



Cloud Lock

OPERATOR GUIDE



August 2018

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Introduction

The benefits of moving to Cloud computing are compelling, well recognized and account for the wholesale shift currently underway. With Cloud computing, there is only one instance of the software on a Cloud server and the latest version is immediately available to all customers as soon as it is released. There is no server or client software to buy, install or maintain and customers can manage their system via a web browser from anywhere. Customers pay only for the resources they use via a monthly subscription fee.

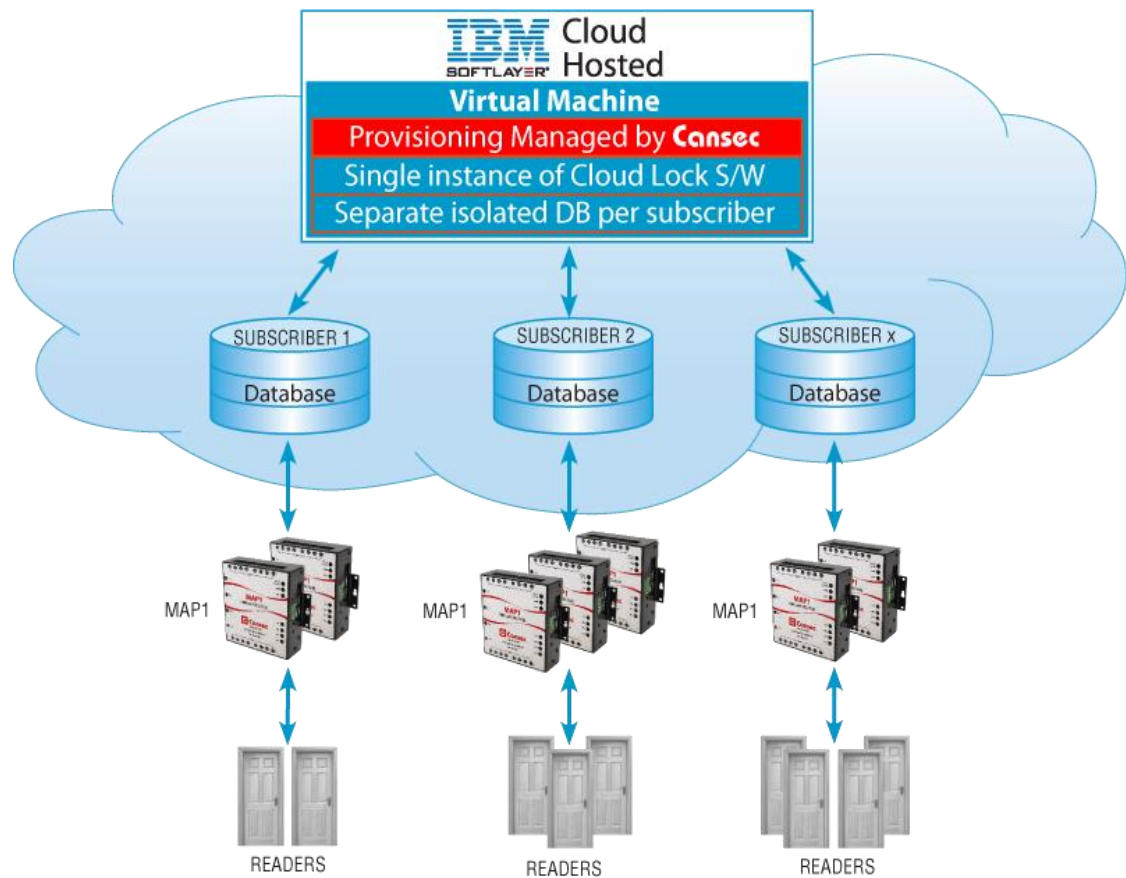
Thanks to a partnership with Automation Consultants, who have over 30 years of experience in the development of client/server, web and Cloud based software solutions, we are able to offer the combined benefits of a Cloud based access control software solution, and those of the MAP1 controller. The MAP1 is a perfect complement to Cloud Lock, as it can be provisioned for 2 or 4 doors, which builds on the concept of only paying for what you need. You can start with 2 doors and upgrade to 4 doors by simply purchasing a new provisioning code. For ease of deployment, the MAP1 has an onboard RJ45 network connection and is equipped with 27 status LEDs to facilitate commissioning and support.

Everyone should be concerned about the security of their data and the integrity of the Cloud server. For that reason, we chose to host Cloud Lock on the IBM SoftLayer platform which is one of the most robust Cloud hosting platforms backed by the biggest name in the industry.

Benefits to Subscribers

- No server hardware required and no software to install
- No client software to install
- No static IP addresses to assign
- No port forwarding or other firewall compromises
- No IT personnel costs - initially or ongoing
- No up-front software costs
- System managed by browser from anywhere
- Single instance of Cloud Lock software constantly updated
- Cloud Lock software hosted by IBM Softlayer
- Data automatically backed up
- Subscription based - pay only for what you use
- 100,000 cardholders, unlimited readers

Typical Configuration



Requirements

- Must be a monthly subscriber to Cansec Cloud Lock service. Subscription must be done through a Cansec Cloud Lock Partner.
- A desktop computer, a tablet or a smartphone with the latest version of the following supported web browsers: *Apple Safari*, *Google Chrome*, *Microsoft Edge* and *Mozilla Firefox*.
- Internet access.

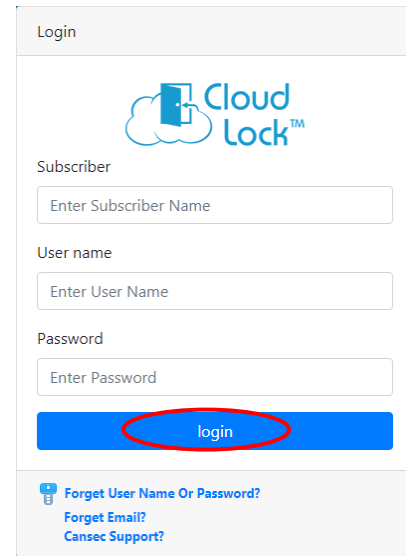
Step 1. Cloud Lock Website Login

 Secure | <https://cloudlock.cansec.com>

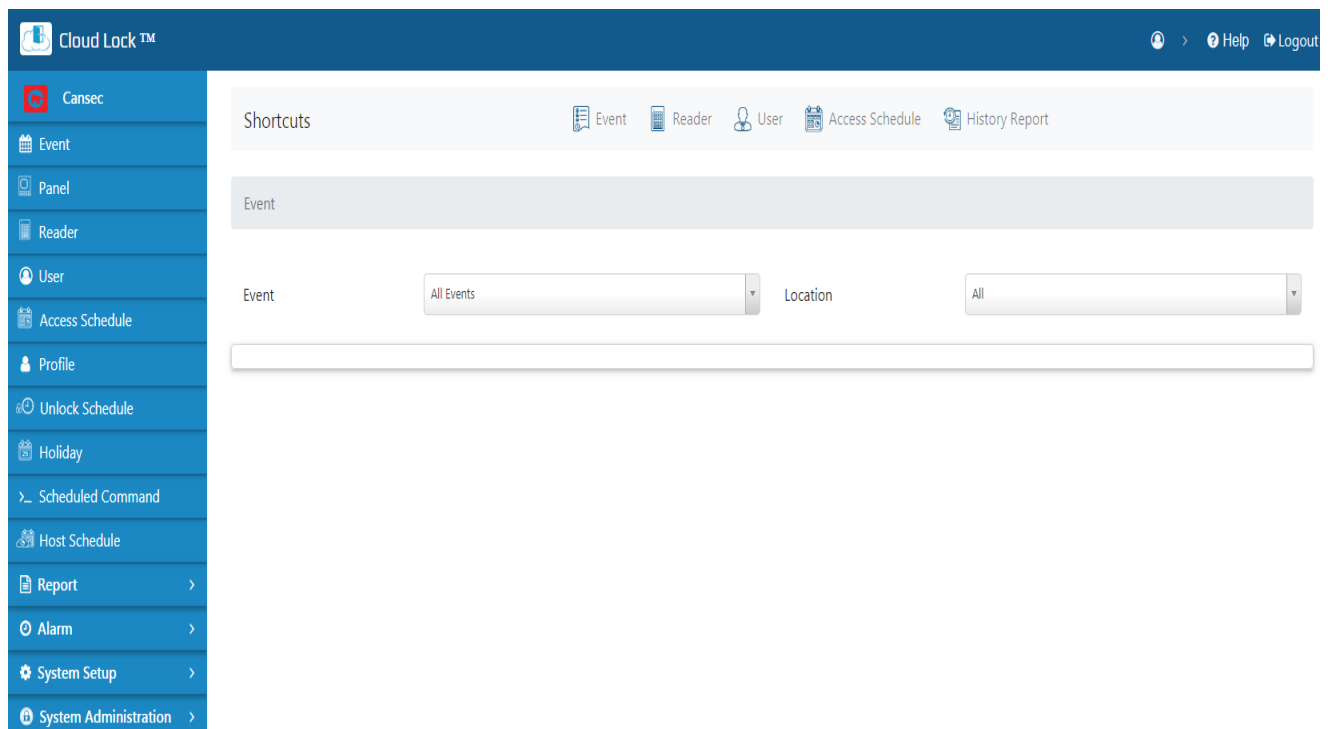
1. From the web browser, enter http or <https://cloudlock.cansec.com>.

