DRAFT

Brivo™ACS User Guide

June 2001

NOTICE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation or when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

      --Reorient or relocate the receiving antennae.

      --Increase the separation between the equipment and receiver.

      --Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

      --Consult the dealer or an experienced radio/TV technician for help.

Information in this document is subject to change without notice. For the most up-to-date information, log into your account at www.brivo.com and click Help.

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Brivo User Guide

Introduction

About This Document

The *Brivo™ User Guide* covers what you need to know to use the Brivo™ Access Control System (ACS) and service. It describes how to use the components of the ACS:

- The web site to monitor activity and manage access to your facilities,

- The Brivo-enabled keypad, and

- The ACS service provided by Brivo.

Before you begin to use the system, you will need to create an Account on the Brivo system and ensure that all the hardware for the ACS has been installed and tested by an installation specialist.

Document Conventions

This document uses the following typographic conventions:

Example	Meaning
View **Submit**	Names of menus, tabs, buttons, or other items in the web site user interface appear in boldface.
Press ENTER to make a selection**.**	Names of keys on the Brivo keypad appear in all uppercase.
View >Toolbars	An arrow separates the name of a menu from an item on the menu.
www.brivo.com	Internet addresses appear without the http:// or https:// prefix and are underlined.
Visitors, Employees, Account Administrator	Roles within the Brivo ACS will be capitalized throughout this document

Glossary

Access Code: An Access Code is a 5-digit code created by the Account Administrator for a User. The User (either an Employee or a Visitor) uses the Access Code to gain entry to an ACS-enabled door.

Account: Your Account is the place on Brivo's ACS web site where the Account Administrator manages user privileges and monitors user access events.

Account Administrator: Individual who manages access for the company using Brivo's online interface. The Account Administrator uses a user ID and password to log into the Brivo ACS web site.

Door: A door with a Brivo-enabled keypad that is connected to the Brivo ACS service. A "Door" belongs to a "Site."

Email Notification: Email Notifications are automatic messages (e.g. "Visitor Access Event") sent by Brivo to the email addresses specified in your Account.

Employee: An "Employee" is an individual in your company who requires limited or unlimited access to one or more doors during working hours.

Group: A "Group" is a group of Users whose permissions (doors, schedules, etc.) are all the same. A Group can streamline administration of the Account and ensure consistency of access permissions for user with similar profiles.

Keycode: "Keycode" is another term for Access Code.

Master Keycode: A keycode known only by the Account Administrator that will open all ACS-enabled doors within the Account. The Master Keycode is for diagnostic purposes only and should not be used by the Account Administrator as a personal keycode.

Site: A "Site" corresponds to one of the facilities or premises equipped with the Brivo ACS service. A site contains one or more "Doors" and consists of a name (e.g. "Washington HQ" or "Maple St. Office") and an address.

Schedule: A Time Schedule specifies the hours in which a particular Access Code is valid. Schedules are applied to Groups; a schedule that is applied to "Group A" would apply to all Users in Group A. (Schedules are not available at this time).

User: A "User" is an individual who has been assigned an Access Code by the Account Administrator. A User is designated as either an Employee or Visitor.

Visitor: A "Visitor" is an individual who is granted temporary access privileges.

Brivo Basics

The Brivo™ Access Control System (ACS) is an access control management system using advanced wireless and Internet technologies to provide near real-time secure and controlled access to multiple, dispersed facilities.

The Brivo ACS system can be accessed with any browser from any computer or device connected to the Internet. This chapter introduces the components of the Brivo system and explains how they work.

Brivo ACS Components

Brivo ACS is more than just hardware, it's a complete access control service. With the ACS service, door-side keypads work together with Brivo's Internet application to make managing access to facilities simple and effective. Your installer will also provide a locking mechanism that works with your particular door configuration. It is connected with the rest of the Brivo ACS via the ACS Control Panel.

The communications and coordination necessary for the Brivo ACS service occur behind the scenes. As a Brivo user, you will interact with the keypad and the Brivo web site (www.brivo.com). Additionally, the ACS service offers Brivo Customer Care, a fully staffed customer service group to provide support should you have any questions or concerns during the use the ACS system.

The Keypad

Figure 1. Brivo Control Panel

1. Keypad

The keypad is typically mounted next to the door, and is used to input and verify a user's access code. The keypad accepts 5-digit PIN codes, called keycodes, from employees and visitors.

