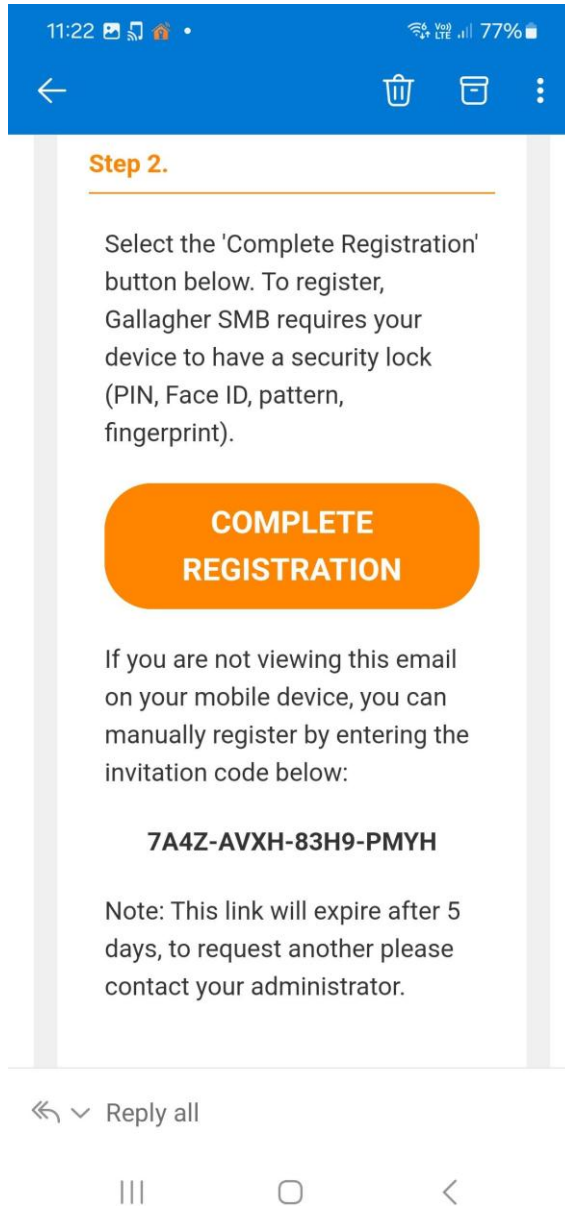# Technical Quick Guides

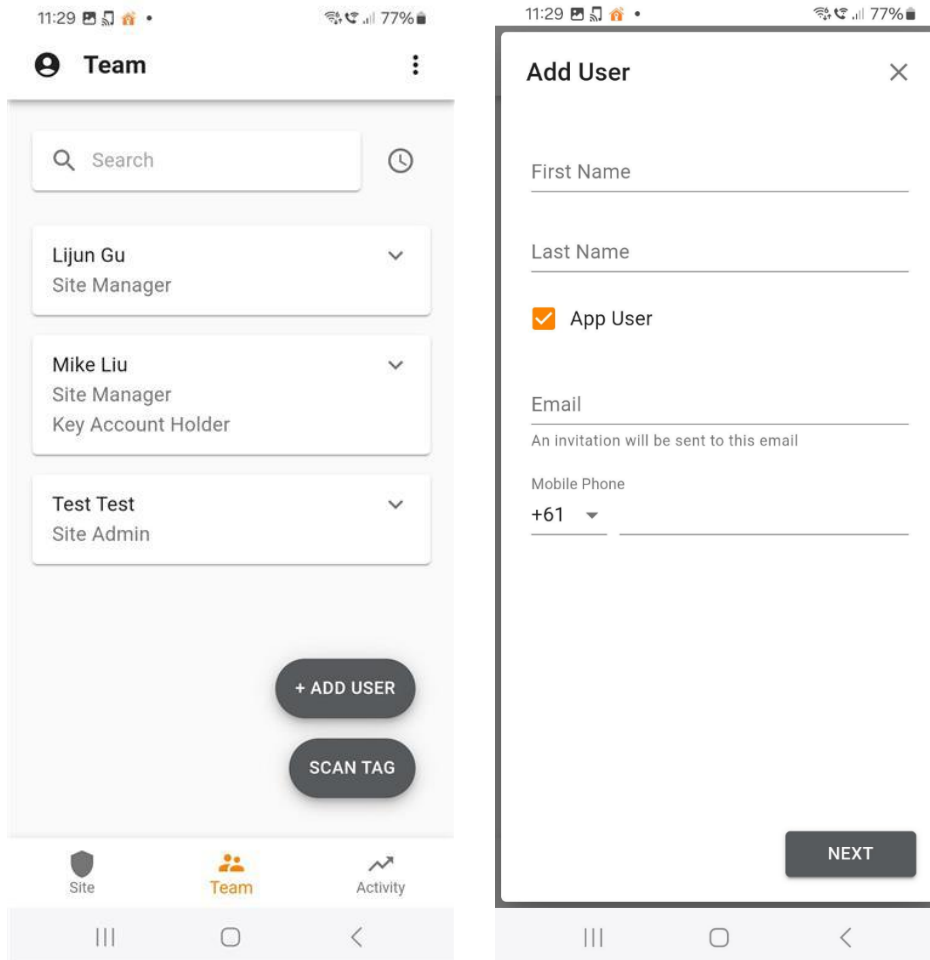## SMB APP INSTRUCTIONS

ACTIVATING APP ACCOUNT

1. Activate the site on the SMB installer panel (refer to SMB controller guides). Key account holders will then receive an email to their nominated email account for activating their SMB APP access.

2. By either clicking the complete registration button or manually registering by entering the invitation code into the SMB APP, the user can finish activating the site manager account of the site.

1. To add users to the site, the site manager needs to navigate to Team menu and click the ADD USER button, then fill in the user's name, email address and phone number to proceed.