2. Enter your subscriber name, user name and password, which were provided through email when subscribed to Cloud Lock service. Click Login.

Note: Only password is case sensitive. If you forget your password, click **Forget Password** and follow the instructions to retrieve your password through your email.

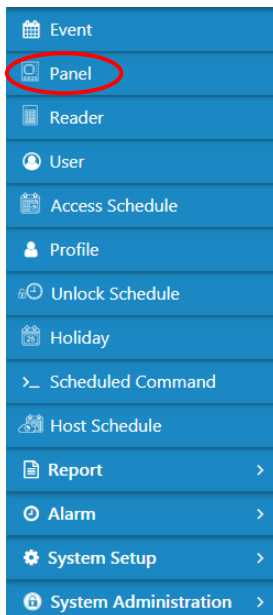


The login form is titled "Login" and features the Cloud Lock logo at the top. It contains three input fields: "Subscriber" (with placeholder "Enter Subscriber Name"), "User name" (with placeholder "Enter User Name"), and "Password" (with placeholder "Enter Password"). Below these fields is a blue "login" button, which is circled in red. At the bottom of the form, there are three links: "Forget User Name Or Password?", "Forget Email?", and "Cansec Support?".



Step 2. Panel Definition

1. Click **Panel** from the control panel



Cloud Lock panels are door controllers capable of managing 2 or 4 readers/locks. Additional panels may be added as required. Each panel, which has a unique MAC address, must be defined for the Cloud Lock server to connect and administer.

2. Click **Add New**.

Shortcuts Event Reader User Access Schedule History Report

Panel

Panel Name Mac Address Search

	Panel Name	Mac Address	Board Configuration	Status	Manage
☐	Main Office	B827	4 Doors, No Inputs, No Outputs	Online	Edit

Add New Delete Sync Time

Search	Searched by panel name or MAC address. Can be left blank to search for all panels
Add New	Add new panel definition
Edit	Edit panel definition
Delete	Delete panel definition
Sync Time	Synchronize time from the Cloud Lock server to the panel

Online	<i>Panel is connected to the Cloud Lock server and can be managed</i>
Offline	<i>Panel is disconnected from the Cloud Lock server and cannot be managed</i>

3. Enter panel name, MAC address, serial ID and select board configuration as well as holiday schedule for this new panel. The MAC address and serial ID are located on the side or the back of the enclosure.

Note: *Panel properties will be automatically populated once a panel is online and connected to the Cloud Lock server.*

Panel Definition

Panel Name

Mac Address

Serial Id

Board Configuration

Holiday Schedule

2 Doors, 4 Inputs, 4 Outputs

Holiday 1

Panel Properties

PLM Firmware Version

IOM Firmware Version

Reader Provision

Save

Back

4. Click **Save** to save the settings.

Step 3. Reader Definition

1. Click  **Reader** from the control panel.
2. Click **Add New**.

Reader Name Panel Name

[Search](#)

☐	Reader Name	Panel Name	Reader Id	Manage
☐	Front Door	Main Office	1	Edit Status

[Add New](#)
[Delete](#)
[Unlock](#)
[Momentary](#)
[Relock](#)
[LockOut](#)
[Lockout Off](#)

Search	<i>Search by reader or panel name. Can be left blank to search for all readers</i>
Edit	<i>Edit reader definition</i>
Status	<i>Shows statuses of the door indicated by checkmarks</i> Front Door Door Unlocked ☒ Tamper ☐ Door Contact Open ☐ Forced Entry Alarm ☐ Door Lockout ☐ Door Held Open Alarm ☐ Dual Custody ☐ Communication Failure ☐ Unlock Momentary Relock Lockout Lockout Off
Add New	<i>Add new reader definition</i>
Delete	<i>Delete reader definition</i>
Unlock	<i>Unlock the lock in a maintained state</i>
Momentary	<i>Momentary unlock the lock for 7 seconds – default unlock time</i>
Relock	<i>Relock the lock in maintained state</i>
Lockout	<i>Relock and disable the reader from reading credential. Applicable in situation where no access is granted to anyone.</i>
Lockout Off	<i>Enable the reader to read credential</i>

- Enter reader name e.g. **Front Door** etc... and select a panel to which the reader belongs to since there may be several panels available e.g. Panel 1, Panel 2. Select an available ID to assign to the reader. Enter unlock time, door-held-open time and pre-alert time. By default locks/readers are locked at all times. *See notes below.*

Identification	
Reader Name	
Panel Name	Main Office
Reader Id	2

Intervals	
Unlock Time	7 ← 60 seconds max.
Door Held Open Time	60 ← 300 seconds max.
Pre-Alert Time	40 ← Greater than Unlock Time but less than Door-Held-Open Time

Multi-Function Relay	
☐	Inactive
☒	Alarm Shunt Output
☐	Door Held Open Alarm
☐	Forced Entry Alarm
☐	Door Operator
☐	Handicap Operator

Reader Options	
☒	Unlock on RTE
☒	Enable Pre-Alert

Unlock Schedule	
Unlock Schedule	None
☐	Execute After First Card Use Only

IDENTIFICATION	
Reader Name	<i>Name of the reader e.g. Front Door.</i>
Panel Name	<i>Select a defined panel to which this reader is connected.</i>
Reader ID	<i>A unique-predefined identification for each reader per panel.</i>

INTERVALS	
Unlock Time	<i>The duration for the lock to stay open when a valid credential is presented or when the lock is unlocked either by an Exit button press or by a momentary unlock command. 60 seconds max.</i>
Door-Held-Open Time	<i>The duration for the door contact to stay open before the alarm is activated. 300 seconds max.</i>
Pre-Alert Time	<i>Time for the reader to emit a warning tone before it initiates a constant reader beep when the door is left open for too long. The pre-alert time is greater than the unlock time but less than the DHO (Door-Held-Open) time.</i>

MULTI-FUNCTION RELAY	
Inactive	<i>The relay is not used at all.</i>
Alarm Shunt Output	<i>The relay is used to shunt an alarm when an access granted or an exit button event occurs. When used, this relay is activated prior to the lock relay's activation and deactivated after the door contact is closed. If door contact is not used then it's deactivated when the lock is relocked.</i>
Door-Held-Open Alarm	<i>The relay is used to activate another device (e.g. an external light strobe or alarm) when the door is held open longer than a pre-set time.</i>
Forced Entry Alarm	<i>The relay is used to activate another device (e.g. an external light strobe or alarm) when the door is forced open without a valid credential or exit button press.</i>
Door Operator	<i>The relay is used to activate a door operator after an access-granted or an exit button event occurs.</i>
Handicap Operator	<i>The relay is used to activate a door operator only when a valid credential, designated as handicap, is presented at a reader. Exit button event also activates this relay. See Step 6.6</i>

READER OPTIONS	
Enable Pre-Alert	<i>Enable reader warning tone when the door is held open longer than preset time.</i>

Unlock on RTE	Activate the lock and shunt the door contact when RTE (Request To Exit) button is pressed. If unselected, only the door contact is shunted. This option allows the installer to install an indoor motion sensor hooked up to RTE to trigger a valid egress without generating a forced entry when the door is opened from inside.
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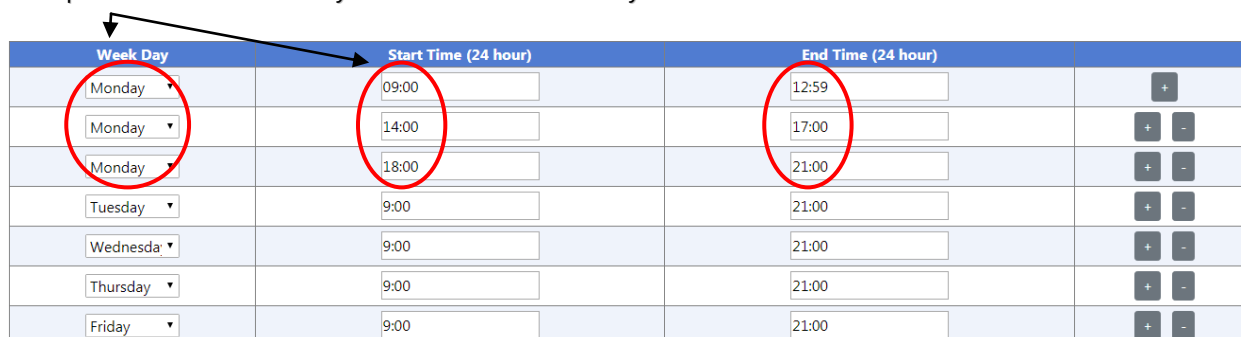
UNLOCK SCHEDULE	
Execute After First Card Use Only	If this rule is enabled, the door will <u>not</u> automatically unlock as scheduled until the first valid credential is presented at the reader.