2. Display panel

The display panel shows up to four lines of text at a time. When a keycode is being entered, a series of asterisks appear to indicate a digit has been input. The display has a backlight so that text is visible in poor lighting.

3. Function keys

The keypad contains three function keys: CLEAR, CANCEL, and ENTER. CLEAR and CANCEL delete any input you have made on the current screen so that you may re-enter information. ENTER submits any input you have made.

The Brivo Web Site

At the Brivo web site (www.brivo.com), you can monitor activities at all enabled access points at your facilities, create access privileges for employees and visitors, and generate reports from access event archives.

Access to the web site requires a password to safeguard the privacy and security of your information.

Access Control with Brivo ACS

Each Brivo Access Control account is managed by what's called an "Account Administrator." The Brivo Guide is written for the Account Administrator. The Administrator has special privileges for managing the entire account. These privileges are explained in detail later in this document.

Brivo ACS uses a keyless entry system that grants user-based privileges for access. The system does not require keys, keyfobs, prox cards, or any other physical access control devices that can be replicated or lost. Instead, Brivo ACS works with what's called a "keycode," as described below.

Brivo Keycodes

A Brivo keycode is a five-digit number similar to a PIN for a bank ATM card. Entering a valid keycode on the keypad opens the Brivo-enabled door.

Each employee or visitor who will be entering your facility must be assigned his or her own unique keycode. Each of these keycodes opens a Brivo-enabled door if access privileges have been granted to that individual.

Each keycode remains active until its access privileges are automatically changed by a preset schedule or by your company's Administrator at the Brivo website.

Keycodes can be assigned special properties called time schedules. These time schedules enable a keycode to be active only during predefined timeframes.

Maintaining Security

To maintain the security of your Brivo ACS:

- Keep the Account Administrator's user ID and password secure from anyone who should not have access control privileges.
- Change the Account Administrator's user ID and password if any employee who knows it leaves the company.
- Change the Account Administrator's user ID and password on a periodic basis.
- Remove any employees from the Employee list if they leave the company
- Remove/deactivate any Visitor once their visit is over or set up specific time limits for visitors that expire.
- Never email a keycode to anyone.

Getting Started

The first step in using the Brivo ACS is to set up your account. This must be performed prior to installation of your ACS hardware, since your Account must be established in order for the installer to verify correct operation of the system before leaving your premises. You may set up your account any time after you have signed and submitted the Brivo ACS Service Agreement.

Requirements

Computer and Internet Browser

To use the Brivo ACS service, you must be able to access Brivo's web site at www.brivo.com. Brivo does not provide direct dial-up service, so it is recommended you use your company's LAN and Internet service. If this is unavailable, you'll need an account with an Internet Service Provider (ISP) or some other way to access the Internet. You also need an e-mail address.

The Brivo web site has been designed for and tested with the following browsers on Apple Macintosh® and Microsoft Windows® compatible personal computers:

- Internet Explorer® Version 4.0 or higher
- Netscape Navigator® Version 4.0 or higher
- AOL 4.0 and higher

The Brivo ACS website is optimized for Internet Explorer® Version 4.0 or higher running on Microsoft Windows®. This is the recommended configuration for optimal performance.

Setting Up Your Internet Browser

To use all of Brivo's features, your Internet browser must be set to enable Java scripting and cookies. *Most browsers enable these by default and will not require the following steps.*

To double-check your settings, follow the instructions below for your computer and browser.

Internet Explorer 5.0 or higher for Windows

1. Open Internet Explorer.
2. Select **Tools? Internet Options**, click on the **Security** tab, and then click **Custom Level**.

3. In the **Settings** box, scroll down to the **Cookies** section. Make sure that **Allow cookies that are stored on your computer** is enabled.

4. In the **Settings** box, scroll farther down to the **Scripting** section. Make sure that **Scripting of Java applets** is enabled.

Internet Explorer 4.0 – 4.x for Windows

1. Open Internet Explorer.

2. Select **View? Internet Options**, click on the **Advanced** tab, and then scroll down to the **Security** settings. Under **Security**, find **Cookies**. Make sure that **Always accept cookies** or **Prompt before accepting cookies** is selected.

