SK-NET Mobile App

Securakey)))

SK-NET Mobile Application for Access Control V 1.1

Operators Guide

Securakey)))

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SECTION 1: SK-NET Mobile Overview

This document outlines the steps necessary to configure an SK-NET system for the Mobile App, and explains how to use the SK-NET Mobile App to provide true mobile access.

1.1 System Requirements
- SK-NET 6.2. and above
- SK-NET Mobile App installed on an iPhone or 64-bit Android device.

1.2 Overview

The SK-NET Mobile App provides an interface to a new or existing SK-NET Access Control System from anywhere in the world, using a Mobile Device. The Mobile App offers the following capabilities:

- View transaction history and monitor live transactions.
- View reader status, open/lock/unlock a door or disable/enable a door schedule for any reader.
- Add, delete or modify user (cardholder) status, user photo, and user data
- Command SK-NET to **Send Cards** to the stand-alone reader network (update changes)
- Start and monitor a previously configured **Lockdown**.
- Connect to a selected location in Multi-Location systems.

Securakey Mobile Access uses shared cloud databases to which both the SK-NET Windows app and the SK-NET Mobile App have access. SK-NET still maintains the "master or main" database files on a Windows PC for the local system, but it copies certain relevant data to the cloud for use by the mobile app (Fig 1). The SK-CLOUD provides the means by which SK-NET and the Mobile App communicate with each other.
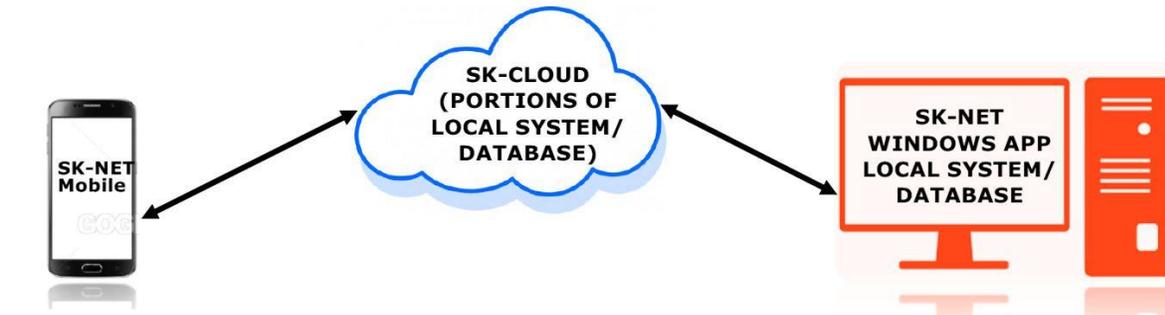

Figure 1 – SK-NET Mobile System Architecture

1.3 Applications

SK-NET Mobile can be used by:

- Corporate Management or Personnel working in Office, Offsite, or After-Hours.
- Corporate Security Guards working in Office, on Guard Tour or Monitoring perimeters
- School Administrators, Teachers or Campus Security conducting or rehearsing Lockdowns
- HR Staff—take and upload photos when on-boarding Employees

1.4 Configuration Steps

1. Install SK-NET 6.2 Software Update (Section 2.1)
2. Use Customer Portal to add an Email/Password pair to SK-CLOUD for each mobile device(Sect 2.3)
3. Install SK-NET Mobile App on each mobile device (Section 3.1)
4. Setup/Configure each Mobile Device with Email/Password pair (Section 3.1)
5. Connect Mobile Device to SK-CLOUD and SK-NET (Section 3.1)
6. Use SK-NET Mobile App to control, monitor SK-NET System (Section 4.0)

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SECTION 2: Configuring SK-NET for the Mobile App