4. Select appropriate options for multi-function relay, input control, unlock schedule and click **Save**.

Step 4. Access Schedule Definition

There are 255 available access schedules. Each access schedule specifies certain days of the week and access-granting hours within those days. Each day can have different hours of access. There are 24 available intervals per access schedule shared between weekdays (7 days from Sunday to Saturday) and a holiday (1 day) for a total of 8 days. Several intervals can be defined within a day, e.g. Monday 9:00AM to 12:59PM and Monday 2:00PM to 5:00PM etc...

Example: 3 intervals for Monday and 1 interval for other days.



Week Day	Start Time (24 hour)	End Time (24 hour)	
Monday	09:00	12:59	+
Monday	14:00	17:00	+ -
Monday	18:00	21:00	+ -
Tuesday	9:00	21:00	+ -
Wednesday	9:00	21:00	+ -
Thursday	9:00	21:00	+ -
Friday	9:00	21:00	+ -

More than 3 intervals can be defined within a day. However, a maximum of 24 intervals are shared between all days with some days having fewer number of intervals than others as seen from sample image above. Each access schedule can be shared and linked to certain doors

1. Click  **Access Schedule** from the control panel.

Access Schedule Name

Search

Access Schedule Name	Index	Manage
24/27	1	Edit

[Add New](#)

[Delete](#)

- Click **Add New**. Enter schedule name.

Access Schedule Name

Week Day	Start Time (24 hour)	End Time (24 hour)	
Sunday Sunday Monday Tuesday Wednesday Thursday Friday Saturday Holiday	00:00	00:00	+
			Mon-Fri Sun-Thu Save Back

- To speed up the process, select the first day of the week e.g. Monday and press the button Mon-Fri to generate 5 rows starting from Monday ending on Friday.

Week Day	Start Time (24 hour)	End Time (24 hour)	
Monday	09:00	17:00	+
Tuesday	09:00	17:00	+ -
Wednesday	09:00	17:00	+ -
Thursday	09:00	17:00	+ -
Friday	09:00	17:00	+ -

- Enter the start time and end time, both in 24-hour format for each day. If necessary, use the + and the - button to add or remove a row of schedule.

Note: Multiple intervals can be defined within a day as seen in the sample image below.

Week Day	Start Time (24 hour)	End Time (24 hour)	
Monday	09:00	12:59	+
Monday	14:00	17:00	+ -
Monday	18:00	21:00	+ -
Tuesday	9:00	21:00	+ -
Wednesday	9:00	21:00	+ -
Thursday	9:00	21:00	+ -
Friday	9:00	21:00	+ -

- Click **Save** to save the access schedule.

Step 5. Access Profile Definition

Access profile specifies certain readers to which a group of cardholders are permitted to access within the hours defined in access schedules linked to those readers. All cardholders assigned to a certain profile will inherit all access permissions defined for that profile.

Profile Name

Profile Name	Manage
☐ Office Staff	Edit
☐ Management	Edit

1. Click Add New.

Note: To edit an existing profile select it and click **Edit**

Name

Profile Name

Access

Reader Name	Access Schedule Name
☐ Front Door	No Access

No Access
24/27
Mon-Fri (9AM-5PM)

2. Enter a profile name e.g. Staff, Accounting, Manager etc...
3. Select reader(s) for which this profile is permitted to access and select an access schedule to assign to each selected reader and click **Apply**. Any reader with No Access schedule assigned will be prohibited access. Readers can share the same access schedule or have individualized access schedules. Click **Save**.

Step 6. Authorized User Definition

Cardholders or authorized users must be defined and assigned to an access profile in order to gain access to permitted readers.

1. Click  **User** from the control panel.

First Name

Card Identifier

ID Number

Field

Last Name

System Code

Raw Format

Sorting By

First Name

Search

☐	User Name	Card Identifier	Profile Name	Manage
☐	Support,Cansec	1476808016	24/7	Edit
☐	Dawber,Fred	1476963784	Management	Edit
☐	Weber,James	1472150602	Management	Edit
☐	Scarfone,Joe	1468888493	Accounting	Edit
☐	Doe,John	1477024946	Accounting	Edit
☐	Nguyen,Minh	1474121298	Management	Edit
☐	Sipura,Richard	1472831902	Management	Edit

Add New

Delete

2. Click **Add New**. Enter First Name, Last Name and enter unique identifier e.g. employee ID or Social Insurance Number etc... Alternatively, click **Create** to create a unique identifier. It is not a credential number.

Identification

First Name

Last Name

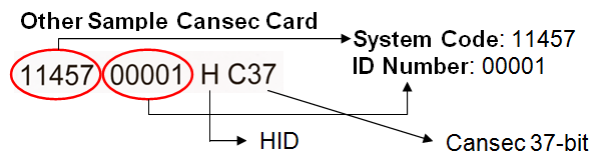
Card Identifier

Create

3. Each user can have up to 5 credentials. Select a credential e.g. Credential1 and select an appropriate format. *For Raw Wiegand it will be incorporated in the future*

with a reader attached to the computer to read raw data and output it on the screen. However, for now the card can be presented at the reader mounted at any door and the information will be shown on the screen. Right click on that entry to add that card to the database. Other formats must have System Code/Facility Code, ID Number to be entered. If necessary repeat the same steps for Credential2 and so on. Each credential can be deleted individually.

Note: Credentials should be obtained from an authorized dealer.



ID

Credential: Credential1

Credential Format:

- ☒ Raw Wiegand
- ☐ 26 Bit Wiegand
- ☐ 37 Bit Cansec
- ☐ 48 Bit Corporate 1000
- ☐ 35 Bit Corporate 1000

System Code:

ID Number:

Raw Format:

No. Of Bits:

Delete

Credential1
Credential2
Credential3
Credential4
Credential5

4. Enter the Date and Time for when the credential is to be activated and Date and Time for when the credential is to be expired.

Date	
Date Valid From	7/30/2018
Time Valid From (24 hr.)	00:00
Date Valid Until	7/30/2028
Time Valid Until (24 hr.)	00:00

- Active
- Inactive
- Lost
- Stolen
- Destroyed

- Select the Credential Status _____ and Profile to assign to this user or cardholder. For new card, the status should be set to Active and the Profile must be set to a valid profile. Leaving the profile as No Access will prohibit the card from accessing any reader.

Access	
Credential Status	Active
Profile	No Access
Reader Name	Access Schedule Name
Reader1	No Access
Reader 2	No Access
Reader 3	No Access
Reader 4	No Access

- Special options allow administrator to designate a user as a handicap user or a user with unlock privilege or a user with no special option at all. **Handicap** user will have the lock unlocked for an extended period of time while having the door operator activated (*required multi-function relay to be set to Handicap Operator. See Reader Definition section*). **Unlock Privilege** allows a user to double-swipe his/her credential at a reader to cause the lock to stay unlocked and another double-swipe again will cause the lock to re-lock. *This unlock privilege should be used with care and should be assigned only when needed. It is useful in a situation where a manager*

or supervisor is required to double-swipe to unlock the door for employees to get in and double-swipe again to relock the door at the end of the day. Even without double-swipe assigned, a valid user will be able to get access granted with a single swipe. For regular user **No Special Option** should be used.

Special

☒ No Special Option

☐ Handicap

☐ Unlock Privilege

7. Enter information on the following fields.

Fields

Phone

Email

Employee#

Parking Lot#

Car License Plate

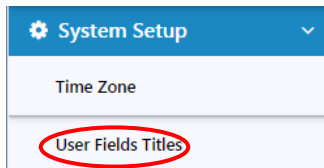
Address 1

Address 2

City

Province/State

Postal/Zip Code

Note: If necessary select  from the control panel and modify field titles accordingly before creating user record or after user record is saved.

