

## A guide to

# My.Danalock.com

My.Danalock.com is a web-based administration tool for managing users and lock devices. My.Danalock.com accompanies the Danalock app adding extra features such as grouping of users and locks and an expanded view of the entire domain especially great for larger domains. Achieve the best experience by using My.Danalock.com on a computer or tablet.



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## My.Danalock terminology

**Access type – Permanent:** Access giving the user full access to a lock device.

**Access type – Recurring:** Access type giving the user access to a lock device within a defined interval of time of day, days of the week and even between at set of dates.

**Access type – Temporary:** Access type giving the user access to a lock device on a specific date and time.

**Cell - User:** The leftmost columns of cells in the matrix. It contains information and settings for users in the domain.

**Cell - lock:** The first row of the matrix. It contains information and settings for lock devices in the domain.

**Cell - access:** The cells that connect first row (lock devices) and column (users) in the matrix. It contains information and settings for the user and lock device connection.

**Domain:** When creating a Danalock user account a domain is created alongside it. All Danalock devices added by the user will be enrolled in his/her domain. If you are invited to other domains as an administrator, the domains will be visible from the My.Danalock.com web interface.

**Groups:** Groups of users and/or devices that share settings such as lock access type or duration.

**Modify lock/user/access:** All matrix cells open a modification view when clicked. These are known as *Modify lock*, *Modify user* and *Modify access*. When modifications have been made to a lock/user or access the cell will have a slight pulsating blue border until another cell has been modified.

**Refresh interval:** How often the user must connect to the Danalock server to validate if access is permitted.

**Time zone:** The time zone of where the Danalock devices are installed. This is important when setting time-restricted accesses.

**User:** The common term for *owners*, *administrators*, *installers*, and *guests*.

**User - Administrator:** An administrator is a user who has roughly the same abilities as the owner of a domain. The owner is also considered an administrator. A user is invited to a domain and upgraded to act as administrator, or the administrator can be created directly in the domain. Administrators can edit devices, view device log, invite or create guests and send invitations. Administrators cannot add devices to other domains.

**User - Created:** A created user exists only in the domain in which the user is created. The owner of the domain also owns user accounts created and has the ability to delete or alter the user account. To gain access to a user account created inside a domain an administrator must provide you with login details.

**User - Guest:** Guests are the default user type of *invited* or *created* user. The guest is, as the name implies, guest users of Danalock devices within a domain in which they have been given access to by a domain administrator or owner.

**User - Installer:** The installer has access to set up devices in a domain but cannot invite users nor see users invited. The installer can be a user invited or created in the domain.

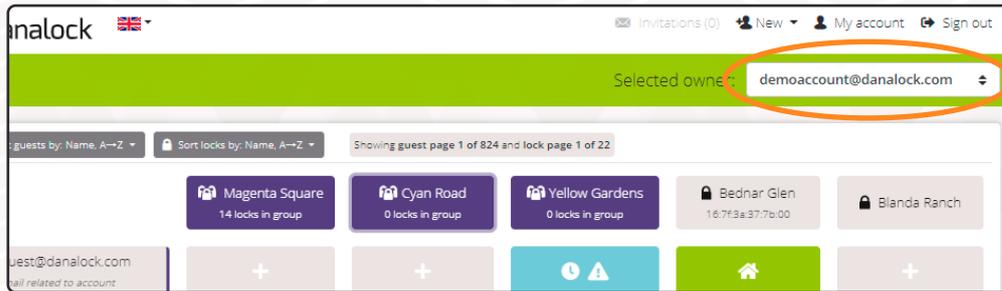
**User - Invited:** When inviting a user into a domain, the user can either be new to Danalock or already have a Danalock account. The administrator of the domain cannot edit the user account of an invited user, only give or remove access to Danalock devices inside the domain of the administrator.

**User - Owner:** The owner is the one in whose domain the devices are added to. There can only be one owner of a domain, but multiple administrators can be invited or created. Owners can add and edit devices, view device log, invite or create a user and send invitations.

# The basics of My.Danalock.com

## Owner/Domain

When you create a Danalock user account, a domain is created alongside it. The domain holds all lock devices you enroll on your account as the owner, or if you are an administrator or installer created in a domain you can enroll devices in the domain locks on behalf of the owner.



If you are invited to another domain as an administrator, you will be able to switch between available domains via a dropdown menu located above the matrix.

## The matrix

The matrix holds all information about users and locks added to the domain as well as the connections between users and lock devices. The matrix cells are referred to as:



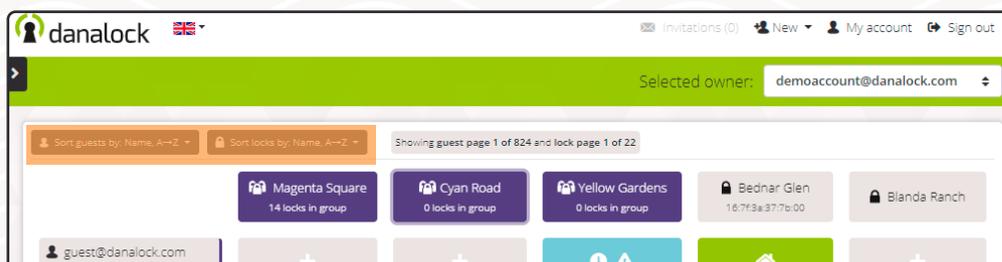
- **User cells** – The leftmost column in the matrix. It contains all users added to the domain.
- **Lock device cells** – The first row in the matrix. It contains all lock devices added to the domain.
- **Access cells** – All the other cells. Containing access rules for the given combination of user and lock device.

## Sort matrix content

The content in the matrix is alphabetically sorted from A to Z. You can change the sort order for both users and lock devices from the two dropdown menus located above the matrix.

The sort options are:

- **Name** ascending/descending.
- **E-mail** ascending/descending (for users only).
- **Newest** first.
- **Oldest** first.



## Colors and symbols

The matrix uses color coding and pictograms to help you as an administrator with managing *users*, *locks*, and *accesses*.

### User cells

-  Guest (standard)
-  Owner
-  Administrator
-  Installer
-  Group of users
-  Guest (is also in a group)

### Lock cells

-  Group of locks
-  Lock device
-  Lock (is also in a group)

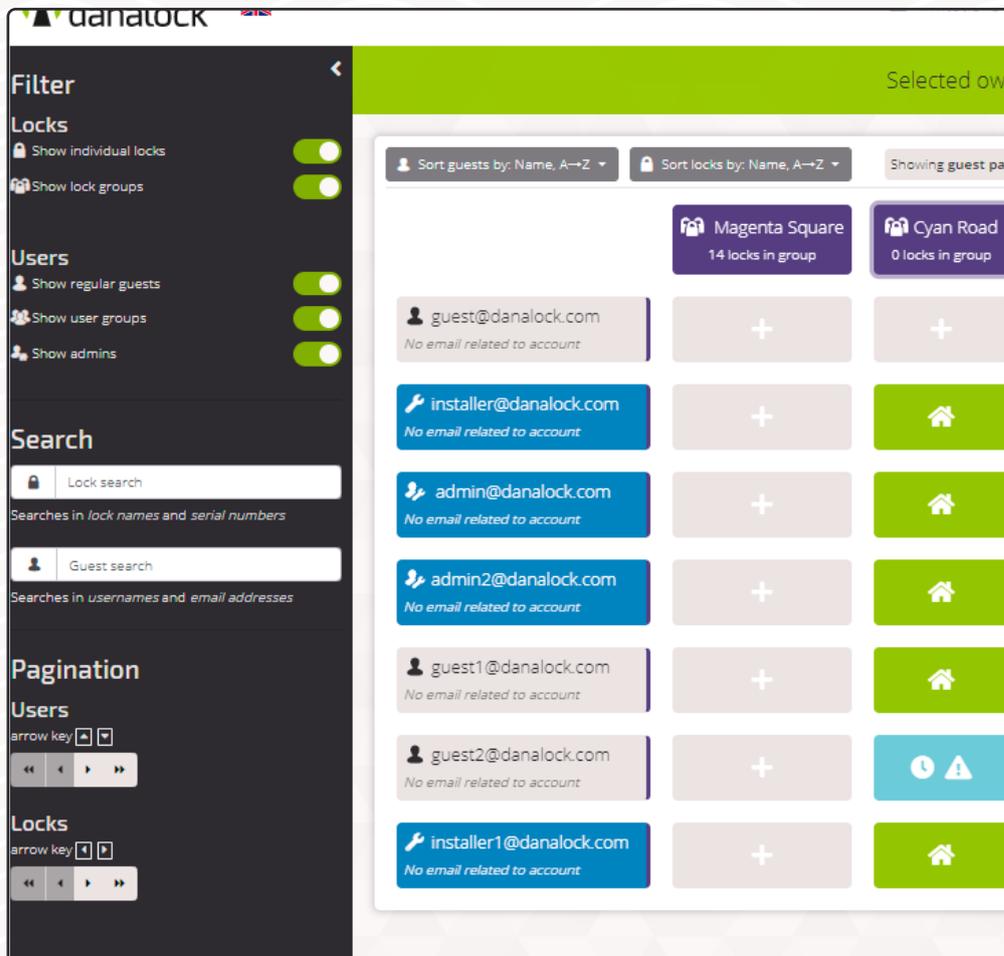
### Access cells

-  Currently no access
-  Permanent access
-  Temporary access
-  Recurring access
-  Access notification
-  Access via group

