

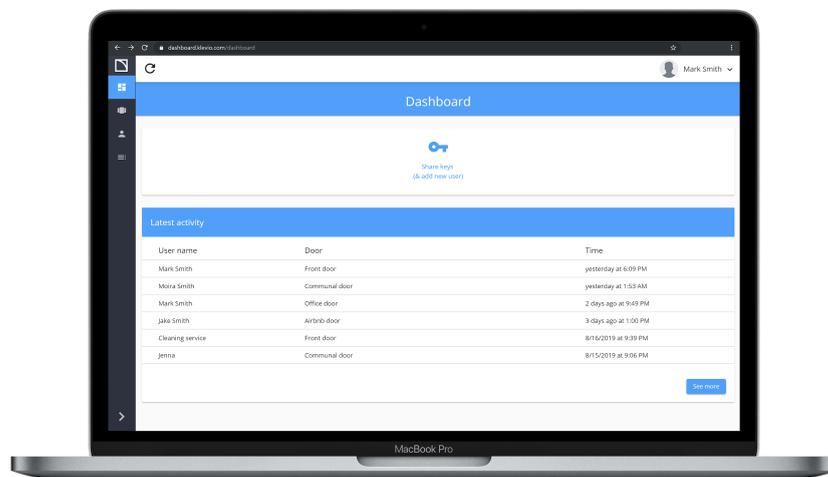


# Dashboard



## 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

<b>Getting Started</b>	<b>5</b>
How It Works	6
Logging In	7
Dashboard Layout	8
Doors, Users & Keys and Event Log tabs	9
Door and User Info Pages	10
Key Details	11
<b>Sharing Keys</b>	<b>12</b>
How to Share Keys	13
Types of Keys	14
Sharing Keys in Bulk	15
<b>Monitoring Access</b>	<b>16</b>
Who Has Access to a Door?	17
Event Log	18
Exporting Logs	19
Viewing Expired Keys	20
<b>Managing Access</b>	<b>21</b>
Editing Information	22
Extending a time-limited key	23
Open a Door Remotely	24
Quick Access with a QR code	25
Revoking Access	26
Removing a User & All Their Keys	27
<b>Support &amp; Contact</b>	<b>28</b>



## 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



*Getting Started*

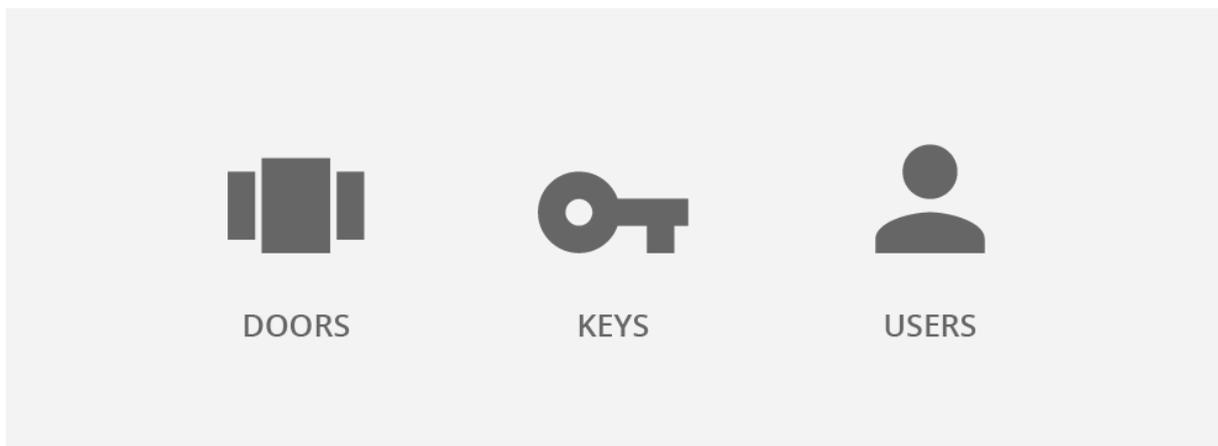
# How It Works



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*





## Getting Started

# 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*

The screenshot shows a login form with the following elements:

- Klevio logo
- Email field: demo@email.com
- Password field: masked with dots
- Log in button
- Forgot your password? link

Don't have a Klevio account yet? [See how to sign up with the Klevio Smartphone App >](#)