Field 1	Phone	☒
Field 2	Email	☒
Field 3	Employee#	☒
Field 4	Parking Lot#	☒
Field 5	Car License Plate	☒
Field 6	Address 1	☒
Field 7	Address 2	☒
Field 8	City	☒
Field 9	Province/State	☒
Field 10	Postal/Zip Code	☒

Update

8. Optionally, enter notes for this user.

Notes

Notes

9. Click **Save** **Back** to save all information for this user.

10. Click **Event** from the control panel to view all controller related events and administrative events. *See image below for more information.*

Date & Time	Event	Name	ID	Credential	Format	Operator	Location
07/30/2018 08:32:04 AM	Card Validate - Schedule 1	Dawber,Fred	1469867818	11457:21462	37	Admin	Front Door
07/30/2018 06:19:16 AM	Access Schedule 2 Updated					Admin	Main Office
07/30/2018 05:23:05 AM	Access Schedule 1 Updated					Admin	Main Office

Other Schedules and Options

UNLOCK SCHEDULES

There are 255 unlock schedules available. Unlock schedules are used to automatically unlock and relock readers/locks during specified time. Readers that do not have unlock schedules assigned will not be affected. By default readers/locks are locked all the time.

1. Click  **Unlock Schedule** from the control panel.

Unlock Schedule Name

Unlock Schedule Name	Manage
Daily 8:30 AM - 5PM (M-F)	Edit

2. You can assign existing schedules to readers or click **Add New** to create a new schedule.
3. Enter name for the schedule e.g. Unlock Mon-Fri 9AM-5PM or something meaningful and easy to indentify between schedules.

Unlock Schedule Name

Week Day	Start Time (24 hour)	End Time (24 hour)	
Sunday	00:00	00:00	+

4. Select a single day and enter start and end time. If it's for a whole weekday then select Monday on the column Week Day and click  button to populate 5 rows starting from Monday ending on Friday.

Unlock Schedule Name

Week Day	Start Time (24 hour)	End Time (24 hour)	
Monday	08:30	17:00	+
Tuesday	08:30	17:00	+ -
Wednesday	08:30	17:00	+ -
Thursday	08:30	17:00	+ -
Friday	08:30	17:00	+ -

5. Enter start and end time for each day accordingly
6. Click **Save**.
7. To assign an unlock schedule to a reader, edit a desired reader, (*see Reader Definition section*), and assign an appropriate unlock schedule to it. Otherwise, select **None** if not using unlock schedule.

The screenshot shows a web interface for configuring an unlock schedule. The main heading is 'Unlock Schedule'. Below it, there's a section with the same heading. Inside this section, there's a dropdown menu currently showing 'None'. Below the dropdown is a checkbox labeled 'Execute After First Card Use Only'. At the bottom right of the interface are two buttons: 'Save' (highlighted with a red circle) and 'Back'.

8. Optionally, to ensure that the lock will not unlock as scheduled but instead waits for the first user to use his/her credential before executing the assigned unlock schedule, select **Execute After First Card Use Only**. This feature is useful in situation where you want the lock to automatically unlock only when at least one person is present. Leaving the option unselected will enable the schedule to be executed as scheduled.
9. Click **Save**.

HOLIDAY SCHEDULES

There are 100 holiday sets available. Each set contains a maximum of 40 holidays. All or some panels can share the same holiday set while others may have different sets of holiday. *Example, panel 1 assigned to **Holiday Set 1** which has holidays defined in June and July and panel 2 assigned to **Holiday set 2** which has holidays defined only in December.*

1. Click  **Holiday** from the control panel.

Holiday Set Name

[Search](#)

Holiday Set Name	Manage
Holiday 1	Edit Name Edit Schedule

[Add New](#) [Delete](#)

- You may assign existing Holiday Set or create a new one. Click **Add New** to create new set.

[Holiday Set](#) / Holiday Set Define

Holiday Set Name

[Save](#) [Back](#)

- Enter a schedule name e.g. Holiday Set 3.
- Click **Save**.

	Holiday Set Name	Manage
☐	Holiday 1	Edit Name Edit Schedule
☐	Holiday Set 3	Edit Name Edit Schedule

- Select Holiday Set 3 from the list and click **Edit Schedule**
- Click **Add New**.

Holiday Schedule Name

[Search](#)

[Add New](#) [Delete](#) [Back](#)

- A Holiday is not restricted to an individual day and may span intervals less than or greater than a single day. It can start at any time within the day and end in the same day or a different day at a different time. For example, consider the case of a company which shuts down for a week at noon on December 24th until January 1st of the New Year. This would be accommodated using a holiday start date of December 22th at 12:00PM until January 1st at 23:59PM

Holiday Name	Christmas Break
Holiday Start Date	12/24/2018
Holiday Start Time (24 hour)	12:00
Holiday End Date	01/01/2019
Holiday End Time (24 hour)	23:59

[Save](#) [Back](#)

8. Enter a name for the holiday, start date, start time, end date, end time and click **Save**.
9. To assign a schedule set to a panel, simply edit the panel setting, (see **Panel Definition** section), and assign an appropriate holiday set to the panel and click **Save**.

Panel Definition

Panel Name	Main Office
Mac Address	B827
Serial Id	0080BA
Board Configuration	4 Doors, No Inputs, No Outputs
Holiday Schedule	Holiday 1

SCHEDULED COMMAND

Scheduled commands are optional on-board commands used to execute selected commands based on custom defined schedules that are quite flexible.

1. Click [> Scheduled Command](#) from the control panel.

Schedule Command Name Reader

Command

2. Select **Add New** to add new scheduled command.

Command

Schedule Command Name

Reader

Command

When

Command Occurrence

Enter When

☒ Execute on Holiday

3. Enter the name e.g. “Relock at 6PM Daily” then select the appropriate reader and one of the associated commands.
4. Select command occurrence e.g. Every Hour, Every Day etc... and when it will occur and click **Save**.

Every Hour
Every Day
Once a Week
Once a Month
Monday to Friday
Saturday and Sunday
Once Only
From - To

Note: In this example, we need the front door to be relocked daily at 6PM regardless. Consider the case where the unlock schedule unlocks the door at 8AM then relocks at 5PM, but after 5PM some authorized personnel logged in the system, unlocked the door manually and forgot to relock. The scheduled command will come in handy to relock the door at 6PM. The scheduled commands work independently of any other schedules, and can optionally be set to execute on holiday.

HOST SCHEDULE

Host schedules are defined on the Cloud Lock server. They are primarily used to execute alarm notifications through emails when certain events occurred from the panels. See **Alarm Notification** section for more information.

1. Click  **Host Schedule** from the control panel.

Host Schedule Name

☐	Host Schedule Name	Manage
☐	Sat-Sun 11AM-3PM	Edit

2. Click **Add New** to create new schedule.

Host Schedule Name

Week Day	Start Time (24 hour)	End Time (24 hour)	
Sunday	00:00	00:00	+

3. Enter a meaningful name for the host schedule name and select the day of the week and enter start time and end time. To add additional day click + button. To remove the day click - button. See example below.

Host Schedule Name

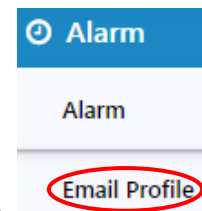
Week Day	Start Time (24 hour)	End Time (24 hour)	
Saturday	11:00	15:00	+
Sunday	11:00	15:00	-

4. Alternatively, select Monday as the start day of the week then enter start time and end time and click **Mon-Fri** button to generate 5 rows starting from Monday ending on Friday.
5. Click **Save** when done.

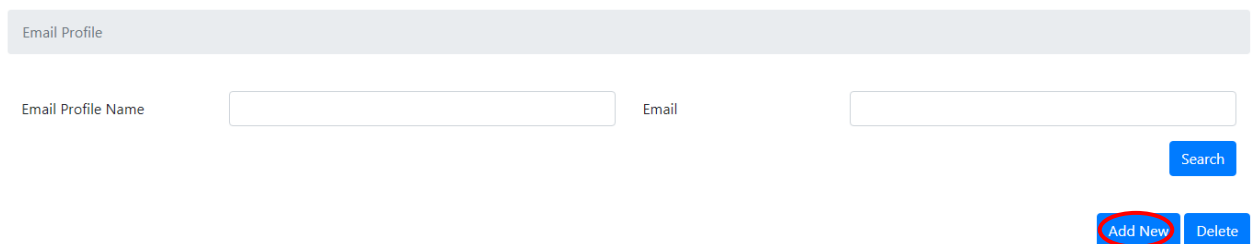
ALARM NOTIFICATION

Whenever **Access Denied Not In DB**, **Access Denied**, **Forced Entry**, **Held Open** or **No Connection** events occur, alarm notification emails are sent out, based on specified time in a host schedule, to all defined email address.

