klevio

Customer Support

Dashboard

Quick Start Guide

Bulk manage access to your properties by sharing digital keys, unlocking doors remotely, monitoring user activity & exporting access information
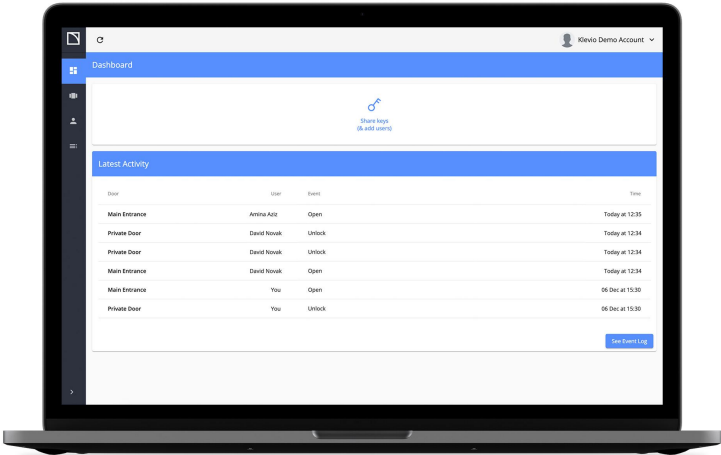
Table of Contents

The Klevio Dashboard is an essential part of the Klevio smart digital access system that simplifies key management for businesses & advanced users
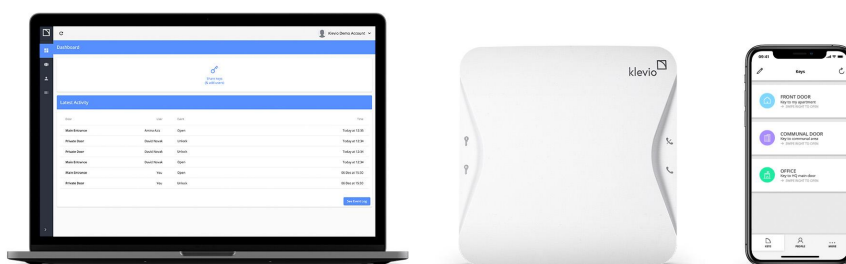
Have a complete overview of your Klevio properties, doors, keys and users.

Share your digital keys with advanced features like resharing and app-less unlocking.

Bulk import users & share multiple keys to multiple people at once.

Export user lists and activity logs.

Do all this from an **accessible web application.**

The Klevio system includes the Klevio web Dashboard, Klevio hardware & the Klevio smartphone App

Getting Started
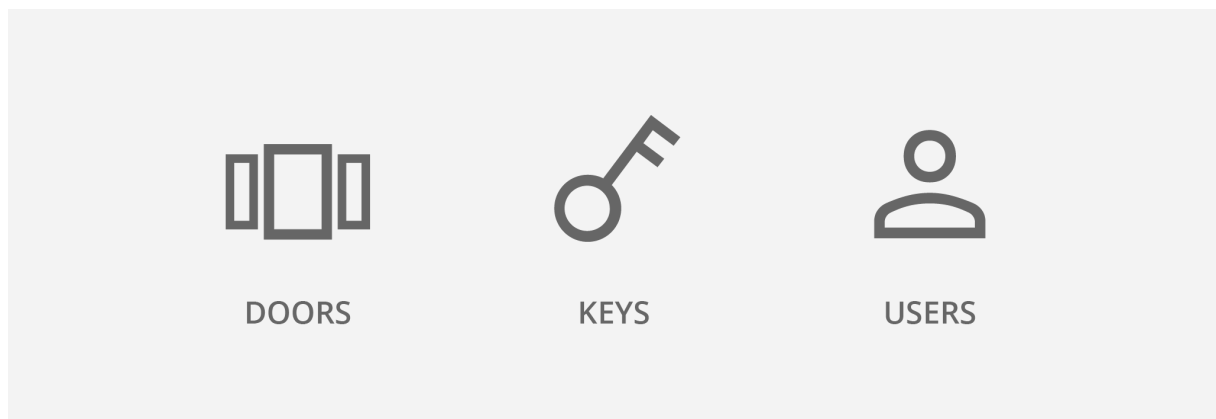
Navigating the Klevio Dashboard

How It Works

All your Klevio-connected doors are registered in the Dashboard

You can manage who has access & when by sharing different types of digital keys with different people.

You can share keys for your doors with different people - all of which are registered in your Dashboard

DOORS   KEYS   USERS

Logging In

To log in to the Dashboard, use your Klevio account credentials

We will ask you to create an account when Klevio is installed at your property so we can issue you your master keys. Your Klevio business package automatically grants you access to the Klevio Dashboard.