3. Now scroll farther down to the **Java VM** section. Make sure that **Java JIT compiler enabled** is checked.

Internet Explorer 4.0 – 4.x for Macintosh

1. Open Internet Explorer.

2. Select **Edit? Preferences**. Open the **Web Browser** settings if they are not already open.

3. Move the cursor down to **Java** and click. The **Java Options** dialog box appears to the right of the scroll region.

4. Make sure the box next to **Enable Java** is checked.

5. Scroll farther down in the scroll region to **Receiving Files**, and open these settings if necessary.

6. Move the cursor down to **Cookies** and click. The **Cookie Settings** dialog box appears to the right of the scroll region. Make sure the box following **When receiving cookies** is NOT set to **Never accept**.

Netscape Navigator 4.0 for Windows

1. Open Netscape Navigator.

2. Select **Edit? Preferences**. In the **Category** box, click on **Advanced**. The **Advanced** settings dialog box appears to the right.

3. Make sure that **Enable Java**, **Enable JavaScript**, and **Accept all cookies** are selected.

Netscape Navigator 4.5 for Macintosh

1. Open Netscape Navigator.

2. Select **Edit? Preferences**. Scroll down to **Advanced** and click. The **Advanced** settings dialog box appears to the right.

3. Make sure that **Enable Java**, **Enable JavaScript**, and **Accept all cookies** are selected.

AOL 4.0 or higher for Windows

1. Open AOL.

2. Select **My AOL**? **Preferences**.

3. Click the **WWW** icon.

4. Click on the **Security** tab, and then click **Custom Level**.

5. In the **Settings** box, scroll down to the **Cookies** section. Make sure that **Allow cookies that are stored on your computer** is enabled.

6. In the **Settings** box, scroll farther down to the **Scripting** section. Make sure that **Scripting of Java applets** is enabled.

AOL 5.0 or higher for Macintosh

1. Open AOL.

2. Select **My AOL**? **Preferences**.

3. Click the **WWW** icon.

4. Click on **Receiving Files**, then **Cookies**.

7. In the **When Receiving Cookies** box, select **Never Ask**.

8. Click on the Java section on the left side of the window. Verify the following setting that **Enable Java** is selected.

Registering with Brivo

After setting up your browser, you can now register with Brivo. *Most browsers enable Java scripting and cookies by default and will not require the following steps.*

Registration consists of two parts: creating your Brivo account and activating the doors on your Brivo ACS account.

Brivo strongly recommends you set up your account at the Brivo ACS website three to four days before your installation appointment. This allows you to become familiar with the system prior to the installation of your access control hardware**.**

Before registering, make sure you have contact information for the Account Administrator, including Name, Address, telephone numbers, and email address.

Creating Your Account with Brivo

Brivo requires you create your Administrator account three to four days prior to the physical installation of your system.

To create your Account Administrator account with Brivo, follow these steps:

1. Connect to the Internet and go to www.brivo.com/register

2. A screen will appear with fields asking for information. Please complete the *Contact Information* section as required.

    Next, you'll choose an Administrator User ID and password by completing the *User ID/Password* section.

    Your User ID must be at least six characters long, but not more than 30. Your password must be at least six characters long, and not more than 12. Both User ID's and passwords can contain any combination of capital and lowercase letters, digits, and special symbols. Passwords are case-sensitive, so you must type exactly the same combination of capital and lowercase letters each time.

    To finish, you must also supply at least one e-mail address, at which Brivo will notify you of access events. You can optionally supply up to four additional email addresses for notification.

    When you've entered the information, click **Submit** to send it to Brivo.

3. The next screen confirms your account was successfully created with Brivo.

4. Return the Brivo home page and log in to your new account using your User ID and password.

5. Next, click **Continue** to create a new site and begin using the Brivo ACS.

Changing Your Account Administrator Information

Using the Preference page of your account, you can change your password, Master Keycode, and other individual settings at any time.

To get there, go to www.brivo.com, log in to your Brivo account, and then click **Preferences**.

Whenever you change an account preference, be sure to click the **Save Changes** button. Otherwise, your changes will not be saved.

System Settings

On the **System Settings** tab, you can change your password, Technician Keycode, e-mail preferences, and time zone. For reference, this tab also displays your user ID and account number.

User ID

The Brivo Account Administrator user identification (called the *User ID*) that you select during the registration process will be your login ID for the web site.

Login Password

Along with your Brivo Account Administrator User ID, your password grants access to your Brivo account.