2.1 Update your SK-NET System to work with SK-NET Mobile App

1. Download and install SK-NET version 6.2 or higher on the PC that runs your access control system.
   - Existing configuration and history files will remain unchanged.
   - Visit: https://Securakey.com/downloads/ for the current release.
2. Set up your SK-NET Cloud account for use with the SK-NET Mobile app:
   a. In SK-NET, click on **File**, then **Preferences**, then **Mobile** to display the **Mobile Preferences Screen** (Figure 2).
   b. Check the **Enable Mobile Access** box.
   c. Contact your Dealer for the Account Email and Access Password for your SK-CLOUD account – enter them into the corresponding fields on the Mobile Preferences Screen
   d. Click **Setup/Sync DB**.   (The system connects with SK-CLOUD, logs on and sets up your database.)
   e. If the registration completes successfully, click **OK** to return to the main SK-NET view and verify that the cloud icon appears on the status bar (Figure 3).
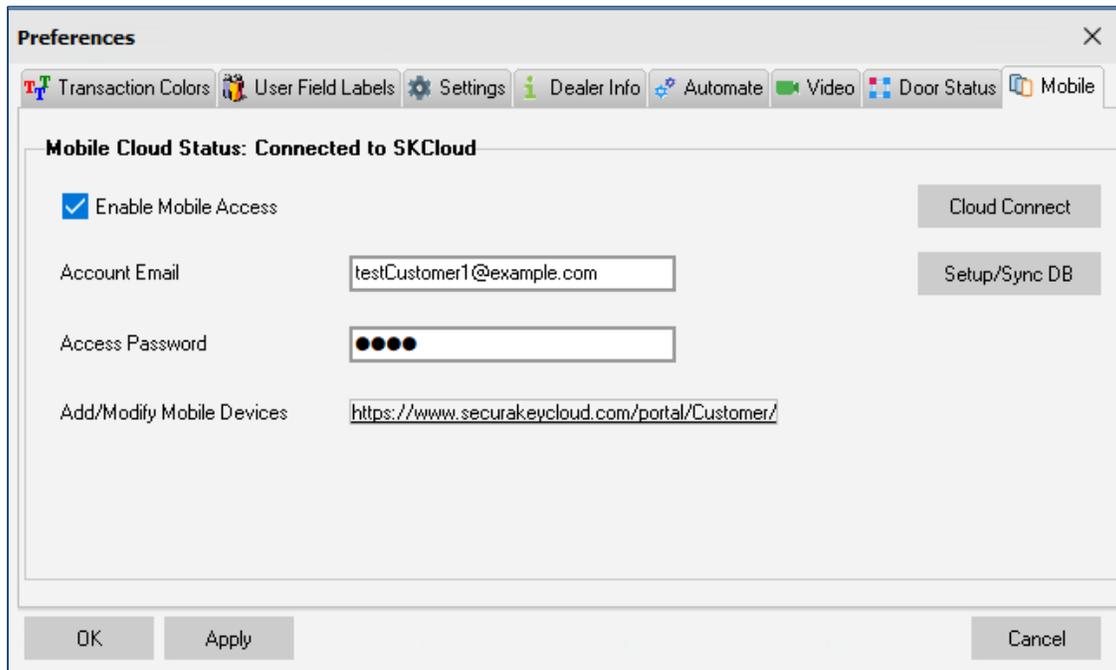

Figure 2 – SK-NET Mobile Preferences Screen
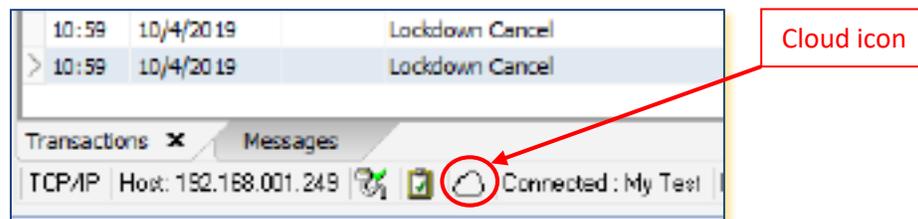

Figure 3 – Cloud Icon in Main SK-NET View

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2.2 Communications or Database problems

If you experience problems or see error messages once your system is running:
1. Revisit the Mobile Preferences screen by clicking **File,** then **Preferences,** then **Mobile**.
2. If the data is not in the cloud for any reason, or it becomes out of sync between SK-NET and the mobile app, click **Setup/SyncDB** to copy database records to the cloud. Current data will be erased from the cloud and re-sent from SK-NET.
3. If the current status is disconnected, click **Cloud Connect**. The cloud icon should appear on the status bar.

2.3 SK-CLOUD Customer Portal

1. Once the SK-Cloud Account is created, you must assign Mobile Devices to your SK-NET System by using the SK-CLOUD Customer Portal.
2. Use the Customer Portal Link on the SK-NET Mobile Preferences Screen: https://www.securakeycloud.com/portal/Customer (Figure 2).
3. To add Mobile Users, logon to your portal (Figure 4), using the same Access Password and Account email that you entered into the Mobile Preferences Screen, and the Mobile Users List (Figure 5) will display.
4. Then, click **Mobile Users** and **Add,** and the **Mobile Users Data Entry** window will display (Figure 6).
5. Enter a new, unique Access Password and Account eMail "pair" into the SK-Cloud database for each user or device that will access your SK-NET system. Keep a record of these password/email pairs together with the identity of each system user.
6. For a fully-capable user, press the dropdown arrow in the Mobile User field (Figure 6) to display available Mobile Groups and select **Master**. (To restrict a user's capabilities, see paragraph 2.3.1.).
7. Use the Mobile Users **Edit** and **Delete** buttons to select and modify or remove existing users (Figure 5).

