



**SynQ Prox Web App**

**Site Admin Guide**

November 2020

# Table of Contents

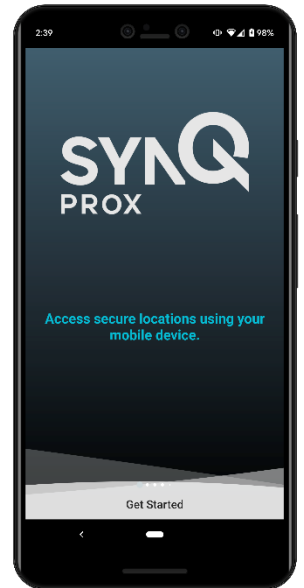
- What is SynQ Prox? ..... - 3 -
- Get Started ..... - 3 -
- Create a User ..... - 4 -
- User Management ..... - 5 -
- Access Groups and Working Hours (Standard and Pro Plans) ..... - 6 -



## What is SynQ Prox?

SynQ Prox is an access control solution that allows individuals to access a secured area using an Android or iOS smart device.

The SynQ Prox Web Portal is where site administrators can manage users and assign mobile credentials.



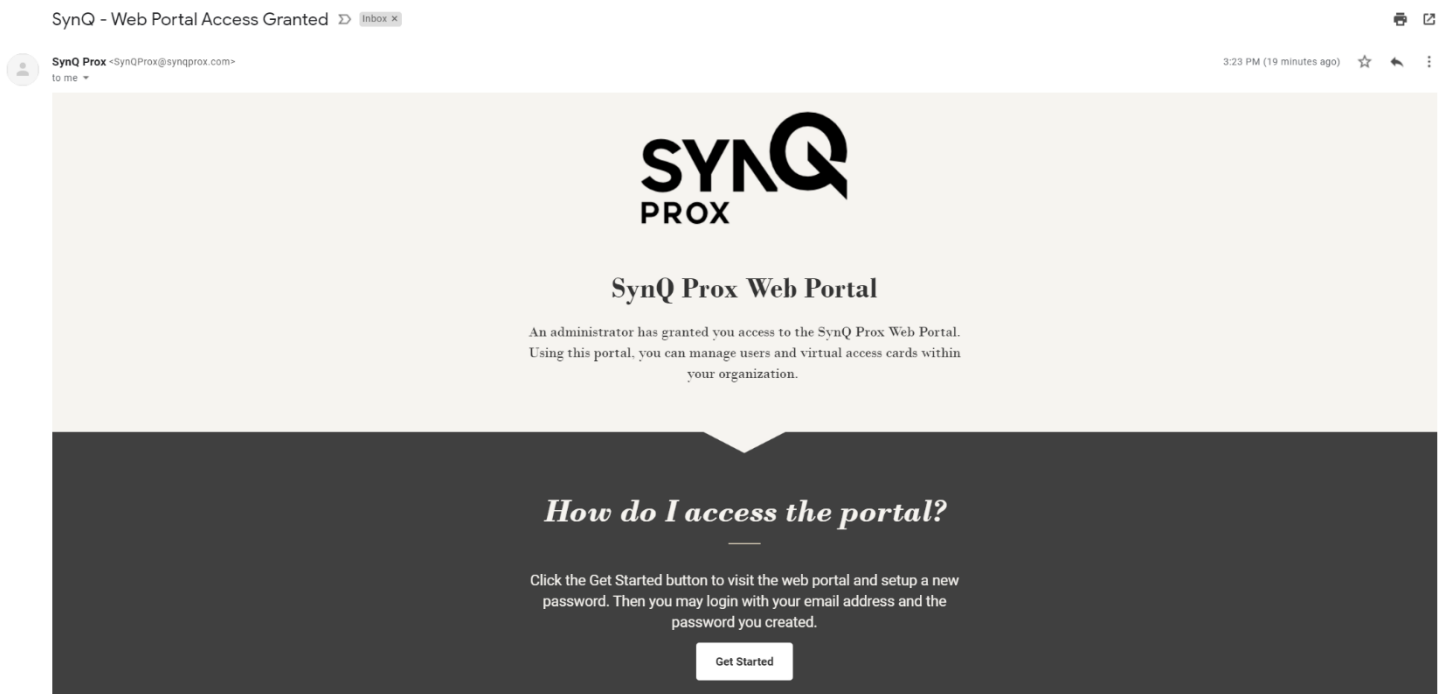
## Get Started

1. You must be invited to use the SynQ Web Portal by an administrator. The web portal can be found at [app.synqprox.com](http://app.synqprox.com).

**Note: If you are using Internet Explorer, some features may not function properly. Please consider using a different browser such as Google Chrome, Mozilla Firefox, Microsoft Edge, etc.**

2. Upon invitation, you will receive an email from SynQ Prox – follow the “Get Started” link in the email to set your password and login.