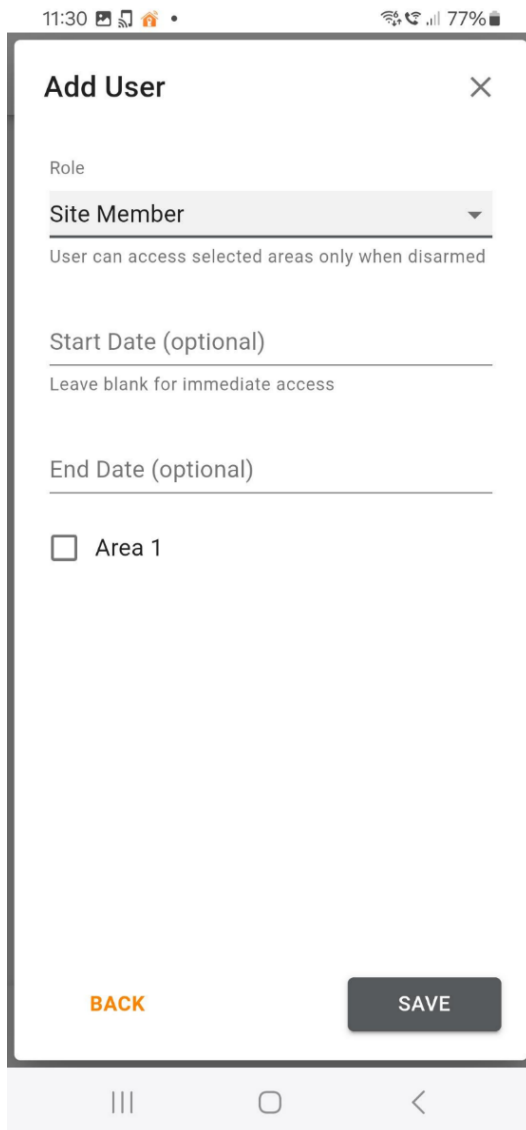

2. Once all details are entered, press next to assign the role to the user.
   There are three roles that can be assigned to a user:

	Site manager	Site Admin	Site user
Receive notification	Y	N	N
Act on alarm incident	Y	N	N
Add, edit users	Y	N	N
Lock and unlock permanently	Y	N	N
Open Lock temporarily	Y	Y	Y, only when site disarmed
Arm/disarm site	Y	Y	N
First person access	Y	Y	N

You can also optionally add a start/end date for the user's access to the site.
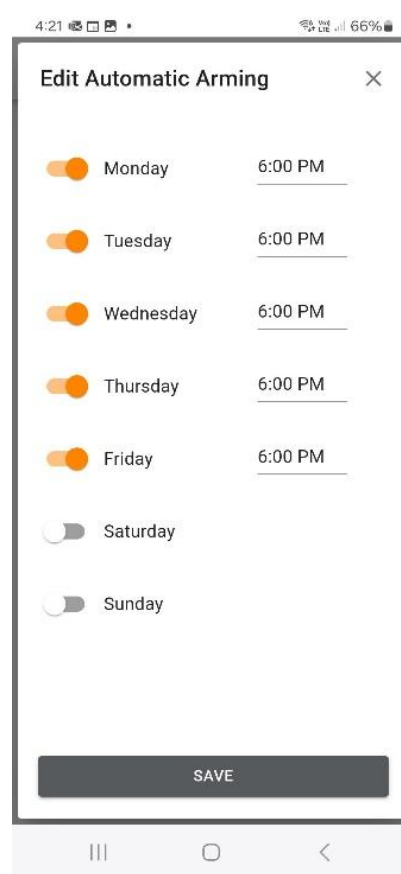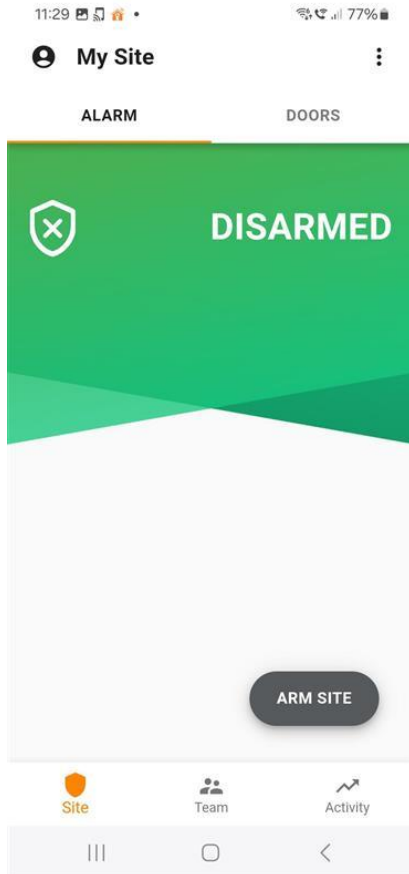
1. In SMB APP, users can arm/disarm a site, lock/unlock, open/close doors, act on incident reports and hand out fobs and keycodes to users.