### Applicable to all cell types

-  The cell last edited (blue pulse)

## The sidebar



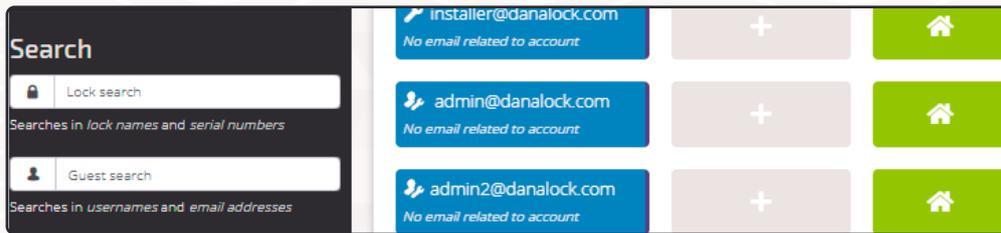
In the sidebar, you will find *filter options*, *search fields*, and *navigation buttons*. You can hide the sidebar to add extra space to the *matrix* by pressing the arrow in the upper right corner of the sidebar.

### Locate user(s)/lock device(s)

If you have administration rights in a domain with many users, devices, and connections, filtering and/or sorting the results shown in the matrix is a good way to narrow the displayed data down to show only relevant information.

### Filter

You can filter the content of the matrix to show only certain types of users or lock devices. My.Danalock.com stores your filter settings in the browser if permitted.

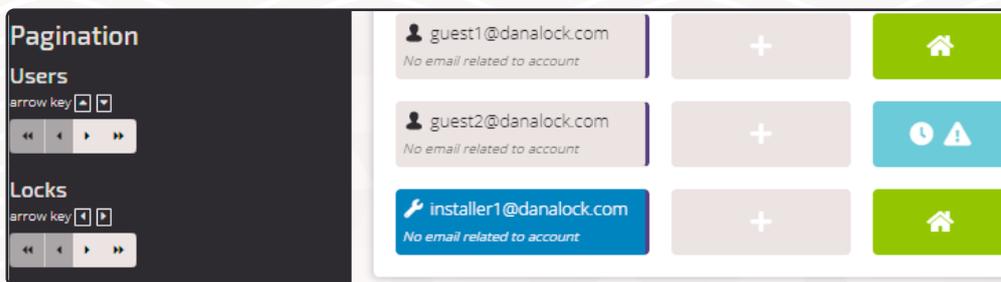


## Search

Are you looking for a specific lock or user, use the search fields in the *sidebar*. The two input fields give you the possibility to search for a specific user and device combination or you can choose only to add text to one of them.

## Navigation

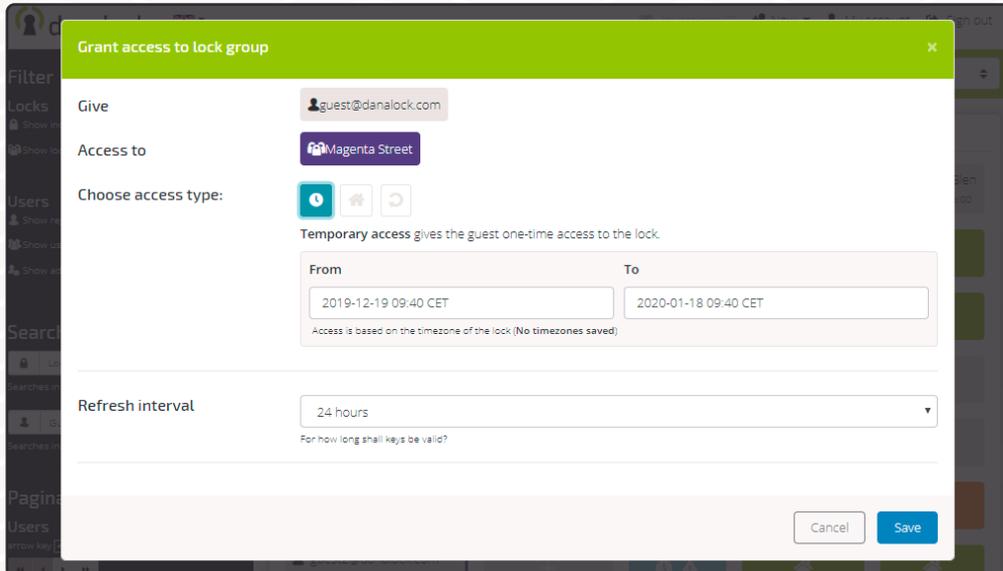
You can navigate inside the matrix if you have more content to show than the screen permits. This can be done by using the navigation buttons in the *sidebar* and/or by using the arrow keys on the computer keyboard.



- **Arrow key "up" and "down"** navigate between available users.
- **Arrow key "left" and "right"** navigate between available devices.

# Access types

Danalock uses three types of access: *Permanent* access and two time-restricted access types – *temporary* and *recurring*. Permanent access gives the user access to the lock 24/7 until the access is removed. Temporary access can be explained as full access between two defined dates and time. Recurring access is used when you need to provide access for a user at defined intervals of time of day, specific days of the week.

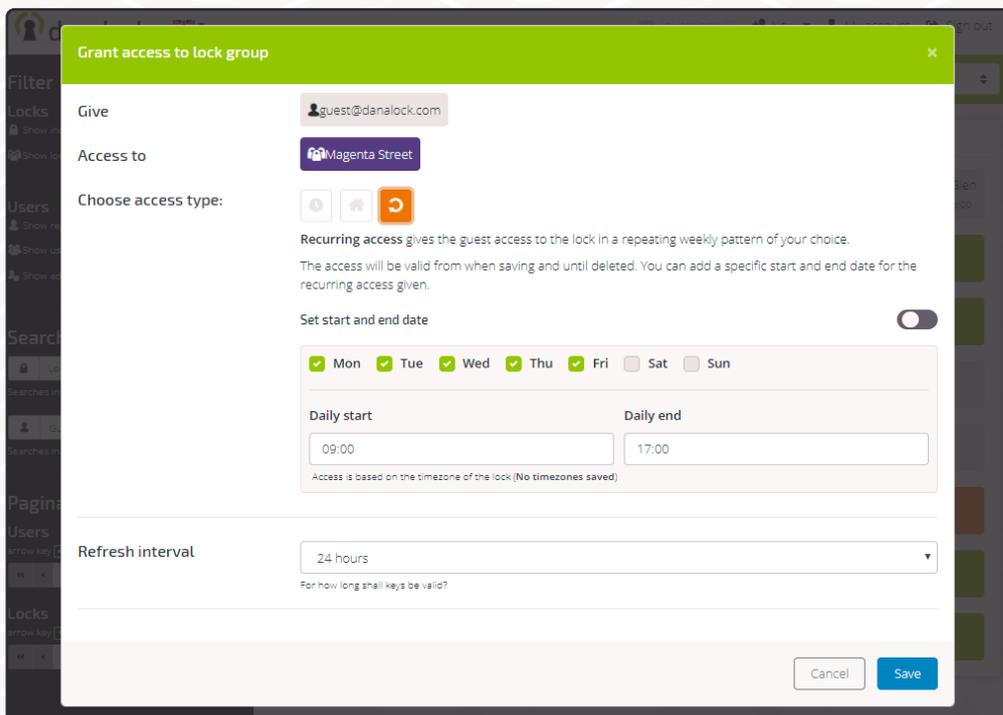


## Temporary access

**Case:** You are expecting a visit from a maintenance crew between 10:00 and 16:00 on the 23<sup>rd</sup> of January.

**Solution:** In this case, you would set up temporary lock access or pin code (if you have a Danapad V3 added to the lock device).