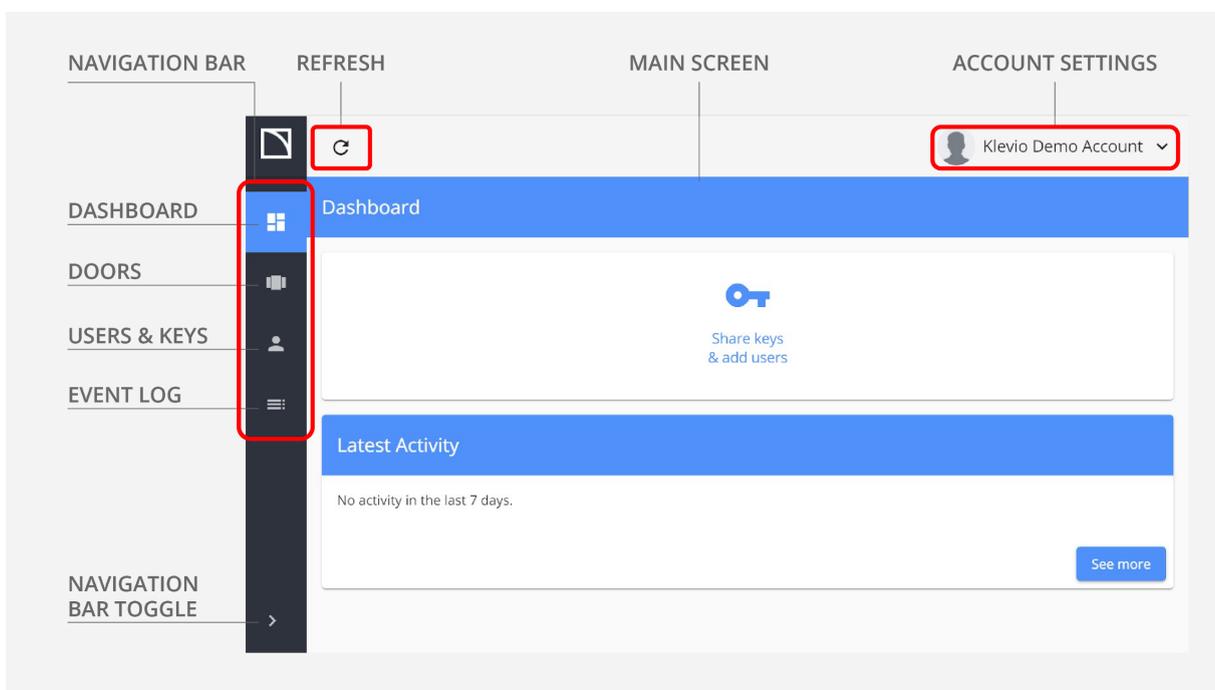
## Getting Started

# 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*





## Getting Started

# Doors, Users & Keys and Event Log tabs

## 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 >](#)

Feel free to **click on any door, user or key in your lists to find out more details** about them or edit their information. See more about this in the [Door and User Info](#) and [Key Details](#) articles.

### Doors

The screenshot shows the 'Doors' dashboard interface. At the top, there is a blue header with the word 'Doors'. Below this is a search bar labeled 'Filter doors'. The main content is a table with three columns: 'Name', 'Owner', and 'Status'. The table contains two rows: 'Office' with 'HR Department' as the owner and 'Online' status; and 'Conference room' with 'Kim Young' as the owner and 'Online' status. The 'Conference room' row is highlighted with a red rectangular border. Below the table, there is an 'Export' button with a download icon, and pagination controls showing 'Items per page: 10' and '1 - 2 of 2'. A line points from the text 'CLICK ON A DOOR' to the highlighted row.

Name	Owner	Status
Office	HR Department	Online
Conference room	Kim Young	Online



## Users & Keys

Users & Keys

Filter by user or key details (separated by commas)

Name ↓	Email	Activated	Features Shared by	Keys	Show all
David Novak	demovideo+david@klevio.com	✓		2	
Amina Aziz	demovideo+amina@klevio.com	✓		1 ↑	
London lock		✓	Klevio Demo Account		

[Export by users](#) or [Export by keys](#)

Items per page: 10 1 - 2 of 2 < >

CLICK ON A USER      CLICK ON A KEY

## Event Log

Event Log

From date: 24/03/2021 Filter by users Filter by doors

To date: 30/03/2021 [Reset all filters](#)

Time	User	Door	Unlock
29 Mar 2021, 15:22:49	David Novak	Private door	✗
29 Mar 2021, 15:22:47	David Novak	London lock	✗

[Export](#)

Items per page: 10 1 - 2 of 2 < >

LIST OF ACCESS EVENTS



## Getting Started

# Door and User Info Pages

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

You can view an Info page by **clicking on 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)

The image shows two side-by-side screenshots of the Klevio Dashboard. The left screenshot is for a 'Private door' and the right is for a user 'David Novak'. Annotations with red boxes and lines point to specific features:

- REMOTE DOOR UNLOCK:** Points to the 'Lock' and 'Unlock' buttons in the top right of the door info page.
- LATEST ACTIVITY:** Points to the 'Latest Activity' section in both the door and user info pages.
- DETAILS:** Points to the 'Door Details' and 'User Details' sections.
- KEYS:** Points to the 'Keys' section in the door info page and the 'User Keys' section in the user info page.
- DELETE ALL USER KEYS:** Points to the 'Delete all keys' button in the user keys table.