**Be sure to check your spam folder if you are unable to find the email.**

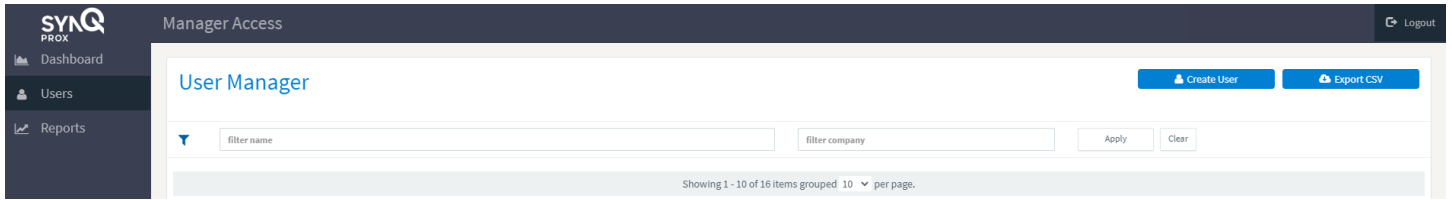


3. Upon login, you will see the Welcome screen. Use the menu items on the left to navigate the web portal.



# Create a User

1. To create a new user, click “Users” on the left menu bar.



2. Click the “Create User” button in the top right corner of the screen.

3. Enter the user’s name and email address.

4. If your organization has a Pro plan, you can assign the user to a particular community.

5. If your organization has a Standard or Pro plan, you can change “Working Hours” to previously created Working Hours settings. Working Hours will limit access to Registered Access Points.

Add a User
✕

First Name

Last Name

Status

Email Address

Community

Working Hours

Permissions

Assign user a mobile access card (2 remaining)

Enable Card Expiration

Cancel
Save & Close
Save & Add Another

6. Click “Assign user a mobile access card” if you would like to assign this user a mobile access card.
  - a. Click “Enable Card Expiration” to set a start date / time and stop date / time. The user’s card will only work during the valid time window.
  - b. If your organization has perpetual cards, you can click “return card to card block after expiration” to automatically return the card to the card block when the card expires.

7. Assign access groups to the user if applicable.

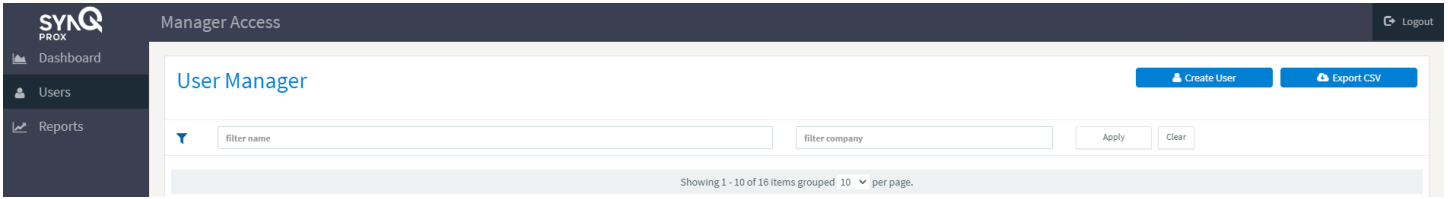
8. To import a list of users at one time, select “Import CSV” and upload a CSV with the appropriate formatting. The CSV should be formatted first name, last name, and email address with each new user on a separate row. See picture below:

	A	B	C	D
1	John	Doe	<a href="mailto:john@acmecorp.com">john@acmecorp.com</a>	
2	Jane	Doe	<a href="mailto:jane@acmecorp.com">jane@acmecorp.com</a>	
3	Bob	Doe	<a href="mailto:bob@acmecorp.com">bob@acmecorp.com</a>	
4				
5				
6				

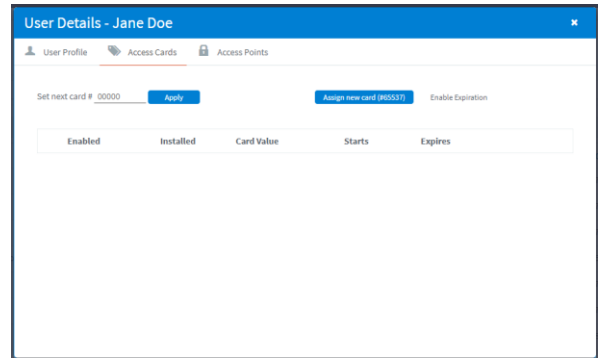
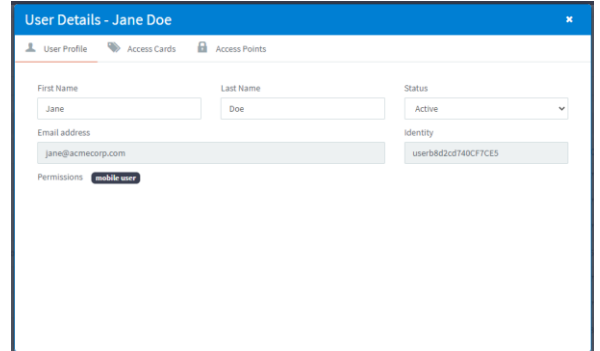


# User Management

All users are listed under the “Users” screen.



