



# CloudACS

## DEALER GUIDE



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# Introduction

The **CloudACS** dealer portal provides a simple interface for the dealer to manage their own access control system as well as viewing, creating and managing their own customers' systems seamlessly.

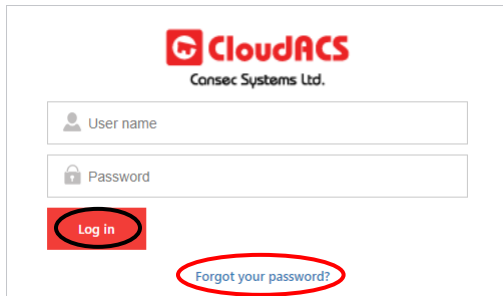
## Over View

The **CloudACS** system administrators collaborate with the dealers and create the dealer accounts for them to log in the **CloudACS** dealer portal for overall system management.

- Dealers create and assign login for their own customer. The created login should be of type admin in order for the customer to be a site administrator to administer their own system.
- The dealers have full administrative privilege on their own customers' systems and may manage the systems on the customers' behalves.
- There is a single site created for each of the customer. However, if a multi-site system is required then the dealers may create additional sites for the customer.
- There can be more than one site administrators. By default all site administrators can view and manage all sites of their own organization. There is no restriction to which site an administrator is allowed to manage. The site administrators can create additional site administrators.
- The site administrators can create and assign certain site users to manage their site only or multiple sites.
- Site administrators and site user can use the web browser or the **CloudACS** phone app to view and manage their sites.
- The web browser and the phone app all connect to the same **CloudACS** server <https://cloudacs.com>
- The web browser allows full site-managing functionalities while the phone app allows simple site-managing functionalities.

# CloudACS Website Login

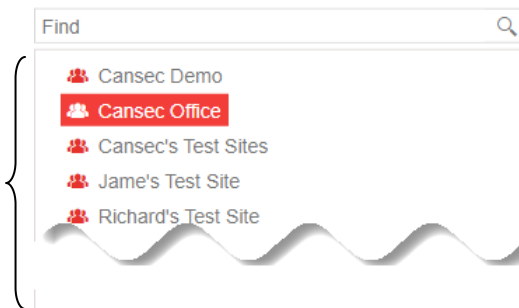
1. From the web browser, enter <https://cloudacs.com>.



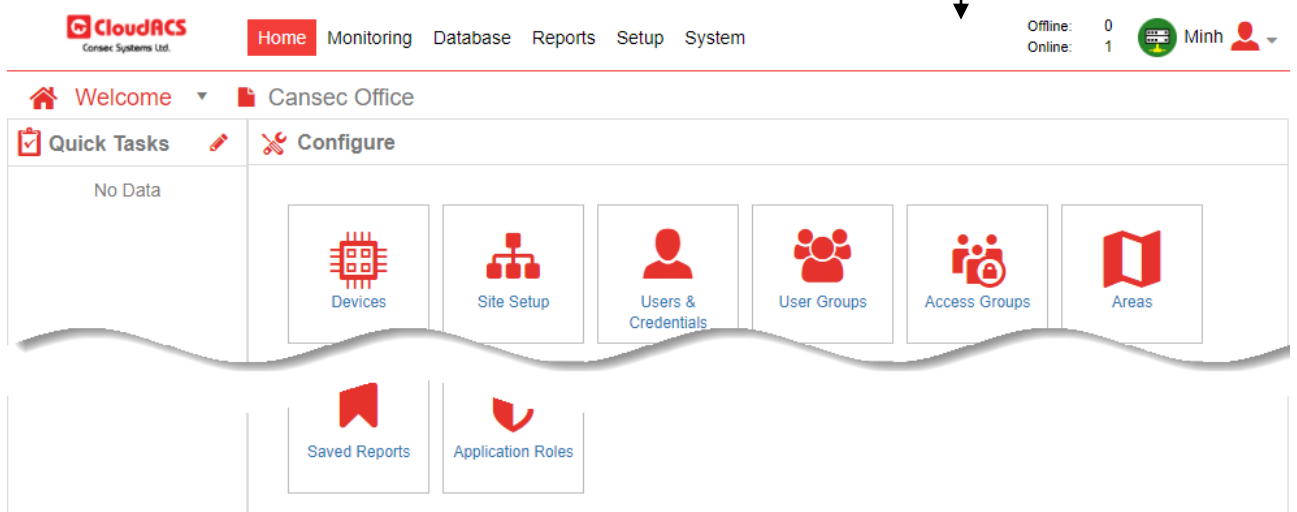
2. Enter your user name and password that were provided from your **CloudACS** dealer. Click Login. **Note:** Only password is case sensitive. If you forget your password, click **Forget Password** to receive a link from your email to reset your password.