**Door Info Page (Left):**

- Header: Private door
- Buttons: Lock, Unlock
- Sections: Door Details, Latest Activity, Keys
- Latest Activity: David Novak yesterday at 15:22:49
- Keys Table:

Keyholder name	Activated	Features	Shared by	Labels
David Novak	✓		Building Manager	

**User Info Page (Right):**

- Header: David Novak
- Sections: User Details, Latest Activity, User Keys
- Latest Activity: Private door yesterday at 15:22:49, London lock yesterday at 15:22:47
- User Keys Table:

Door	Activated	Features	Shared by	Labels
Private door	✓	QA2		
London lock	✓	QA2		test

Buttons: Delete all keys



## Getting Started

# Key Details

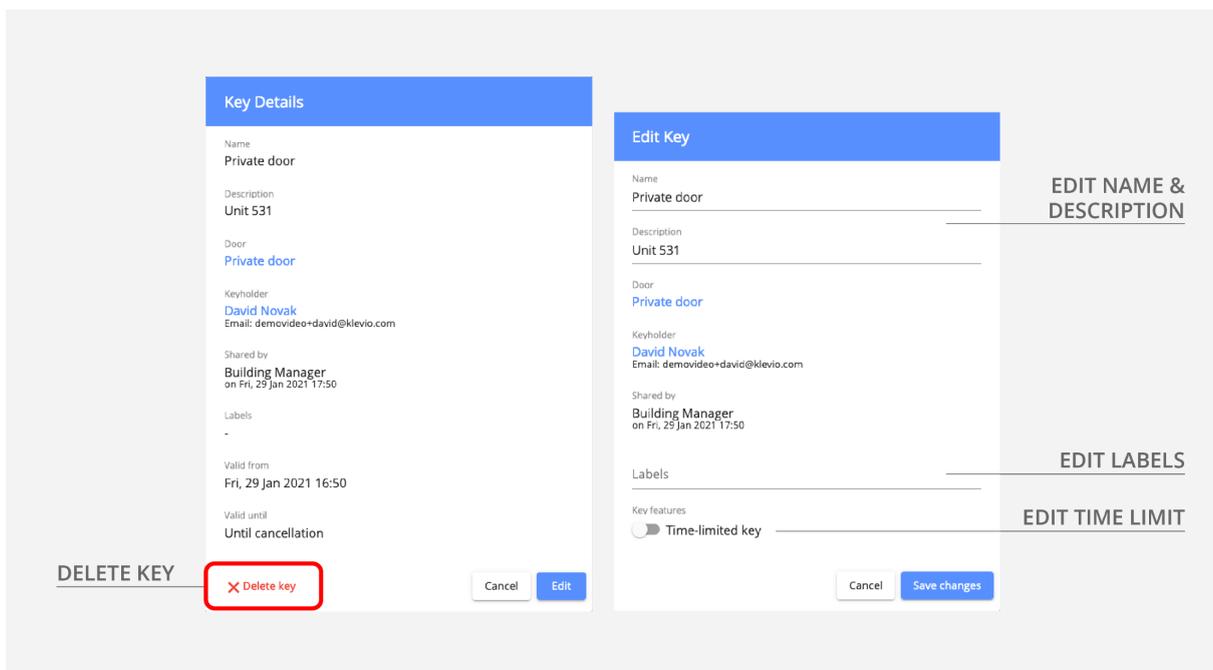
Click on a key to view or edit information, change the time limit or remove access

You'll find your keys as list entries in the Users & Keys tab (where they're also marked with a small key icon), in the Keys box of a door's Info page or in the User Keys box of a user's Info page. They can be identified by the **name of the door they open & the user they belong to**.

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

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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