Your password must be at least six characters long, but not more than 12. It may contain any combination of capital and lowercase letters, digits, and special symbols. Passwords are case-sensitive, so you must type exactly the same combination of capital and lowercase letters each time.

Master Keycode

The Master Keycode is a keycode known by the Account Administrator that will grant access at all enabled doors on the account. The Master Keycode is for diagnostic purposes only and should not be used by the Account Administrator as a personal keycode. The Account Administrator should not share this keycode with individuals who do not require the highest level of clearance. The Master Keycode, as with all keycodes, should never be emailed to maintain the security of the system.

Time Zone Setting

Use the drop-down menu to set your local time zone. Your time zone will be automatically updated for Daylight Savings Time.

Owner Information

On the **Account Information** tab, enter your name, address, and contact telephone numbers. Brivo uses this information to register you as the Account holder of the Brivo Access Control System.

The *Account Information* section contains contact information for the Account Administrator. Information created during the account setup process will become the default account information.

Notification Settings

You must supply at least one e-mail address so that Brivo can notify you of specific entry events.

If you would like to be notified at other email addresses, your account will accept up to five, in the **Preferences** section. You can also enter them during registration.

Sites & Doors

Creating Sites and Doors

Once you've created the Administrator Account at Registration, your next step is to create a Site. A Site is defined as a group of Doors. All Brivo-enabled Doors must belong to a Site and can only belong to one Site. You will not be able to create a Door without first creating a Site.

In order to add Doors, you will need the *Installation Worksheet* provided by your installer with the "Door ID#".

1. Log in to www.brivo.com

2. Click on **Sites** on the left hand portion of the screen.

3. Click on the **New Site** tab.

4. Type the name of the new site to be created (e.g., "Headquarters" or "D.C. Office")

5. You will now be at the **Add a Door** screen. Enter the Door name (e.g., "Front Door" or "Server Room").

6. Next, locate the **Door ID#** that corresponds to the door you have just named and enter it into the **Door ID#** field. The Door ID# can be found on the *Installation Worksheet* provided to you by the installer.

7. Enter your information in the remaining fields and click Add Door.

   You will receive confirmation that a Door has been added.

8. Next, click either **Add Another Door** or **Done Adding Doors.**

9. If you click **Another Door** to **"Site name"**, repeat the Add a Door process from *Step 4* above.

   If you click **Done Adding Doors**, you will be at the Site Setup screen of the Site you have just created. Each Door and its corresponding Door ID# should be displayed along with the date created.

   If you need to add more Doors to this Site in the future, you can do so by clicking **Add a Door to this Site.**

Editing Sites

Once you have created a Site, you can now edit its profile.

To edit a Site, follow these steps:

1. Log in to www.brivo.com.
2. Click on **Sites.**
3. Find the Site you wish to edit from the Site master list.
4. Click on the Site's name.
5. The Site's profile will appear. Edit the profile as desired.
6. Click on the **Save Changes** link.
7. Click *Yes* on the dialog box that follows. The Site's profile is now changed.

Editing Doors

Once you have created a Door within a site, you can now edit its profile.

To edit a Door, follow these steps:

1. Log in to www.brivo.com.
2. Click on **Sites.**
3. Find the Site to which the Door belongs from the Site master list.
4. Click on the Site's name.
5. The Site's profile will appear. Within the profile is an individual listing of all Doors that belong to that specific site.
6. Click on the Door you wish to edit from the list.
7. The Door's profile will appear. Edit the profile as desired.
8. Click on the **Save Changes** link.
9. Click *Yes* on the dialog box that follows. The Door's profile is now changed.

Employees & Groups

Employees are defined as individuals who work at your company and require limited or unlimited access to one or more doors during working hours.

Groups are defined as a group of Employees. Groups are assigned access privileges to any number of Sites and/or doors. Groups allow the Account Administrator to more easily manage access to a Site, a specific Door or multiple Doors.

Employees MUST be assigned to a single Group. Employees cannot belong to more than one Group. Because of this requirement, your first step is to create a new Group in which to add Employees.

Creating New Employee Groups

Groups are defined as a group of Employees. Groups are assigned access privileges to any number of Sites and/or doors. Employees MUST be a single Group and cannot belong to more than one Group. Groups allow the Account Administrator to more easily manage access to a Site, a specific Door or multiple Doors.

Your first step is to create a Group. Once created, you can then add Employees.