The Dashboard can be accessed from any web browser such as Safari, Chrome, Firefox or Edge. The user interface is optimized for desktop or laptop computers and tablets - for smartphones, we recommend using the Klevio App. Your Dashboard is available at link below:

The Klevio Dashboard is available at this link

https://dashboard.klevio.com/

Logging in to the Klevio Dashboard
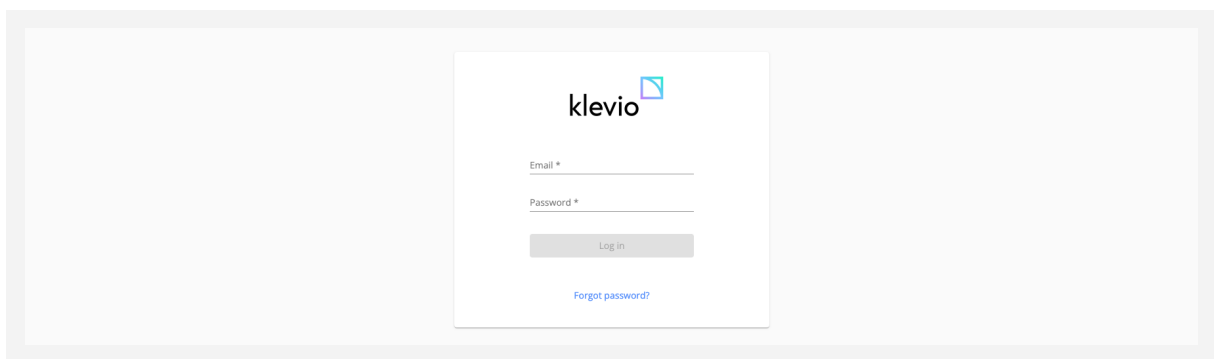
Don't have a Klevio account yet? See how to sign up with the Klevio Smartphone App >

Dashboard Layout

- the Dashboard Homepage
- the Doors tab
- the Users & Keys tab
- the Event Log tab

When you sign in to the Dashboard, you will land on the **Dashboard Homepage.** Depending on the size of your device, your **navigation bar** with your various **tabs** will be located on the left or at the bottom of your screen.

The different parts of the Klevio Dashboard interface, as seen from the Dashboard Homepage
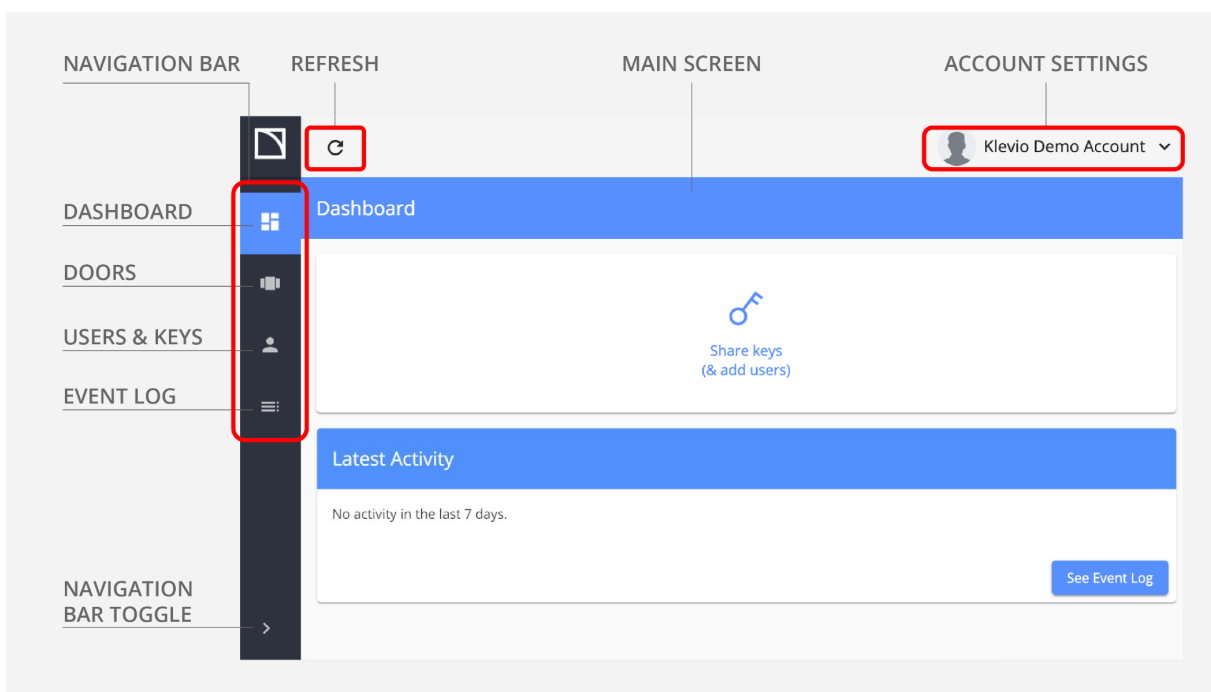
Doors, Users & Keys and Event Log Tabs

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All your doors, users, keys & access events in list form

The Doors, Users & Keys and Event Log tabs hold **lists** of all these items respectively, and they are all equipped with **filters and sorting tools**, so that you can quickly find whatever you need. You can also **export** this data from the Dashboard. Learn more about Exporting Logs >

Clicking on a key or on the name of any door or user opens an info box with more details and editable information about that item. For more on this, see the Door and User Info & Key Details sections.