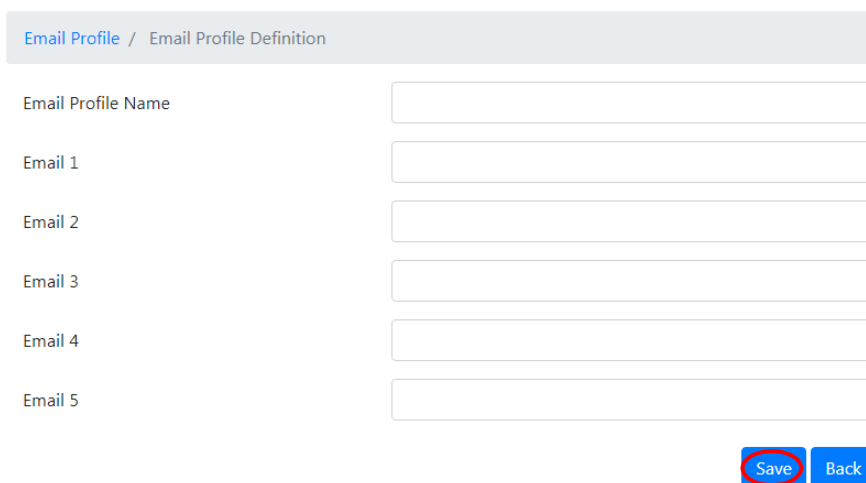
1. Click  from the control panel.

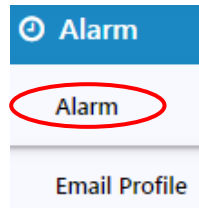


2. If not already created email profile then select **Email Profile**.
Email profiles are used to create different groups of email addresses with each group having a maximum of 5 email addresses as alarm notification recipients. *Example, one group will receive notification between 8:00 AM and 11:59 AM, and another group will receive notification between 12:00 PM and 7:00 PM.*

A screenshot of a web form titled 'Email Profile'. It has two input fields: 'Email Profile Name' and 'Email'. To the right of the 'Email' field is a 'Search' button. Below the search area are two buttons: 'Add New' (circled in red) and 'Delete'.

3. Click **Add New** to add a new email profile. Enter the name for the group e.g. Security or Managers etc...Enter email addresses then click **Save** when done.

A screenshot of a web form titled 'Email Profile / Email Profile Definition'. It contains several input fields: 'Email Profile Name', 'Email 1', 'Email 2', 'Email 3', 'Email 4', and 'Email 5'. At the bottom right, there are two buttons: 'Save' (circled in red) and 'Back'.



4. Select **Alarm** to access alarm notification definition page.
5. Click **Add New** to create new alarm notification.

The header of the 'Alarm' page is a grey bar with the word 'Alarm' on the left. Below it, there are input fields for 'Alarm Name', 'Host Schedule', and 'Email Profile'. To the right of these fields is a 'Search' button. At the bottom right, there are two buttons: 'Add New' (circled in red) and 'Delete'.

6. Enter a name for the Alarm e.g. "Access Denied".

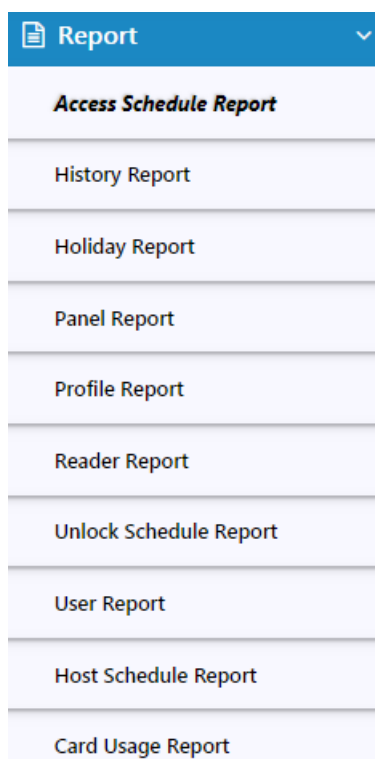
The main form for defining an alarm. It contains several sections: 'Alarm Name' with a text input field; 'Host Schedule' with a dropdown menu showing 'Sat-Sun 11AM-3PM'; 'Email Profile' with a dropdown menu showing 'Support'; and a checkbox labeled 'Enabled' which is checked. Below these are two sections: 'Readers' with checkboxes for 'Front Door' and 'Back Door'; and 'Events' with checkboxes for 'Access Denied Not in DB', 'Access Denied', 'Forced Entry', 'Held Open', and 'No Connection'. At the bottom right, there are two buttons: 'Save' (circled in red) and 'Back'.

Access Denied Not In DB	Access denied, user is not defined in the database
Access Denied	Access denied due to time permitted in access schedule or not permitted at all to access certain doors.
Forced Entry	Door is forced open without valid access.
Held Open	Door is held open for too long.
No Connection	No connection from a panel to Cloud Lock server.

7. Select pre-defined host schedule, email profile and select **Enabled** to activate this alarm definition.
8. Select preferred readers and select one or more events to associate to those readers.
9. Click **Save** when done.

Report

Cloud Lock provides a report generation tool for several kinds of reports. The report can be displayed and exported or saved to three (3) different formats Excel, Pdf and Word. Report can be accessed from the control panel.



ACCESS SCHEDULE REPORT

1. From the **Report** menu, click **Access Schedule Report** and click **Report**.

Navigation: 1 of 1 Find | Next

Access Schedule Report

Excel PDF Word 

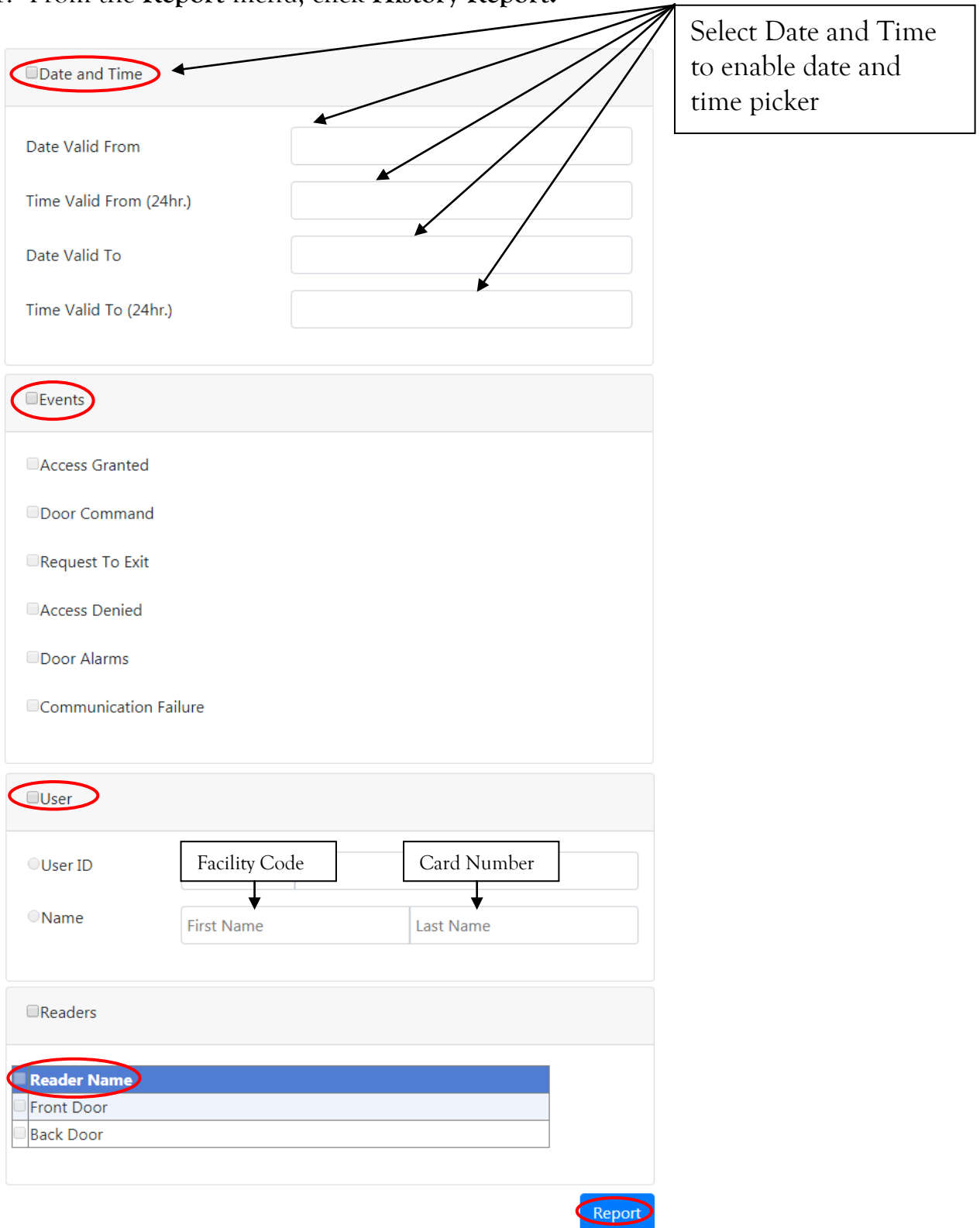
	Access Schedule Name	Week Day	Start Time	End Time
1	24/27	Monday	00:00	23:59
		Tuesday	00:00	23:59
		Wednesday	00:00	23:59
		Thursday	00:00	23:59
		Friday	00:00	23:59
		Saturday	00:00	23:59
		Sunday	00:00	23:59
2	Mon-Fri (9AM-5PM)	Monday	09:00	17:00
		Tuesday	09:00	17:00
		Wednesday	09:00	17:00
		Thursday	09:00	17:00
		Friday	09:00	17:00

