



**ENTRÉ™**  
ACCESS & SECURITY MANAGEMENT

# **ENTRÉ HOW-TO GUIDE**

*Managing Credentials*

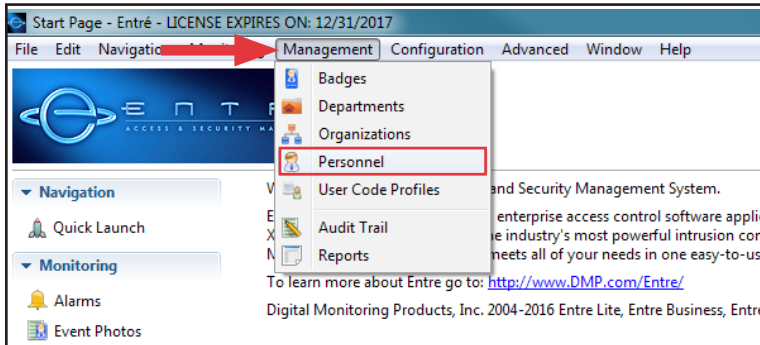


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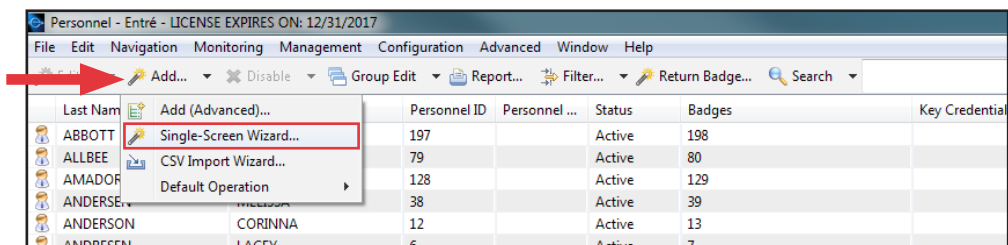
# ADD A CREDENTIAL

Follow these steps to add a new personnel record credential.

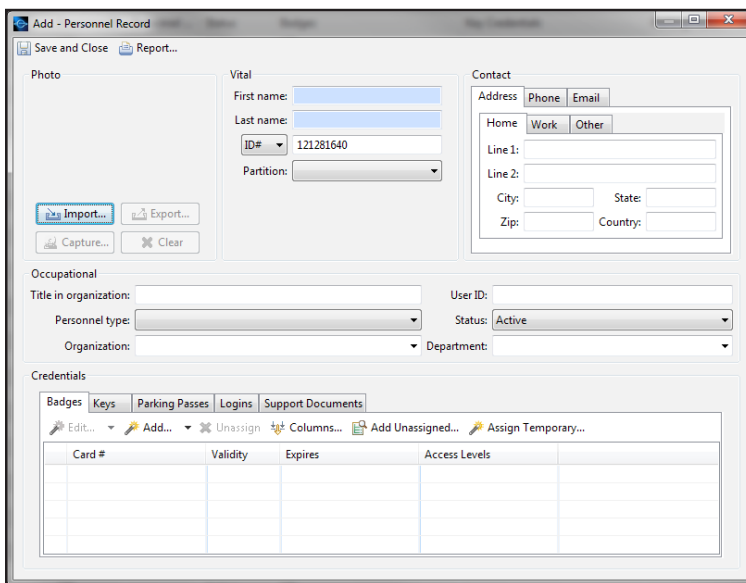
- 1 Open the **Management** menu and select **Personnel**.



- 2 Open the **Add** drop-down menu and select **Single-Screen Wizard**.

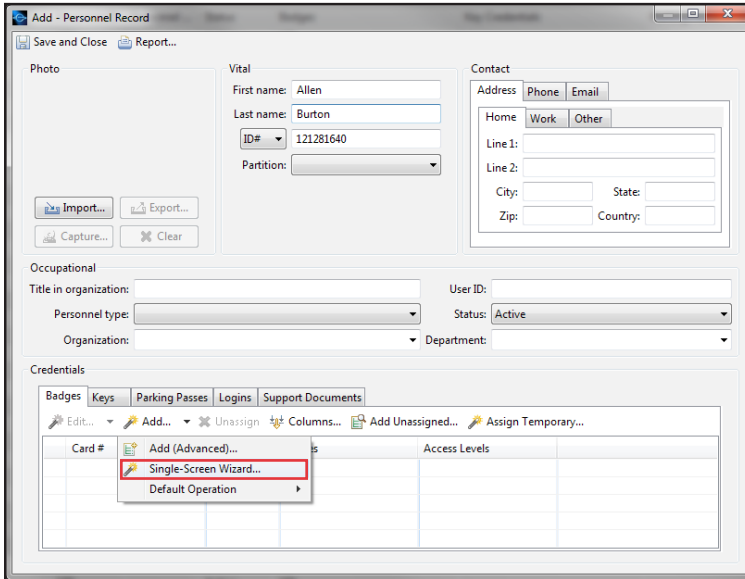


- 3 Enter any relevant information for the user.