To create a Group, follow these steps:

1. Log in to www.brivo.com.

2. Click on **Employees**, and then choose the **New Employee or Group** tab.

3. Click on **New Group** link.

4. At the New Group screen, name the Group you are creating (e.g., "D.C. Staff").

5. Next, on the **Edit Group,** and select a Site for the Group you've just named to access.

   You can add as many Sites as are available for the Group.

   Under each Site, choose the specific Doors to which you would like the Employees to have access. If you choose *All Doors*, then all Doors at that specific site will be accessible for that Group. If *All Doors* is chosen at a specific site, you cannot choose individual Doors. (The *Schedules* feature is not available at this time).

   Click **Save** when you are finished.

6. The next screen will confirm that the Group you have just created has been added to the list of Groups.

Creating Employees

After creating an Employee Group, you are now ready to begin adding individual Employees to the Group. Once added, the Employee will inherit the access privileges of the entire Group. Access privileges can only be assigned to an Employee by adding him or her to a Group. The access privileges of a Group and which Employees belong to that Group are the responsibility of the Account Administrator.

To create an Employee and add him/her to a Group, follow these steps:

1. Log in to www.brivo.com.
2. Click on **Employees,** and then choose the **New Employee or Group** tab.
3. Click on **New Employee** link.
4. Complete the fields on this screen.

   At the *Keycode* field, you can create a unique keycode that the Employee desires, or you can choose *Random* to generate a random keycode.

   You will see a list of all the Groups on the account. Choose the Group to which you want the Employee to belong. Remember, an Employee can only belong to ONE Group and will assume the access privileges of that Group.

   Click on **Add Employee** link.
5. The next screen will confirm that the Employee you have just created has been added to the list of Employees.

Switching Groups for an Employee

It is an easy process to switch an Employee from one Group to another.

To switch and existing Employee from one Group to another, follow these steps:

1. Log in to www.brivo.com.
2. Click on **Employees.**
3. Find the Employee you wish to edit from the master list of Employees. You can also locate the Employee by choosing the first letter of his or her last name from letters at the top of the screen.
4. Click on the Employee's name.
5. The Employee's profile will appear.
6. At the Employee's profile, you will see a list of all the Groups on the account with the Employee's current Group selected.

7. Choose the new Group to which you would like the Employee to belong. Remember, an Employee can only belong to ONE Group and will assume the access privileges of that Group.

8. Click **Save** when you are finished.

Editing Employees

Once you have created an Employee, you can now edit his or her profile and access privileges.

To edit an Employee, follow these steps:

1. Log in to www.brivo.com.

2. Click on Employees.

3. Find the Employee you wish to edit from the master list of Employees. You can also locate the Employee by choosing the first letter of his or her last name from letters at the top of the screen.

4. Click on the Employee's name.

5. The Employee's profile will appear.

6. At the Employee's profile, edit the Employee as desired.

7. Click **Save** when you are finished.

Deleting Employees from the System

If an Employee leaves or needs to be deleted from the Brivo ACS, it is an easy process.

To delete an Employee from the system, follow these steps:

1. Log in to www.brivo.com.

2. Click on **Employees.**

3. Find the Employee you wish to edit from the master list of Employees. You can also locate the Employee by choosing the first letter of his or her last name from letters at the top of the screen.

4. Click on the Employee's name.

5. The Employee's profile will appear, at the bottom of the screen click *Delete Employee.*

6. Click *OK* on the dialog box that follows. The Employee is no longer in the system.

7. By clicking *Show Deleted Employees* at the bottom right of the Employee master list, you can view a deleted employee for 90 days after deletion.

Visitors & Visitor Groups

Visitors are defined as individuals who are granted temporary access privileges.

Visitor Groups are defined as a group of Employees. Visitor Groups are identical to Employee Groups. Groups are assigned access privileges to any number of Sites and/or doors. Groups allow the Account Administrator to more easily manage access to a Site, a specific Door or multiple Doors.

Like Employees, a Visitor MUST be assigned to a single Group. Once assigned to a Group, a Visitor will inherit the access privileges of that Group.

Visitors cannot belong to more than one Group. Because of this requirement, your first step is to create a new Visitor Group in which to add new Visitors.

Creating New Visitor Groups

Visitor Groups are defined as a group of Visitors. Groups are assigned access privileges to any number of Sites and/or doors. Employees MUST be a single Group and cannot belong to more than one Group. Groups allow the Account Administrator to more easily manage access to a Site, a specific Door or multiple Doors.