3. Select or search your home site and click **Continue**.

Dealer's home site including all the sites of the dealer's customers

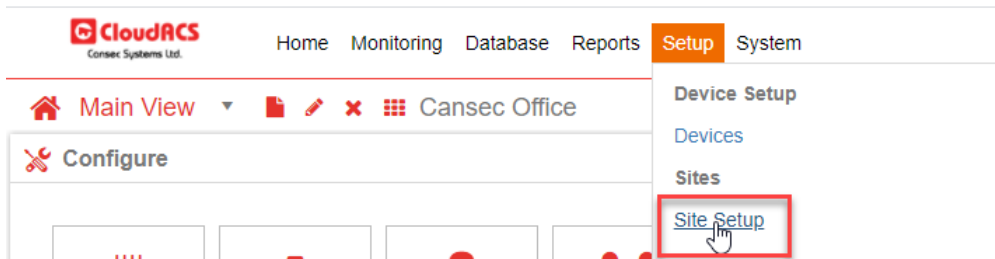


Continue

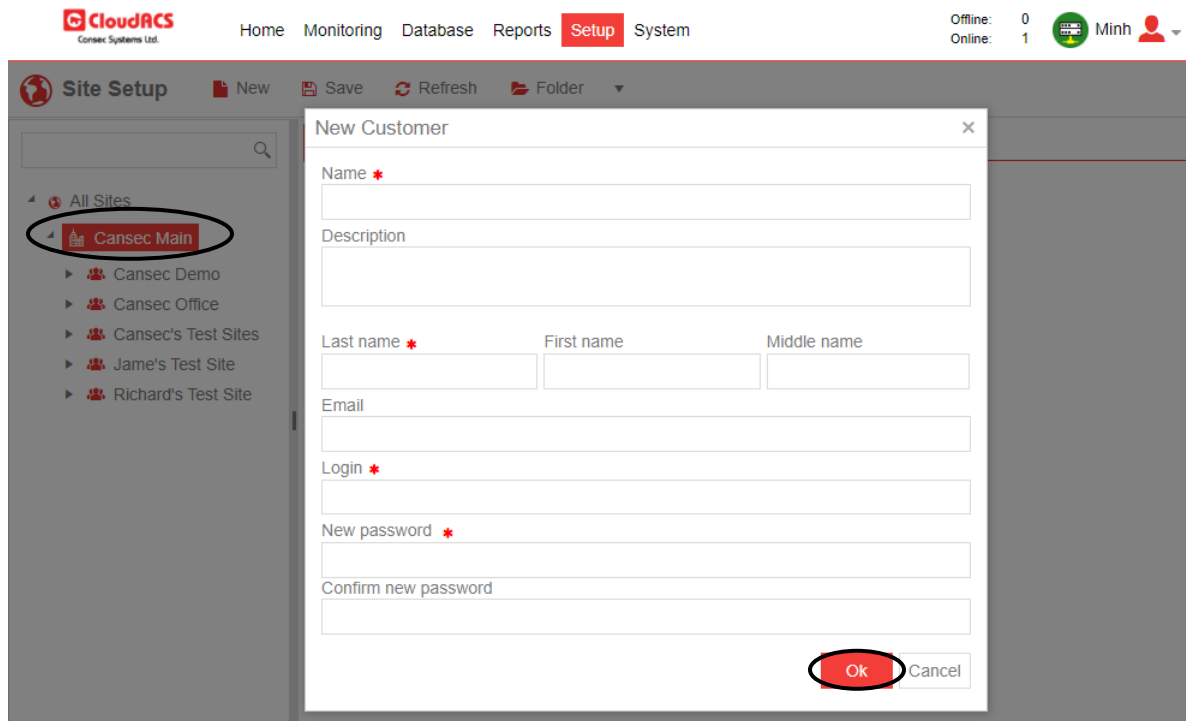


# Customer Account

1. Select Setup->Site Setup.



2. Select your home site then select **New**. Fill in required information and click **OK**.



3. If necessary rename site e.g. ABC HQ and fill in optional description and save it.

The screenshot shows the 'Site Setup' interface. At the top, there are buttons for 'Save' (circled in red), 'Refresh', and 'Delete'. Below this is a search bar and a tree view of sites. The tree view shows a hierarchy: 'All Sites' > 'Cansec Main' > 'ABC Corp' > 'New Site' (highlighted in red). Other sites listed include 'Cansec Demo', 'Cansec Office', 'Cansec's Test Sites', 'Jame's Test Site', and 'Richard's Test Site'. To the right, the 'General' configuration panel is shown with the following fields: 'Name \*' (containing 'New Site'), 'Description' (containing 'Enter description here'), 'Allow Sharing' (checkbox), 'Enabled' (checkbox, checked), and 'Type' (containing 'Customer').

There will be a confirmation prompt when you wish to delete a site

The screenshot shows a confirmation dialog box titled 'Delete ABC HQ?'. It features a red warning triangle icon and the text: 'Warning: Please read the following carefully before proceeding!'