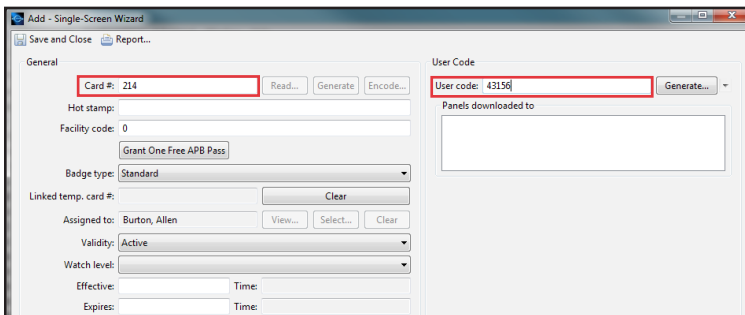
4

In the **Credentials** section, open the **Add** drop-down menu and select **Single-Screen Wizard**.



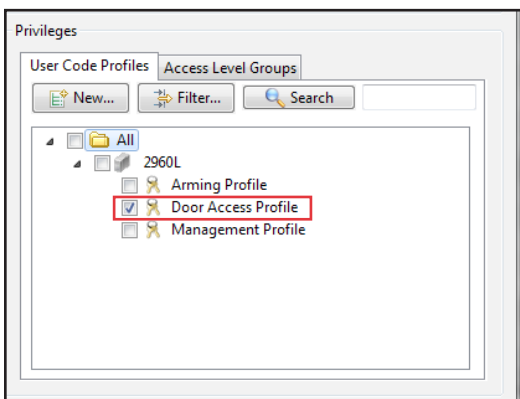
5

Assign a **Card #** and **User Code** to the credential.



6

Assign a **User Code Profile** to this badge in the **Privileges** section.



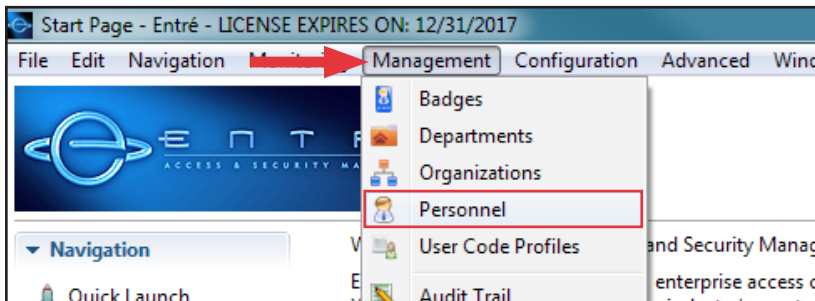
7

Click **Save and Close** on both open windows.

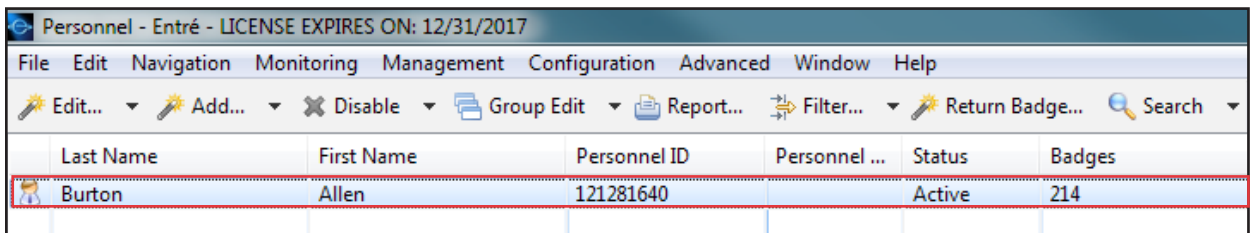
# ADD A BADGE

Follow these steps to add a badge to an existing personnel record.

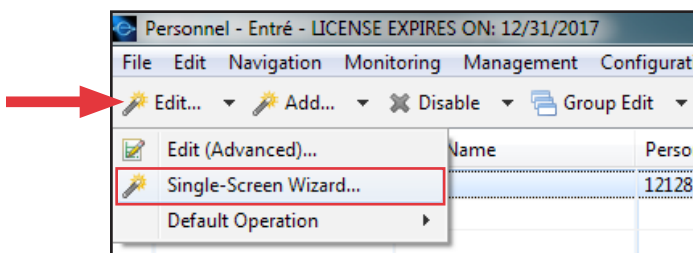
- 1 Open the **Management** menu and select **Personnel**.