Doors list

Users & Keys list

Users & Keys

Filter by user or key details (separated by commas)

▾ Expand list

User Name ↑	Keys Shared	Activated	More
^ Amina Aziz	1	✓	demovideo+amina@klevio.com
⚷ Main Entrance	from You	✓	

⬇ Export by users or Export by keys   Items per page: 10 ▾   1 – 1 of 1   ‹ ›

CLICK ON USER NAME   CLICK ON USER ROW   CLICK ON KEY ROW

Event Log list

Event Log

From date
01 Dec 2022 📅

Filter by users
David

Filter by doors
Private Door ▾

To date
08 Dec 2022 📅

Reset all filters ↻

Door	User	Event	Time
Private Door	David Novak	Lock unsuccessful	Today, 08 Dec at 12:34
Private Door	David Novak	Unlock	06 Dec at 15:30

⬇ Export   Items per page: 10 ▾   1 – 2 of 2   ‹ ›

LIST OF ACCESS EVENTS

Door and User Info Pages

Click on a door or user name to see their Info page with detailed information & additional tools

You can view an Info page by **clicking on the name of a specific door or user** in one of your [Dashboard tabs](). From here you can edit information, view shared keys & latest activity, unlock a door remotely, remove a user from the Dashboard …

Info pages for a door (left) and a user (right)

Key Details

▬

Click on a key to view or edit information, change the time limit, remove access ...

If you click on any door or user item row in the Doors or Users & Keys lists, a dropdown will appear with a **list of keys issued for that door or user** respectively. Lists of keys can also be found in the Keys box of a door's Info page or in the User Keys box of a user's Info page.

Clicking on a key opens the **Key Details dialog** where you can view more information. You can also **delete the key**, which means the user will lose access to that door immediately.

In the bottom right corner of the Key Details dialog, you have an **"Edit" button** that opens an additional **Edit Key dialog** where you can customize the input fields and access additional tools.

The Key Details dialog & the Edit Key dialog
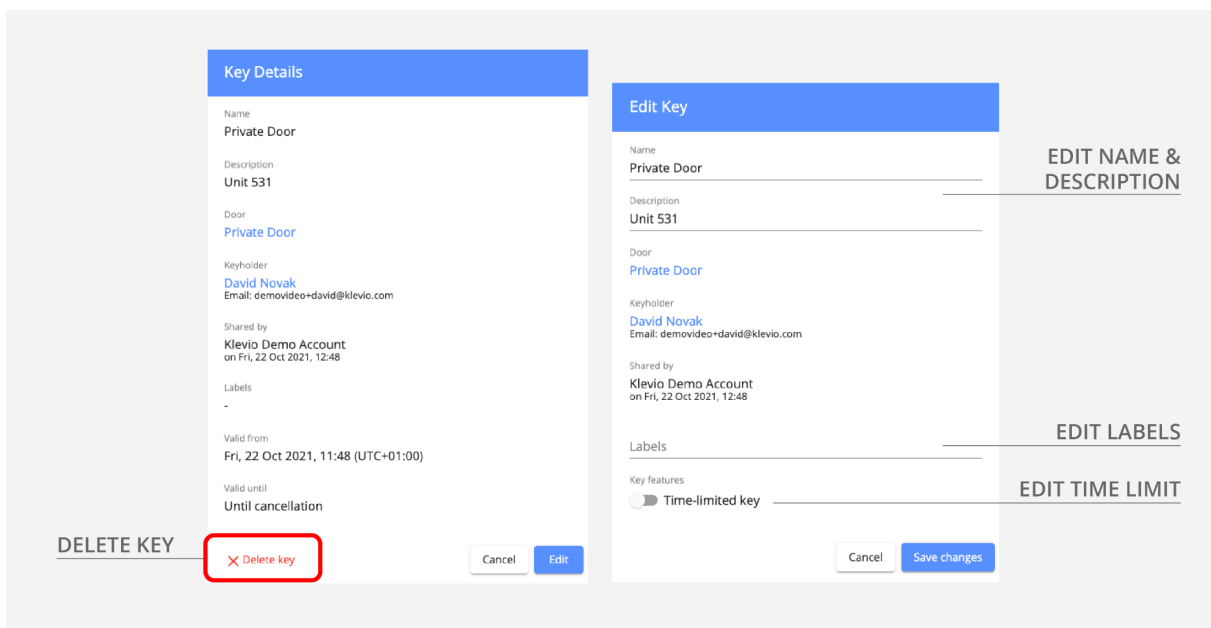
Sharing Keys

Share access with people from the Dashboard at the touch of a button
& learn about the various features that can help you optimize your key management process

Sharing Keys

How to Share Keys

- Choose **who** you want to share keys with
- Choose the **doors** you want them to access
- Choose the **type of keys** you want to share
- Review & share

Start the key sharing process by clicking on the **"Share keys & add users" button** on the Dashboard Homepage and then follow the 4 steps described above. You can also share keys directly from Door Info or User Info. More information about different [key types](#) & [how to share keys with multiple people](#) is available in the following articles.

