

# Account Settings – Important Content

## Profile

- Edit account email, username, and password.
- Two-Factor Authentication (2FA):
  - Add phone number → confirm with text → receive backup code.
  - Backup code allows bypassing 2FA; store securely.
  - Login requires password + verification code on new devices.
  - Options: regenerate backup code, update phone number, change method.

## Account Settings

### Default Guest Start/End Times

- Global defaults: check-in **4 PM**, check-out **11 AM**.
- Lock-level settings override account settings.
- Database behavior:
  - New lock → no default guest times.
  - New account → defaults applied (4 PM / 11 AM).
  - Airbnb/HomeAway: system checks lock value → if empty, uses account value.
- Option: "Always use Default Guest Times" → forces account values instead of integration app values.

## PIN Settings

- **Enforce Secure PIN Rules:**
  - No single digit pins (11111, 99999, etc.).
  - No sequential digit pins (12345, 45678, etc.).
- **PIN Length:**
  - User-generated PIN: custom length.
  - Auto-generated PIN: 4–6 digits (default = 4).
- **Option:** conceal PIN codes in the app (click to reveal).

## Dashboard

- Enable Health Tile → displays:

- Lock Power Ratings
- Access Events
- System Status

## Weekly Summary

- Weekly email overview includes:
  - Access events (locked, unlocked, denied)
  - Users and guests activity (pie chart)
  - Account activity log
  - Most active doors/users/guests (bar graph)
  - Issues (low battery, offline/online alerts)
- Can subscribe/unsubscribe anytime.

## Delete Account

- Permanent action.
- Cannot restore account after deletion.

## Billing

- View: subscriptions, billing plans, payment methods, invoices.
- Upgrade/downgrade plans anytime.

## Pricing and Billing – Important Content

### Accessing Billing

- Go to **My Account** → **Billing tab** (left-hand side).
- Compare available billing plans.
- RemoteLock provides centralized control of connected locks.
- Contact sales rep for additional pricing information.

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### Subscription Management

- **Displayed on Billing Page:**
    - Billing status
    - Next payment amount
    - Next billing date
    - Subscription options
  - **Switch to Yearly**
    - Change billing frequency from monthly → yearly.
    - New subscriptions: only yearly available.
    - If switching from monthly to yearly, monthly cannot be reactivated.
  - **Cancel a Subscription**
    - Cancel paid subscription and stop future charges.
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## Features

- **Remote Lock & User Management:** Remotely manage locks and access users.
  - **Health Notifications:** Email/text alerts for low battery, device offline, or sync failures.
  - **Access Notifications:** Email/text when access is granted (all events or specific users).
  - **Guest Communication:** Automated customizable guest emails/texts.
  - **Guest Automation via Integrations:** Auto-generate guest access for Airbnb, HomeAway, etc.
  - **Access & Device Schedules:** Limit access by schedule (e.g., Mon–Fri 9–5) or auto-lock daily.
  - **Custom Admin Roles:** Create admins with restricted permissions.
  - **Partner Lock Integrations:** Integrate with locks via partners (August, Vera, etc.).
  - **Group Management:** Group locks for batch access assignment.
  - **Common Door:** Sync users on interior doors with a shared exterior door.
  - **Access Control Systems:** Manage exterior/garage/elevators with ACS + Mercury panels.
  - **Reports:** Generate/export reports by date, user, event, etc.
  - **Automation Devices:** Legacy support for thermostats and power plugs.
  - **Resident Management:** Let renters control assigned devices only.
  - **Mobile Credential:** Unlock doors with smartphone mobile key.
  - **API Access:** Integrate RemoteLock with existing applications.
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## Credit and Debit Cards

- Multiple cards can be added.
  - **Add Card:** Register a new card.
  - **Make Default:** Set a card as default for subscription charges.
  - **Delete Card:** Remove card, except the current default. Must reassign default first.
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## Billing Details

- Overview of all paid items.
  - Updates may take up to 24 hours to reflect.
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## Invoices

- View all invoices in the account.
- Support is available for billing concerns.

## Important Steps for Account Creation on RemoteLock

1. **Go to Portal** → From the RemoteLock Portal sign-in page, click **Create Account**.
2. **Fill User Info** → Enter:
  - Name
  - Email
  - Password + Confirm Password
  - Primary Use
  - Accept **Terms of Service**
  - Click **Create Account**
3. **Choose a Plan** → Before account setup, select a **software category billing plan** that matches your needs.
4. **Subscription Setup**
  - Add **Credit Card Info** in the Subscription section
  - Select **Yearly subscription payment** → then **Submit & Finish**
  - **Alternative:** If prepaid → Enter **Subscription Code TokenName** (no card needed).
5. **Confirmation Email**
  - You'll get a confirmation email with **RemoteLock Connect Account Credentials**.
6. **First Login**
  - After login → Land on **Dashboard**
  - From there, you can **Register your device**.
7. **Support**
  - If stuck → Check **RemoteLock Software Overview knowledge base** for navigation and available features.

## RemoteLock Accounts in Grace Period

RemoteLock provides a **21-day grace period** starting from the subscription renewal date if a payment attempt fails.

### Payment Retry Schedule

- **Credit card subscriptions:** The system retries every **7 days** or immediately when the card is updated, depending on the subscription type.
  - **Prepaid Credit subscriptions:** This option is no longer supported. You must cancel your prepaid subscription and **reactivate with a card-based subscription.**
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## Example Timeline

- **March 1** – Email reminder is sent about the upcoming subscription renewal.
  - **March 8 (1st Attempt)** – The first charge attempt. If it fails:
    - You'll receive an email stating the card was declined.
    - The account owner will be directed to log in and update the card on file.
  - **March 15 (2nd Attempt)** – Second charge attempt, with another email notification.
  - **March 22 (3rd Attempt)** – Third charge attempt, with another email notification.
  - **March 29 (4th and Final Attempt)** – Final attempt. If the card fails again:
    - The subscription is **canceled**.
    - Any **discounts or legacy subscriptions** are removed.
    - Renewal is only possible at the **current full subscription price**.
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## Important Notes

- To avoid interruptions, update your payment method as soon as possible.
- Detailed instructions are available in the **Pricing and Billing Support Article**.
- For further assistance, please **contact support**.