Set *From* and *To* by clicking the input fields. Choose a specific date and time of day. The defined interval is based on the time zone of the lock device.



## Recurring access

**Case:** You need to grant the cleaning service crew access to your home every Thursday.

**Solution:** In this case, you would set up recurring lock access or pin code (if you have a Danapad V3 added to the lock device).

Add a checkmark to Thursday and make sure all other days are unchecked. *Daily start* and *Daily end* are required for access to be valid. In this case, you want the cleaning crew to have access between 08:00 in the morning and 16:00 in the afternoon. Press both input fields to edit time.

You can set a specified start and end date of the recurring access. If you don't set a start and end date the access will remain until removed.



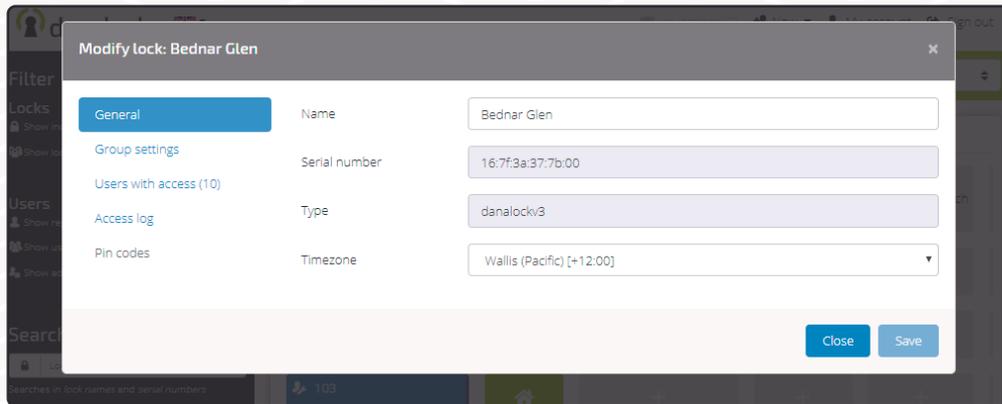
When granted access to a lock, the key is valid for 24 hours as default. This means the key refreshes automatically every 24<sup>th</sup> hour. As it requires Internet access to refresh access keys, you might consider setting the interval up if the guest has limited access to the Internet.

## Add and modify lock devices

Lock devices shown in the matrix on My.Danalock.com are *Danalock smart locks* and *Universal Modules*. Some features such as setting pin codes remotely (*Danapad V3* and *Danabridge V3*) are accessible from *Modify lock*.

### Add lock devices

You add devices to a domain via the Danalock app on your smartphone or tablet. Only the domain owner or administrators and installers *created* in the domain can add locks to it. *Invited* domain administrators can only modify already added lock devices.



### Modify a lock device

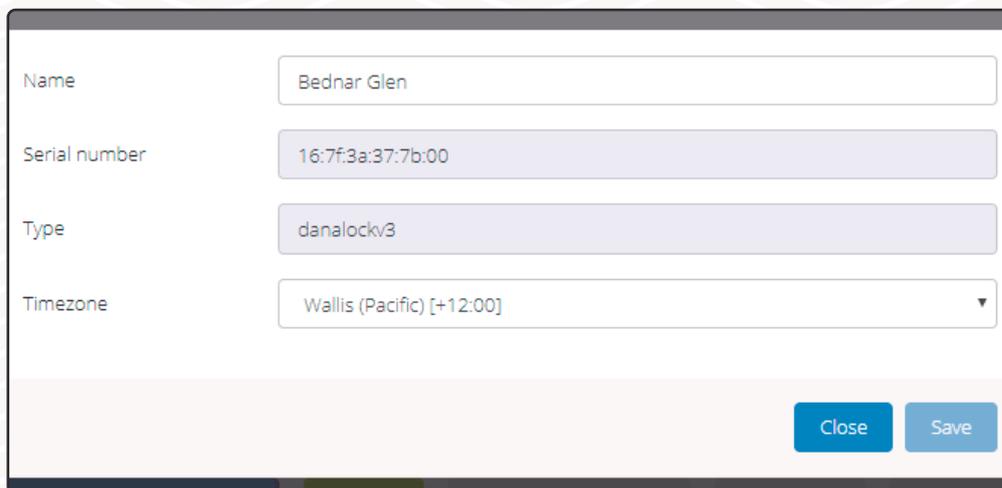
Click on the cell of the lock device you want to modify. Only *administrators* or *installers* can modify lock devices.

In the *Modify lock* view you can see:

- Name (editable)
- Serial number
- Type
- Time zone (editable)

You can also:

- Add to lock group (see section "Create and modify group")
- View users with access
- View access log
- Create/Edit pin codes (see section "Set pin codes remotely")



### Change device name

You can change the name of the device to make it easier to recognize.

### Configure time zone of the device

It is necessary to configure the time zone of the lock device before an administrator can create *temporary* or *recurring access* to the device.

# Add and modify users

You can add new users to a domain in two ways: By *inviting* or by *creating* users. When inviting users to the domain they will receive an e-mail or in-app notification including guidance on how to accept the invitation. If you create the user you will be responsible for passing on and storing login details.

## Add user by invitation

If you have no need for total control of users added to the domain, the most common way of adding people is by invitation.

An invited user:

- Can be added or removed by a domain administrator.
- Is a user with a Danalock account.
- Receives invitations as e-mail or in-app.
- Has the ability to accept or reject an invitation.
- Can be promoted to *Installer* or *Administrator*.



Step 1:

### Add user(s)

To invite a user press “New” in the top navigation bar and choose “Invite guests”. Type the e-mail address of the person you want to invite to the domain in the input field. You can invite more than one person at a time, just add a comma between each e-mail address. Press the enter key or the “Add”-button to add the users to the list.

When you have added the user, they will appear on the list. You can see if the users are already added to the domain, or if the e-mail is invalid, etc. You can remove users from the list by pressing the “X”.

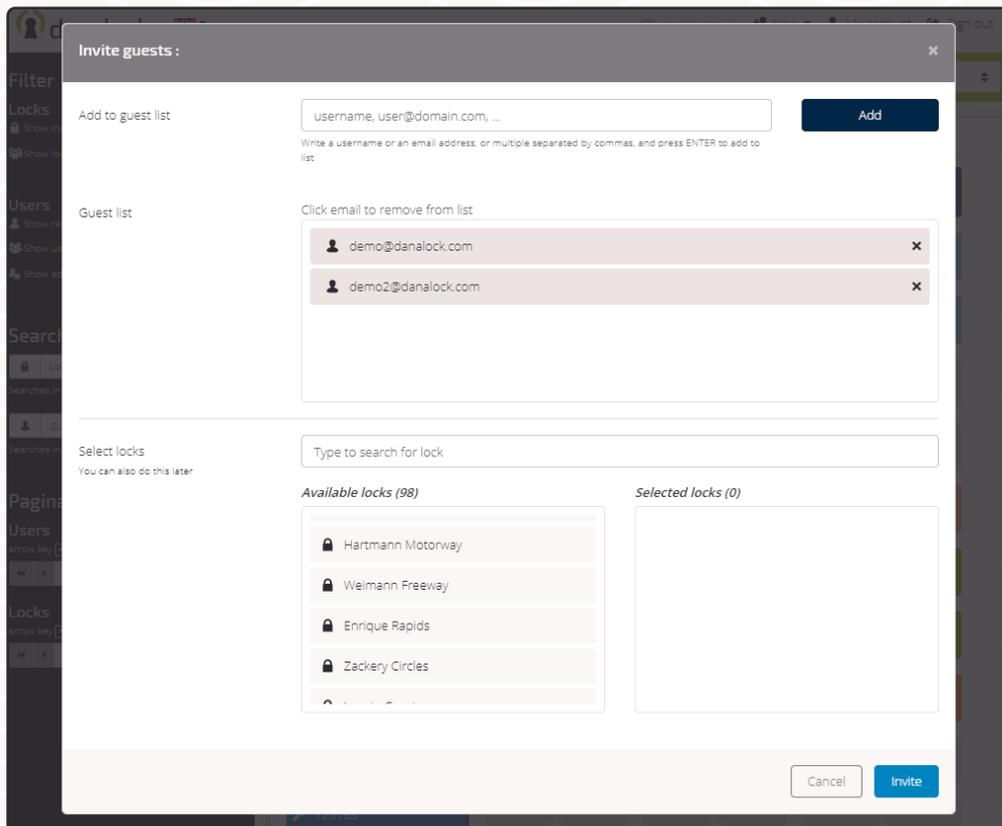
Step 2.A:

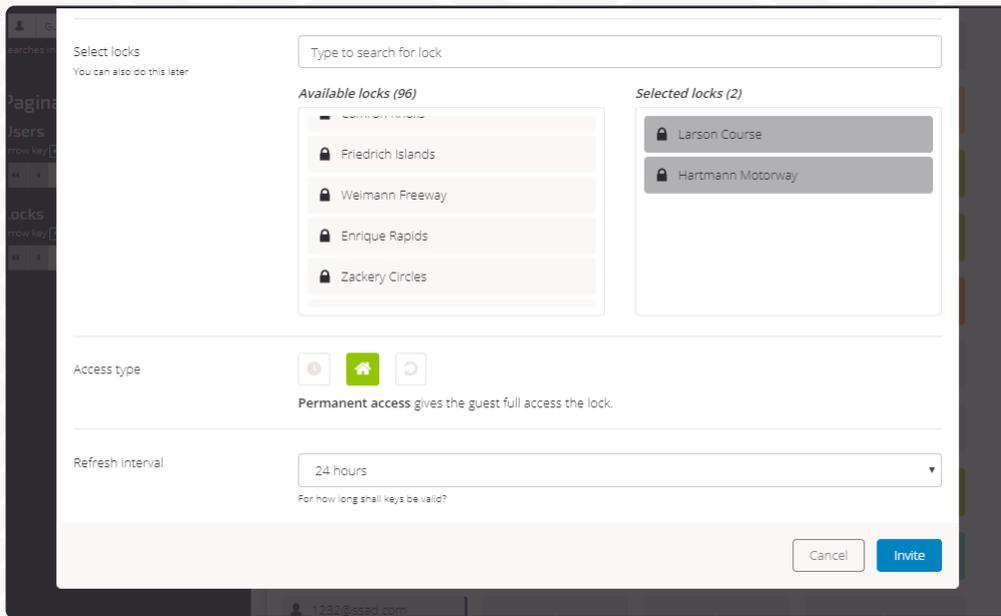
### Select lock device(s) later

Press “Invite” in the lower right corner without selecting any lock devices. The invitation will be sent to the selected users granting them access to the domain.

If you want to add the invited users to a user or lock group you would typically invite users to your domain this way.

*If you have chosen this approach, you can skip step 3.*





Select locks

You can also do this later

Type to search for lock

**Available locks (96)**

- Common users
- Friedrich Islands
- Weimann Freeway
- Enrique Rapids
- Zackery Circles

**Selected locks (2)**

- Larson Course
- Hartmann Motorway

Access type

**Permanent access** gives the guest full access the lock.

Refresh interval

24 hours

For how long shall keys be valid?

Cancel Invite

**Step 2.B:****Select lock device(s) now**

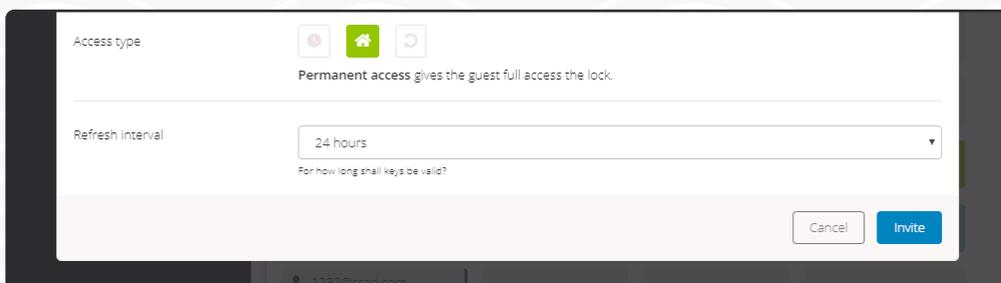
Select the lock device(s) you want the invited users to have access to. You can view all available lock devices in the list or use the search input field to find specific lock devices. Available devices are shown on the left side and selected devices on the right side. You can remove selected lock devices by clicking in the right-side window.

Changing user roles and adding users to groups are done after the invitation.

**Step 3:****Select access type and refresh interval**

The default access type is *permanent access* with a refresh interval of 24 hours. If you change the refresh interval it will apply for all lock devices and users added to the list. You can choose between *Temporary access* and *Recurring Access* and a refresh interval from 15 minutes up to a year.

Press "Invite" in the lower right corner to send the invitations to the e-mail recipients.



Access type

**Permanent access** gives the guest full access the lock.

Refresh interval

24 hours

For how long shall keys be valid?

Cancel Invite

## Add user by creation

If you as a domain owner/administrator want to have full control of a user account, a *created user* is the best solution.

A created user:

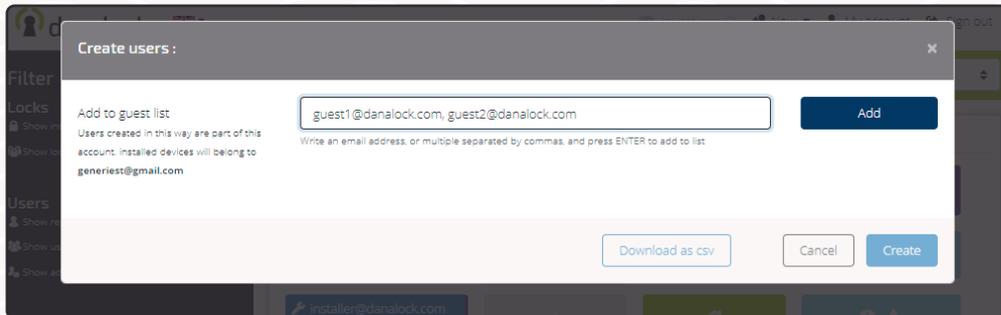
- Is managed by a domain owner/administrator.
- Cannot operate lock devices in other domains.
- Can be set up in the domain without invitation accept (lock access etc.).
- Receives no e-mails from Danalock.
- Can be promoted to *Installer* or *Administrator* (with rights to add new devices in the domain)



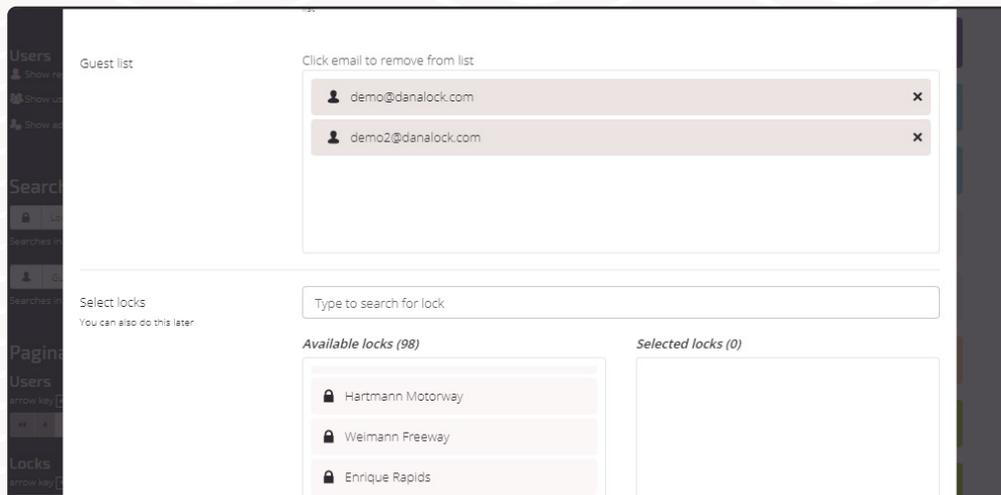
Step 1:

### Add user(s)

To create a user press "New" in the top navigation bar and select "Create guests". Type an e-mail address for each user you want to create, this is solely for you to be able to distinguish between your created users. You can create more than one user at a time by separating the username/e-mail with a comma. Press the enter key or the "Add"-button to add the users to the list.