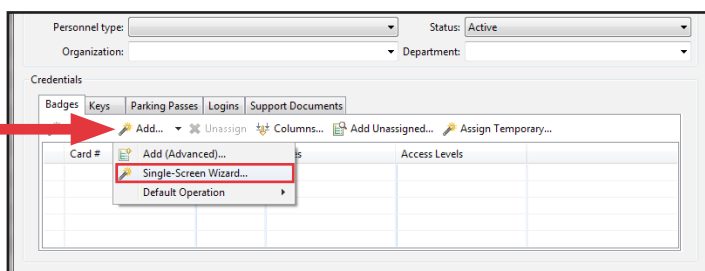
- 2 Locate the record that will be updated.  
**Note:** You can quickly find any personnel credential by using the **Search** field.



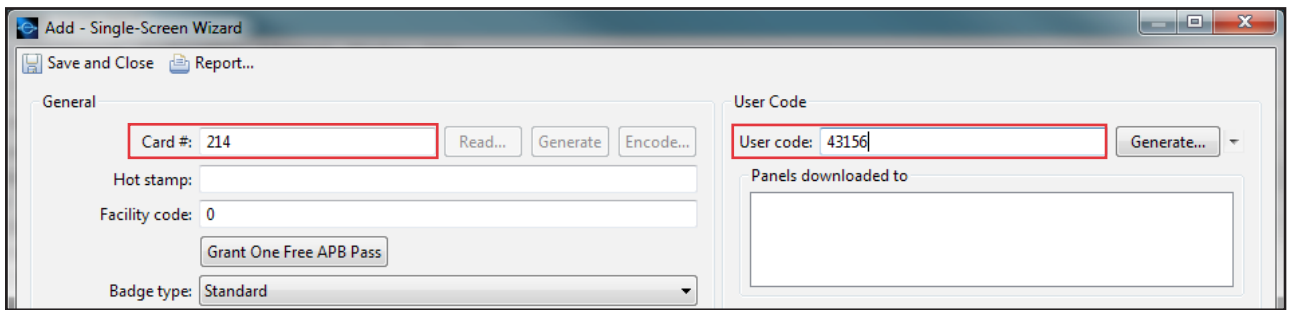
- 3 Double-click the record or highlight the record and select **Single-Screen Wizard** from the **Edit** drop-down menu.



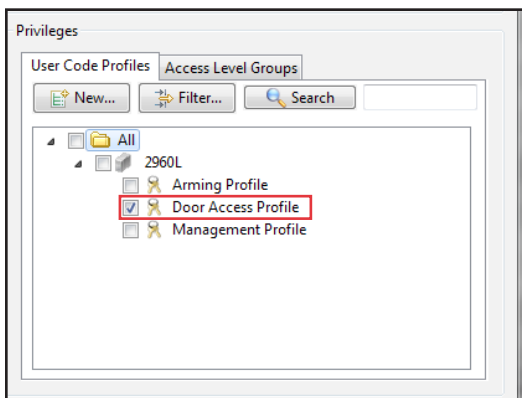
- 4 In the **Credentials** section, open the **Add** drop-down menu and select **Single-Screen Wizard**.



- 5 Assign a **Card #** and **User Code** to the credential.



- 6 Assign a **User Code Profile** to this badge in the **Privileges** section

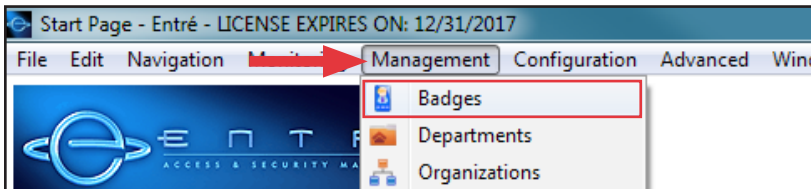


- 7 Click **Save and Close** on both open windows.

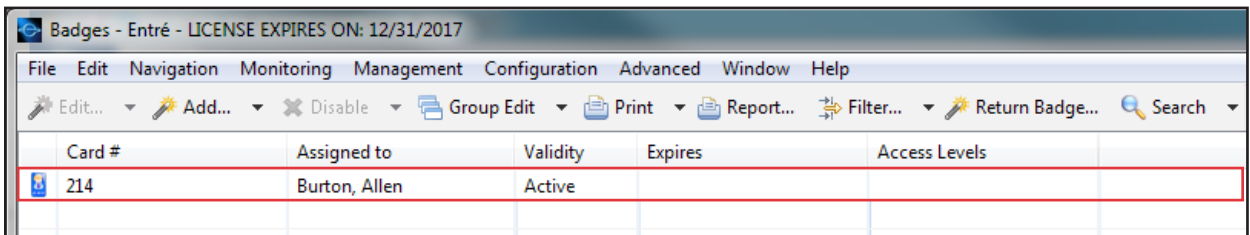
# REMOVE A BADGE OR CREDENTIAL

Follow these steps to remove an existing badge or personnel credential from the system.