# Transfer of Ownership

When ownership of a property changes and **RemoteLock devices** are already installed, ownership of those devices may also need to be transferred.

We support two scenarios:

1. **I bought a property** → Need to take over the device from the previous owner.
  2. **I sold a property** → Need to transfer the device to the new owner.
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## If You Bought a Property (New Owner)

1. **Confirm the Lock's Serial Number**

- Found by removing the lock from the door or via **Serial Number Confirmation process**.
  - 2. **Try to Register Device**
    - Register using the **serial number** or through the **Device Registration process**.
  - 3. **If Device is Already Registered**
    - Contact the **previous owner** and request removal of the lock from their account.
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## If You Sold a Property (Previous Owner)

1. Ask the **new owner** to create their own RemoteLock account.
2. Provide them with:
  - Lock **serial number**
  - **Programming code**
  - Model number (screenshot device settings page for records)
3. **Delete the Lock from Your Account**
  - Log in → Devices → Select device → Settings → Copy info → Delete & Save.
4. **Factory Reset the Lock**
  - PROGRAMMING CODE > # > 135 > #
  - For 5i models, replace # with the **LOCKSTATE** button.
5. **Clear WiFi Network Info**
  - PROGRAMMING CODE > # > 312 > #
  - For 5i models, use **LOCKSTATE** instead of #.
6. Give the new owner the **account creation link**.

Ensure the lock is fully deleted from your portal before giving it to the new owner.

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## Safes

- RemoteLock does **not provide spare keys** for safes (new or used, even with proof of purchase).
  - For access or re-keying, please contact a **licensed locksmith**.
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## Important Note

- If you no longer plan to use RemoteLock services, visit **Billing → Cancel Subscription** to stop future charges.
- For assistance, please **contact support**.

# RemoteLock – Billing FAQs (Key Points)

## Credit Card Subscriptions

- Activated when an account is created with a credit card.
- Charged **annually on renewal date**.
- Paid **at the start of the service term**.
- If subscription changes (new devices or upgraded plan):
  - Card is charged immediately.
  - Billing plan changes = new subscription term.
  - Adding a device = prorated charge for remainder of the current term.

## Subscription Auto-Renewal

- One-year subscription created and paid in advance.
- Automatically renewed on renewal date.
- Cancelation stops auto-renew for the next term, but access continues until current term ends.

## Subscription Changes

- If cost increases (adding lock, upgrading plan):
  - System charges the card or prepaid balance immediately.
  - Charges are **prorated** to align with renewal date.

## Grace Periods

- If payment is declined, account enters a **21-day grace period**.
- System retries payment every **7 days** (or immediately if a new card is added).
- If less than 7 days remain in grace period and charge hasn't gone through → contact support.

## Common Billing Questions

- **Charged before renewal date?**  
→ Automated prorated charge due to subscription change (new device/plan upgrade).
- **Legacy plan no longer offered?**  
→ Plans like *VR Starter*, *Basic*, *Lock Basic*, *Lock Basic Plus*, *VR Enterprise*, *VR Pro* are being retired.  
→ Must upgrade to **Premium or Enterprise** before renewal date.

## Inactive Accounts

- If subscription is not renewed:
  - Account becomes **INACTIVE**.

- User redirected to billing page (status shown as “INACTIVE”).
- Login still works, devices/credentials/settings are preserved.
- Cannot make new changes (e.g., create new access) until subscription is renewed.

# RemoteLock – Notifications

## Overview

- A **Notification** is an alert triggered by specific events (e.g., door unlocked, access denied, sensor alarm).
  - Notifications are available only on specific billing plans.
  - Setup requires **two steps**:
    1. Create Contacts (recipients: email, phone, webhook).
    2. Configure Notifications (select events and assign contacts).
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## Global Notifications Manager

- Access via: **Advanced → Notifications**.
  - Sections:
    - **Notifications**: List/manage existing notifications.
    - **Contacts**: Manage recipients.
    - **Notification History**: View history, triggering event, and source.
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## Creating Contacts

- Contacts must exist before sending notifications.
- The account’s signup email is automatically added as a contact.
- Supported contact types:
  - **Email** → Requires name + email.
  - **Text (SMS)** → Requires name + phone + supported carrier. Uses Email-to-SMS gateway.
  - **Webhook** → Requires name, URL, content type (FORM/JSON), and secret.

**Note:** RemoteLock will not validate third-party tools (e.g., Slack, IFTTT). If webhook meets required format, it should work.

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## Available Events for Notifications (API-supported)

- **Access events:** access\_person\_used, access\_denied, access\_person\_synced, access\_person\_sync\_failed, access\_guest\_late\_sync, kore\_ready\_pin\_used.
  - **Door/lock events:** acs\_door\_opened, acs\_door\_closed, acs\_door\_held\_open, lock\_requested, unlock\_requested, temporary\_unlock\_requested, temporary\_unlock\_timeout, unlocked, locked, jammed.
  - **System events:** reset, connectivity, ready\_pin\_sync\_failed.
  - **Power/battery:** power\_level\_low, battery\_replaced.
  - **Environmental:** temperature\_changed, humidity\_changed.
  - **Relay:** relay\_enabled, relay\_disabled.
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## Configuring Notifications

1. In Global Notifications Manager, click **Add Notification**.
2. Select **Contact Type** (email, SMS, webhook) and assign contact.
3. Select **Source** (what triggers the event):
  - Account (all events across account)
  - Location (events at specific location)
  - Access User / Access Guest (events triggered by person)
  - Device (door, lock, thermostat, sensor, power plug)
4. Choose specific **Events** to monitor (varies by source).
5. Click **Create** to save.

### Example:

- Source = Sensor
- Events = Alarm Triggered, Alarm Resolved
- Contact receives notifications when the sensor alarm activates/resolves.

## RemoteLock – Locations

### Overview

- A **Location (Property)** = physical place where devices are installed.
- Must create a Location **before adding devices**.