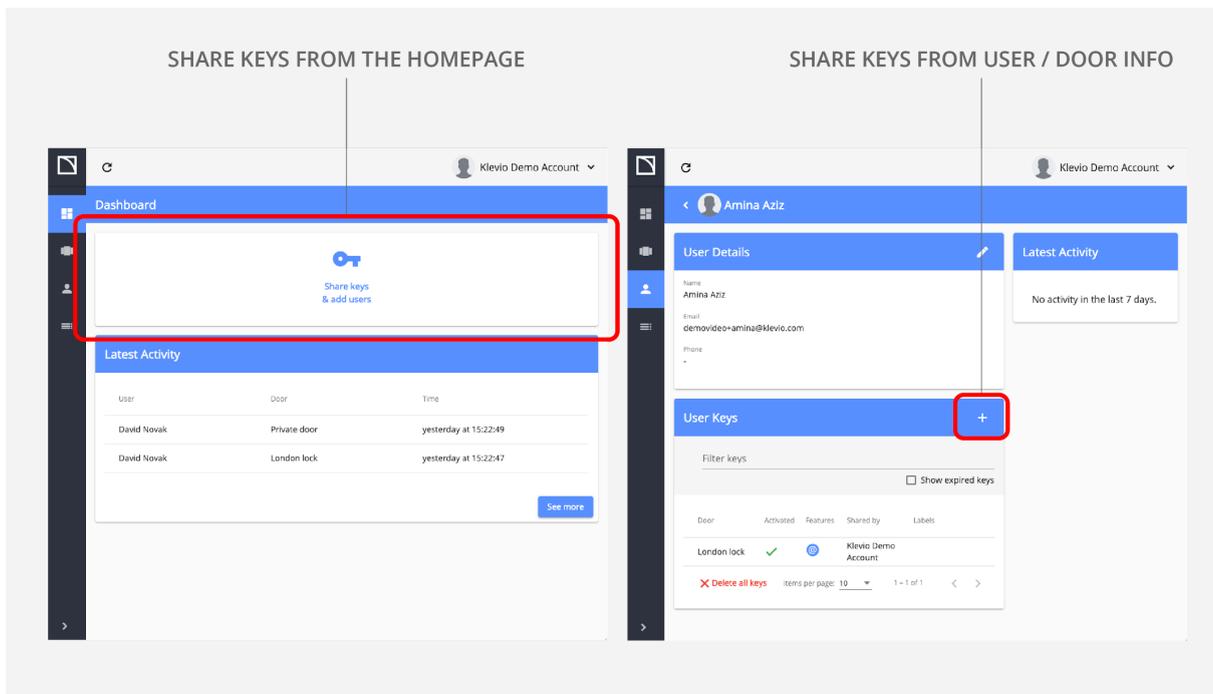
## Sharing Keys

# 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 the different available [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)





Sharing Keys

# Types of Keys



## Regular / permanent keys

If no special features are activated during key-sharing, you share a regular or permanent key. As a security precaution, 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 you can extend 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 it means you share your key management responsibilities with them. 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 >](#)



## Sharing Keys

# 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*

The screenshot shows the 'IMPORT USER LIST' interface. At the top, there is a progress bar with four steps: 1 Keyholder, 2 Keys, 3 Key features, and 4 Share keys. Below the progress bar, the text reads: 'Choose the user you want to share keys with by selecting one of the following options:'. There are three radio button options: 'Existing user', 'New user', and 'Import user list'. The 'Import user list' option is selected and highlighted with a red box. Below the options, there is a paragraph of text: 'To share keys with a large number of users, you can import your contacts as a .csv file. It's important that the .csv file is correctly formatted, so we recommend following the steps shown below:'. This is followed by four numbered steps: Step 1: Click here to download example .csv file. Step 2: Import the file in Excel (help) or Google Sheets (help) and populate it with your own users (add each user in a new row). Step 3: Export file to .csv. Step 4: Choose the file and click "Upload": [Browse...] No file selected. At the bottom right, there is a blue 'Next' button.



# Monitoring Access



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



## Monitoring Access

# Who Has Access to a Door?

## Use the Users & Keys tab to view & filter your users and their keys

The Users & Keys tab is a list of all your users and the keys you've shared with them. By default, the list initially only shows users, but by clicking on the **blue key button** or the **"Show all" button**, a drop-down with keys for each user will appear. You can also use the **filter** option above if you're maybe looking for a specific user, a specific account email or keys for a specific door.

Clicking on any user or key will take you to the **user's Info page** or the **key's Details page** respectively. [Click here to learn more about User Info](#) and [click here for more on Key Details](#).

See who you've shared which keys with in the Users & Keys tab

Name ↓	Email	Activated	Features Shared by	Keys
Amina Aziz	demovideo+amina@klevio.com	✓		<a href="#">Show all</a> 1
David Novak	demovideo+david@klevio.com	✓		2
Private door		✓	Klevio Demo Account	
London lock	test	✓	Klevio Demo Account	



## 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 narrow the scope down to a specific time period, a specific door or a specific user.

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*

USE FILTERS TO FIND SPECIFIC EVENTS IN THE EVENT LOG

Event Log

From date: 24/03/2021 | Filter by users | Filter by doors

To date: 30/03/2021 | Reset all filters

Time	User	Door	Unlock
29 Mar 2021, 15:22:49	David Novak	Private door	✗
29 Mar 2021, 15:22:47	David Novak	London lock	✗