You can share keys from the Dashboard Homepage (left) or from a specific Door or User Info page (right)
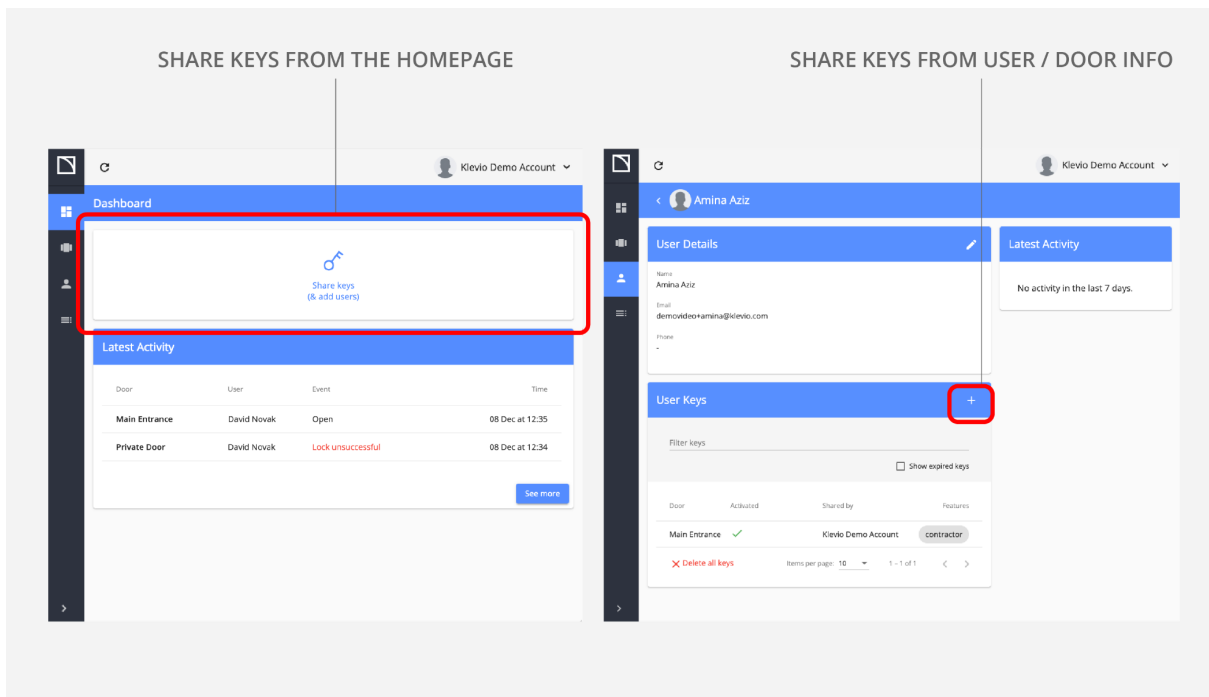
Types of Keys

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Regular / permanent keys

If no special features are activated during key-sharing, you share a regular or permanent key. Regular keys **cannot be shared further by your users**. They also must be manually deleted if you wish to revoke a user's access privileges.

Time-limited keys 🕒

You can **define the dates for which a key will be valid.** Outside of this time period, the user will not be able to use the key. These are called time-limited keys, and you can edit their validity even after they've been shared. Learn how to change the validity of a user's time-limited key >

(Re)shareable keys ↗

Unlike other types, (re)shareable keys **enable your users to share their keys with other people.** We advise you to only use this feature with people you trust (like your business partner, your office manager ...). As the master keyholder, you will still be able to **monitor who your partners share their shareable keys with.**

App-less Access keys @

This feature is best suited for **one-time users** who would find it a hassle to register with Klevio just to enter a property once. With App-less access, a user can unlock your door a set number of times by **tapping an email link & entering a special code** you shared with them separately. For a more comprehensive guide, please read the App-less access articles on help.klevio.com >

Enabling a PIN ⊞

If your Klevio access solution includes a keypad, you will be able to share a key with an associated PIN. Your user can then choose whether to **use the keypad to enter your property**, or to download the Klevio app and use a digital key. For more information on Klevio Keypads, please contact support@klevio.com.

Sharing Keys in Bulk

Upload a simple .csv spreadsheet of users

At the first step of the key sharing process - where you choose the people you want to share keys with - click on the **"Import user list"** option. Follow the instructions in that tab and use the **spreadsheet template** provided to properly format the user information you want to upload.

You can share keys in bulk by uploading a formatted spreadsheet with multiple users in the "Import user list" tab

Monitoring Access

View unlock activity, find out who has access to which doors
& which keys you've shared have expired

Who Has Access to a Door?

Use the Doors or Users & Keys tab
to view & filter your doors, users and keys

The Doors and Users & Keys tabs show you lists of shared keys from the viewpoint of either your doors or your users, respectively. By default, the initial view only shows collapsed lists with just doors or users visible, but **clicking on a door or a user row opens a dropdown of all the associated keys.** You can also view all your keys at once by clicking on the **"Expand list" button** in the top left corner of either list. You can also use the **filter** option above if you're maybe looking for a specific user, a specific account email etc.

Clicking directly on the name of a user or a door will take you to their respective **Info pages.** Clicking on a key will take you to **the "Key Details" dialog.** Click here to learn more about Door and User Info and click here for more on Key Details.

Find and manage all your doors, users and keys in the Doors tab and Users & Keys tab

Monitoring Access

Event Log

View & filter access activity going back 90 days

Find out who's been entering your properties and when by viewing the **Event Log tab.** Use the **filter** options above to adjust the scope to a specific time period, a specific door or a specific user. By default, the Event Log is set to show data for all users and doors for the last 7 days.

You can also export this list of access activity (with filters applied), by clicking on the "**Export"** link in the bottom left corner.

Get an overview of your access activity in the Event Log tab


Exporting Logs

Export data from all your lists

In the Dashboard you can easily export the lists from your Doors, Users & Keys and Event Log tabs in the form of a spreadsheet file.