Your first step is to create a Visitor Group. Once created, you can then add Visitor.

To create a Group, follow these steps:

1. Log in to www.brivo.com.

2. Click on **Employees**, and then choose the **New Visitor or Group** tab.

3. Click on **New Group** link.

4. At the New Group screen, name the Group you are creating (e.g., "D.C. Staff").

5. Next, on the **Edit Group,** and select a Site for the Group you've just named to access.

    You can add as many Sites as are available for the Visitor Group.

    Under each Site, choose the specific Doors to which you would like the Employees to have access. If you choose *All Doors*, then all Doors at that specific site will be accessible for that Group. If *All Doors* is chosen at a specific site, you cannot choose individual Doors. (The *Schedules* feature is not available at this time).

    Click **Save** when you are finished.

6. The next screen will confirm that the Visitor Group you have just created has been added to the list of Groups.

Creating Visitors

After creating a Visitor Group, you are now ready to begin adding individual Visitors to the Group. Once added, the Visitor will inherit the access privileges of the entire Group. Access privileges can only be assigned to a Visitor by adding him or her to a Group. The access privileges of a Group and which Visitors belong to that Group are the responsibility of the Account Administrator.

To create a Visitor and add him/her to a Group, follow these steps:

1. Log in to www.brivo.com.
2. Click on **Visitor,** and then choose the **New Visitor or Group** tab.
3. Click on **New Visitor** link.
4. Complete the fields on this screen.

   At the *Keycode* field, you can create a unique keycode that the Visitor desires, or you can choose *Random* to generate a random keycode.

   You will see a list of all the Groups on the account. Choose the Visitor Group to which you want the Visitor to belong. Remember, a Visitor can only belong to ONE Group and will assume the access privileges of that Group.

   Click on **Add** Visitor link.
5. The next screen will confirm that the Visitor you have just created has been added to the list of Visitor.

Switching Groups for an Visitor

It is an easy process to switch a Visitor from one Visitor Group to another.

To switch and existing Visitor from one Group to another, follow these steps:

1. Log in to www.brivo.com.
2. Click on **Visitors.**
3. Find the Visitor you wish to edit from the master list of Visitors. You can also locate the Visitor by choosing the first letter of his or her last name from letters at the top of the screen.
4. Click on the Visitor's name.
5. The Visitor's profile will appear.
6. At the Visitor's profile, you will see a list of all the Visitor Groups on the account with the Visitor's current Group selected.

7. Choose the new Group to which you would like the Visitor to belong. Remember, like Employees a Visitor can only belong to ONE Group and will assume the access privileges of that Group.

8. Click **Save** when you are finished.

Editing Visitors

Once you have created a Visitor, you can now edit his or her profile and access privileges.

To edit a Visitor, follow these steps:

1. Log in to www.brivo.com.

2. Click on Visitors.

3. Find the Visitor you wish to edit from the master list of Visitors. You can also locate the Visitor by choosing the first letter of his or her last name from letters at the top of the screen.

4. Click on the Visitor's name.

5. The Visitor's profile will appear.

6. At the Visitor's profile, edit the Visitor as desired.

7. Click **Save** when you are finished.

Deleting Visitor from the System

If a Visitor needs to be deleted from the Brivo ACS, it is an easy process.

To delete a Visitor from the system, follow these steps:

1. Log in to www.brivo.com.

2. Click on **Visitors.**

3. Find the Visitor you wish to edit from the master list of Visitors. You can also locate the Visitor by choosing the first letter of his or her last name from letters at the top of the screen.

4. Click on the Visitor's name.

5. The Visitor's profile will appear, at the bottom of the screen click *Delete Visitor.*

6. Click *OK* on the dialog box that follows. The *Visitor* is no longer in the system.

7. By clicking *Show Deleted Visitors* at the bottom right of the Visitor master list, you can view a deleted employee for 90 days after deletion.

System Activity

The Activity Log

The Activity Log is the first screen you see when you log into your Brivo ACS account. The Activity Log's purpose is to summarize recent system activity at all enabled access points. The default setting for the Activity Log shows the last ten access events on your Brivo ACS account.

Activity Log Elements

The *Date/Time* header displays the specific time when an entry event occurred.

The *Name* header indicates the employee or visitor who initiated the entry event. A *door open to long* status alert can also fall in this column.