Figure 4 – Customer Setup Portal

Figure 5 - Mobile Users List

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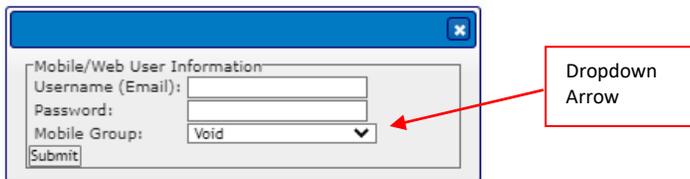
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Dropdown Arrow

Figure 6 – Mobile Users Data Entry

2.3.1 Mobile Groups and User Permissions

The Customer Setup Portal (Figure 4) allows system operators to create Mobile Access Functionality Groups where permission to use specific system commands can be enabled or disabled. For example, some users would be allowed to initiate a Lockdown, but they are not qualified to configure system parameters, so a Mobile Group can be created with an appropriate set of permissions for that class of users. Note that the system comes with two default Mobile Groups: Master, which has all permissions, and Void, which has no permissions.

1. To define a new group in the Mobile Users List (Figure 5), click **Mobile Groups**, then click **Add,** and the Mobile App Functionality Groups screen displays (Fig. 7).
2. A smaller window also opens for Mobile Group Settings (Fig. 8).
3. Enter a descriptive Group Name into the blank field, then click the checkboxes for the permissions you want to enable for the Group.
4. Click **Submit** when finished, and the new Group will be added to the list of available Mobile App Functionality Groups.

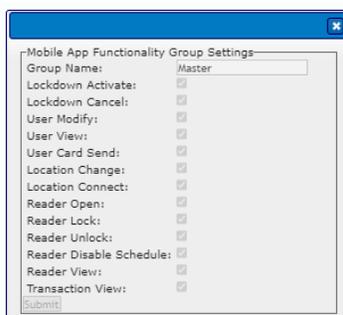**Figure 7 – Mobile App Functionality Groups**

Figure 8 – Mobile Group Settings

- Depending on the permissions selected for a Mobile Group, some tabs, buttons, and options will not display on the Mobile Device screen, so your screen may not look like the screen example illustrations in this manual.
- If you want to see which commands are enabled for a given Mobile Group, just double-click the Group Name in the Mobile App Group Functionality list, and the group settings will display, with checkmarks next to the enabled functions.

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SECTION 3: Configuring SK-NET Mobile App Devices

3.1 Installation and Setup Procedure

For each mobile app device in your system, follow these steps:

1. Download and Install the SK-NET Mobile App on the Mobile Device.
   - If you have an iPhone, search the App Store for **SKNetMobile**
   - If you have a 64-bit Android phone or device search the Google Play Store for **SKNetMobile**
2. Tap **Download, Install,** then **Open.**
3. Start the SK-NET Mobile App on your device and enter a PIN code that you will enter every time you start the app. This PIN is also stored on the Configure screen as the Device PIN.
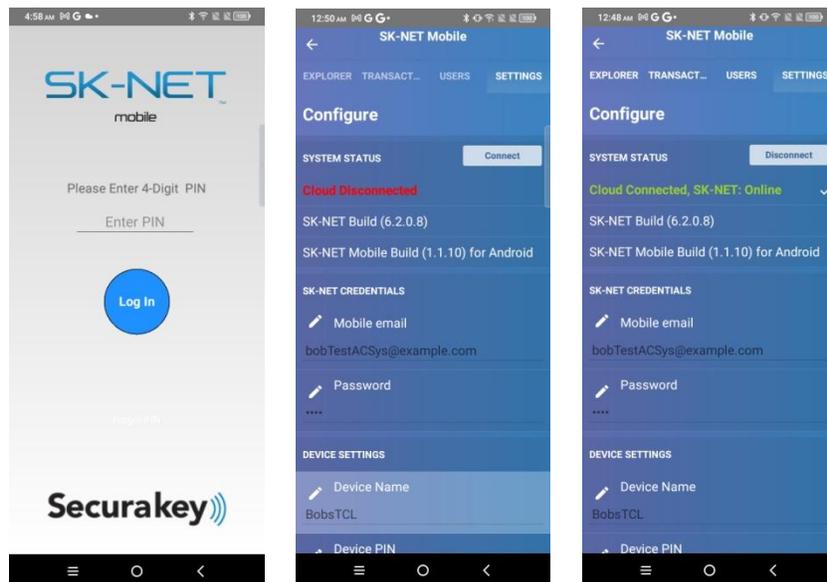

Figure 9: SK-NET Mobile Login, Configure - Disconnected, Configure - Connected

4. Tap the **Log In** button to display the **Configure** screen (Figure 9).
5. Enter the Mobile email and Password (one of the email/Password pairs previously entered in the Customer Portal for each Mobile User - see Section 2.3, Figure 6).
6. Enter a **Device Name** like "Andrew's iPhone" etc. to identify the mobile device to SK-NET.
7. **Device PIN** is the SK-NET Mobile login PIN that you entered when logging in. You can edit it from this field if necessary.
8. Tap **SYSTEM STATUS** control/indicator: **Connect** to connect to your selected SK-NET system. The Status should indicate **Cloud Connected, SK-NET Online.** The control/indicator button will now say **Disconnect**.
   - If you have a multiuser system, SK-NET will remain connected to the currently selected location. You can go to the Settings screen, and change and connect to a different Location Configuration if desired.
   - Note that SK-NET can only be connected to one location at a time, so if you change Locations on your Mobile Device, it will also change on all other connected Mobile Devices.
9. To edit the text fields, Tap ✏ (Edit), make changes and tap anywhere outside of the edit box.☑.