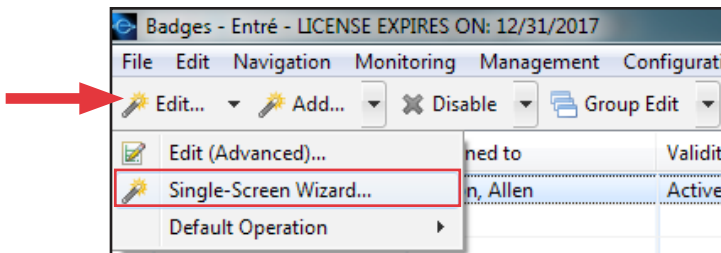
- 1 Open the **Management** menu and select **Badges**.



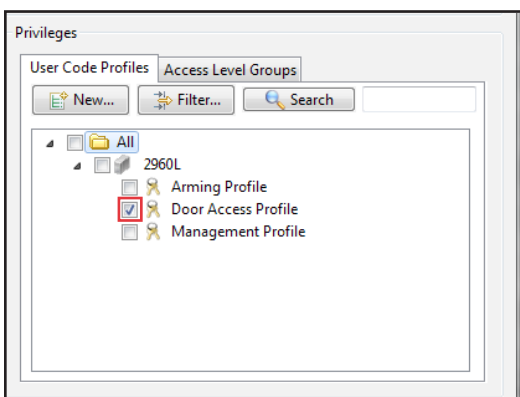
- 2 Locate the badge that will be updated.  
**Note:** You can quickly find any personnel credential by using the **Search** field.



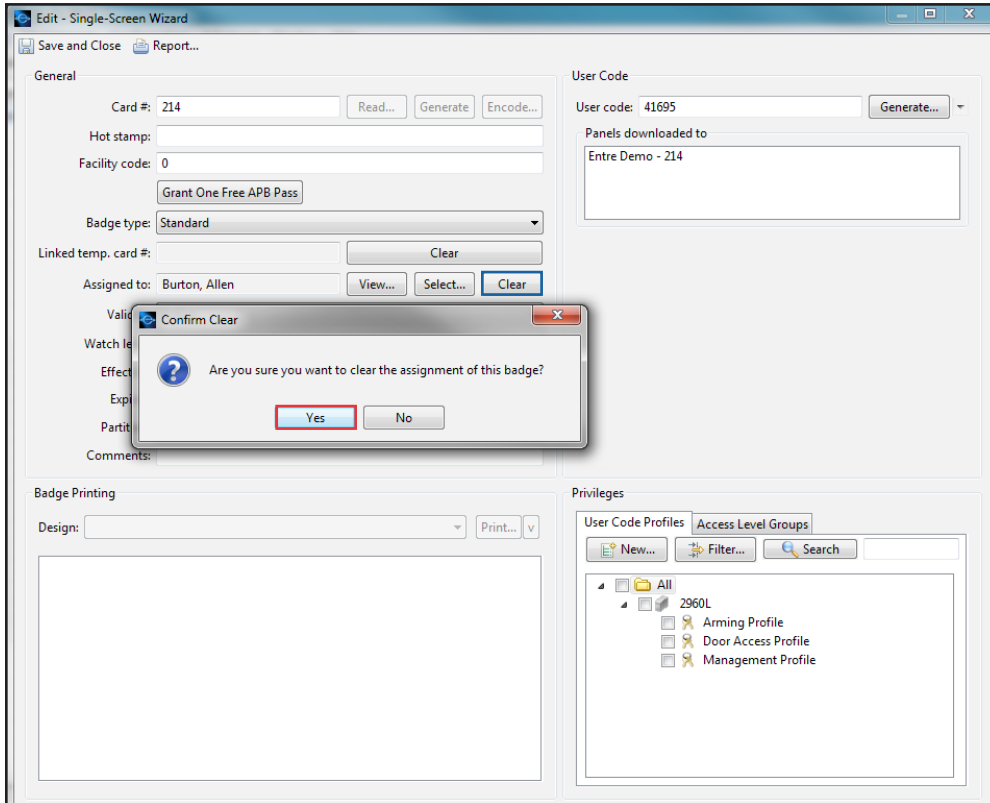
- 3 Double-click the badge, or highlight the badge and select **Single-Screen Wizard** from the **Edit** drop-down menu.



- 4 Uncheck all boxes in the **Privileges** section to remove profiles assigned to the badge.