The *Status* header indicates whether the initiator of the entry event was an employee or a visitor.

The *Site* header indicates at what site the entry event occurred.

The *Door* header indicates the specific door within a site where the entry event occurred.

The *Page* feature at the bottom corner of the screen allows you to review system activity from events that are not visible in the data displayed. These Pages are stored in chronological order from newest to oldest (i.e., "1" equals newest).

The *Jump to:* feature at the bottom left corner of the screen allows you to "jump to" specific dates that are not visible in the data displayed.

Checking Status

On the Activity Log screen, both the *Names* and the *Site* columns contain hyperlinked data. These hyperlinks, when clicked, will display that particular individual's or site's profile. The profile screens will display current information about the individual or site. Additionally, the profile screens have *edit* features that allow you to alter the information, privileges, and designations of the individual or site.

See *Editing Employees, Editing Visitors, Editing Sites.*

Using the *Jump to:* Feature

To check the status of a date that is not visible in the data displayed, type in the month and date you wish to review in the field beside the *Jump to: box* at the bottom left of the Activity Log screen. This will take you directly to the entry event activity log from that date.

System Preferences

Preferences

Preferences are settings the Account Administrator can create and edit. Preferences are modifiable and should be kept up to date. The elements that make up the Preferences are *Notifications and Views, Password and Keycodes,* and *Account Information.* Information you create during the account setup process will become the default preferences. To edit these preferences read below.

Editing *Notifications and Views*

The *Notifications and Views* section contains two separate system status features. The first is *Notifications*, which allows you to indicate how you want to be notified of entry events. The second is *Views*, which allows you to indicate how you want the status screens to display the data. (Default views are set at this time).

To edit your *Notification* settings, follow these steps:

1. Log in to www.brivo.com.

2. Click on **Preferences.** You will be on the *Notifications and Views* screen.

3. Under *Notifications* you will see the email address that you entered during the account setup process. In addition you will see four more fields that allow you to enter additional email addresses to which entry event notification alerts can be sent. Edit as desired.

4. Under the email fields check the specific entry events on which you would like to be notified.

5. Click on the **Save Changes** link.

6. Click *Yes* on the dialog box that follows.

Editing *Password and Keycode*

The *Password and Keycode* section contains the password of the Account Administrator and the *Master Keycode.* The administrator password is used to login to the online account at www.brivo.com. The *Master Keycode* can access all doors on this account.

To edit the Account Administrator Password, follow these steps:

1. Log in to www.brivo.com.
2. Click on **Preferences.**
3. Click on the *Password and Keycode tab.*
4. Under *Change Password,* enter the current Account Administrator password, the new password you wish to use, and then confirm the new password.
5. Click on the **Save Changes** link.
6. Click *Yes* on the dialog box that follows. The password is now changed in the system.

To edit the *Master Keycode*, follow these steps:

1. Log in to www.brivo.com.
2. Click on **Preferences.**
3. Click on the *Password and Keycode* tab*.*
4. Under *Change Master Keycode,* enter the current *Master Keycode* you wish to use, and then confirm the new keycode.
5. Click on the **Save Changes** link.
6. Click *Yes* on the dialog box that follows. The technician keycode is now changed in the system.

Editing *Account Information*

The *Account Information* section contains contact, identification, and notification information for the Account Administrator*.* Information created during the account setup process will become the default account information.

To edit the *Account Information*, follow these steps:

1. Log in to www.brivo.com.
2. Click on **Preferences.**
3. Click on the *Account Information* tab*.*

4. Choose the information you would like edit. Edit fields as desired.

5. Click on the **Save Changes** link.

6. Click *Yes* on the dialog box that follows. The Administrator account information is now changed in the system.

General Information

Privacy Policy & Terms of Use

The *Privacy Policy* states Brivo's policy on the privacy of all data collected on the system. At Brivo, we are firmly committed to safeguarding your privacy. Brivo's *Privacy Policy* is accessible at www.brivo.com through a link at the bottom of each screen.

Brivo's *Terms of Use* states the terms of use of the Brivo website. Brivo Systems, Inc. maintains its website to provide you with information about Brivo and its services. Brivo's *Terms of Use* is accessible at www.brivo.com through a link at the bottom of each screen.

Online Help

Brivo provides most of the content in the *Brivo Guide* user manual on the Brivo website in its online *Help* section. To access this section, select *Help* from the general navigation bar to the left of the screen.