In each tab, you can find the **"Export" button** in the bottom left corner of the list. In Users & Keys, you can decide whether you want the exported document to list the information by users or by keys.

If you apply any **filters** to your list, the exported file will only show the filtered results.

Each of the lists in the Dashboard has an "Export" button in the lower left corner
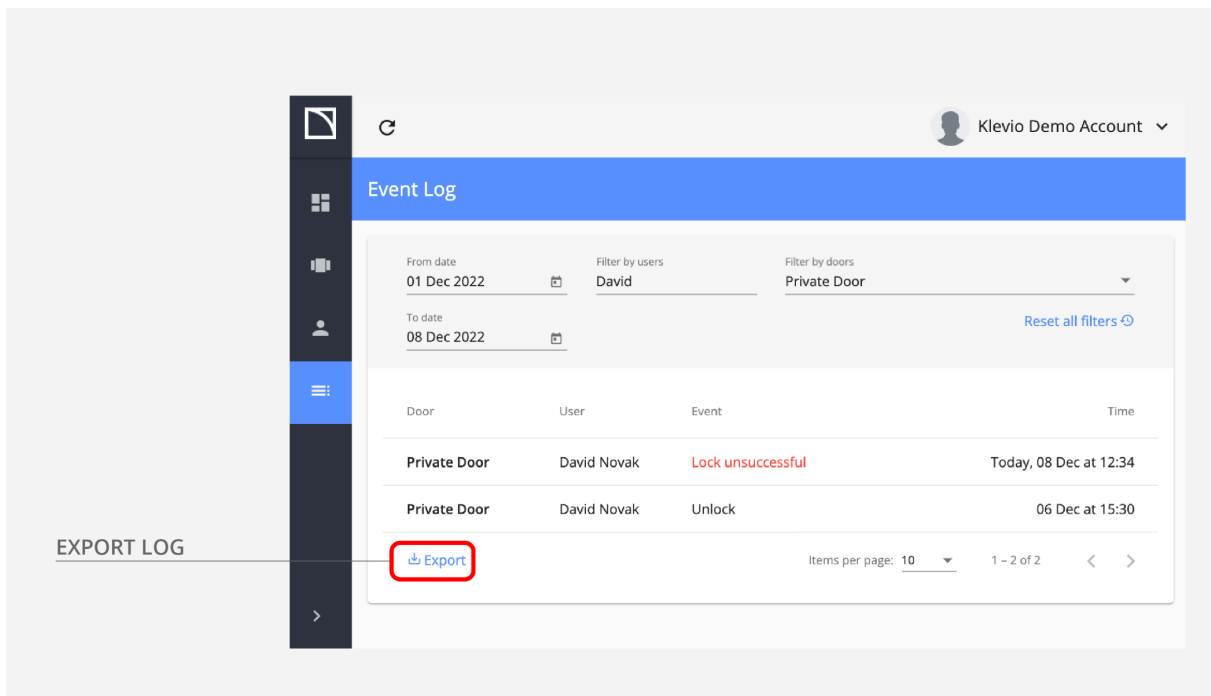
Viewing Expired Keys

Use the "Show expired keys" feature in Door Info or User Info

By default, **expired time-limited keys do not show up** in any of your lists. You can only view them in the "Keys" box of a Door or User Info page, where you need to activate the **"Show expired keys"** checkbox. The expired keys will show up alongside the other keys in the list.

View time-limited keys that are no longer valid by ticking the "Show expired keys" checkbox in Door Info or User Info

Managing Access

Edit and revoke access privileges, edit information, unlock doors remotely
& enable special digital access features like Quick Access

Editing Information

Edit users and doors

To edit information for a door or a user, navigate to their respective **Info page.** You can edit the information in the Details box by clicking on the **"Edit" icon** in the top right corner.

Edit keys

To edit information for a key, click on a key to open the **"Key Details" dialog.** Then, click on the **"Edit" button** to make the fields editable & reveal additional settings.

