the **Dismissal** submodule.

Step 3: In the **Dismissal** page, select the dismissed cardholder(s).

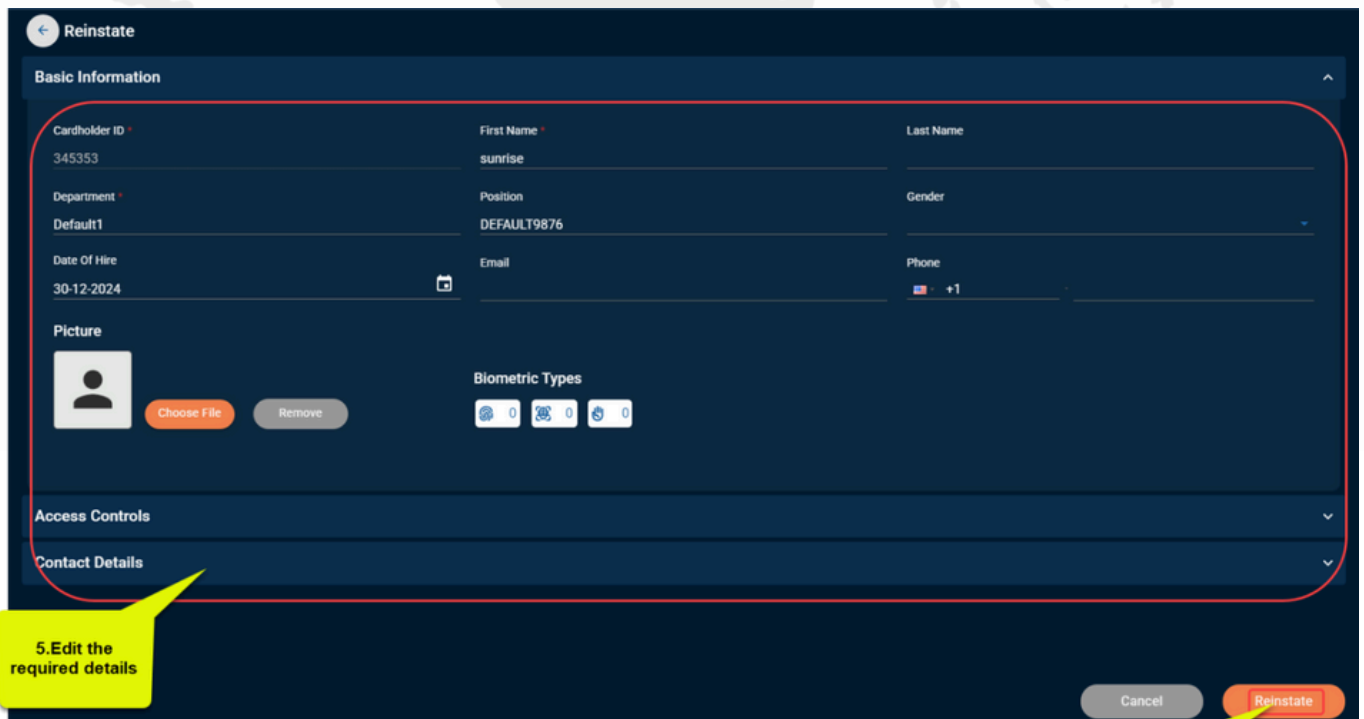
Step 4: Click on the **Reinstatement** icon. This will navigate to the **Cardholder Edit** page.



Cardholder ID	First Name	Last Name	Date of Hire	Dismissal Date	Dismissal Type	Dismissal Reason	Actions
345353	sunrise		30-12-2024	31-12-2024	Resignation		[Edit] [Reinstate]
1	Default		15-10-2024	22-10-2024	Resignation		[Edit] [Reinstate]
85236	SHSNGAR		15-10-2024	22-10-2024	Resignation		[Edit] [Reinstate]
65	cglyjh	Rtyyao	23-11-2024	25-11-2024	Dismissed		[Edit] [Reinstate]
392	Virat292	Kohli	09-10-2024	22-10-2024	Dismissed	Irregular to office	[Edit] [Reinstate]
456789	dh	fgtrhly	01-10-2024	29-10-2024	Dismissed		[Edit] [Reinstate]
34	dtm	tgn	01-10-2024	22-10-2024	Resignation		[Edit] [Reinstate]
391	Virat291	Kohli	09-10-2024	22-10-2024	Dismissed		[Edit] [Reinstate]
390	Virat290	Kohli	09-10-2024	22-10-2024	Dismissed		[Edit] [Reinstate]
389	Virat289	Kohli	09-10-2024	22-10-2024	Dismissed		[Edit] [Reinstate]
388	Virat288	Kohli	09-10-2024	22-10-2024	Dismissed		[Edit] [Reinstate]
387	Virat287	Kohli	09-10-2024	22-10-2024	Dismissed		[Edit] [Reinstate]
386	Virat286	Kohli	09-10-2024	22-10-2024	Dismissed		[Edit] [Reinstate]

Step 5: If needed, modify any details for the cardholder.

Step 6: Click on the **Reinstate** button. The cardholder will be reinstated automatically.



Reinstate

Basic Information

Cardholder ID: 345353

First Name: sunrise

Last Name:

Department: Default1

Position: DEFAULT9876

Gender:

Date Of Hire: 30-12-2024

Email:

Phone: +1

Picture

Choose File Remove

Biometric Types

Access Controls

Contact Details

Cancel Reinstate

Step 7: The cardholder will be moved back to the **Cardholder List** page and removed from the **Dismissal List** page.