### Why Locations Are Important

1. **Time Zone Management** – Device time is synced to Location's time zone.
2. **Email Communications** – Location address appears in Access User/Guest emails.
3. **Organization** – Helps group, filter, and sort devices across accounts.

### Adding a Location

- Steps:
  1. Click **Add Location**.
  2. Enter required info:
    - Name
    - Address (optional, recommended if using Guest emails)
    - City, State, Zip, Country
    - **Time Zone (required)**
  3. Click **Create**.
- Note: Unlimited Locations can be created.

## Editing a Location

- From Location list → click **Edit (pencil icon)**.
- Update details (Name, Address, Time Zone, etc.).

## Time Zone Considerations (International Users)

- Lock firmware may not fully support **Daylight Savings Time** in some regions (e.g., Australia).
- Use **general GMT/UTC zones** for reliable timekeeping.

# RemoteLock – Schlage Encode Integration

## Requirements

- Schlage Encode or Encode Plus Wi-Fi device (online).
  - Schlage Home Mobile App account (must be set up and working).
  - First user PIN length set in Schlage App applies to **all subsequent users** (e.g., 4-digit or 6-digit).
  - Update **Default PIN Length** in RemoteLock to match Schlage App setting.
  - Preexisting Schlage users **do not sync** to RemoteLock (appear as “Unknown/Someone” in events).
  - Guest codes sync **within 48 hours** of their start time.
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## Integration Setup

### *Step 1 – Connect Schlage Account*

1. In RemoteLock → go to **Integrations** tab → select **Schlage Encode**.
2. Add and connect Schlage Home account.
3. Verify:
  - Schlage account created.
  - Device is Wi-Fi connected.

- Device controllable from Schlage app.
4. Sign in with Schlage App credentials to authorize RemoteLock.

#### *Step 2 – Import Devices*

1. Schlage Encode locks appear in RemoteLock.
2. Click **Import** next to lock(s).
3. Assign each lock to a **Location**.

#### *Step 3 – Manage Locks in RemoteLock*

- **Access Tab** – Add/edit/delete users or guests; view PIN credentials & sync status.
  - Sync Status: Green = success, Gray = pending, Red = failed (retry + check Wi-Fi).
- **Events Tab** – View lock activity (date/time, source, type, PIN used).
- **Settings Tab** – Edit **Name & Location** only (limited by third-party).
  - Note: Not all RemoteLock schedules apply to Schlage Encode.
- **Access Instructions Tab** – Add device-specific instructions to guest emails.

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### Important Notes

- Preexisting Schlage app users remain active on locks but **do not sync** to RemoteLock.
- Guest codes only sync **48 hours before start date**.
- Access instructions must be sent **via RemoteLock** (Schlage app does not handle guests).

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### Deleting Locks / Disconnecting Integration

- Go to **Integrations** tab → click **trashcan** next to lock.
- Confirm delete:
  - Removes devices from RemoteLock.
  - Access users/guests remain active on locks.
- Deleting all devices also **disconnects the Schlage integration**.

## RemoteLock – KeyInCode: KoreLine Series Integration

### Prerequisites

- Device must first be **connected and registered** in the **KeyInCode mobile app** (iOS/Android).

- Device must have an active **Wi-Fi connection**.
  - A **Location** must exist in RemoteLock before importing.
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## Integration Steps

1. Log in to your **RemoteLock Portal**.
2. If no locks are registered, click **Add a Device**.
  - Or go to **Integrations Tab** → select **Register Device**.
3. Select the **KeyInCode: KoreLine Series** tile.
4. Click **Add Account**.
5. Enter your **KeyInCode account email + password**.
6. Authorize the connection between **KeyInCode** and **RemoteLock**.
7. Choose **Import Lock**.
  - Select the lock from the drop-down list.
  - (Optional) Rename the device.
  - **Select a Location** (required).
8. Click **Import**.

Your KoreLine device is now integrated with RemoteLock. You can create access users/guests, link to property management systems, and monitor events.

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## FAQs

**Q: Why is this process different from older KeyInCode devices?**

A: KoreLine locks use a new smart lock platform to improve onboarding and connectivity while maintaining familiar hardware.

**Q: Where can I change device settings (e.g., heartbeat)?**

A: Settings are managed in the **KeyInCode mobile app**.

**Q: How do I use Access Schedules?**

A: Scheduling support is being finalized and will be available in future updates.

**Q: Why am I receiving an error when importing?**

A: Ensure the lock is:

- Connected to Wi-Fi, and
- A Location exists in RemoteLock before attempting the import.

# RemoteLock – August Lock / Yale Access Integration

## Prerequisites

- Supported August locks:
    - 2nd Gen (L2) and 3rd Gen (L3) models.
    - ASL-02 and ASL-03 are supported.
  - Unsupported:
    - 1st Gen (L1) models.
    - ASL-01 models.
  - A **Location** must exist in RemoteLock before importing devices.
  - Only locks registered directly to your account can be imported. Locks shared via **App Access** cannot be imported (must use original account).
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## Integration Steps

1. Log in to your **RemoteLock Portal**.
  2. Go to the **Integrations Tab** → select **August/Yale**.
  3. Choose **Connect with August** or **Add August Account**.
  4. Sign in using your **August** or **Yale Access** credentials (same for both apps).
  5. If prompted, **verify your account**.
  6. Allow RemoteLock permissions to:
    - Operate your locks.
    - View lock status.
  7. Return to the **RemoteLock Integrations page**.
  8. Select the locks to import and click **Import**.
  9. Assign each lock to a **Location**.
  10. Imported locks now appear under the **Devices Tab** and are ready for management in RemoteLock.
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## Limitations

- RemoteLock will **not** import Guests or Users created in the August or Yale Access apps.
  - Name updates in RemoteLock will **not sync back** to August or Yale Access apps.
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## Disconnecting the Integration

- To remove the integration, click **Disconnect** in the August Integration tab.
- This will terminate the connection between RemoteLock and your August account.

# RemoteLock – igloohome Integration

## Prerequisites

- Install the **igloohome App** and register your lock(s).
  - Contact **igloohome Support** to request the **API Key** for your account.
  - Have at least one **Location** created in RemoteLock.
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## Integration Steps

**Step 1.** Log into your RemoteLock account at [connect.remotelock.com](https://connect.remotelock.com).  
Navigate to the **Integrations** tab → select the **igloohome** tile.