Export

Items per page: 10 | 1 - 2 of 2

EVENT LOG TAB

EXPORT LOG



# Exporting Logs

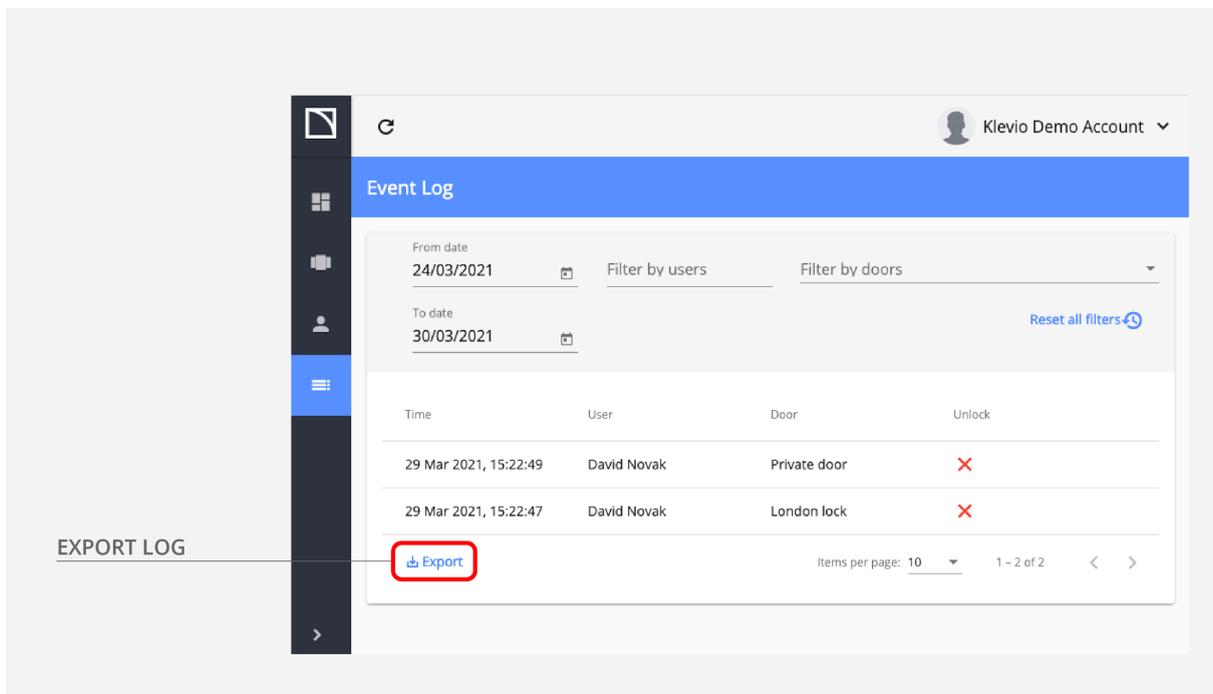
## Export Doors, Users & Keys and the Event Log

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*





## Monitoring Access

# 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

The screenshot shows the 'User Keys' interface. At the top, there is a blue header with 'User Keys' and a plus sign. Below it is a 'Filter keys' section with a checkbox labeled 'Show expired keys' which is checked and highlighted with a red box. To the right of this checkbox is the text 'SHOW EXPIRED KEYS'. Below the filter section is a table with columns: Door, Activated, Features, Shared by, and Labels. The table contains two rows of keys. The first row is highlighted in grey and has a 'limited' label in a grey box, with a line pointing to it from the text 'AN EXPIRED KEY'. The second row is a standard key. At the bottom of the table, there is a 'Delete all keys' button and a pagination control showing '1 - 2 of 2' and 'Items per page: 10'.