31/07/2018 7:40:25 AM Page 1 of 1

2. Select preferred format (Excel, Pdf, Word) and location to save the report to.

HISTORY REPORT

1. From the **Report** menu, click **History Report**.



The screenshot displays the 'History Report' configuration interface. A callout box on the right, titled 'Select Date and Time to enable date and time picker', has arrows pointing to the 'Date and Time' checkbox and the four date/time input fields. The 'Date and Time' checkbox is circled in red. Below this, the 'Events' section has its checkbox circled in red, followed by a list of event types: Access Granted, Door Command, Request To Exit, Access Denied, Door Alarms, and Communication Failure. The 'User' section has its checkbox circled in red, with options for 'User ID' and 'Name'. 'User ID' is further divided into 'Facility Code' and 'Card Number', while 'Name' is divided into 'First Name' and 'Last Name'. The 'Readers' section has its checkbox circled in red, with a table listing 'Reader Name', 'Front Door', and 'Back Door'. The 'Reader Name' row is highlighted in blue and circled in red. A blue 'Report' button is circled in red at the bottom right.

☐ Date and Time

Date Valid From

Time Valid From (24hr.)

Date Valid To

Time Valid To (24hr.)

☐ Events

- ☐ Access Granted
- ☐ Door Command
- ☐ Request To Exit
- ☐ Access Denied
- ☐ Door Alarms
- ☐ Communication Failure

☐ User

☐ User ID

Facility Code Card Number

☐ Name

First Name Last Name

☐ Readers

Reader Name
☐ Front Door
☐ Back Door

Report

2. Select preferred filters to generate report based on those filters or leave all options unchecked to generate a full report. Click **Report**. A full report may take some times to finish since it contains all events for all readers/doors.

1 of 1 Find | Next

History Report								
	Date & Time	Event	Name	ID	Credential	Format	Operator	Location
1	07/31/2018 07:18:53 AM	Unlock Schedule 'None' Updated					Admin	Back Door
2	07/31/2018 07:18:52 AM	Reader Configuration Updated					Admin	Back Door
3	07/30/2018 08:32:04 AM	Card Validate - Schedule 1	Dawber, Fred	1469867818	11457:21462	37	Admin	Front Door
4	07/30/2018 06:19:16 AM	Access Schedule 2 Updated					Admin	Main Office
5	07/30/2018 05:23:05 AM	Access Schedule 1 Updated					Admin	Main Office
6	07/30/2018 03:15:31 AM	Reader Lockout Off					Admin	Front Door
7	07/30/2018 03:14:27 AM	Reader Lockout					Admin	Front Door
8	07/30/2018 03:14:20 AM	Reader Relocked					Admin	Front Door
9	07/30/2018 03:13:25 AM	Reader Unlocked					Admin	Front Door
10	07/30/2018 03:10:02 AM	Unlock Schedule 'None' Updated					Admin	Front Door

3. Select preferred format (Excel, Pdf, Word) and location to save the report to.

HOLIDAY REPORT

1. From the Report menu, click **Holiday Report**.

Holiday Report

Holiday Set Holiday Set 3

Report

2. Select preferred Holiday Set and click **Report**

1 of 1 Find Next			
Holiday Report Holiday Set: Holiday Set 3			
	Holiday	Holiday Start Date	Holiday End Date
1	Christmas Break	24/12/2018 12:00:00 PM	01/01/2019 11:59:00 PM
31/07/2018 8:21:59 AM Page 1 of 1			

3. Select preferred format (Excel, Pdf, Word) and location to save the report to.

PANEL REPORT

1. From the **Report** menu, click **Panel Report** and click **Report**.

1 of 1 Find Next					
Panel Report					
	Panel	Mac Address	Serial Id	Board Configuration	Holiday Set
1	Main Office	B827E...	0080BA	4 Doors, No Inputs, No Outputs	Holiday 1
31/07/2018 8:23:56 AM Page 1 of 1					

2. Select preferred format (Excel, Pdf, Word) and location to save the report to.

PROFILE REPORT

1. From the **Report** menu, click **Profile Report** and click **Report**.

Navigation: 1 of 1 Find | Next 

Profile Report					
	Profile	Reader		Access Schedule	
1	Office Staff	Front Door		Mon-Fri (9AM-5PM)	
		Back Door		No Access	
2	Management	Front Door		24/27	
		Back Door		No Access	

31/07/2018 8:26:28 AM Page 1 of 1

2. Select preferred format (Excel, Pdf, Word) and location to save the report to.

READER REPORT

1. From the **Report** menu, click **Reader Report** and click **Report**.

Navigation: 1 of 1 Find | Next 

Reader Report							
	Reader	Panel	ReaderId	MultiFunction Relay	Unlock Schedule		
1	Front Door	Main Office	1	Alarm Shunt Output	None		
2	Back Door	Main Office	2	Alarm Shunt Output	None		

31/07/2018 8:27:58 AM Page 1 of 1

2. Select preferred format (Excel, Pdf, Word) and location to save the report to.

UNLOCK SCHEDULE REPORT

1. From the **Report** menu, click **Unlock Schedule Report** and click **Report**.

Navigation: 1 of 1 Find | Next 

Unlock Schedule Report



	Unlock Schedule Name	Week Day	Start Time	End Time
1	Daily 8:30 AM - 5PM (M-F)	Monday	08:30	17:00
		Tuesday	08:30	17:00
		Wednesday	08:30	17:00
		Thursday	08:30	17:00
		Friday	08:30	17:00

31/07/2018 8:29:12 AM Page 1 of 1

2. Select preferred format (Excel, Pdf, Word) and location to save the report to.

USER REPORT

1. From the **Report** menu, click **User Report**.

☐ Card Range

☐ Card Identifier

To

☐ Card Number

To

↑

↑

☐ Profile

Facility Code

Card Number

Profile

No Access

☐ Status

Status

Active

☐ Special

☐ Handicap

☐ Unlock Privilege

☐ Card Expired

☐ All Expired Card

☐ Match

Phone

☐ Card Usage

☐ Card never used at any selected reader

☐ Card used at one or more selected readers

Starting Date

Ending Date

☒ Reader Name

☐ Front Door

☐ Back Door

2. Select preferred filters or leave all filters unchecked for a full report. Click **Report** to generate report.

1 of 1 Find | Next 

User Report											
	Name	ID	Credential1	Credential2	Credential3	Credential4	Credential5	Profile	Status	Validate Date	Void Date
1	Dawber, Fred	1469867818	11457:21462	0	0	0	0	Management	Active	07/30/2018 00:00	07/30/2028 00:00

31/07/2018 9:07:13 AM Page 1 of 1

3. Select preferred format (Excel, Pdf, Word) and location to save the report to.

HOST SCHEDULE REPORT

1. From the **Report** menu, click **Host Schedule Report** and click **Report**.

1 of 1 Find | Next 

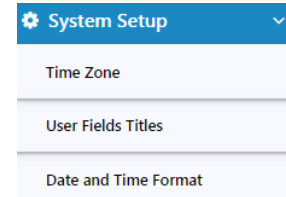
Host Schedule Report				
	Host Schedule	Week Day	Start Time	End Time
1	Sat-Sun 11AM-3PM	Saturday	11:00	15:00
		Sunday	11:00	15:00

31/07/2018 9:08:31 AM Page 1 of 1

2. Select preferred format (Excel, Pdf, Word) and location to save the report to.

System Setup

System setup provides options to set up time zone and tiles for the user fields.