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Also scroll down to view/change these advanced features:

Log In Timeout is the time SKNetMobile will wait with no activity before requiring a new PIN entry and Log In. This feature is useful if you were to leave your phone open on a table, so that no one would be able to access the system without a password.

Check Server Time. SK-NET writes the current time to the cloud every minute. The mobile app checks this time to verify that SK-NET is running and healthy. If the time does not match it declares SK-NET is Offline. In this instance the SK-NET operator may want to re-start SK-NET. If the mobile app is in a different time zone than SK-NET, you will want to turn this switch to the OFF position.

To exit the Configure Screen, press the ← Back arrow in the upper left corner of the screen. To Logout, you must select Settings to display the logout button.

SECTION 4: Using SK-NET Mobile
4.1 Menu Structure

SK-Net Mobile App commands are organized into 4 main sections, EXPLORER, TRANSACTION, USERS, and SETTINGS. These commands appear across the top of the screen. Each section has a subsection or detail screen which can be displayed by pressing a right arrow **>** in an individual record. See menu structure below (Figure 10). You can easily return from a detail screen to the main section, by pressing ← Back in the upper left corner of the screen. The main sections are consistent with the main sections in the SK-NET PC software menu, so that the User Experience will be intuitive and familiar to Securakey customers.
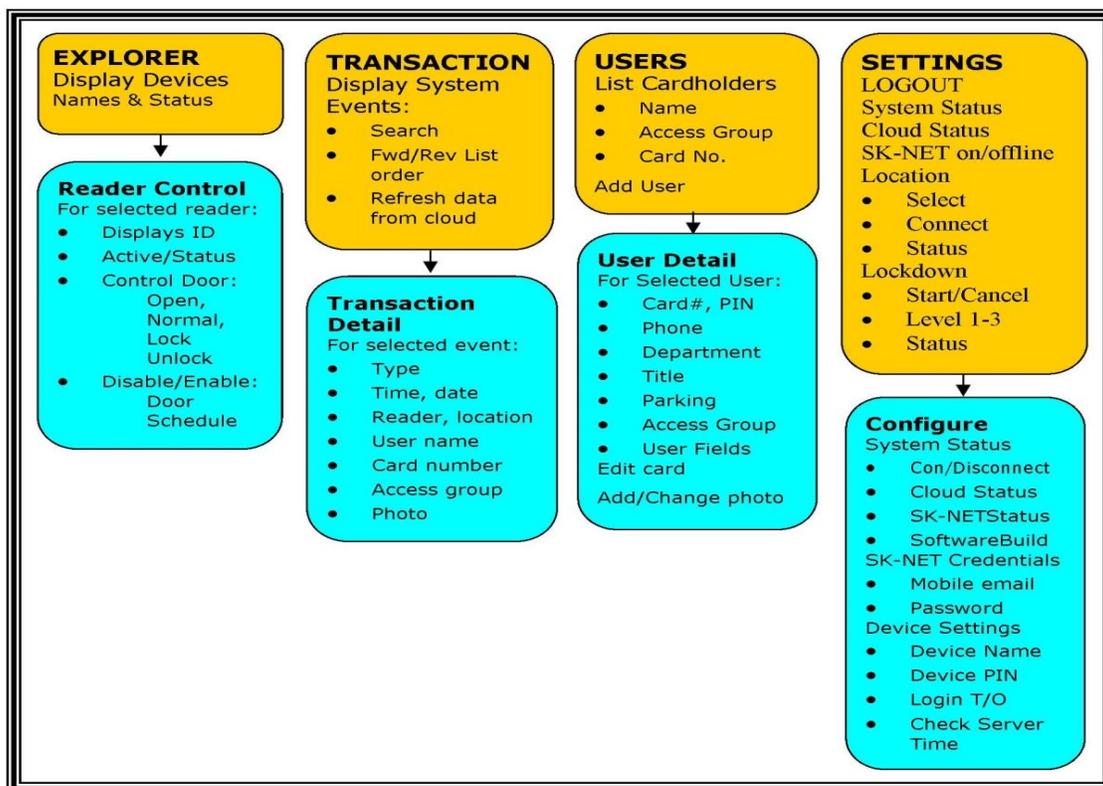