When you have added the users, they will appear on the list. You can see if the users are already added to the domain or if the e-mail is invalid, etc. You can remove users from the list by pressing the "X".



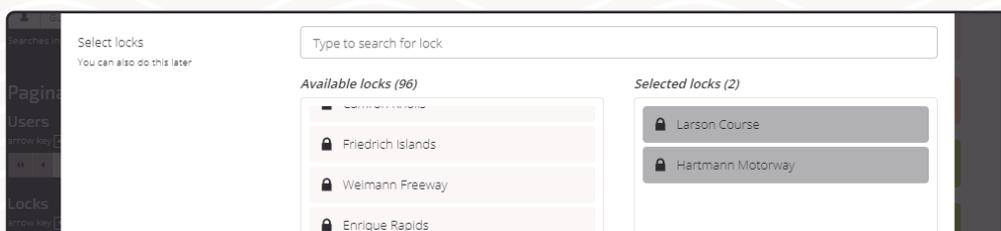
Step 2.A:

### Select lock device(s) later

Invite the users to your domain and grant lock access later. Press "Create" in the lower right corner once you have added the e-mails. The users are now created.

If you want to add the created users to a user group or lock group, you would typically create users this way.

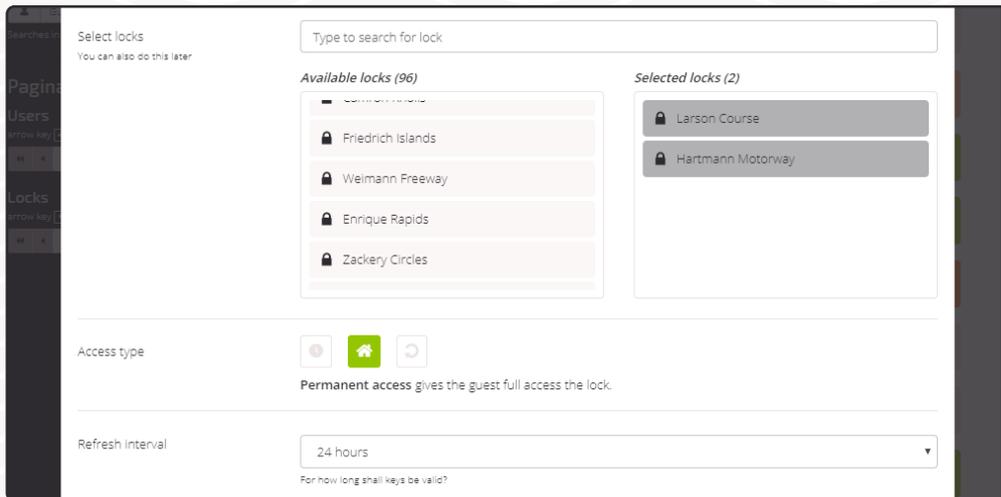
*If you have chosen this approach, you can skip step 3.*



Step 2.B:

### Select lock device(s) now

Select the lock device(s) you want the users to have access to. You can see all available lock devices in the list or you can use the search field to find specific lock devices. Available devices are shown on the left side and selected locks on the right side. You can remove selected locks by clicking in the right-side window.



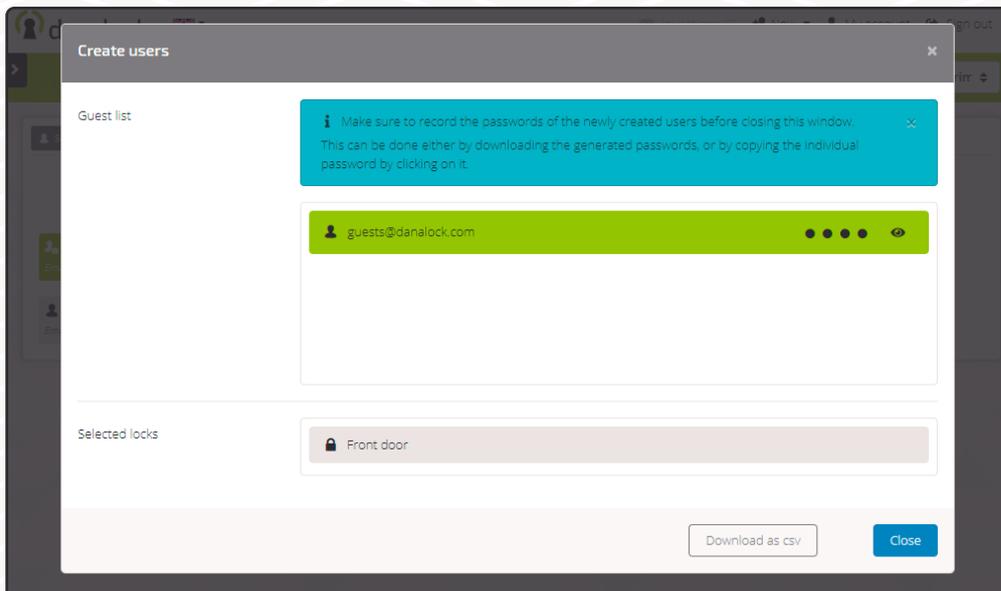
Changing user roles or adding users to groups is done after the invitation.

### Step 3:

## Select access type and refresh interval

The default access type is *permanent access* with a refresh interval of 24 hours. If you change the refresh interval it will apply for all lock devices and users added to the list. You can choose between *Temporary access* and *Recurring Access* and a refresh interval from 15 minutes up to a year.

Press “Add” in the lower right corner to create the users.



It is important that you either write down passwords or download the .csv. The password cannot be reset or displayed later.

### Step 4:

## Store login details

After the creation of the users, you will see a status page of the users created and, if set, their connection to lock devices. In the user list, you can view the password created for the account(s).

You can download the list details as .csv file by pressing the “download as .csv”-button. The e-mail address and the auto-generated password serve as login details for the created user(s).

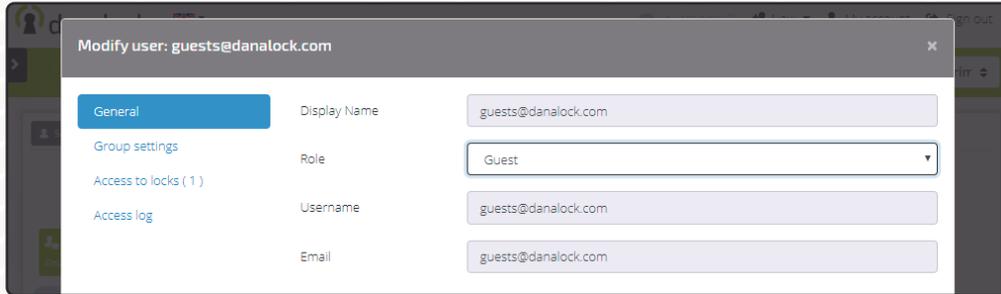
Unlike invited users the created users will not receive any e-mail notification from Danalock.

## Modify user

Only owners/administrators can modify users. Click on the *user cell* in the *matrix*.