# Managing Access

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



## Managing Access

# Editing Information

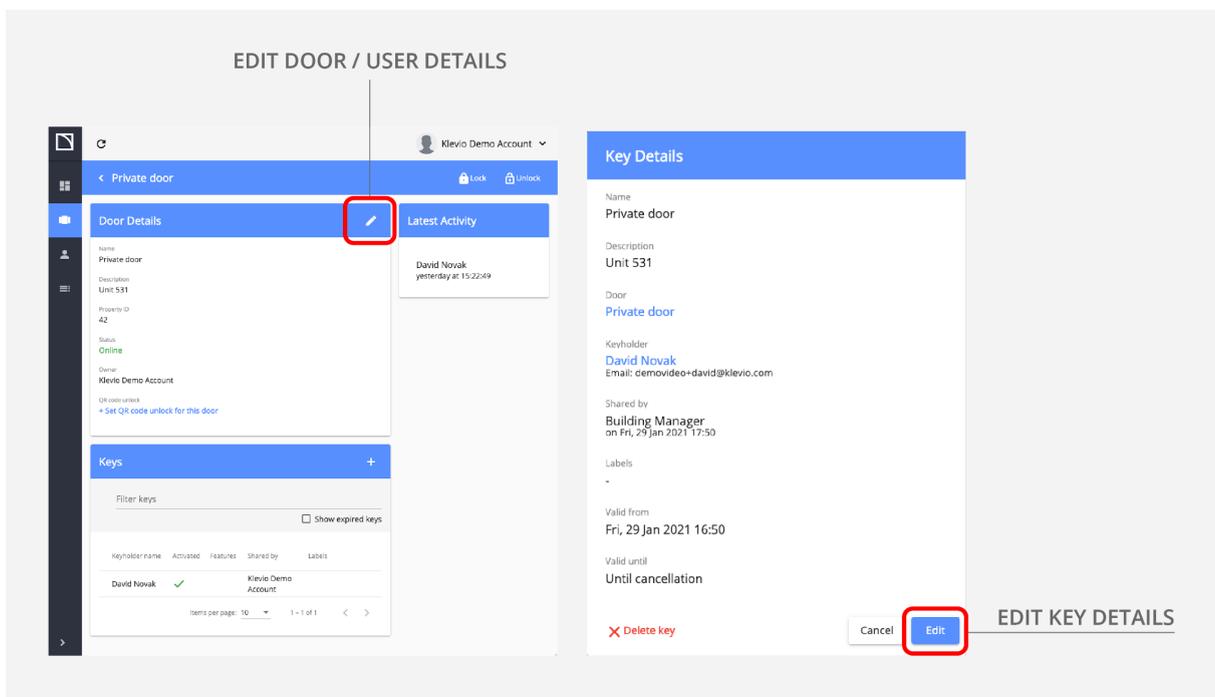
## Edit users and doors

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





## Managing Access

# Extending a time-limited key

## 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*

The image shows two side-by-side screenshots of the Klevio interface. The left screenshot, titled 'Key Details', shows a key named 'Main Entrance' with a description 'Main building street-side door'. It is a 'Time-limited key' valid from 'Sat, 10 Apr 2021 10:00' to 'Mon, 12 Apr 2021 10:00'. The 'Edit' button is highlighted with a red box. The right screenshot, titled 'Edit Key', shows the same key details but with the 'Valid from' and 'Valid to' date and time fields visible. The 'Valid from' field is highlighted with a red box. A red arrow points from the 'Edit' button in the left screenshot to the 'Edit Key' dialog in the right screenshot. A red box highlights the 'Valid from' date field in the 'Edit Key' dialog. A red arrow points to the 'Edit' button in the 'Key Details' view. A red box highlights the 'Valid from' date field in the 'Edit Key' dialog. A red arrow points to the 'Edit' button in the 'Key Details' view. A red box highlights the 'Valid from' date field in the 'Edit Key' dialog.



## Managing Access

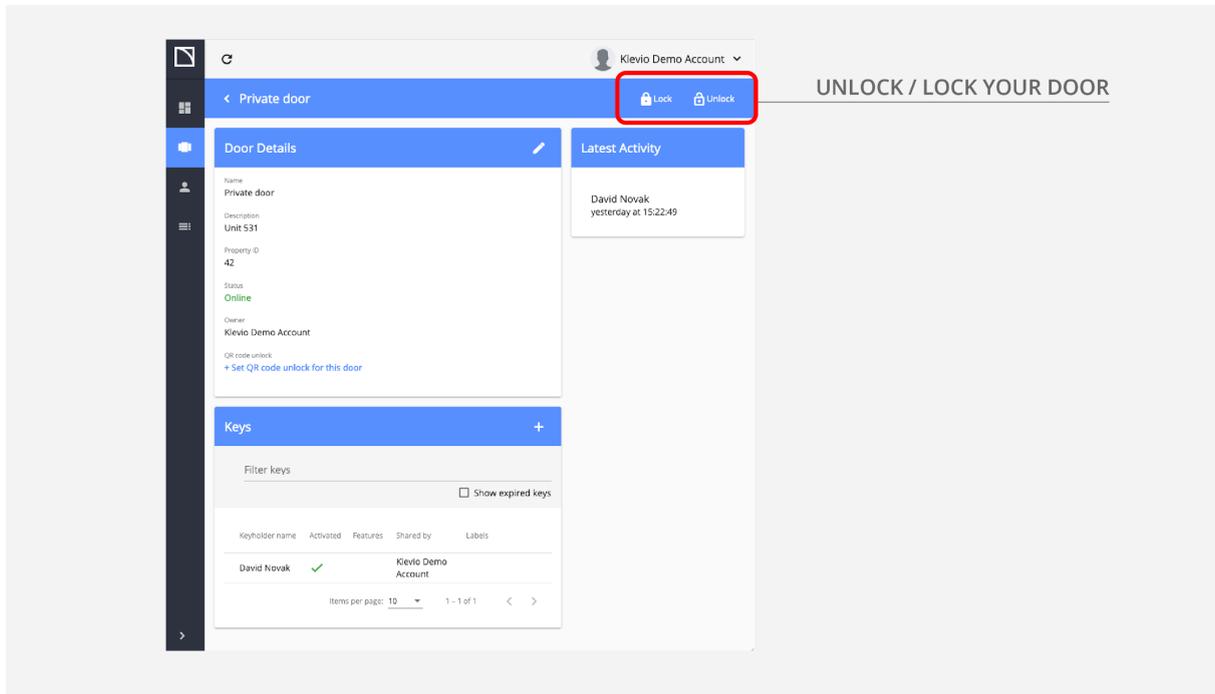
# Open a Door Remotely

## Open a door from the Dashboard in Door Info

The button for unlocking your door remotely is in the **top right corner of any Door Info page**.