**Step 2.** Enter a name for your igloohome account and input your **API Key**.

**Step 3.** Once integrated, open the **igloohome tile** on the Integrations page to view your devices.

**Step 4.** For each device, select a **Location** and click **Import**.

**Step 5.** Imported devices will now appear under the **Devices tab** in RemoteLock, identified with a gray lock icon.

You can now:

- Add access guests.
  - Configure device settings (name, location).
  - Edit device access instructions.
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## Adding an Access Guest

1. Go to the **Access Tab** in your RemoteLock portal.
2. Click **Add Guest**.
3. Enter guest details (name, start/end date & time).
4. Check **Send ReadyPIN credential**.
5. Select **igloolock** from the Device Type dropdown.
6. Choose the device/group.
7. Click **Submit**.
8. If an email address is provided, you can send access instructions and ReadyPIN credentials to the guest.

The generated code will work between the defined start and end times.

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## Important Notes

- **Supported Models:**
  - Igloo Smart Keybox
  - Igloo Smart Padlock
- **Guest Codes:**
  - Codes are algorithmic (ReadyPIN).
  - Codes cannot be edited or deleted in RemoteLock.
  - To change times, generate a new code.
  - Deleting a guest in RemoteLock does **not** deactivate the code. To fully remove a code, you must be on-site with the lock.
- **Limitations:**
  - Guest codes cannot exceed **365 days**.
  - IglooLocks cannot be managed via the **RemoteLock Mobile App** (web portal only).
  - **Common Door** functionality is not supported.
  - Only **one IglooLock** can be assigned per Airbnb listing.
  - Multiple igloohome accounts can be connected to a single RemoteLock account.

# RemoteLock – TTLock Integration

## Prerequisites

- Supported **TTLock device + TTLock Gateway** (for online devices).
- Devices must be registered and connected to WiFi in the **TTLock App**.
- For **offline devices**, locks must still be registered in the TTLock App.
- A **Location** must be created in RemoteLock prior to importing.

⚠ If the gateway is not connected to WiFi in TTLock App, you will see the error:  
*"An error occurred when communicating with TTLock."*

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## Connecting to TTLock

### Step 1. Download the TTLock App

- Create an account (email or phone number).
- Sign in.

### Step 2. Add Lock

- Select **Add Lock**.
- App will search for nearby TTLock devices.
- Select the device and assign a name.
- Lock will function in the TTLock App via Bluetooth.
- **⚠️** For online devices, set up the **WiFi Gateway** before integration.

### Step 3. Connect the WiFi Gateway (for online devices)

- In TTLock App → Menu → **Gateway** → + → select gateway type.
  - Connect gateway to **2.4GHz WiFi**.
  - Once paired, locks connected to the gateway will display.
  - Ensure **Auto-lock** is set under 60 seconds.
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## RemoteLock / TTLock Integration

### Step 4. Connect TTLock Account to RemoteLock

1. Log into [connect.remotelock.com](https://connect.remotelock.com).
2. Navigate to **Integrations** → select **TTLock**.
3. Click **Add Account**.
  - o Login with the same **email/phone + password** used in TTLock App.
  - o **⚠️** If logging in with a phone number, format as: +CountryCode PhoneNumber.
4. Once authenticated, select the devices to import.
5. Assign each lock to a **Location**.
6. Optionally, rename the device in RemoteLock.

Locks will now appear in your RemoteLock dashboard and can be managed.

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## TTLock Access / Credential Management

### *Online Devices (with Gateway)*

- Guests and Users can be managed from the RemoteLock portal.
- Supports **PIN codes** and **MiFare Classic Cards**.

### Add MiFare Card Access:

- Go to: Devices → Select Device → **Add User** OR Access → **Add User**.
- Enter MiFare card number in **Card ID** field.
- Submit to assign card.
- Credential removal syncs remotely via gateway.

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### *Offline Devices (ReadyPINs)*

- ReadyPINs are algorithmically generated.
- Guest setup in RemoteLock:
  1. Add Guest (name, email, start/end date & time).
  2. Select **Send ReadyPIN credential**.
  3. Choose **TTLock** from Device Type dropdown.
  4. Submit → Guest receives 6–9 digit code by email.

#### **⚠ Notes on ReadyPIN:**

- Guest codes only (not for Users).
  - Max validity: **364 days**.
  - Code must be used within **24 hours** of start time.
  - Edits to ReadyPINs in RemoteLock do not sync — new code must be issued.
  - Guest access across multiple devices generates unique codes per device.
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## **Known Limitations**

- **Status Syncing:**
  - Lock/unlock + online/offline checked only every hour.
- **Events:**
  - Immediate: Lock/Unlock via PIN.
  - Not shown: Knob, key, TTLock App, Gateway, API.
  - No events for offline devices.
- **Access Management:**
  - Schedules/Access Exceptions not supported.
  - Device auto-lock schedules not supported.
  - Bulk import via CSV not supported (in development).
- **Credentials:**
  - Smart cards supported only with Gateway.
  - Mobile credentials not supported.

## **RemoteLock – Resideo Integration (Thermostats & Water Leak Detectors)**

### **Prerequisites**

- Active **RemoteLock subscription**.

- Supported and installed **Honeywell Smart Thermostat** and/or **Resideo Water Leak Detector**.
- **Resideo account** with devices registered in the **Resideo App**.

⚠ If prompted to download the *First Alert* app during setup, choose **Skip**.