Figure 10 – SK-NET Mobile Menu Diagram

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4.2 Settings

Tap **SETTINGS** to check System Status, connect to Locations and start or cancel a system Lockdown. The Settings Screen (Figure 11) has three main areas:
1. SYSTEM STATUS – When the mobile app is fully connected, the status should read: **Cloud Connected; SK-NET Online**. Tap the **>** right arrow at the end of the **Configure** line to view and set various app options.
2. SELECTED LOCATION – If your system controls multiple locations, you can select the location to which you want to connect and view. Tap the down arrow ▼ at the end of the **Location Name** field to display a dropdown menu with all available Locations on the system, then tap your desired location, then tap **Connect** and SK-NET will connect to that location. Users, transactions and readers are filtered based on the location selected in Settings.
3. LOCKDOWN CONTROL – If you have previously configured lockdown groups in the SK-NET Windows application, you can use the SK-NET Mobile App to start or cancel a system wide lockdown. SK-NET will reflect the selected lockdown state (Figure 12). You can select one of 3 lockdown levels (see SK-NET Manual for lockdown level definitions).
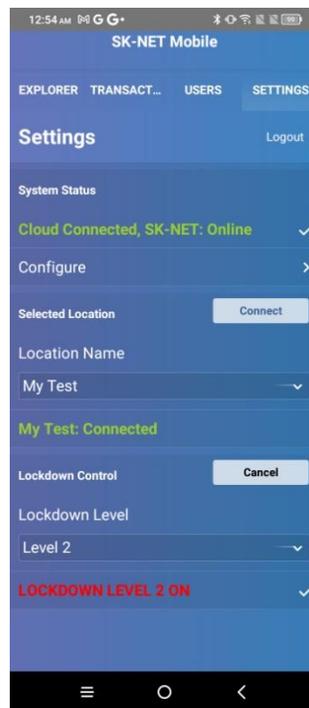

Figure 11 – Settings Screen, Lockdown ON
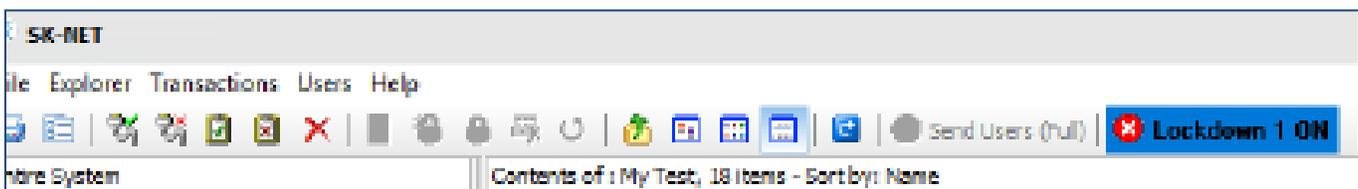

Figure 12 – Lockdown State Displayed on SK-NET Software

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Although the Configure Screen displays when the Mobile App is started for the first time, once the device is set up, the Settings Screen is the normal default screen.

4.3 Users

USERS provides a full list of users (Cardholders) from the selected location in SK-NET. It also allows you to search for users
1. Swipe your finger up or down on the device screen to scroll through the users list.
2. The number of users in the location is displayed on the top toolbar.
3.Tap the ☰ (sandwich) icon in the upper left corner of the screen to display the Users Menu Functions. These are displayed as symbols in the left-hand column
     a. The ⚲(search) icon displays the search entry box which allows you to search for a
     specific user. Enter search parameters using the popup keyboard and tap the check mark ☑
     (Android) or **Done** (Apple) to search.
     b. The ▶ icon tells SK-NET to perform a Send Cards Full update.
     c. The ＋ icon allows the Mobile App user **to add a new Cardholder/user**.
     d. The ◁| icon navigates the user list to display the first user.
     e. The |▷ icon navigates the user list to display the last user.
     f. The ↻ (refresh) icon refreshes the user list view from the data on the cloud.
4. Tap the **>** to the right of a user name to select that user record to view, edit or delete. The User Detail View is shown (see paragraph 4.3.1, Figure 14).
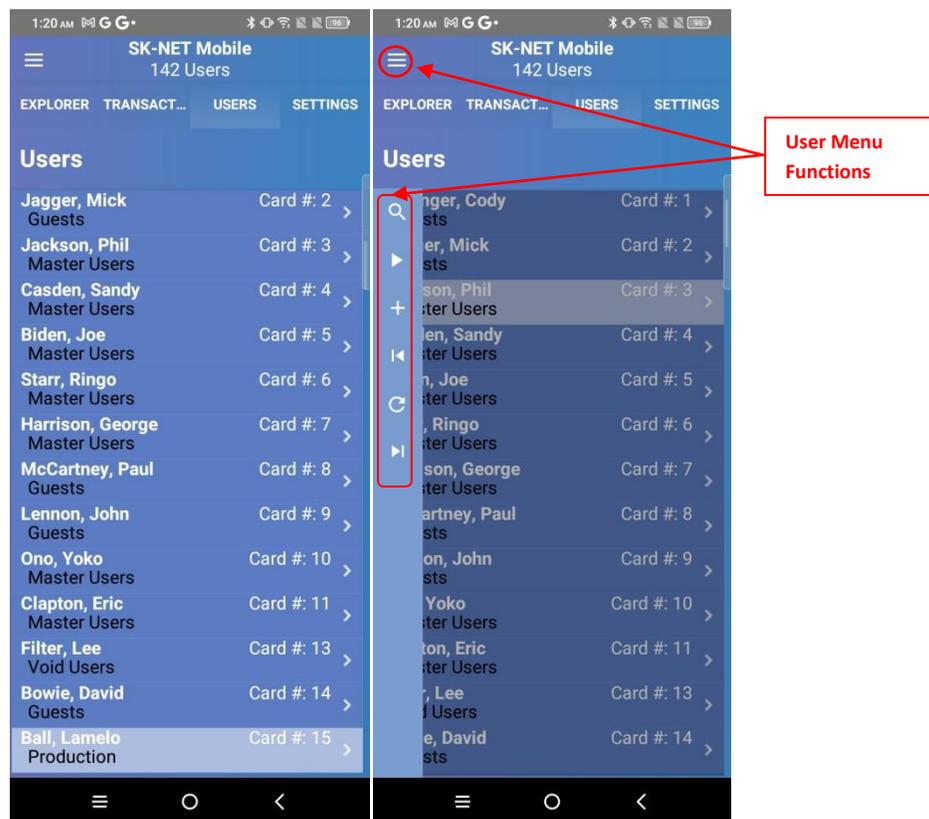