1. To edit a user, click “Details” to the right of the user.
2. To assign a virtual card to a user, click on the “Access Cards” tab at the top of the screen, select “Assign new card (#####).”
  - a. The card number to be assigned is shown to the right of “Assign new card” – if you wish to change the card number, enter the new number in “Set next card #” and click “Apply”.
  - b. If you wish to set a start and end date for the card, click on “Enable Expiration” and choose the appropriate start and end date. Note, the card will only be valid between the start and end dates. Once expired, a new card will need to be assigned to the user to function.

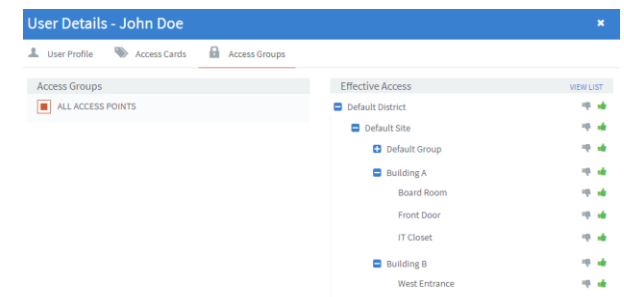


3. Cards that have been assigned to the user will be shown. If the card is enabled, it will show a green check. If the user has successfully retrieved their card on their mobile device, it will show a green check mark under “Installed”.

**Note: if the user needs the card on a different mobile device (lost device, new device, etc.), the card must be reset in the web portal and claimed again.**

**Note: if the user needs cards on multiple devices, they must be assigned an additional card for each device.**

4. If your organization has Access Point Management enabled (standard and pro plans), user access to specific access points can be set on the “Access Groups” tab.
  - a. Access can be granted or denied at an access point, group, site, or district level. Click the green thumb to grant access or the red thumb to prohibit access.



**Note: access points will be visible on the mobile device to those who have been granted access.**



## Access Groups and Working Hours (Standard and Pro Plans)

**Access Groups** let you define a set of access point permissions you can apply to any user with a click.

1. Click on the Community tab within the Company Details dialog.
2. Click “Access Groups”, enter a new access group name, and then click “Create”.
3. Select the access points that should be a part of the access group.
4. Access Groups can be applied in the user dialog.

The screenshot shows the 'Company Details: ACME Customer 2' dialog with the 'Community' tab selected. Under the 'Default Community' section, the 'Access Groups' sub-tab is active. A text input field contains 'Enter a new access group name...' and a 'Create' button is to its right. Below this is a blue button labeled 'ALL ACCESS POINTS' with a pencil icon and a 'Configure' button with a right-pointing arrow. To the right, a tree view shows the hierarchy: 'Default District' (expanded), 'Default Site' (expanded), 'Default Group' (expanded), 'Building A' (expanded), 'Board Room', 'Front Door', 'IT Closet', 'Building B' (expanded), and 'West Entrance'. Each item has a speaker icon and a thumbs-up icon to its right.

**Working Hours** let you define a global set of times that your registered access points are available. Note, 24 hour access is the default.

1. Click on the Community tab within the Company Details dialog.
2. Click “Working Hours”, enter a new working hours name, and then click “Create”.
3. Change the start and stop hours in the dialog on the right.
4. Working Hours are in the local time zone of the access point so 9AM to 5PM represents this time anywhere in the world.
5. Access Groups can be applied in the user dialog.

The screenshot shows the 'Company Details: ACME Customer 2' dialog with the 'Community' tab selected. Under the 'Default Community' section, the 'Working Hours' sub-tab is active. A text input field contains '9am to 5pm' and a 'Create' button is to its right. Below this is a blue button labeled '9AM TO 5PM' with a pencil icon and a 'Configure' button with a right-pointing arrow. To the right, a 'Start Working' section has a time picker set to '09 : 00 AM'. Below that, a 'Stop Working' section has a time picker set to '05 : 00 PM'. At the bottom, a summary line reads '9AM TO 5PM is granted access from 9:00 AM to 5:00 PM'. At the very bottom right are 'Cancel' and 'Save Changes' buttons.