In the *Modify user* view you can see:      You can also:

- User display name
- Role (editable)
- Username
- E-mail address
- Add to groups
- Manage group membership.
- View list of accessible lock devices
- View access log for the user
- Remove user from the domain

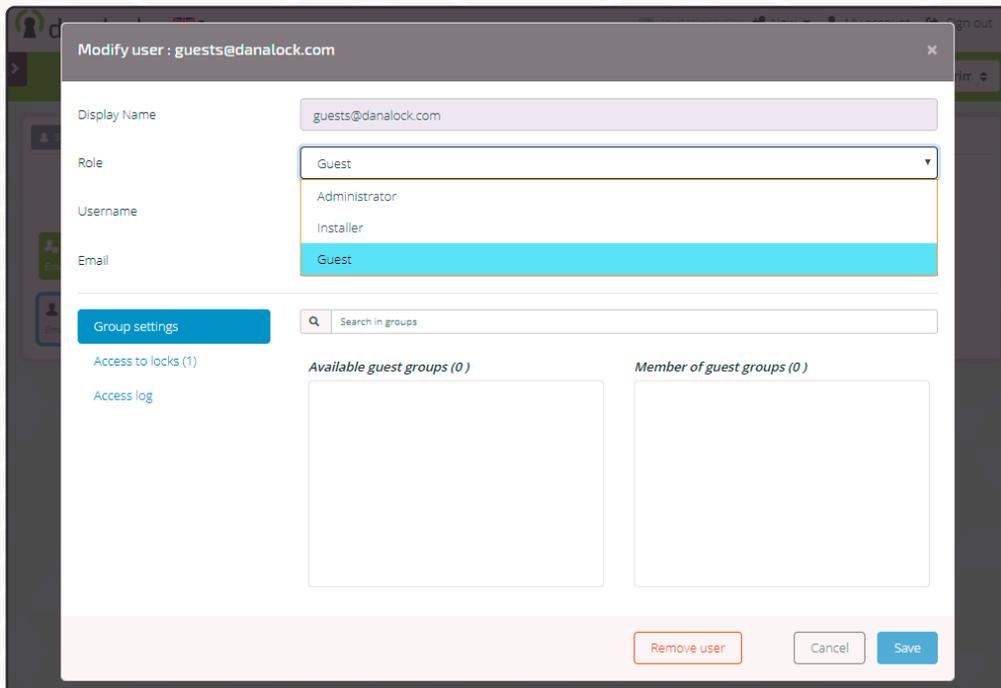


### Change user role

Select a user role from the list: *Administrator, Installer, or guest*.

### User group settings

If created, you can see available user groups in the left side window and selected groups on the right side. Click on an available group to add the user to it and press "Save".



### Remove user from domain

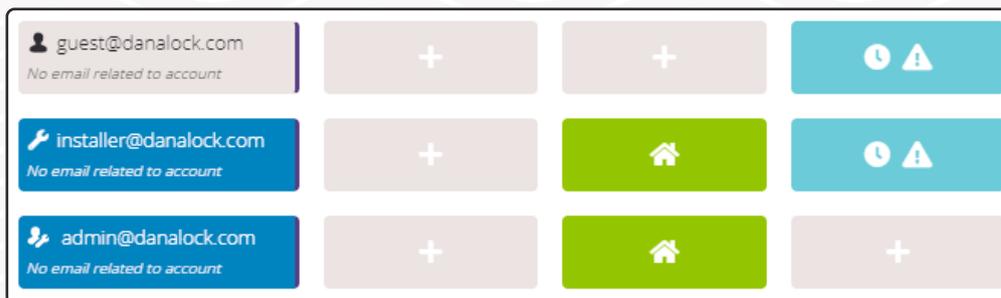
If you want to remove the user from the domain press the "Remove user"-button at the bottom of the *Modify user* view.

## User access ranking

Connections made between users, groups of users, locks, and groups of locks are ranked differently. This is to make sure users are given the proper access based on how the connection is set up.

The following list shows how access rules are ranked:

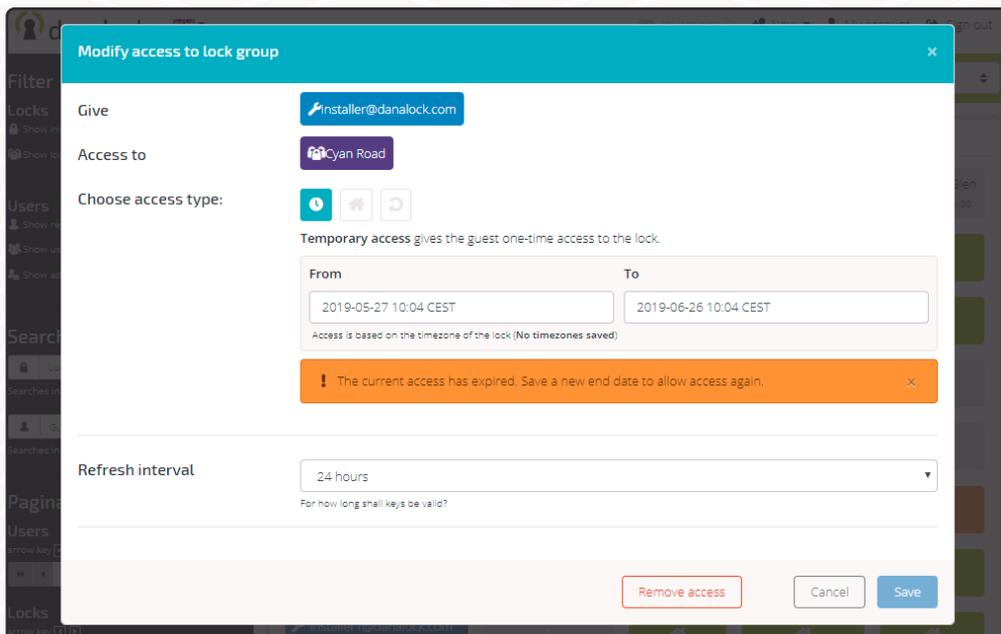
<b>Highest rank</b>	Access between a user and a lock
<b>Secondary rank</b>	Access between a user and a lock group
<b>Tertiary rank</b>	Access between a user group and a lock
<b>Quaternary rank</b>	Access between a user group and a lock group



## Conflicting access

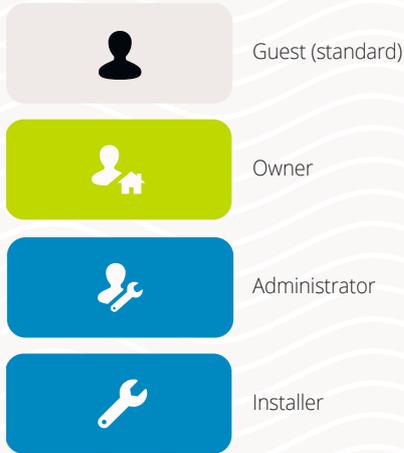
It is possible for a user to have more than one access rule set for a lock device. When access rules conflict the one with the highest rank is used.

Conflicting access will show as an access notification on the access cell and inside the *Modify access* view.



# User roles

A newly added user is given the *guest* role. You can upgrade guests after the invitation or creation procedure. In the diagram below, you can see the differences between user roles.



**User:** The common term for *owners, administrators, installers, and guests*.

**Guest:** Guests are the default user type of *invited or created* users. The guest is, as the name implies, guest users of Danalock devices within a domain in which they have been given access to by a domain administrator or owner.

**Owner:** The owner is the one in whose domain the devices are added to. There can only be one owner of a domain, but multiple administrators can be invited or created in it.

**Administrator:** An administrator is a user who has roughly the same abilities as the owner of a domain. A user is invited to a domain and upgraded to act as administrator, or the administrator can be created directly in the domain.

**Installer:** The installer has access to devices setup in a domain but cannot invite users nor see users invited. The installer can both be a user invited or created in the domain.

The following diagram shows differences between Danalock user roles.