Figure 13: User Screen, Also with Menu Functions Selected

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4.3.1. User Detail View

User Detail View allows the user to view, edit or delete a single user (cardholder) record in an SK-NET location.

1. Find a User by swiping your finger up or down on the device screen to scroll, or use the Search Menu Function. Tap to highlight the desired user name, then tap the right arrow **>** to the right of the card number to display the User Detail Screen.

2.Tap **Edit** to enable editing or to delete a user. Note that SK-NET must be online to edit a record. If you tap a data field to make changes, a flashing cursor When finished editing, tap **Done** to save any changes, **Cancel** to discard any changes that were made, or **Delete** to remove the record from the database.

4. When editing, tap the **Camera** icon to activate the device's Camera to add or change a user photo, or tap **Library** to select a stored photo from the device's memory (photos or gallery).

5. After changing user privileges in any way tap ⬅ **Back** and then tap ▸ **Send Users Full** to send changes to the reader network.

10. ⬅ **Back** in the upper Left Hand corner of the screen returns the view to the users list.

11. Individual User Data fields can be edited. Tap on the field you wish to edit, a blinking cursor appears in the field, and the editing keypad pops up. You can see the text in the field as it is being edited. When you are satisfied with the changes, tap the ☑ (check mark) icon in the lower right corner of the editing keypad for Android, or **Done** for iPhones.
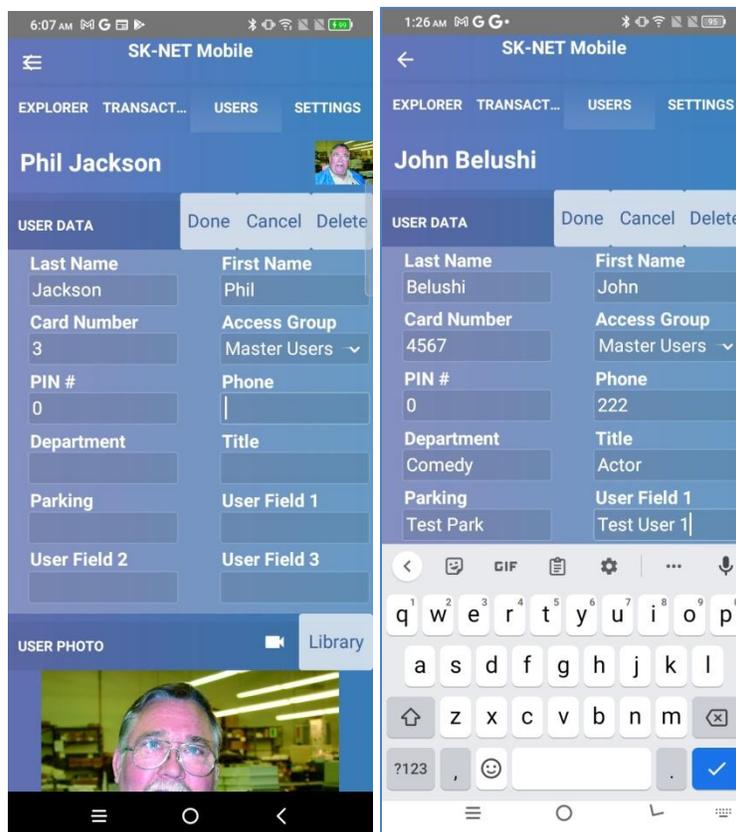

Figure 14 – User Detail Photos, Text Editing

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4.4 Transactions

Tap **TRANSACTIONS** to view all recent transactions from the selected location in SK-NET. To find a transaction, swipe your finger up or down on the device screen to scroll, or use the Search Menu Fucntion. Tap to highlight the desired transaction, then tap the right arrow (**>)** to the right of the Door Name to display additional detail fields and a photo.