   ARM/DISARM
   Site manager and site admin can arm/disarm a site. This can be done on the main page of the SMB APP.
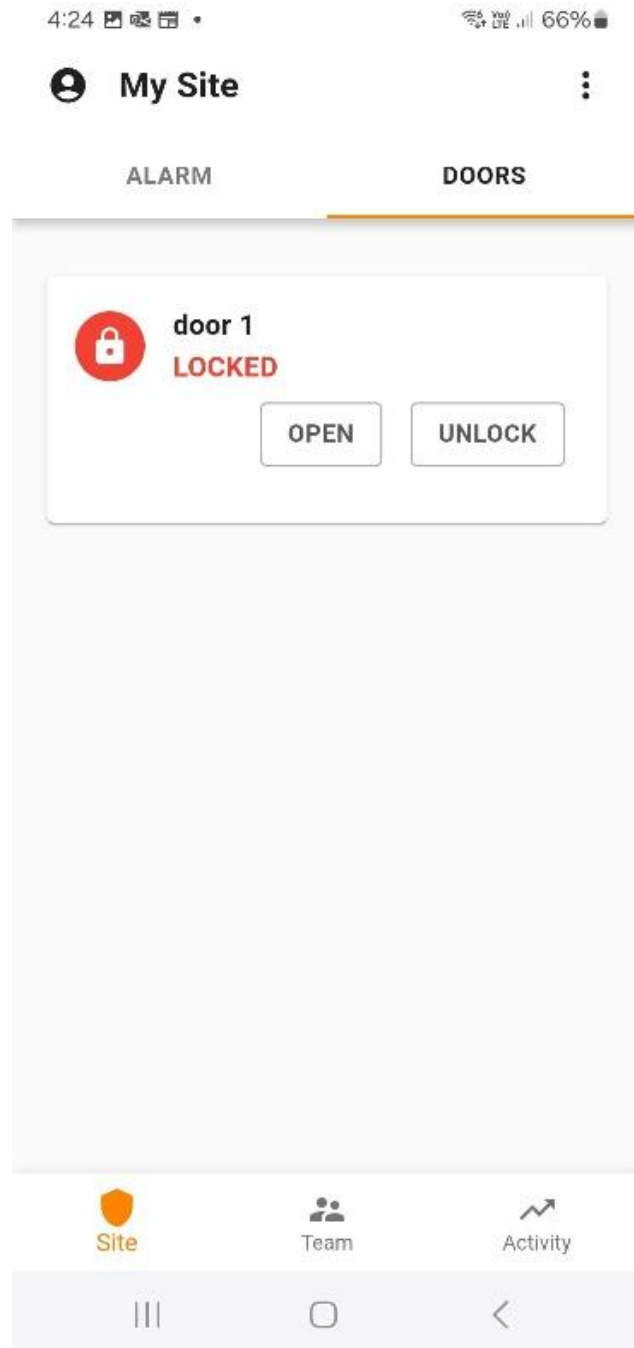   User can also scheduled the auto-arming in the site setting.

LOCK/UNLOCK, OPEN/CLOSE

Site manager can temporarily open/close the door or unlock/lock permanently.

Site admin can temporarily open/close certain doors that he/she has privilege to.

Site user can only unlock certain doors that he/she has access to with a credential.

HANDING OUT CREDENTIALS TO USERS

Site managers have the right to create keycodes and assign fobs to users.

Navigate to the Teams tab and select the user that you want to add a keycode or assign a fob to.

Select Credentials and then scan the fob or create a keycode for the user.