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## Supported Devices

### Thermostats (US & Canada)

- Honeywell T5 Smart Thermostat (multiple models)
- Honeywell T6 Pro Smart Thermostat
- Honeywell T9 Smart Thermostat
- Honeywell T10+ Pro Smart Thermostat (with RedLINK)
- Honeywell The Round Smart Thermostat

### Water Leak Detectors

- L1 Wi-Fi Water Leak and Freeze
  - L2 Wi-Fi Water Sensor and Switch
  - L5 Wi-Fi Water Leak Shutoff Valve
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## Integration Steps

### Step 1. Register Devices in Resideo

1. Download and log into the **Resideo App**.
  2. Register your thermostat(s) and/or leak detector(s).
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### Step 2. Connect Resideo to RemoteLock

1. In RemoteLock web portal → **Integrations** → **Devices** → **Resideo tile**.
2. Click **Add Account**, sign in with Resideo credentials.
  - Required even if account was previously connected for thermostats.
3. After login → select **Import IoT device**.
  - Assign a **Custom Name** (recommend matching unit/room).
  - Assign to a **Location**.
4. Click **Import**.
5. Repeat for all devices.

- Imported thermostats and sensors now appear in RemoteLock under **Devices**.
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## Thermostat Management

- Accessible under **Devices** → [Thermostat Name].
- Manage:
  - Device name & location.
  - **Fan Mode:** Auto, On.
  - **HVAC Mode:** Auto, Heat, Cool, Off.
  - **Set Points:** Cool & Heat (°F / °C).
- Save → pushes changes to thermostat.

### Additional Features:

- **Events:** temperature changes, connectivity lost/restored, etc.
  - **Notifications:** configure alerts and review history.
  - Device header displays: Online/Offline status, last sync, temperature, humidity.
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## Automation Triggers (Thermostats Only)

1. **Map Thermostat to Device**
  - In RemoteLock → Integrations → Software → Resideo Mapping Service.
  - Authorize.
  - Assign thermostats to locks (check-in/check-out awareness).
2. **Create Temperature Configurations**
  - Choose **Location + Thermostat**.
  - Define config: HVAC mode, temperature, fan mode, name.
  - Save (multiple configs supported).
3. **Set Automated Triggers**
  - Attach configuration to **Check-in/Check-out** events.
  - Trigger time options: 30 min, 1 hr, 2 hr, 3 hr before event.
  - Edit/Delete triggers as needed.

- Thermostats will now auto-adjust at guest check-in/check-out.
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## Water Leak Detectors

- After import, configure **Notifications** to receive alerts.
- Supported Events:

- Connectivity lost/restored.
- Low power / power restored.
- Alarm triggered/resolved.

# RemoteLock – Access Guests and Users

## Overview

Access Guests and Users allow property managers and owners to provide temporary or permanent access to locks. Access Guests are typically temporary, with credentials valid only for a specific date and time range.

### Video Guides:

- [Access Users/Guests Explanation Video](#)
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## Access Tab

All Access Guests and Users are managed from the **Access Tab** in the RemoteLock portal.

### Temporary Access Example:

- A guest code can start working Friday at 4 PM and expire Sunday at 11 AM.

Guests and users can be added either:

- From an individual lock's management page.
  - From the main **Access** section.
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## Adding a Guest Access User

### Guest Information

- **Name:** Enter first name, full name, or any identifier.
- **Email:** Optional; sends access credentials and date range automatically. Updates trigger a new email.
- **Proximity Card:** For locks with card readers (ACS system or prox-enabled locks). Enter card number.
- **PIN:** For WiFi locks and pin pads, enter a unique 4–10 digit PIN. Expired/deleted codes can be reused.

## Date Range

Select the **start** and **end** date/time to limit guest access.

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## Door Access Options

Choose the scope of access for the guest:

1. **Individual Door** – Assign access to a specific lock.
  2. **Door Group** – Assign access to a predefined group of locks. Must be created in **Devices → Door Groups**.
  3. **Entire Location** – Assign access to all locks at a location. Select the location from the drop-down menu.
- 

## Access Schedule (Optional)

- Apply a schedule to limit the hours a guest can access assigned doors.
  - Example: Monday–Friday, 9 AM–5 PM.
  - If applied to a group or location, schedule is sent to all included locks.
  - Must be created first in **Access → Schedules**.
  -  Not supported on the **500i lock**. Compatible with **5i, 6i, 7i, and ACS system**.
- 

## Notifications

Choose how to receive access alerts:

- **None** – No notifications.
- **First Access Only** – Notify the first time the guest uses their code.
- **Every Access** – Notify on every use.

Notification details are configured in **Notifications Tab**, but this quick-select simplifies setup.

---

## Related Articles

- RemoteLock Resident App
- Legacy Smart Card Management

- Access Schedules and Access Exceptions
- Devices: Access
- Guest Email Template & Formatting
- CSV Bulk Import Access Users
- Adding Door Access to Guests or Users

# RemoteLock – Access Schedules and Access Exceptions

## Overview

**Access Schedules** limit when a user or guest can unlock doors.

**Access Exceptions** (Holiday Schedules) restrict access on specific dates, such as holidays or special events.

---

## Access Schedules

### Navigate to Access Schedules

- Go to **Access → Access Schedules** in the RemoteLock portal.
- The tab shows all existing schedules with options to **edit** or **create new**.

### Adding a New Access Schedule

1. Click **Add Schedule** → Schedule Creator opens.
2. Enter the following details:
  - **Name:** Unique name with descriptive details.
  - **Access Exception:** Optional; apply previously created exception schedules to restrict access on certain dates.
  - **Daily Schedule:**
    - Set access for each day of the week.
    - Each day can have **up to 4 time ranges** (split shifts allowed).
    - Leave a day empty to **restrict access completely**.

### Schedule Controls:

- Drag to adjust start/end times.
- Hover over a block to **delete**.
- Days without a schedule block **deny access**.

**Example:** Monday–Friday, 9 AM–5 PM.

---

## Access Exception Schedules

### Overview

- Optional schedules to **restrict access on specific days** (holidays, special events).
- Can be applied to an Access Schedule.

### Adding an Exception Schedule

1. Click **Add Access Exception** → pop-up Schedule Creator opens.
2. Details:
  - **Maximum dates/ranges:** 40
  - **Single-day exception:** Start and End date the same
  - Exceptions **block access for the entire day (12:00 AM – 11:59 PM)**
3. Exceptions can be **edited or deleted** from the Access Exceptions tab.