The SK-CLOUD will store the most recent 500 transactions from the SK-NET system for viewing on the Mobile App.

Tap the ☰ (sandwich) icon in the upper left to bring up the transaction menu functions.
a. The 🔍 (search) icon brings up the search entry box which allows you to search for a
specific transaction.
b. The ⏮ icon navigates the transaction list to display the first (oldest) transaction.
c. The ⏭ icon navigates the transaction list to display the last (most recent) transaction.
d. The ⟳ (refresh) icon refreshes the transaction list view from the data on the cloud.
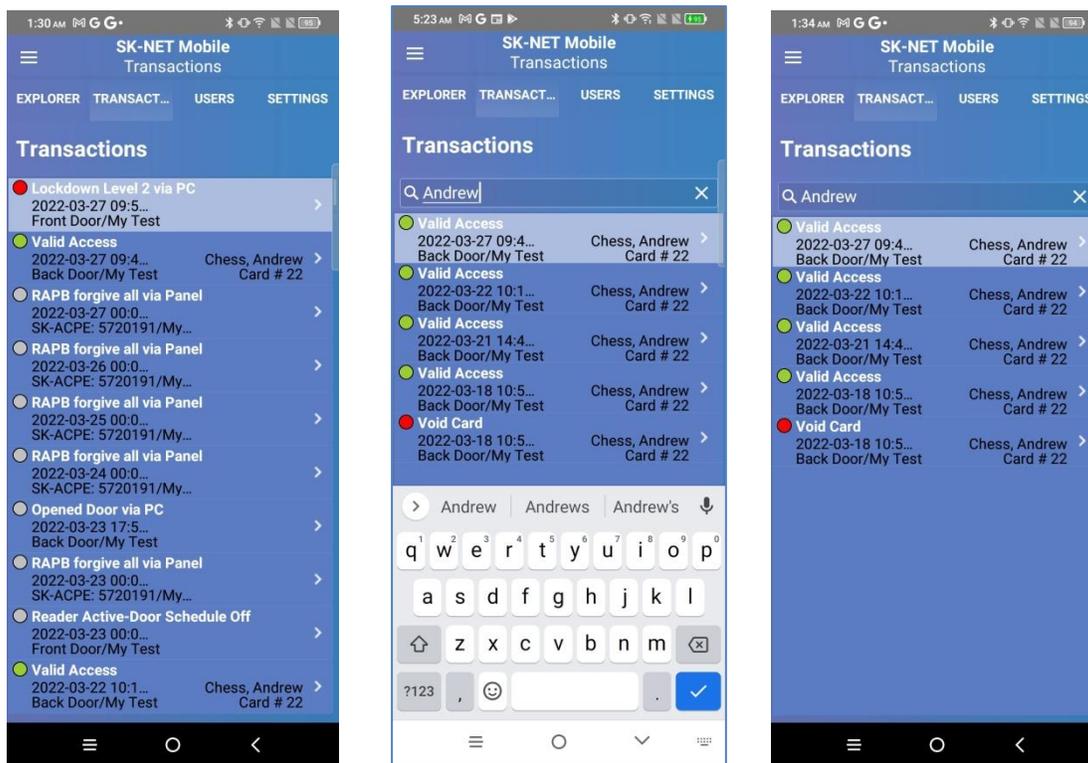

Figure 15 Transaction List, Transaction Search, Transaction Search Result

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4.4.1 Transaction Detail View

Transaction Detail View allows the viewing of a single transaction in an SK-NET location.
1. ← Back in the upper left corner of the screen returns the view to the transaction list.
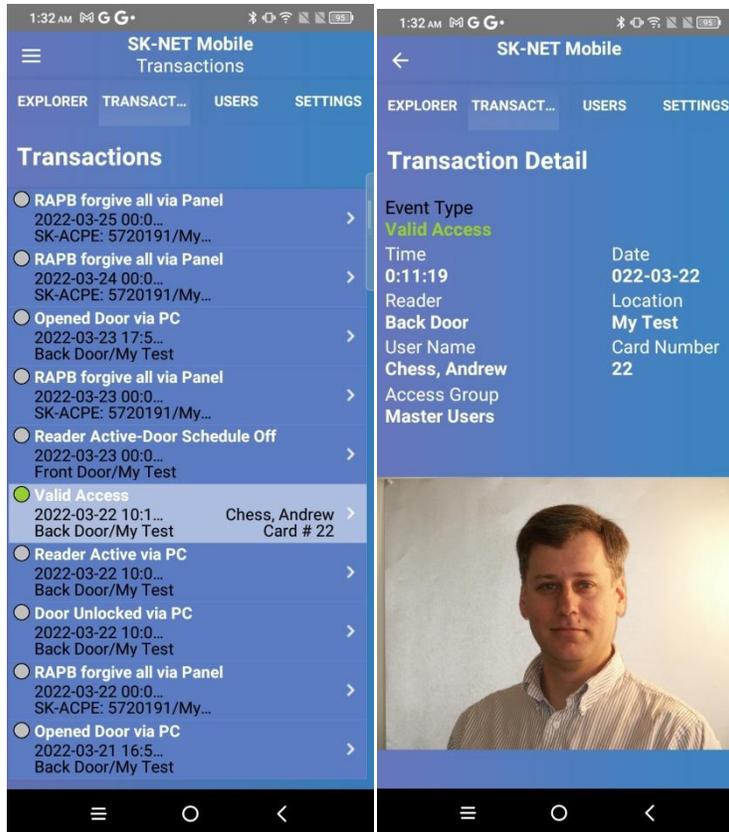