. Below this, it asks: 'Are you **ABSOLUTELY** sure? This action **CANNOT** be undone. This will permanently delete the site **ABC HQ**. Deletion includes all the controllers, users, credentials, logs and other entities associated to the data partition. Please type the name of the site to confirm.' There is a text input field for confirmation. At the bottom right, there are two buttons: 'Delete' (red) and 'Cancel' (white).

# Multi-Site System

For a system such as multi-tenant building or an organization that has multiple sites or locations, the dealer can easily create additional sites for the customer.

1. Select the home site of the customer (the parent node) and select **New**.

**Admin Only:**  
Select this option only when you need to reserve a site for the administrators to manage but not the regular users.

2. Enter a name for the site or partition and click **OK**.

**Allow Sharing:**  
Select this option only if resources e.g. doors, users etc... are shared from this site with other sites in the same organization.

**Enabled:** Enable or disable this site. When disabled, no one may login to manage

# Site Management

Log in to <https://cloudacs.com> and select of the site of your customers you wish to manage and click **Continue**. You may select your own site to manage it.

The screenshot shows the CloudACS login page on the left and a search results page on the right. The login page has fields for 'User name' and 'Password', a 'Log in' button, and a 'Forgot your password?' link. The search results page shows a list of sites: 'Cansec Demo', 'Cansec Office' (highlighted), 'Cansec's Test Sites', 'Jame's Test Site', and 'Richard's Test Site'. A 'Continue' button is circled below the search results.