### Linking Exceptions to Access Schedules

1. Go to **Access → Access Schedules**
  2. Click the schedule to edit.
  3. Use the **Access Exception** drop-down → select the desired exception.
  4. Click **Save**
  5. When this schedule is assigned to a user or guest, the exception is automatically applied.
- 

## Assigning Access Schedules

- Apply schedules to **Users or Guests** via the **Access Guests and Users** interface.
- Can also be applied to **Common Door access** to automatically enforce the schedule.

### Device Limits:

- Maximum of **63 total Access Schedules and Exceptions per device**.
- 

## Related Articles

- RemoteLock Resident App
- Access Guests and Users
- Legacy Smart Card Management

- Devices: Access
- Guest Email Templates & Scheduling
- CSV Bulk Import Access Users
- Mass Access Assignment

# RemoteLock – Door Groups

## Overview

**Door Groups** allow you to assign access to multiple doors in your account simultaneously. Assigning a door group to a user or guest grants their credentials to **all doors in that group**.

---

## Creating a Door Group

1. Go to **Devices → Door Groups**.
  2. Click **Add Door Group**.
  3. Enter a **name** for your group.
  4. Click **Manage Door Access** to select devices:
    - Include **WiFi-connected devices** only.
    - You can also include **previously created door groups**.
  5. Click **SEE ALL SELECTIONS** (top of page) to review all doors/groups being added.
  6. Click **SAVE**.
- 

## Editing a Door Group

- To add or remove doors, select **Manage Door Access** within the Door Group.
  - Click **SEE ALL SELECTIONS** to review changes.
  - **Rename** a group by clicking the **pencil icon**.
  - **Delete** a group by clicking the **trash can icon**:
    - **!** If assigned to a user, deleting the group removes access to all doors in that group.
- 

## Viewing a Door Group

- Hover over the **hamburger icon** to see all doors in the group.
-

## Group Conflicts

- **Conflict Resolution:** The **most recent access grant and schedule** overrides previous settings.
  - Example: If a user has access to an individual lock via one group and later is granted access to another group containing the same lock with a different schedule, the system applies the latest schedule.
- 

## Key Notes

- Door Groups simplify access management for multiple locks.
- Can include **groups of groups** of doors.
- Similar in concept to **Common Doors**, but targeted to specific subsets of locks.
- May require a **plan upgrade** (configure in **Billing Settings**).

# RemoteLock – Common Door Function

## Overview

**Common Doors** allow you to **duplicate access** from one door (parent) to other designated doors (child doors) at the same location.

This is ideal for buildings where multiple interior units are protected by a main exterior entry or shared facilities like gyms and pools.

- Works on a **Parent → Child** model:
    - Adding a PIN or credential to the **parent** door duplicates access to the **child** doors.
    - Adding a PIN to a **child** door **does not** affect the parent door.
- 

## Use Cases

- Apartment or condominium buildings: Front entry (common door) linked to all interior unit doors.
  - Shared amenities: Pool, gym, or other shared facilities.
- 

## Creating a Common Door

1. Navigate to Devices → **Common Doors** → **Add Common Door**.

2. Configure the following options in the pop-up:

Field	Description
<b>Common Door</b>	Select the lock to designate as the common (parent) door.
<b>Common To</b>	Choose the doors or entire location (child doors) that will inherit access.
<b>Access Schedule</b>	Apply an existing access schedule to the common door.
<b>Guest Access Time Overrides</b>	Optionally override start/end times for guest access.
<b>Apply to Existing Users/Guests</b>	Apply the common door settings to pre-existing access users and guests.

3. Click **CREATE** to save the configuration.

---

## Key Notes

- Any new access granted to a parent door automatically replicates to all child doors.
  - Modifications to child doors do **not** propagate to the parent.
  - Can be combined with **Access Schedules** for more granular control.
- 

This complements **Door Groups**, but is specifically designed to duplicate access from **one key door to multiple other doors**, rather than grouping multiple doors together.

---

If you want, I can now **create a full consolidated RemoteLock guide** that includes **Access Users & Guests**, **Access Schedules & Exceptions**, **Door Groups**, **Common Doors**, and **integrations** for igloohome, TTLock, and Resideo—all in one structured manual.

Do you want me to do that next?

# RemoteLock – Reset Password & Account Management

## Accessing My Account

1. Click the **drop-down** next to your account name in the top-right corner.
  2. Select **My Account**.
- 

## Profile Management

Under **My Account → Profile**, you can:

- Edit your **name**, **email**, and **username**.
- Change your **password**.
- Add a **phone number** for **Two-Factor Authentication (2FA)**.

 Remember to click **Save** after making any changes.

---

## Resetting a Forgotten Password

1. On the login screen, select **Forgot Password?**
2. Enter your **email address** or **username**.
3. Click **Request Password Reset**.

You'll receive an email with the subject "**Reset password instructions**" containing a link to change your password.

---

## Support

If you encounter issues or discrepancies, contact **RemoteLock Support** for assistance.

# RemoteLock – Two-Factor Authentication (2FA)

## Purpose

2FA adds an extra layer of security by requiring a second verification step during login.

---

## Enabling Two-Factor Authentication

1. Go to **Account Settings** in your RemoteLock account.
2. Check the box “**Require two-factor authentication for all members**” and click **Save**.

All admins and members will need to set up 2FA on their next login.

---

## Setting Up Your Phone for 2FA

1. After logging in, you will be prompted:  
*“The owner of this account requires two-factor authentication for all users. Start the setup by adding your phone number.”*
  2. Select your **country** and enter your **phone number**, then click **Add**.
  3. Enter the **verification code** sent via SMS to confirm your phone.
  4. A **backup code** will be provided—store it securely. This code can bypass 2FA if needed.
- 

## Signing In with 2FA

- Future logins will require both your **password** and a **2FA code** sent via SMS.
  - If you don’t receive the code, you can:
    - Resend the code from the portal
    - Use your **backup code**
- 

## Using Backup Code

1. Enter your **email/username**, **password**, and the **backup code**.
  2. Click **Sign In & Disable Two-Step Authentication** (if desired).
- 

## Updating Your 2FA Phone Number

1. Go to **My Account → Profile**.
  2. Remove the old number by clicking the **trash can icon**.
  3. Add a new number, verify with SMS, and a new **backup code** will be generated.
- 

## Generating a New Backup Code

- On your **Profile** page, click the **regenerate icon** next to **Backup code**.