Fig 16 - Transaction Selected Record, Transaction Detail

SK-NET shows the following simultaneously

Figure 17 – Real Time Transactions shown on SK-NET and Mobile App

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4.4.2 Transaction Icon Indicator

The Transaction Icon Indicator appears on the application icon on the mobile device screen. The number in the red circle shows the number of new transactions that have occurred since the app was minimized.

Fig 18 - **Transaction Icon Indicator**

4.5 Explorer

Tap EXPLORER to display a list of all readers in the selected location. The number of readers in the location is displayed on the top toolbar. The current status of the reader is also displayed.

1. Swipe your finger up or down on the device screen to scroll to and select readers from the reader list.
2. Click to highlight the desired reader, then click the right arrow **>** to display the Reader Control Screen for the selected door. The Reader Control view lets you Open, Lock, Unlock and Enable/Disable the any connected door.
3. Select the ☰ (sandwich) icon in the upper left to bring up the Explorer menu functions.
a. The 🔍 (Search) icon brings up the search entry box which allows for the search for a match specific reader.
b. The ⟳ **(**refresh) icon refreshes the explorer list view from the data on the cloud.
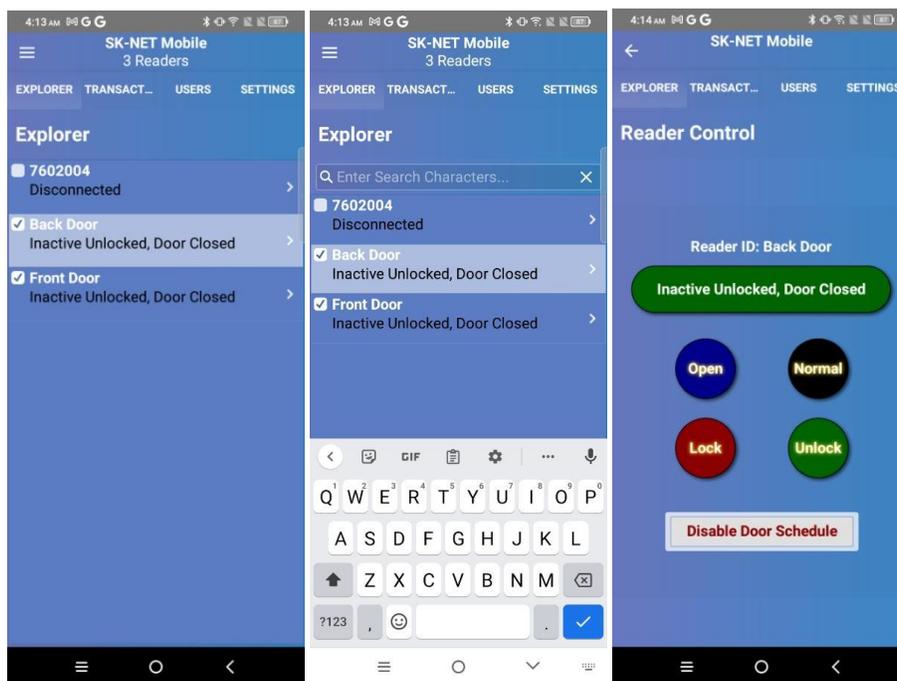

Figure 19 – Explorer List View, Search for Reader, Reader Control View

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4.5.1   Reader Control View

Here are the functions provided by each button on the reader control display. (Fig 19)

1. Tap **Open** to activate the door relay for the preset open time.
2. Tap **Lock** to lock the door indefinitely and makes the reader inactive.
3. Tap **Unlock** to unlock the door indefinitely, this makes the reader inactive.
4. Tap **Normal** to place the reader in the normal (active) state.
5. Tap **Disable Door Schedule** to disable a door's automatic open schedule for an indefinite time until the **Normal** or **Enable Door Schedule** button is selected.
6. Tap ← **Back** (upper LH corner) to return to the Explorer list view.

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