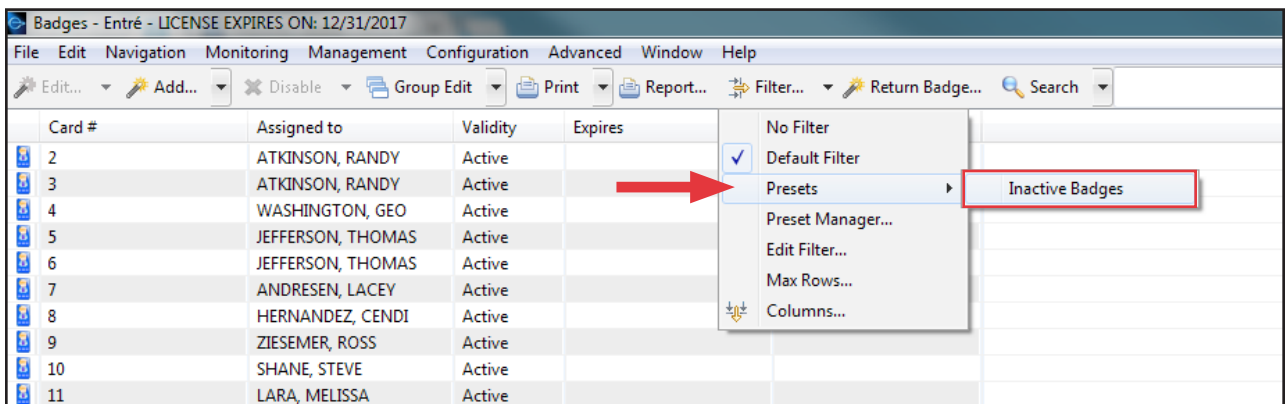


- 5 Click the **Clear** button to the right of the **Assigned to** field, then click **Yes** to confirm.  
**Note:** Before continuing, take note of the **Card #** field.

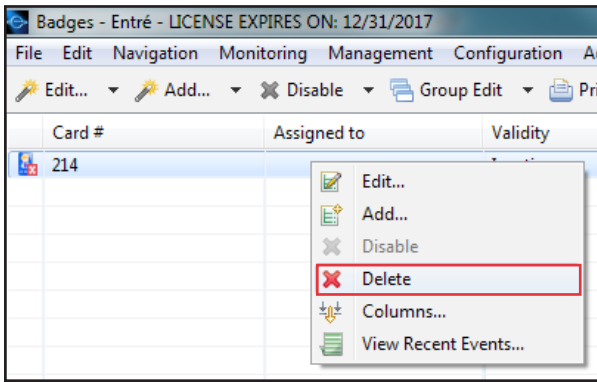


- 6 Click **Save and Close**.

- 7 Open the **Filter** drop-down menu, hover over **Presets** and then select **Inactive Badges**.  
**Note:** You can quickly find any badge by entering the **Card #** in the **Search** field.



- 8 Right-click the badge and select **Delete**.

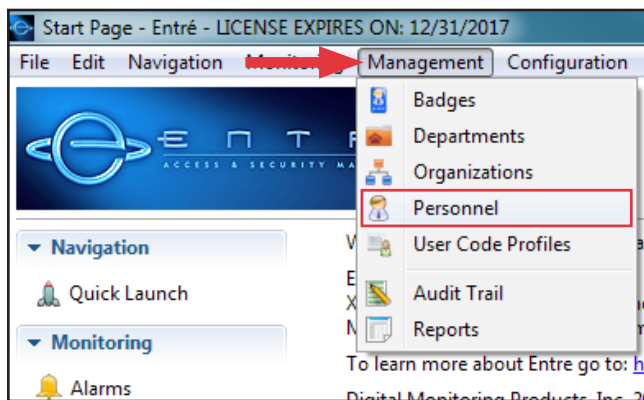


- 9 If a new badge is being assigned, follow the steps outlined in the Add a Credential section.

If the personnel record is no longer needed, the record should be disabled.