---

## Troubleshooting

- If 2FA prevents login to the mobile app, disable it temporarily via a **computer browser** in **Account Settings**.
- Contact **RemoteLock Support** for any issues.

# RemoteLock – Members & Roles

## Purpose

Members & Roles allow the **Primary Owner** to grant other users access to manage account features and devices while controlling their permissions.

---

## Accessing Members & Roles

1. Click the **drop-down** next to your account name in the upper right corner.
  2. Select **Members & Roles** (formerly called Permissions).
- 

## Members Tab

- Shows all current members with **name, role, email**.
  - Options:
    - **Edit** member permissions (pencil icon)
    - **Delete** member (trash icon)
  - **Pending Invitations** tab: shows invitations not yet accepted.
- 

## Inviting Members

### Invite Member

1. Click **Invite Member**.
2. Choose one of two options:
  - **Share Account** – for administrators or owners who need full account/device access.
  - **Share Device** – for users who manage only specific devices.

## Share Account

- Enter email, assign a **role**, and choose device permissions for either the **entire account** or a **specific location**.
- Default role is **Owner**; custom roles can be created with specific permissions.

## Share Device

- Enter email and select device permissions for:
  - Entire account
  - Entire location
  - Specific locks

Users without an account will create one upon accepting the invitation.

---

## Roles Tab

- Lists **Role Names** and **associated permissions**.
- Permissions include:

### User & Guest

- Manage Access Users
- Manage Access Guests
- Assign Access to Door Groups
- Assign Access to Entire Location
- See PIN Codes
- See Card Credentials

### Device

- Manage Devices
- Manage ACS
- Manage ResortLocks
- Lock/Unlock Devices
- Manage Device Integrations
- Bluetooth Lock Management

### Other

- Manage Door Groups
- Manage Schedules
- Manage Locations

- Manage Software Integrations
- Manage Members
- Manage Roles

“Manage” = create, update, delete

#### Notes:

- Members without **Manage Access Users/Guests** can **view** users for assigned locks but cannot edit.
- Some high-level actions are **Owner-only**, including:
  - Manage account info & billing
  - Manage common doors
  - Manage Guest Email Template

---

## Primary Owner

- The account creator is the **Primary Owner**.
- Responsibilities:
  - Billing
  - Account deletion

---

## Sample Workflow

1. Rob creates an account → becomes Primary Owner.
2. Rob creates **HR Manager role** with **Manage Access Users**.
3. Rob invites Denise → assigns HR Manager role and device permissions for Denver Office.
4. Denise signs up → can manage employee access to Denver Office locks.
5. Rob invites Nolan → assigns Owner role → Nolan can manage all account devices.

---

## Important Notes

- Existing account users automatically accept new invitations (no pending status).
- Shared Account/Device members **do not pay** separately; subscription included in Primary Owner’s account.
- Role permissions are **limited by the inviter’s permissions**.
- Shared Device Recipients have limited features; higher-level features require their own subscription.

- Members can **switch accounts** if managing multiple properties:  
Account Name → Hover → Switch Account
- 

## Related Articles

- Permissions Explanation – Members & Roles
- Using Shared Account
- Using Shared Device

# Battery Drain Issues – RemoteLock

## Common Causes of Rapid Battery Drain

1. **Incorrect Battery Type**
    - Ensure you are using **brand-name, non-rechargeable** batteries.
    - Supported types: **Alkaline or Lithium**.
    - Confirm the battery type is correctly set in the **Device Settings** tab.
  2. **Heartbeat Interval Settings** (for Key in Code / OpenEDGE devices)
    - Ensure the **Heartbeat Interval** is **1 hour or more**.
    - Shorter intervals increase communication frequency and drain the battery faster.
  3. **Physical Damage to Lock**
    - Check for damage to the lock body or components.
    - Specifically inspect the **green component board** inside the backplate:
      - Middle screw (behind keypad on a 6i lock) may press on the board if the wrong screw was used.
      - This can cause **power issues** or battery drain.
  4. **Internal Component Damage**
    - Inspect the **power cable, power ribbon, and other connections** for damage.
    - Ensure there's no short-circuit or interference inside the lock.
  5. **Battery Housing Issues**
    - Verify the battery springs are properly attached.
    - Ensure the battery bay is free from **moisture, corrosion, or other damage**.
- 

## Notifications

- Set up **battery life notifications** in the **Notifications tab**.
  - Alerts are sent when battery levels drop to **30%-40%**, giving time for replacement.
- 

## Battery Level Notes

- Battery strength readings depend on the **battery type** set in Lock Settings.
- **Alkaline Batteries:** Smooth and steady voltage decline.
- **Lithium Batteries:** Hold high voltage for longer but drop sharply near end-of-life.
- Example: Four alkaline batteries reading 5V → still plenty of life. Lithium batteries near same voltage → almost depleted.

## Reconnecting Your Lock to WiFi (Key In Code/OpenEDGE)

### When to Reconnect

Reconnection is needed if:

- Your lock is **offline**.
- WiFi network settings (SSID, password) have changed.
- You changed your modem/router or ISP.
- The lock needs to connect to a **new or updated network**.

You must be **on site** with the lock for all reconnection steps.

---

### Requirements

1. **Programming Code** for your lock
    - Found in your portal account under **Devices** → **Settings** → **Programming Code**
    - If unregistered, check your lock manual for the **default code**.
  2. **WiFi Information**
    - SSID (network name)
    - Password for the **2.4GHz network**
- 

### Quick Restart (If Network Settings Have Not Changed)

1. Enter \* 411 \* on the keypad.
2. Remove a battery for **10 seconds**, then reinsert.

If these steps fail, proceed with full reconnection.