Use the "Edit" button or "Edit" icon to edit details & settings for doors, users or keys
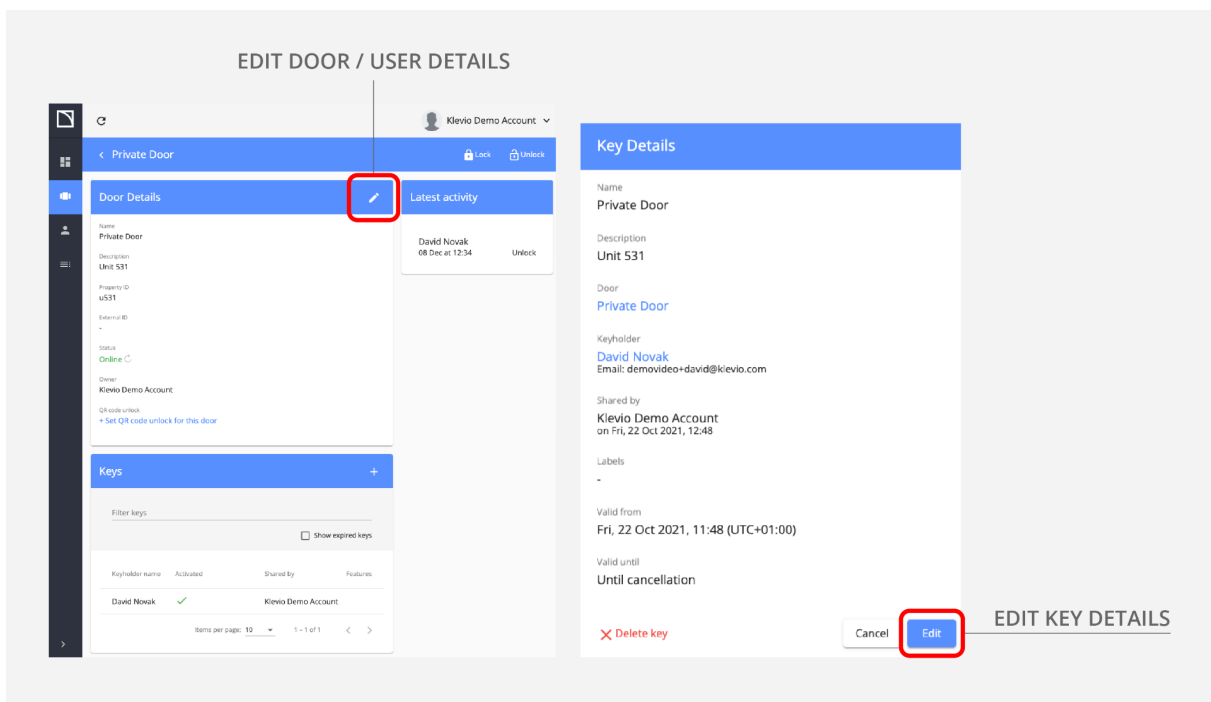
Changing a Key's Time Limit

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Add or change the time-limit by editing Key Details

To change the validity of a time-limited key, click on the key in any of your lists to open up **Key Details.** Then, click on the **"Edit" button** to open the editing dialog where you can scroll down and **adjust the dates** for when the key should be active. Don't forget to hit **"Save changes"** once you've finished editing.

You can change the validity of time-limited keys by editing Key Details
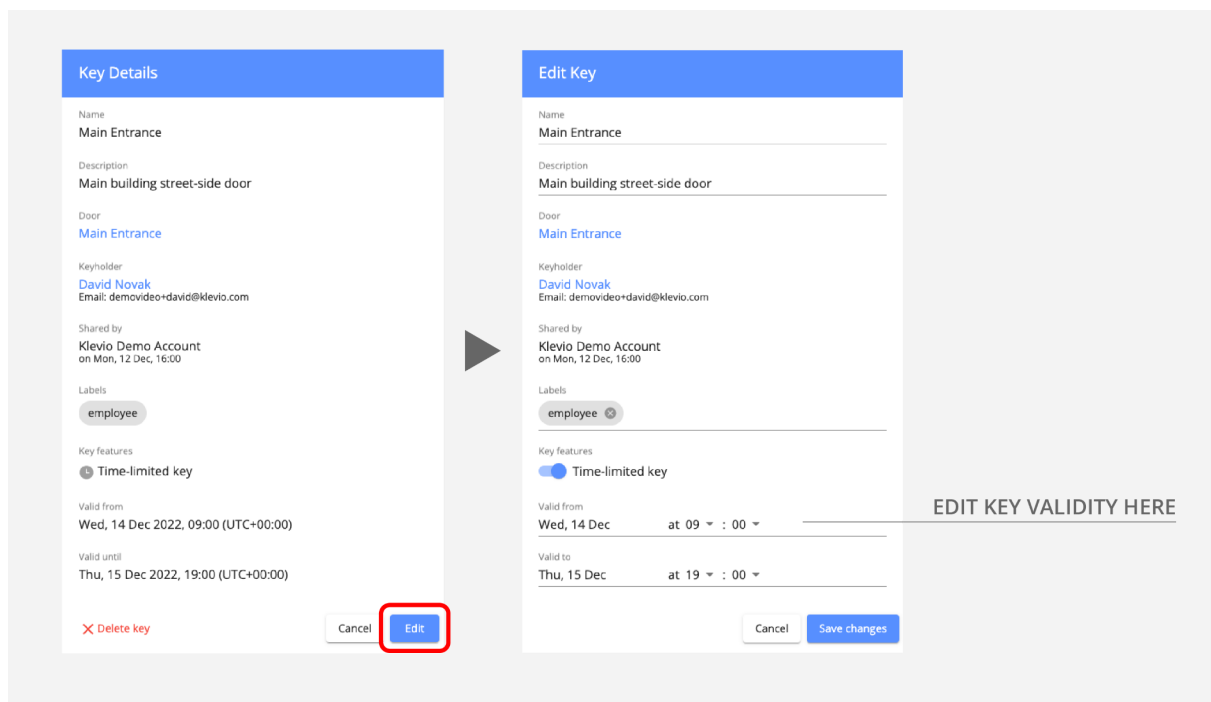
Open a Door Remotely

Open a door from the Doors tab or a door's Info page

Buttons for unlocking your door remotely are **on the right side of any door in the Doors list & in the top right corner of any door's Info page.**

If your door has a buzzer-style mechanism that releases the door for a few seconds and then resecures itself, you will have an **"Open" button.** If the door is equipped with a key-turning mechanism, you will have to **"Unlock" and then "Lock"** the door back again manually, as the door doesn't resecure itself automatically.