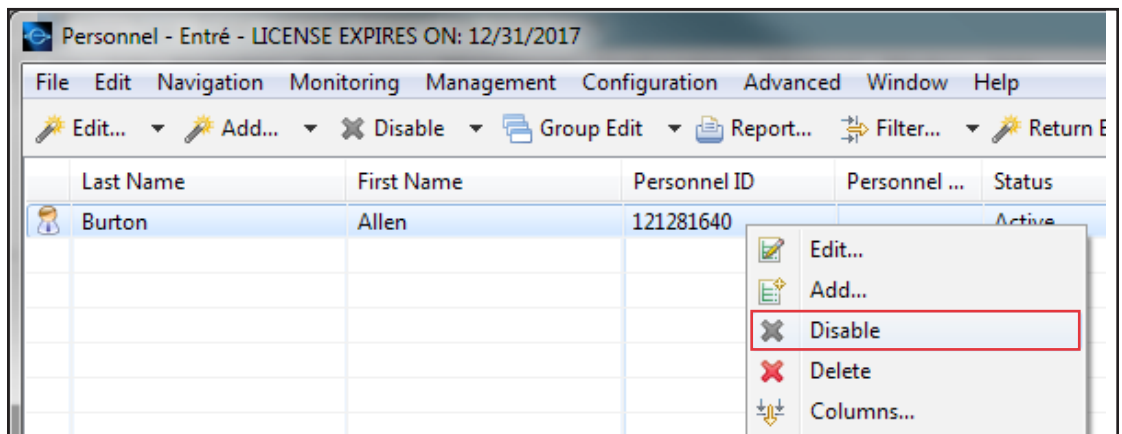
### **Disable a Personnel Record**

- a. Open the **Management** menu and select **Personnel**.



- b. Find the record that will be disabled.

**Note:** You can quickly find any record by using the **Search** field.



- c. Right-click the record and select **Disable**, then click **Yes** to confirm.

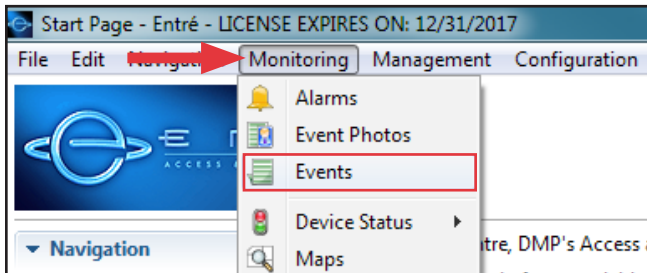
**Note:** Do not manually set the badge validity to inactive or make any changes to badge validity.



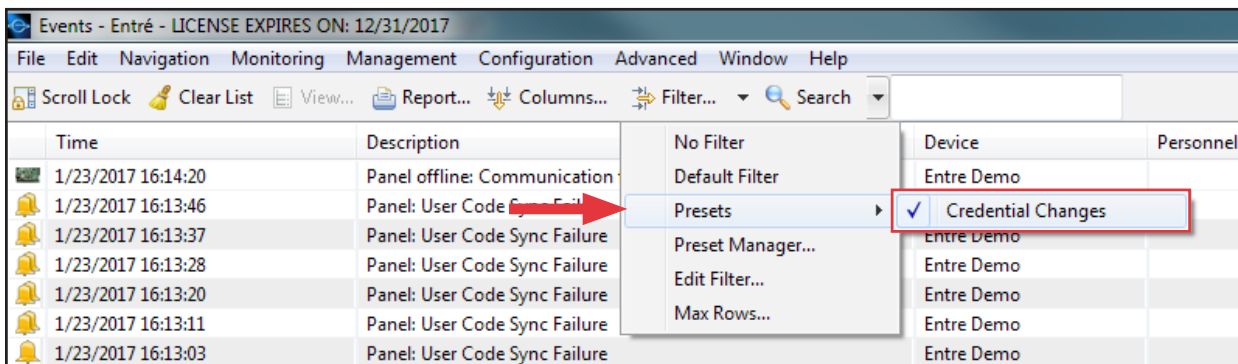
# VERIFY YOUR CHANGES

After you add or remove a badge or credential, it is important to verify that your changes were sent.

- 1 Open the **Monitoring** menu and select **Events**.

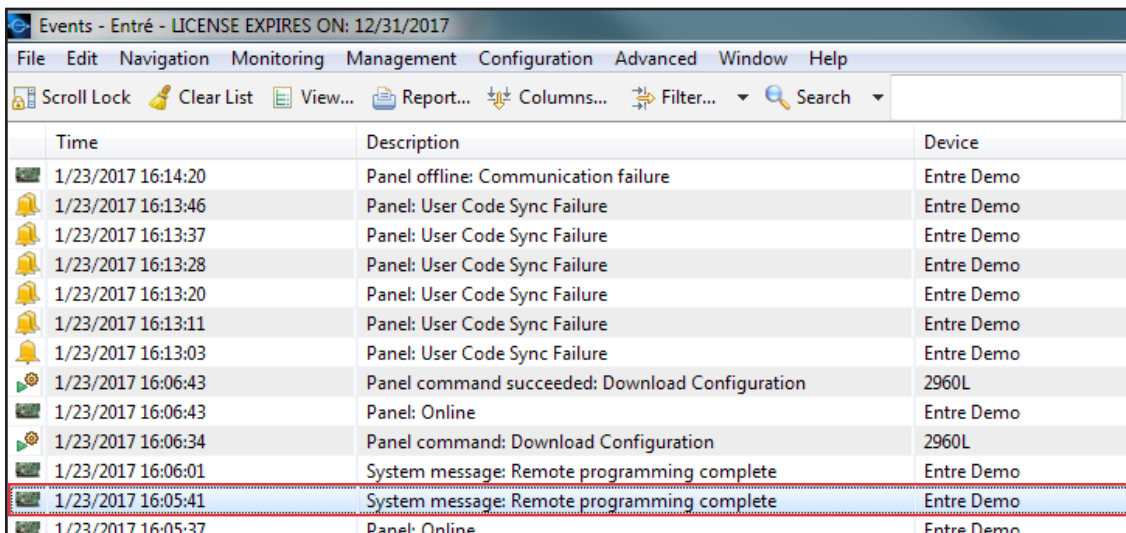


- 2 Open the **Filter** drop-down menu, hover over **Presets** and then select **Credential Changes**.