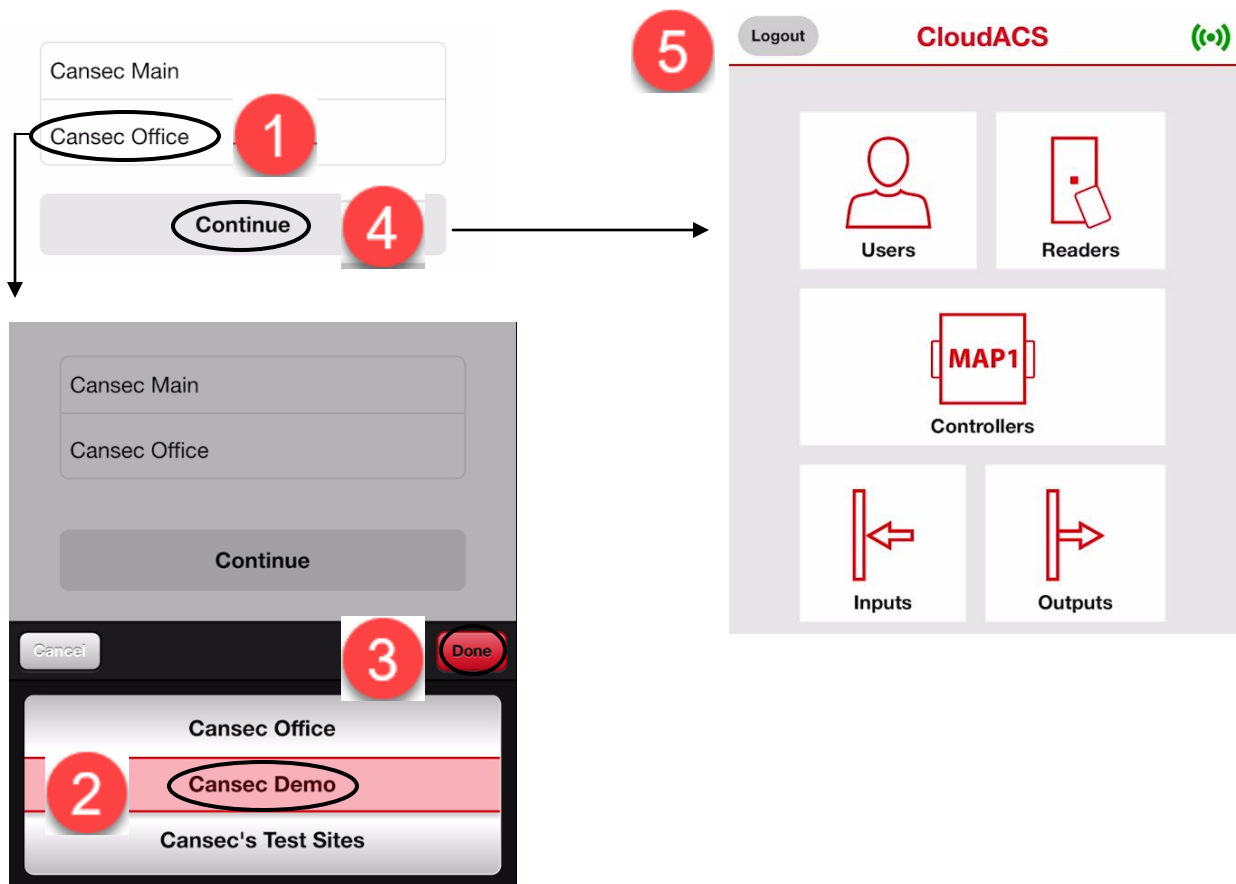
The main interface shows the CloudACS logo and navigation menu: Home, Monitoring, Database, Reports, Setup, System. The user is logged in as 'Minh'. The main content area is titled 'Default View' and 'Cansec's Test Sites'. It features a 'Configure' section with icons for 'Devices', 'Users & Credentials', and 'User Groups'. Below this is a 'Devices' table with columns for Status, Name, Model, Firmware, MAC, IP, and Site. The table shows one device with status 'Online' at 'Site B'. There is also an 'Access Points (Filtered)' table with columns for Status, Name, Address, Area, User, Device, and Site. The table shows one access point with status 'Locked' at 'Site B'. On the right side, there is a 'Quick Tasks' section with items like 'Site B - Grant Access Front Door' and 'Site B - Lockdown On Entire Site'. A 'Events' log on the right shows several events, including 'Controller online Site A's Panel Site A', 'Endpoint connection lost Site A's Panel Site A', and 'Unable to connect to endpoint Invalid device ID B8:27:EB:8C:F1:E4;00809F Site A's Panel Site A'.

Download CloudACS Operator Guide from <https://cansec.com/downloads> for more information



# CloudACS App

Log in to <https://cloudacs.com> from the CloudACS application. Select your home site then select the site you wish to manage and click **Done**. Select **Continue** to manage it.



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