Lock and unlock buttons are on the right side of any door in the Doors list & in the top right corner of any door's Info page
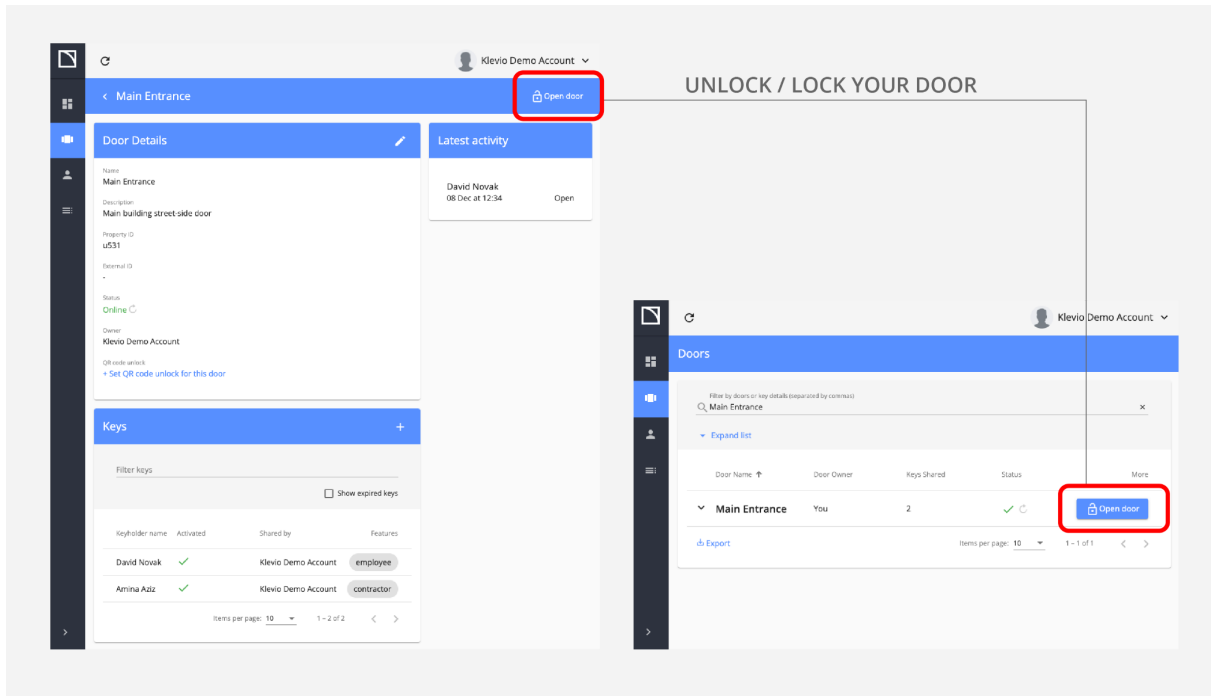
Quick Access with a QR Code

## Generate QR codes that your users can scan to unlock your doors faster

To generate QR codes for a particular door, go to that door's **Info page**. At the bottom of the Door Details box, click on "**+ Set QR code unlock for this door**". This will open a new dialog where you can customize your code. Learn more about QR code settings at help.klevio.com >

Once you're happy with your code, hit the **Generate QR code button** and a dialog will appear where you can **print out** your new code. All of your generated codes will be **saved in the Door Details box** if you ever need to print them out again or **delete** them.