- 3 If the events show a **Remote programming complete** system message, the user code changes have been sent to the panel.

**Note:** Compare the name in the **Device Column** to the name of the panel to confirm.



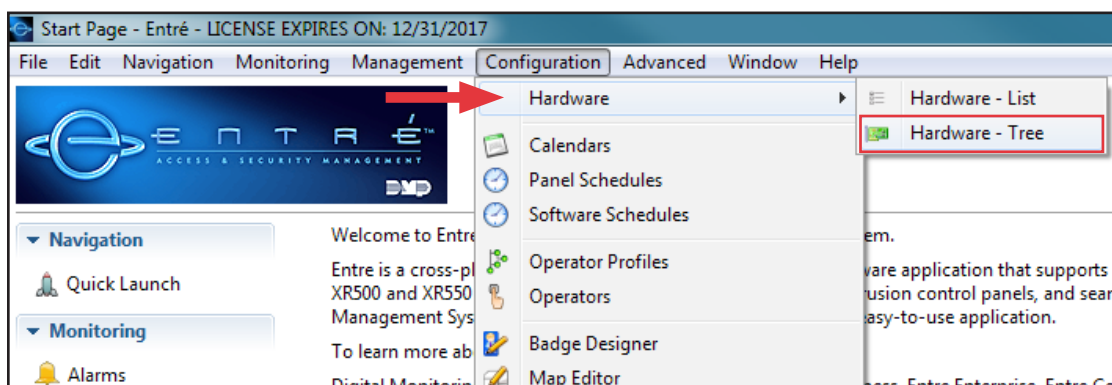
4

If the events show a **User Code Sync Failure** or **Panel offline: Communication failure** system message, there is a communication problem between Entré and the panel. You will need to restart the panel to resolve this issue.

Time	Description	Device
1/23/2017 16:21:21	System message: Remote programming complete	Entre Demo
1/23/2017 16:21:20	Panel: Online	Entre Demo
1/23/2017 16:14:20	Panel offline: Communication failure	Entre Demo
1/23/2017 16:13:46	Panel: User Code Sync Failure	Entre Demo
1/23/2017 16:13:37	Panel: User Code Sync Failure	Entre Demo
1/23/2017 16:13:28	Panel: User Code Sync Failure	Entre Demo

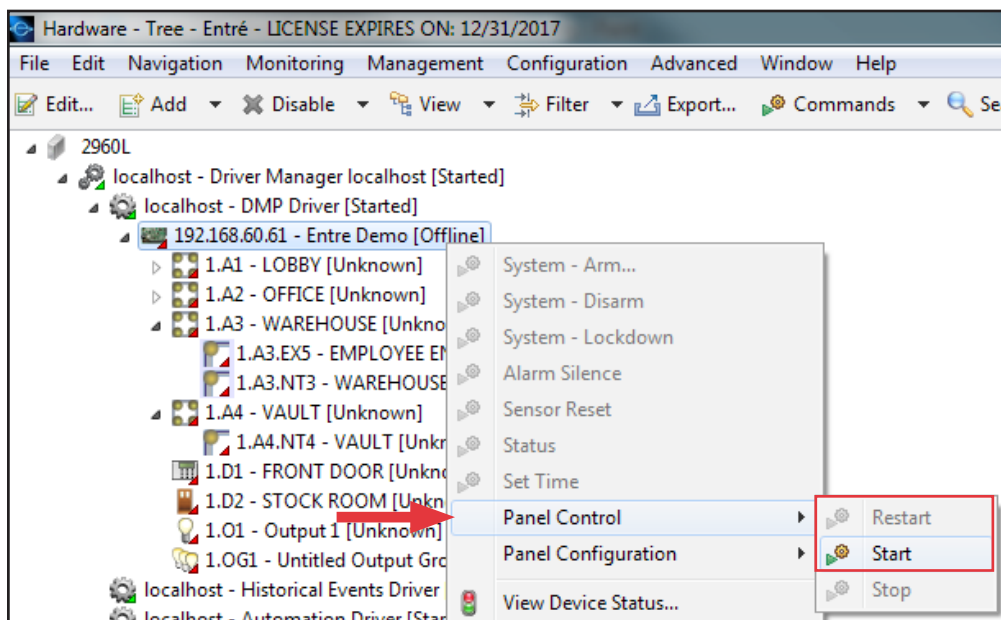
### Restart the Panel

- a. Open the **Configuration** menu and select **Hardware - Tree**.