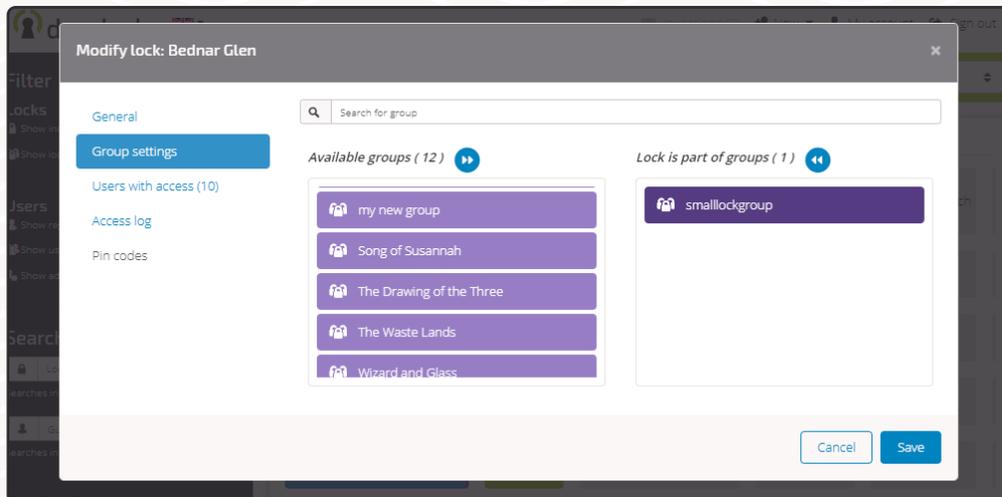
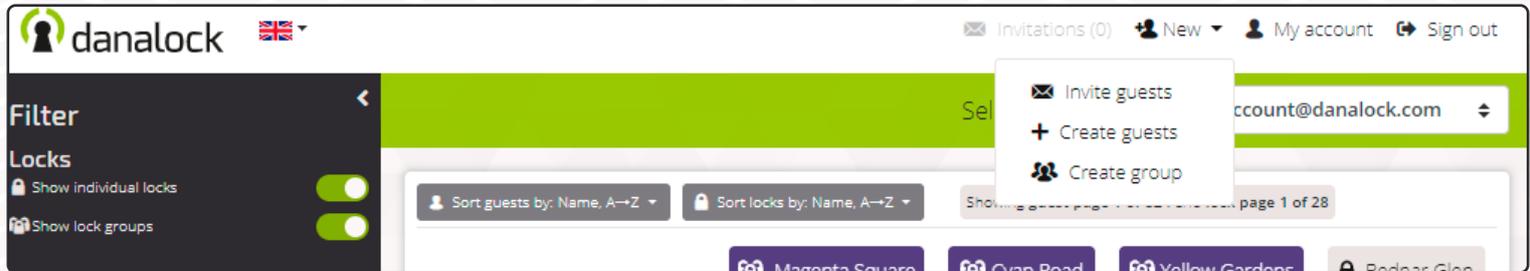
	Owner	Guest (invited)	Guest (created)	Installer (invited)	Installer (created)	Admin (invited)	Admin (created)
Lock / Unlock (if access granted)	X	X	X	X	X	X	X
Add device (in-app)	X				X		X
Modify device name and time zone	X			X	X	X	X
Modify user	X					X	X
Invite user	X					X	X
Create user	X					X	X
View users in the domain	X					X	X
Create/Modify groups	X					X	X
View lock devices in the domain	X					X	X
Create/Modify connection	X					X	X
Set pin codes remotely	X						X
View access log	X					X	X

## User and lock groups

There are two types of groups in My.DanaLock.com – *User groups* and *Lock groups*. Groups are essentially collections of users or lock devices sharing the same set of rules. Users and lock devices can be added to more than one group.

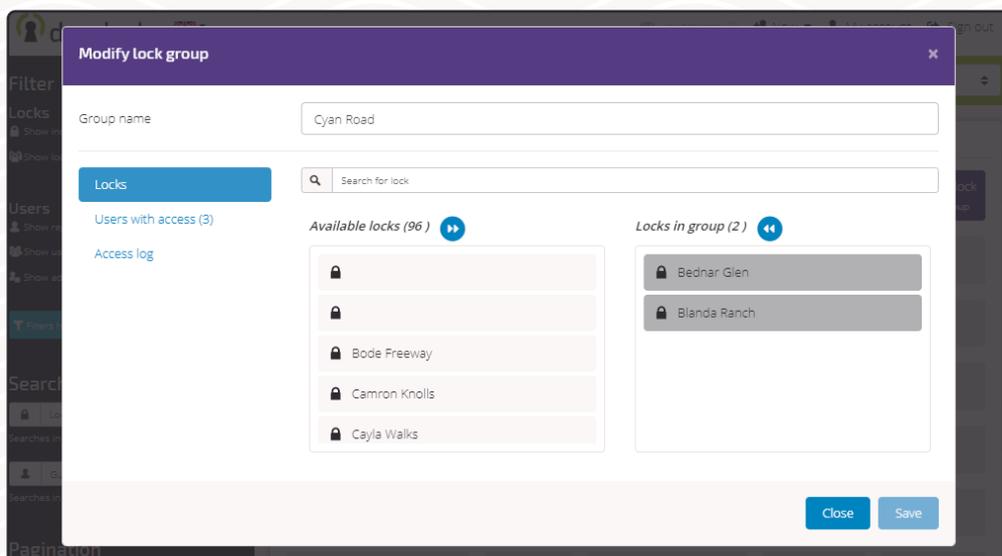
### Create and modify group

To create a new user or lock group click “New” in the top navigation bar. Select *Create group*. Add a group name and select *user group* or *lock group* and press “Save”.



### Add to a group from modify user/lock settings

Go to *Group settings* in the *Modify user/lock* view. You’ll see available groups in the left side window and selected groups on the right side. Click on an available group to add the user/lock to it and press *Save*.



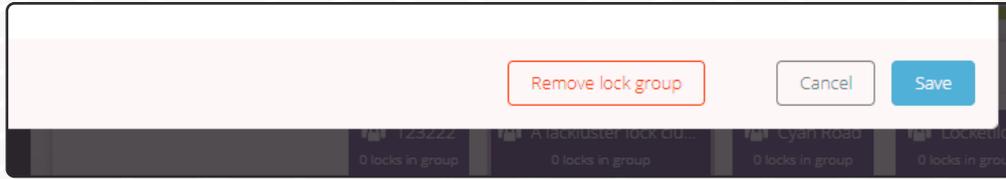
### Add to a group from the user/lock group settings

To add a user/lock to a group from within the *Modify group* view select the desired group from the matrix. In the *Modify group* view you select *Locks* (if lock group) or *Guests* (if user group).

With *Locks/Users* selected you should see two boxes on the right side of the view. The left box shows the list of available items. The right box shows selected users/locks. By clicking a user/lock in one of the boxes you either remove or add. You can also search for a specific user/lock with the input field above the mentioned windows.

## Remove group from domain

If you want to remove the group created in the domain press the “Remove group”-button at the bottom of the *Modify group* view.



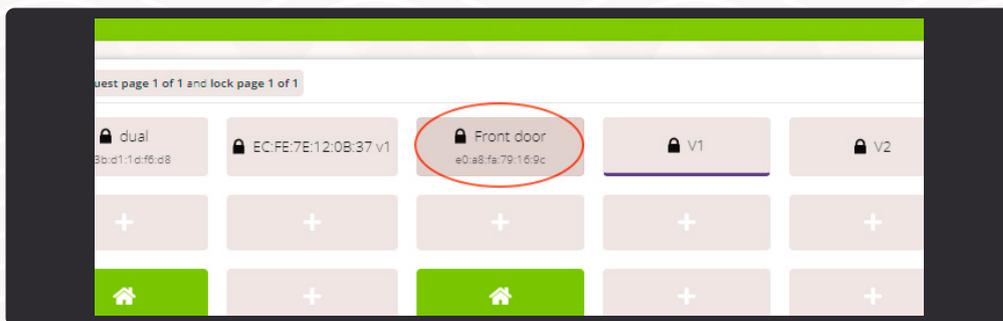
Removing groups deletes all rules applied to the group such as access rules.

## How to ...

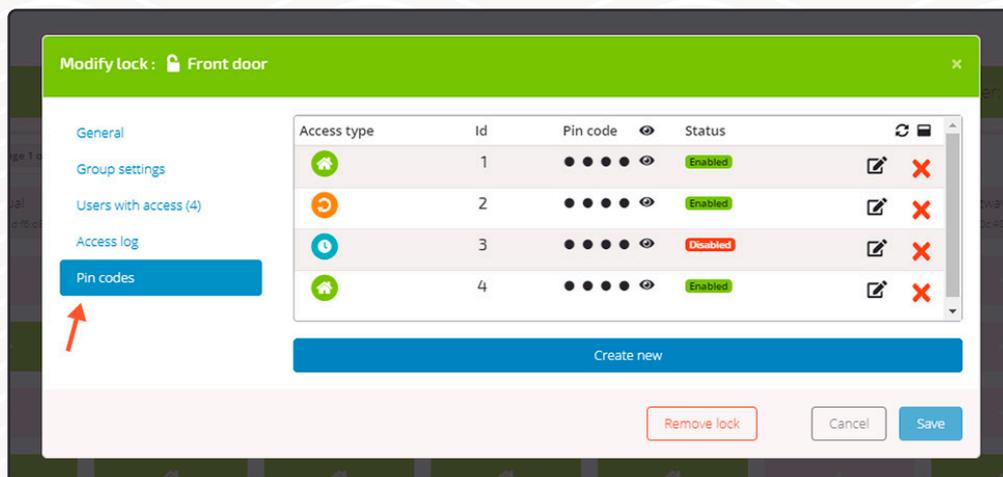
### Set pin codes remotely

Danapad pin codes can be set remotely via My.Danalock.com. The Danabridge creates a connection between the Danalock and My.Danalock.com. Without Danabridge V3 you cannot use My.Danalock.com to administrate pin codes remotely. Pin codes can be set by the domain owner and created administrators.