TIME ZONE AND DAYLIGHT SAVING TIME

1. Click **Time Zone** from the **System Setup** menu of the control panel.

Time Zone

☐ Automatically adjust clock for Daylight Saving Time



2. Select preferred time zone and if necessary select **Daylight Saving Time** option.

USER FIELD TITLES

1. Click **User Field Titles** from the **System Setup** menu of the control panel.

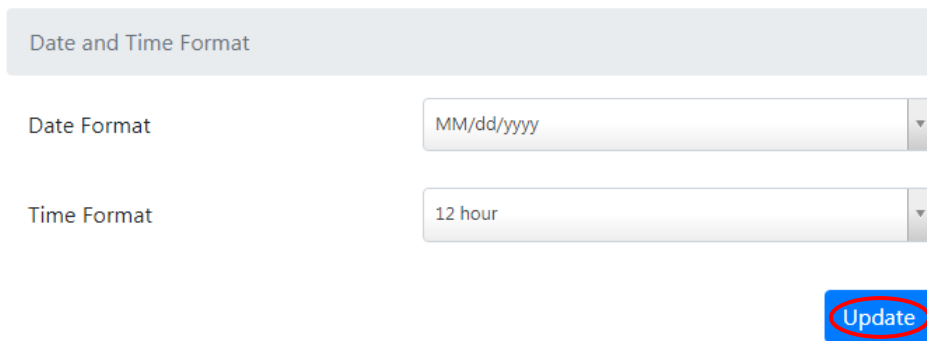
User Fields Titles		
Field 1	Phone	☒
Field 2	Email	☒
Field 3	Employee#	☒
Field 4	Parking Lot#	☒
Field 5	Car License Plate	☒
Field 6	Address 1	☒
Field 7	Address 2	☒
Field 8	City	☒
Field 9	Province/State	☒
Field 10	Postal/Zip Code	☒



2. Enter preferred name for each fields and lick **Update** to save.

DATE AND TIME FORMAT

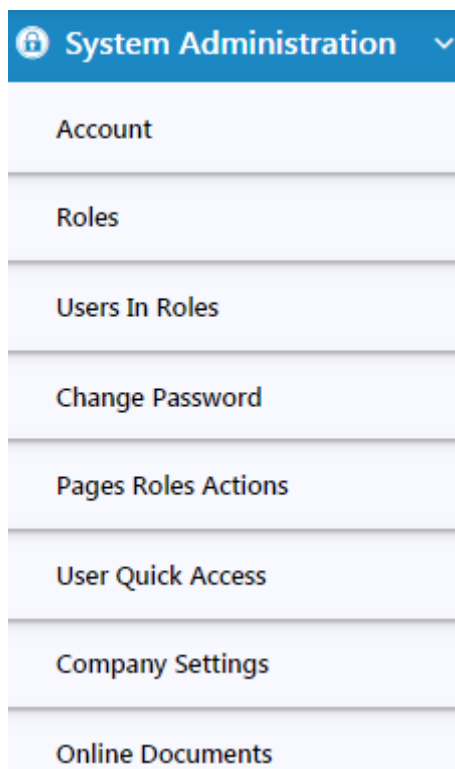
1. Click **Date and Time Format** from the **System Setup** menu of the control panel.



2. Select a preferred date and time format and click **Update** to save.

System Administration

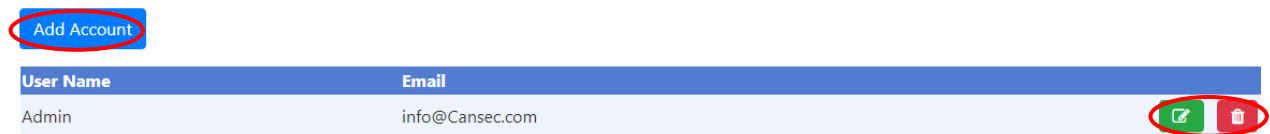
System Administration provides options to manage administrative functions



Account	Operator accounts who login and manage the system
Roles	Specifying permitted actions performed by operators. Example of Role: Admin, Staff, IT, Accounting.
Users In Roles	Operators that are a member of a Role .
Change Password	Change the password of the current logged in operator.
Pages Roles Actions	Specifying menus in the control panel that can be <i>Queried</i> , <i>Added</i> , <i>Updated</i> , <i>Deleted</i> and <i>Printed</i> by a Role .
User Quick Access	Specifying shortcuts to menu items in the control panel.
Company Settings	Settings for company email and company logo.
Online Documents	Operator guide for Cloud Lock

ACCOUNT

1. Click **Account** from **System Administration** menu of the control panel.



2. Click **Add Account** to create a new account. **Note:** To edit (modify password, email) or delete an account, click *Edit* or *Delete* icon accordingly.
3. Enter user name, email address, password, confirm password and click **Register**.

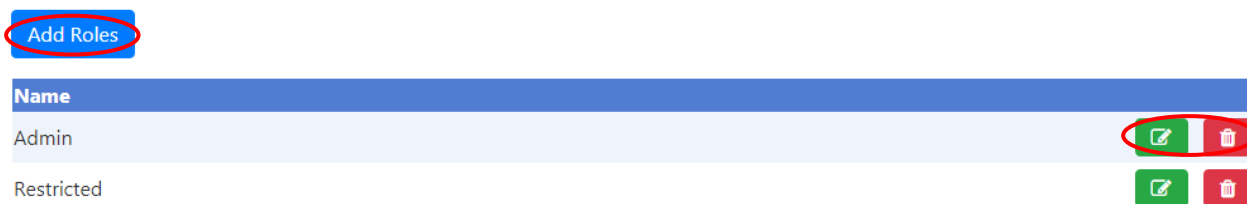
Create a new account

User Name	
Email	
Password	
Confirm password	
	Register Cancel

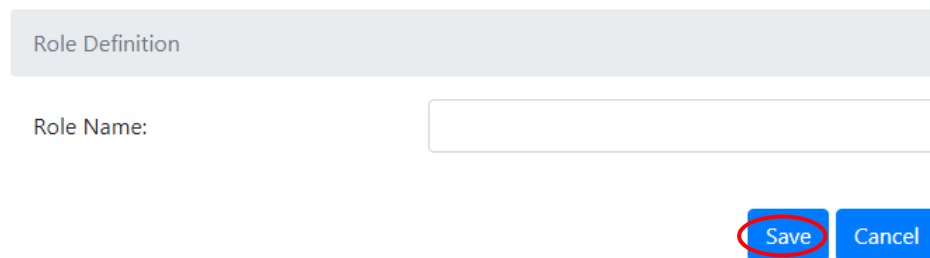
4. To assign user or operator to a role, proceed to **Users In Roles** section.

ROLES

1. Click **Roles** from **System Administration** menu of the control panel.



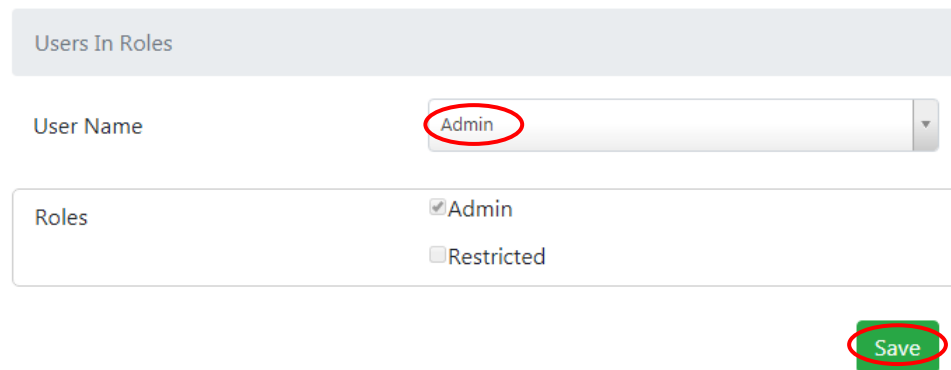
2. Click **Add Roles** to create a new role. **Note:** Click *Edit* or *Delete* icon to edit or delete a role accordingly.
3. Enter a name for the role e.g. Security Staff



4. Click **Save** to save the role.
5. To assign permissions to this role proceed to **Pages Role Actions**.

USERS IN ROLES

1. Click **Users In Roles** from **System Administration** menu of the control panel.



2. Select an operator account from the drop-down list and assign that account to one of the roles by selecting or ticking off the checkbox. Click **Save** when done.

