

Support & Credential Reuse Best Practices

Summary: This document has been written for real life scenarios using Engage No-Tour and to provide guidance on the proper methods of credential re-use. This is intended to help you get the most out of the limited sectors for each credential.

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Recommendation for Clearing Sectors on Existing Credentials

If you wish to reuse and even reassign credentials that have not expired yet, set the “access” expiration date to today (expires at midnight). This can be done as long as the credential is enrolled and added to a user. Change the date in the “Expiration” column to today and save. **VERY IMPORTANT** – at this point be sure to place the credential on the MT20W reader for encryption and perform an update. Then, the next day, you will have access to all 11 sectors and be able to assign them accordingly or change who the credential is assigned to. **PLEASE NOTE** – this will not work on a credential that has been deleted from Engage and re-enrolled into the stock list. If deleted it will retain the used sectors and they will not be available for assignment. Example, resident returns a credential with two sectors used (their apartment and a group of 10 perimeter doors). If I delete it and re-enroll it into the stock list, then assign to someone I will only have 9 sectors to use...the other two are blocked. Again, by following the above instructions and merely changing the date to today and keeping that credential in the system, all 11 sectors are open the next day.

Scenarios

1. Issue a new credential to a new tenant
 - a. Create new user
 - b. Add credential to Engage
 - c. Add credential to user
 - d. Assign Access to necessary doors
 - e. Update no-tour credential

2. Credential was lost

- a. Enroll new credential to Engage
- b. Remove old credential from Engage (OR USE "REPLACE THIS CREDENTIAL")
- c. Add Credential to user
- d. Assign access to existing doors
- e. Update no-tour credential
- f. Tour affected doors to remove access for previous credential

3. Credential was stolen

- a. Change credential function to "Block" and rename user to "Tenant's Stolen Credential"
- b. Re-create user
- c. Enroll new credential to Engage
- d. Add Credential to user
- e. Assign access to existing doors
- f. Update no-tour credential
- g. Manually tour affected door(s). Door file will be updated and block that credential out and report it in the audit. You may be able to use this info along with security footage to try and catch the perpetrator. An exclamation point still appears in Engage for that credential, because it was never updated on the MT20W.

4. Move-Out: Credential returned - new tenant is waiting for same apartment

- a. Rename user to new tenant
- b. Ensure that the "Activation" and "Expiration" are updated
- c. Update/No Tour the credential by placing it on MT20W

5. Move-Out: Credential returned - no new tenant waiting

- a. Set expiration date to today
- b. Update no-tour credential
- c. Store credential in a safe place
- d. Tomorrow, remove credential THEN user from Engage
- e. Issue as a new credential when needed (all sectors should be clear)

6. Move-Out: Credential is NOT returned

- a. Remove old credential and user from Engage
- b. Tour affected doors. Doors that will need updated will show an exclamation point in the "Devices" tab in Engage

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