The online *Help* section will contain the most up-to-date user information on the Brivo Access Control System.

Brivo Customer Care

Unlike most access control products, the Brivo Access Control System is a service. As a service, Brivo not only offers online help and a user manual, but a Customer Care group dedicated to assisting Brivo users.

If you have a technical question, of if you have suggestions, or comments, you can contact Brivo Customer Care at 1-866-BRIVO4U (1-866-274-8648) or you can send an email to customercare@brivo.com.

Brivo Customer care Technical support is available from 8 a.m. to 6 p.m. (EST), Monday-Friday

Frequently Asked Questions

This section lists questions and answers in several categories:

How can I tell if an Employee or Visitor has entered a Brivo-enabled access point?

Log in to www.brivo.com and check the **Activity Log** page, or check your e-mail for an entry event notification. If you are not receiving e-mail notifying you of access events, go to the **Preferences** page at www.brivo.com to make sure Brivo has the correct e-mail address.

What happens if the Brivo-enabled access point does not open for an Employee or Visitor?

First, make sure the Employee or Visitor correctly typed in his or her keycode. Next, make sure the keycode is valid in the system. You, as the Administrator may have turned it off or deleted it.

If the keycode is valid in the system and the door still does not work, call Brivo Customer Care at 1-866-BRIVO4U (1-866-274-8648).

Brivo Customer care Technical support is available from 8 a.m. to 6 p.m. (EST), Monday-Friday.

Who should have access to the Master Keycode?

The Master Keycode is a keycode that opens all enabled doors on the system. Only the Account Administrator should know this keycode. The Master Keycode is for diagnostic purposes only and should not be used by the Account Administrator as a personal keycode. If the keycode is compromised, the Master Keycode should be changed immediately at www.brivo.com.

What if an Employee or Visitor accidentally allows the door to shut before entering?

The door will remain unlocked for 20 seconds after their first use precisely for such events. If the door locks again prior to the Employee or Visitor entering, he or she can enter the keycode again and the door will open.

What happens if a door is left opened?

If a door is propped or held open or not closed properly, the keypad will instruct the individual to please close the door. Additionally, the administrator will receive a "Door Open Too Long" email notification that the door has been left open.

At www.brivo.com, the Activity Log will indicate a "Door Open" event along with the corresponding time. Employees and Visitors should be encouraged to close all doors at every entry and exit**.**

Who should be given Visitor keycodes?

Only individuals to whom you would like to grant access should be assigned a Visitor keycode. Remember, Visitor keycodes allow access as long as they are valid. Once the Visitor is no longer in need of access privileges, his or her keycode should be deactivated immediately.

The Account Administrator ID, password, or Master Keycode has been forgotten?

You can contact Brivo Customer Care at 1-866-BRIVO4U (1-866-274-8648) for assistance.

My Internet connection is down. Can Employees and Visitors use the Brivo-enabled access points anyway?

Yes, as long as all keycodes were created at least 10 minutes prior to the Internet connection going down. However, to create a new Brivo keycode, you must be connected to the Internet.   See the sections on "Creating a Employee" and "Creating a Visitor".

Does it matter which e-mail program and browser I use?

You can use any e-mail program you prefer.

See "Requirements" section for details on browser compatibility.

I forgot the Employee keycode before I had a chance to give it to the individual for which it was created. How can I find it again?

The keycode appears in the Employee profile. Log in to www.brivo.com; click on **Employees**, and then find the individual Employee from the Employee master list. Click on the name of the employee and you will be able to see his or her profile. The keycode is listed on the profile.

I need to change my e-mail address.

Log in to www.brivo.com. Click on **Preferences**, and then on the **Owner Information** tab. Enter your new e-mail address and click **Save Changes**.

My company's moving. Can I take my Brivo Access Control System with me?

Yes, due to its unique design, the Brivo ACS can be moved. You should contact a Brivo-certified integrator to assist you in the move. Brivo Customer Care can direct to your local integrator.

Somebody vandalized my Brivo-enabled door!

Call your local police to report the incident, and then call Brivo Customer Care at 1-866-BRIVO4U (1-866-274-8648).

CAN BRIVO GENERATE ACCESS CODES FOR ME, WHEN I AM NOT BY A PC?

No. To maintain the security of the system, Brivo will not generate keycodes for you when you are not by a PC.