CHANGE PASSWORD

1. Click **Change Password** from **System Administration** menu of the control panel.

Enter your new password

Password

Confirm password

Change

Note: To change password or email of other operators or accounts, an administrator must log in and click Account from System Administration menu of the control panel and proceed to edit desired operator account

2. Enter new password for the current logged in operator and confirm it. Click **Change** to save.

PAGES ROLES ACTIONS

1. Click **Pages Roles Actions** from **System Administration** menu of the control panel.

Pages

Roles

☒ Query ☒ Add ☒ Delete ☒ Update

Save

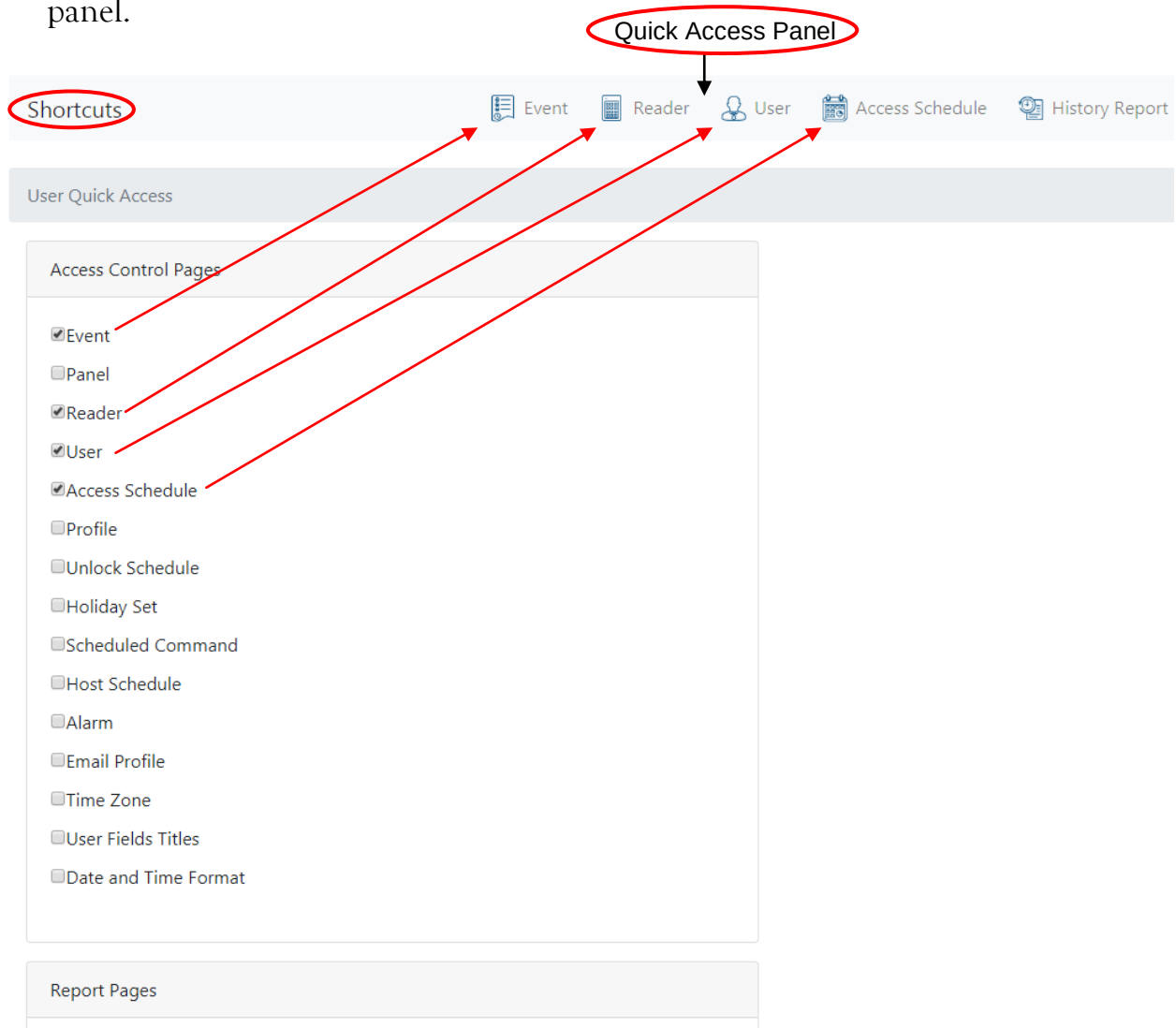
Account

- Account
- Roles
- Users In Roles
- Change Password
- Pages Roles Actions
- Event

2. Select one page at a time from the **Pages** drop-down list and assign permissions (*Query, Add, Delete, and Update*) to a preferred role from the **Roles** drop-down list.
3. If necessary repeat the same steps for other roles.
4. Click **Save** to save settings.

USER QUICK ACCESS

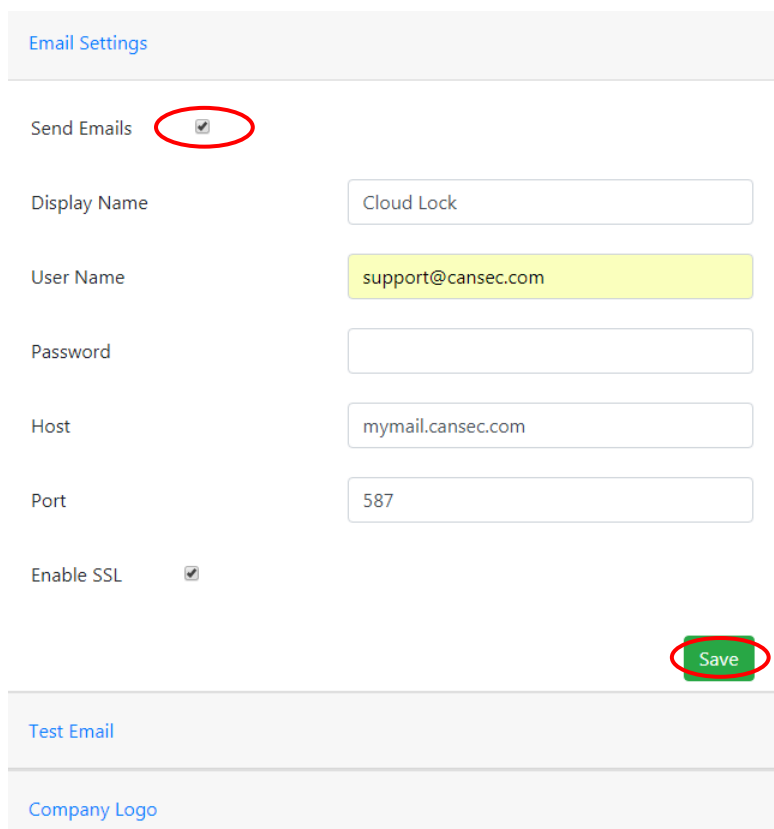
1. Click **User Quick Access** from **System Administration** menu of the control panel.



2. Select preferred pages or menu items to be placed as shortcuts on the **Quick Access Panel**.
3. Click **Save** to save settings.

COMPANY SETTINGS

1. Click **Company Settings** from **System Administration** menu of the control panel. Consult your IT personnel for information about email settings below.



Email Settings

Send Emails ☒

Display Name

User Name

Password

Host

Port

Enable SSL ☒

Save

[Test Email](#)

[Company Logo](#)

2. Click **Email Settings**.
3. Select Send Emails to enable email to be sent from this account. Enter **Display Name**, **User Name**, **Password**, **Host** and **Port**. Select if SSL is used. Click **Save** to save settings.
4. Click **Test Email**. Enter an email address to receive the test email to ensure email settings are correct.



Email

Send Email

5. Click **Company Logo**.

Company Logo

No file chosen


← 73 x 54 pixels

Please upload only image type files (.jpg/.png/.bmp/.gif) and maximum dimension (Width: 73px, Height: 54px)

- Click **Choose File** to select an image for the company logo and click **Save**.
Note: The dimension of the logo must be 73 x 54 pixels.

History Retention and Panel Memory

HISTORY RETENTION

Note: Once a month the system will scan and discard any history entry older than one year.

PANEL MEMORY

The MAP1 control panel holds a maximum of 10,000 events in memory. This is useful in situation where the panel is offline and events cannot be sent to the Cloud Lock server for storing and online viewing or report generating. When 10,000 events have been reached in the panel's memory, new event will replace the oldest event.

VIEW EVENT

Click  **Event** from the control panel to view latest events. The events can be filtered by pre-defined filter and by location.

All Events

- All Events
- Access Granted Events
- Access Denied Events
- Door Alarms Events
- Door Commands Events
- Programming Events

All

- All
- Front Door
- Back Door

Event

All Events

Location

All

Date & Time	Event	Name	ID	Credential	Format	Operator	Location
07/31/2018 07:18:53 AM	Unlock Schedule 'None' Updated					Admin	Back Door
07/31/2018 07:18:52 AM	Reader Configuration Updated					Admin	Back Door
07/30/2018 08:32:04 AM	Card Validate - Schedule 1	Dawber, Fred	1469867818	11457:21462	37	Admin	Front Door
07/30/2018 06:19:16 AM	Access Schedule 2 Updated					Admin	Main Office
07/30/2018 05:23:05 AM	Access Schedule 1 Updated					Admin	Main Office
07/30/2018 03:15:31 AM	Reader Lockout Off					Admin	Front Door
07/30/2018 03:14:27 AM	Reader Lockout					Admin	Front Door
07/30/2018 03:14:20 AM	Reader Relocked					Admin	Front Door
07/30/2018 03:13:25 AM	Reader Unlocked					Admin	Front Door

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