Danalock V3 must be connected to Danapad V3 and Danabridge V3.



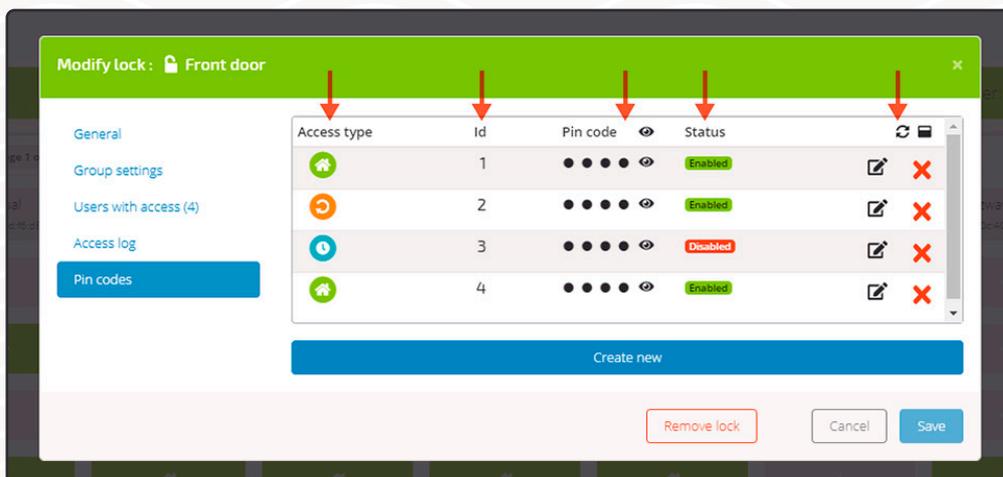
To create or edit pin codes click on the cell with the lock device opening the *Modify lock* view.



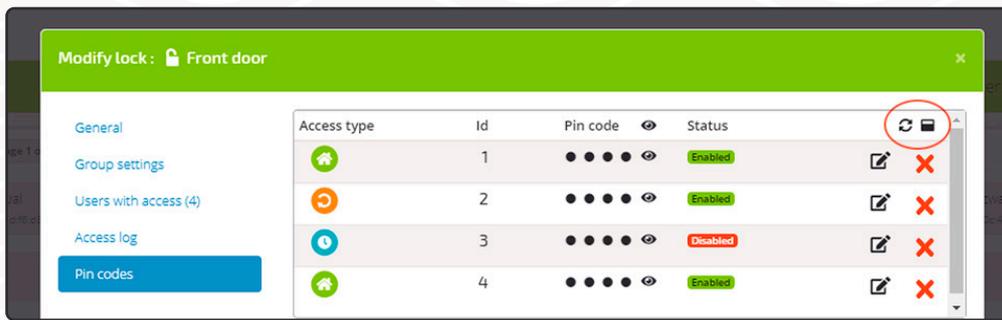
Press *Pin codes*.

If you have already set up pin codes on your Danapad, you will see a table listing the codes in the right side of the *Modify lock* view.

You can set up to 20 pin codes, 4 to 10 digits.



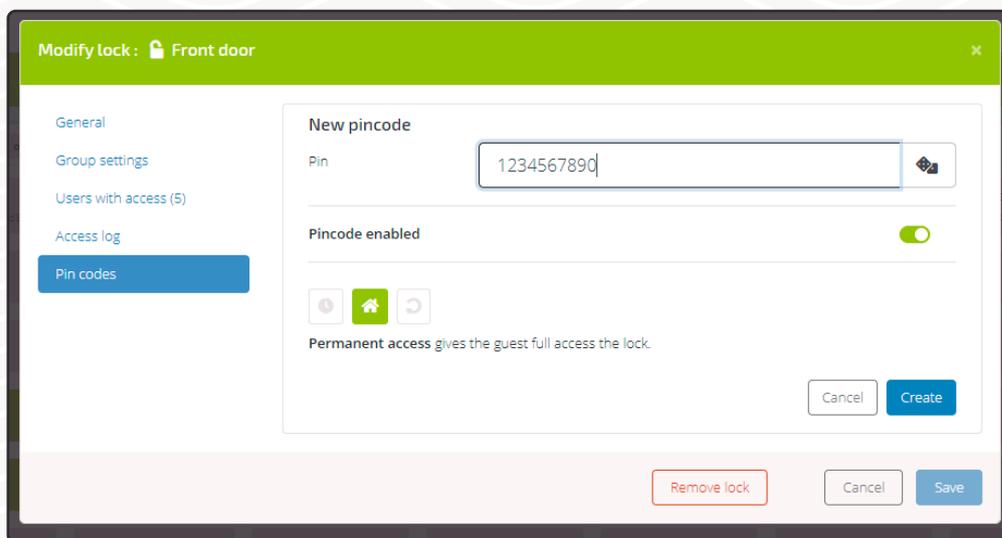
*Access Type* shows if the pin code is *permanent*, *recurring* or *temporary*. The pin code has an *ID* for easy recognition. Pressing the eye will *show/hide* the pin code. *Status* shows if the pin code is enabled or disabled. At the far right you can *edit* and/or *delete* the pin code.



In the table header you can manually refresh the list of pin codes and expand or collapse the list.

## Create/edit a pin code

To add a new pin code press the "Create new"-button. If you want to edit an already existing pin code press the "Edit"-button in the pin code overview.



### Choose pin code

Set a pin code of your choice (4 to 10 digits) or let the system create a random one by pressing the dice.

### Enable or disable pin code

Enable or disable the pin code. When creating a new pin code this option is set to enabled.

### Choose access type

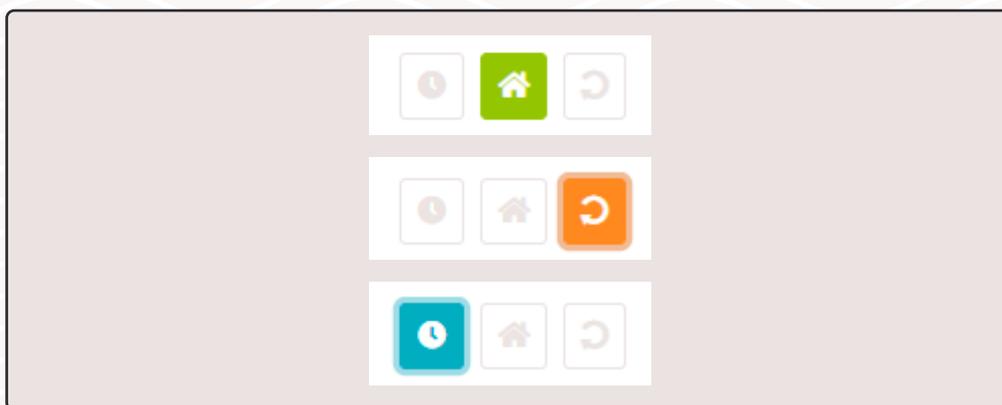
Pin codes are per default set to *permanent*, but you can also create *recurring* or *temporary* access pin codes.

**Permanent** access grants the user full access to a lock device.

**Recurring** access grants the user access to a lock device in a repeating weekly pattern of your choice.

**Temporary** access grants the user one-time access to a lock device on a specific date and time.

**Press the "create/save"-button.**



To use time restricted pin codes the time zone of the Danalock first has to be set. If it's not set, go to *Modify lock* view > *General* of the Danalock to set it.