Watch a video demonstration of how Quick Access works >

Set up Quick Access for your door in the door's Info page
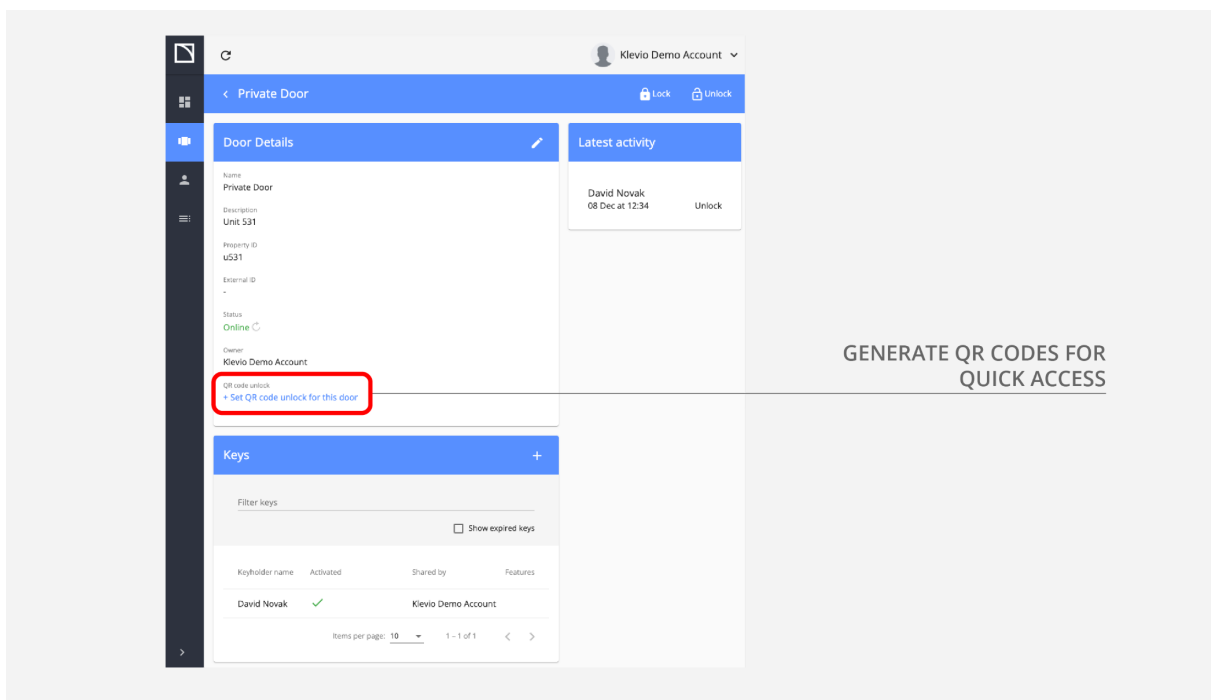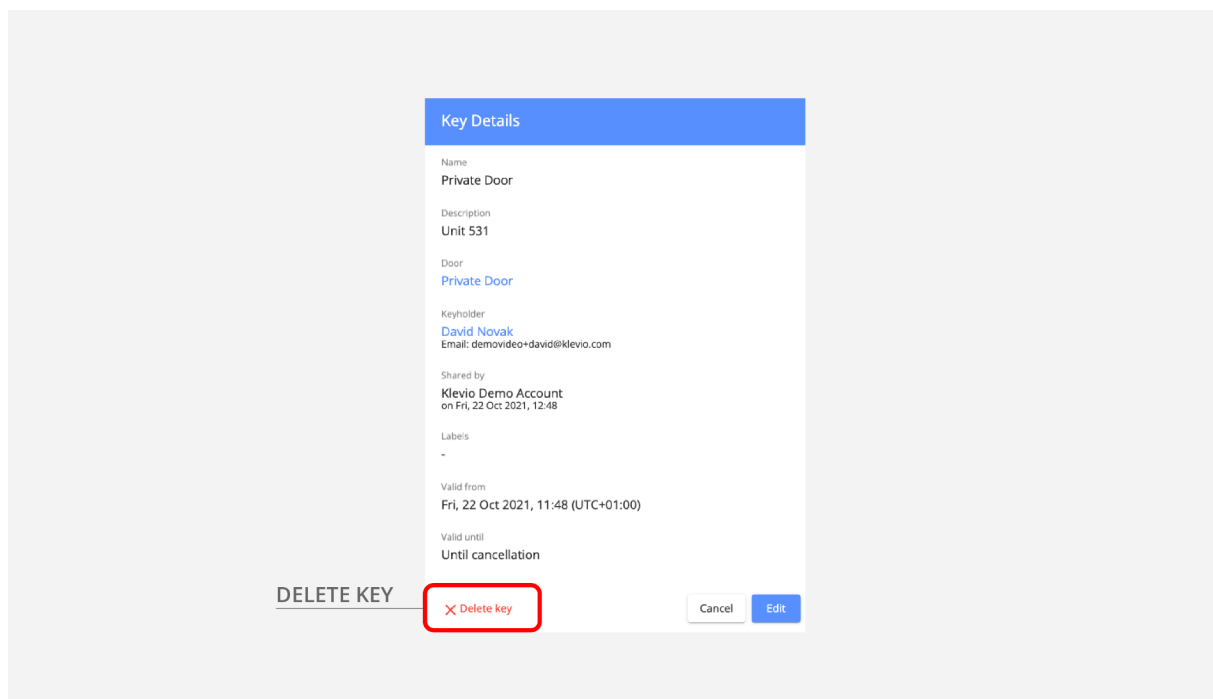
Revoking Access

Delete a key in the Key Details dialog

You can revoke someone's access at any time by **deleting their keys.**

To delete a key, just click on the key in question to bring up the **Key Details** dialog and then click on the **"Delete key"** button at the bottom of the box.

When you delete a user's key, the user immediately loses access to that door

Removing a User & All Their Keys

Revoke all access for a user immediately with the "Delete all keys" button

If you navigate to a **user's Info page**, you'll find the "Delete all keys" button in the bottom left corner of the "User Keys" box. This is the simplest way to immediately revoke all access for a particular user.

Deleting all keys is irreversible and will **remove the user from your Dashboard.** Please keep in mind that if you will want to share access with this user again at any time in the future, you will need to add them as a new user when sharing your keys.

The "Delete all keys" button on a user's Info page revokes all of the user's access privileges & removes them from the Dashboard

DELETE ALL USER KEYS

Support & Contact

Contact us

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We're happy to hear any questions, suggestions or comments you may have about Klevio. We are continually striving to improve our service to you.

Dashboard support chat

You can speak to us directly from the Dashboard by clicking on the **Account Dropdown Menu** in the upper right corner of the screen, and choosing **"Support Chat"**. A chat dialog will pop up where you can speak to our Customer Support Team.

Customer support email

If you prefer to reach out to us via email, please write to us at support@klevio.com.

Learn more

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Additional helpful articles are available on our Support page at https://help.klevio.com.

Watch a comprehensive runthrough of the Dashboard on the [Klevio Youtube channel:](https://klevio.com)

▶ WATCH THE DASHBOARD EXPLAINER VIDEO

Visit our website at www.klevio.com

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