Depending on the way your Klevio is installed, your doors can have two different types of unlock commands. If your door has a buzzer-style mechanism that releases the door for a few seconds and then resecurcs itself, you will have an **“Open” button**. If the door is equipped with an electrical key-turning mechanism, you will have to **“Unlock” and then “Lock”** the door back again manually, as the door cannot resecure itself automatically.

*Buttons for opening your doors remotely can be found in the top right corner of any door's Info page*





## Managing Access

# Quick Access with a QR code

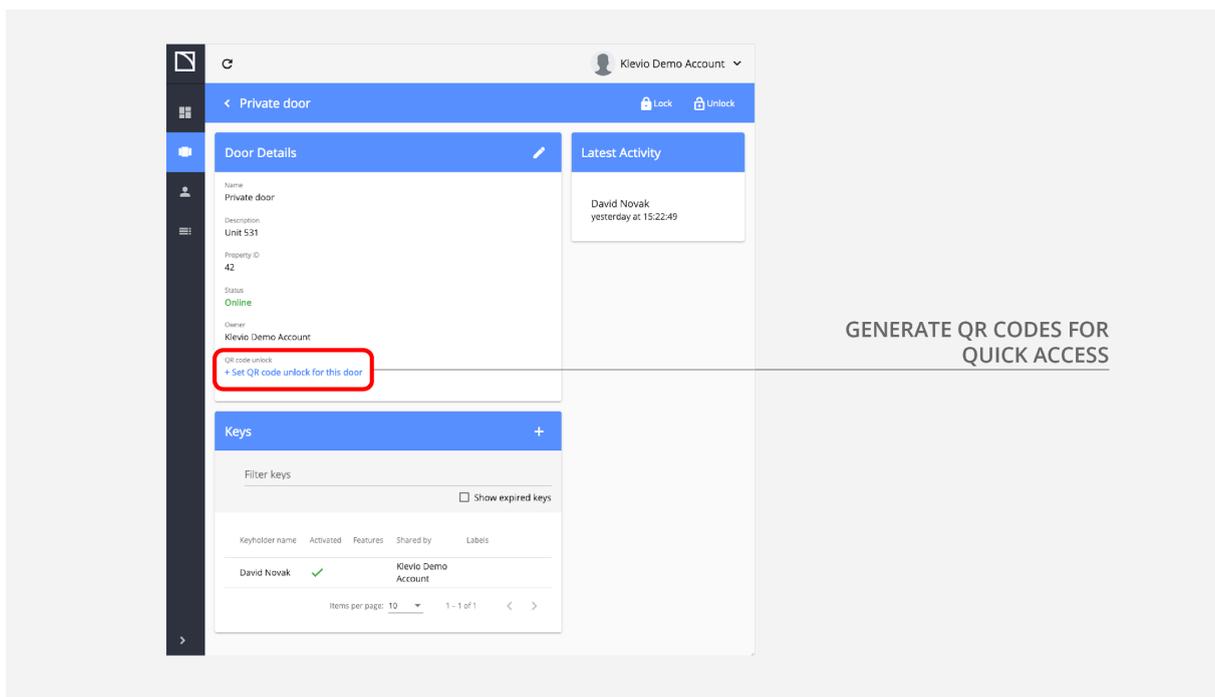
## Generate QR codes that your users can scan to unlock your doors faster

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](https://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*