- b. Locate the panel to which the codes are being sent.
- c. If the panel shows as offline, right-click the panel, select **Panel Control**, and then select **Start**.

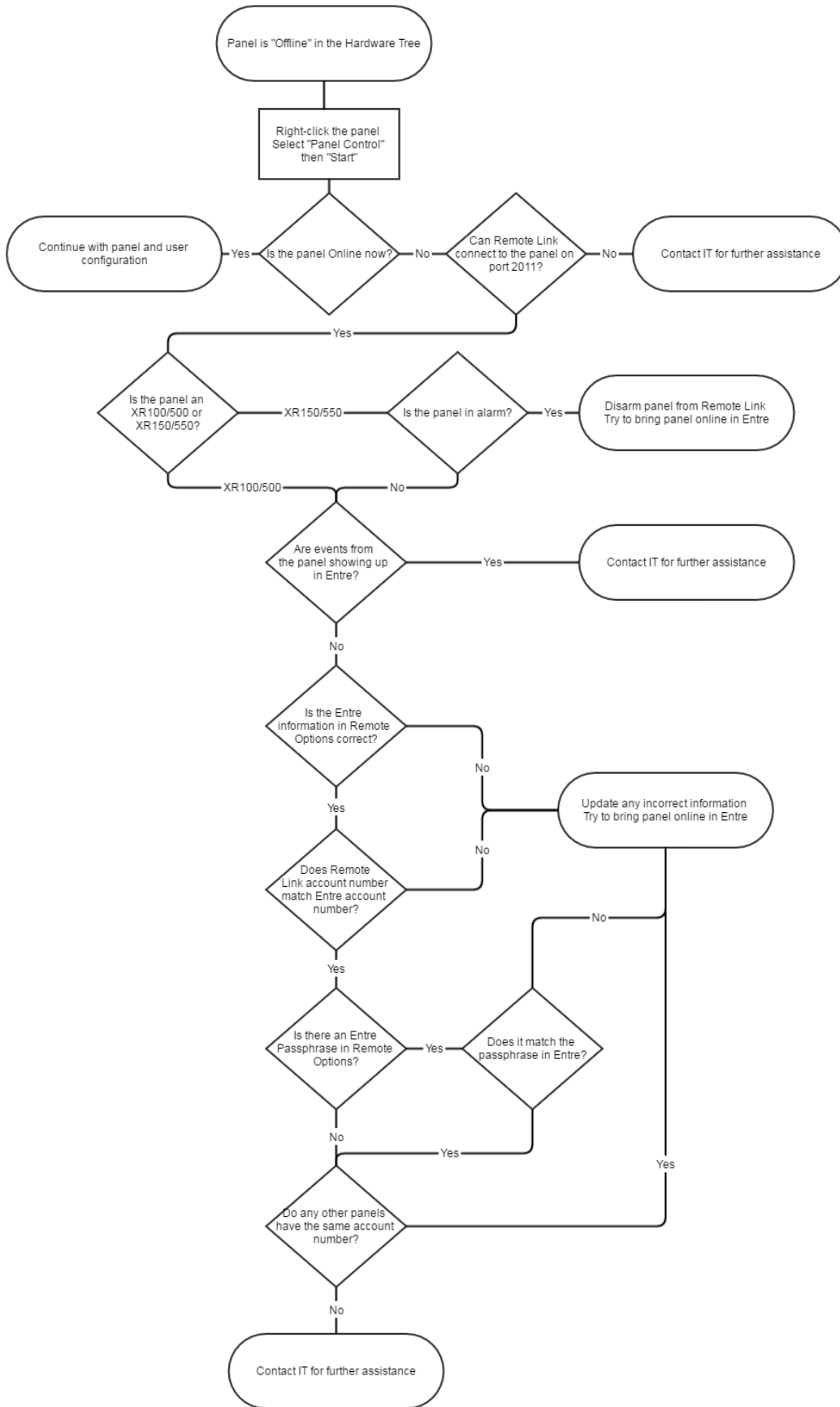
If the panel shows as online, right-click the panel, select **Panel Control**, and then select **Restart**.



- d. If the panel starts and shows as online, the codes will be sent, and the **Remote programming complete** message will display in the **Events** module.

If the panel will not start or show as online, refer to the troubleshooting flow chart on the next page. You can also contact your IT department for further assistance.

**Note:** Do not attempt to manually download configuration to the panel. This will cause users to be duplicated in the panel.



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and manufactured in  
Springfield, Missouri*

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