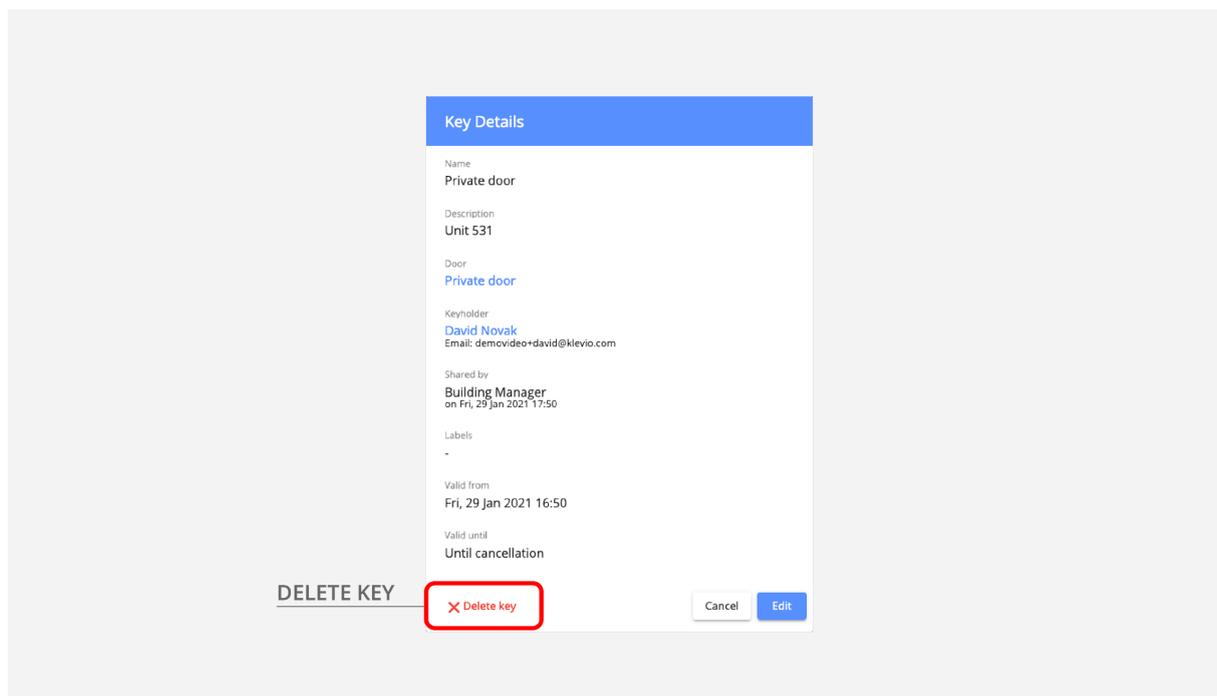
# Revoking Access

## 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*





## Managing Access

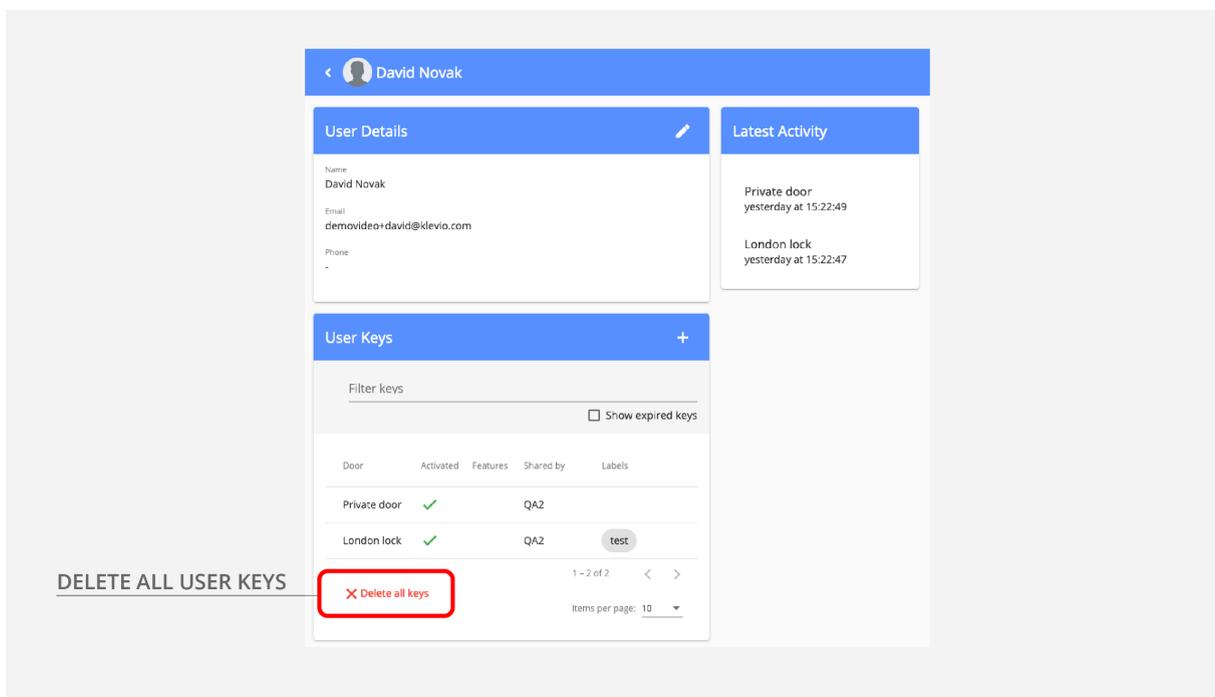
# Removing a User & All Their Keys

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

Navigate to the **user’s Info page**, where you can find the “Delete all keys” button in the bottom left corner of the “User Keys” box.

This action is irreversible and will **remove the user from your Dashboard**. If you’ll want to share access with this user again 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*





# Support & Contact

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*Support & Contact*

# Contact us

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 Drop-Down 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](mailto:support@klevio.com).

# Learn more

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

Watch a comprehensive runthrough of the Dashboard on the [Klevo Youtube channel](#):

▶ WATCH THE DASHBOARD EXPLAINER VIDEO



Dash-QSG:1.0-202106-SW:0.20.1 ©2021 Klevio

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