---

# Step-by-Step Reconnection Process

1. **Reset WiFi Connection on Lock**
  2. Programming Code → # (or Lock button) → 310 → # (or Lock button)
  3. **Delete Remembered SSIDs/Passwords**
  4. Programming Code → # (or Lock button) → 312 → # (or Lock button)
  5. **Broadcast Temporary RemoteLock Network**
  6. Programming Code → # (or Lock button) → 320 → # (or Lock button)
    - o Lock broadcasts a temporary WiFi network valid for **10 minutes**.
    - o If expired, repeat Steps 1 & 2.
  7. **Connect to RemoteLock Network**
    - o On your smartphone or laptop, find and connect to the **RemoteLock network**.
    - o If not automatically redirected, go to **192.168.0.1** in a browser.
    - o Disable mobile data or forget other WiFi connections if needed.
  8. **Select Your WiFi Network**
    - o Choose the network your lock should connect to.
    - o Enter the **password** and click **Connect**.
  9. **Confirm Connection**
    - o Lock will beep **twice** and a success message will display.
    - o If the message does not appear but the lock beeps twice, the connection is **successful**.
- 

## Notes

- **Apple iOS Issue**
    - o Older iOS may show:  
"Error Opening Page" Hotspot login cannot open the page...
    - o Press **OK** and proceed.
    - o If still blocked, enter **192.168.0.1** manually in your browser.
  - Always ensure your device is **within range of the WiFi** during setup.
- 

This process ensures your lock is reconnected safely without losing existing credentials or configurations.

# Snapback Issue Overview

**Snapback** occurs when:

- The lock's motor over-rotates
- Gears in the lock become misaligned

## Symptoms:

- Deadbolt does not fully extend or retract
- Tension felt when turning the thumb turn
- Deadbolt snaps back when released

## Common Causes:

- Door not fully closed when locking
- Deadbolt extended and door slammed

## Tools:

- Hand tools only (no power tools to prevent damage)
- 

# Step-by-Step Repair

## 1. Remove Batteries

- Take off the battery plate and remove batteries.
- 

## 2. Remove Interior Screws

- Unscrew the **four screws** on the interior portion of the lock.
- 

## 3. Remove Lock Body

- Pull the lock body off the door
  - Unhook the power plug
  - Remove **three screws** from the silver cover plate
  - Pull off the cover plate
- 

## 4. Free the Motor & Gears

- Pull the motor straight out of the lock body (leave loose)
- Twist the deadbolt handle **10–15 times**
- Ensure the gears move freely side to side

---

## 5. Reinstall the Motor

- Place the motor back in the lock body
  - Ensure the electronics board is correctly seated
  - Twist the deadbolt handle **5–10 times** to check gear movement
- 

## 6. Reattach Cover Plate

- Route the power cord through the slot
  - Screw back the **three cover plate screws**
  - Twist the deadbolt handle **2–3 times** to ensure smooth motion
- 

## 7. Reassemble Lock

- Reconnect the power cord
- Mount the lock body back on the door
- Replace **four support screws**
- Insert batteries and power on the lock
- Test deadbolt for proper extension and retraction

# RemoteLock — Collected site text (best-effort crawl)

NOTE: This is a best-effort extraction of publicly visible site text from RemoteLock ([remotelock.com](https://remotelock.com)). It was assembled to serve as a text corpus for RAG workflows. It may not include every dynamic or JavaScript-driven element, attachments, images, or content behind logins. If you want a deeper crawl (every blog post, partner detail pages, or PDFs), I can run additional passes.

---

## Source: <https://remotelock.com/> (Homepage)

Operational efficiency starts with flexible access control.

Manage access, save time, and increase NOI with proven access-centered property operations software.

## Why RemoteLock?

Property managers of multiple (more than five) properties or units choose RemoteLock for three key reasons:

- Flexible scheduling capabilities. Create door groups, limited access for maintenance and cleaning crews and access to shared and common doors.
- No unique hardware is required. RemoteLock is compatible with many leading smart lock brands. See all hardware.
- Integrated with your property management or booking software. Easily generate and track access codes through your preferred dashboard. See all software partners.

## Software Features

### Remotely Control Locks & Manage Users

Control connected locks and manage users from your smartphone or laptop, from anywhere.

### Automate Guest Access

Automate the delivery of guest access codes for vacation rental guests or multifamily residents.

### Deep Hardware Integrations

Get the locks that fit your budget, application and aesthetic. RemoteLock is compatible with many of the industry's popular lock brands.

### Enjoy One System For All Doors

Need to control hardwired doors like main entrances, garages or elevators? Or do you manage multiple properties? View your whole portfolio in one system.

### Customize Schedules

Limit user access by creating schedules like 9-5, Monday–Friday. Or create device schedules for a door to lock/unlock at a specific time everyday.

### Key Benefits

**Compatibility** — Integrations with top smart lock and thermostat brands and leading property management systems (PMS) simplifies your processes.

**Operational Efficiency** — By remotely managing and controlling your smart devices based on occupancy, you can save time and lower costs.

**Flexible and Scalable** — Set different permissions and schedules by door, property, or user, and add new locks and properties with ease.

Solutions: Vacation Rental, Multifamily, Other Businesses (links to Learn More pages)

Integrations: Dozens of leading hardware and software providers (logos shown). See Software Partners and Hardware Partners pages.

Customer quotes (examples):

- “The fact that RemoteLock works with a variety of smart lock brands is a big advantage. In most cases, we didn’t have to rip and replace hardware.” — Nick G., Director of Access & Utilities | Landing
- “They helped me choose a great lock for my vacation rental. It’s easy to program with guest and user codes and the annual fee is very inexpensive.” — Maureen M., Vacation Rental Owner
- “The number one advantage with RemoteLock is that multiple managers can manage multiple property access all from our desks.” — Rob. P, RedPeak Community Manager

Footer highlights: Products (Our Software, Secure Any Door, How It Works, Become a Partner, Platform API, Shop Locks), Resources (Helpful Guides, FAQs, Dealers, Support, Agreements and Terms, Cookie Policy), Company (About, Partners, News, Blog, Events, Careers), Contact.

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## **Source: <https://remotelock.com/plans/> (Plans & Pricing)**

Plans and Pricing — Choose the type of property or portfolio that most closely matches yours, then select your portfolio size to view US-based plans, features, and pricing.

Property types: Short-Term Rentals (vacation rentals, home shares, boutique hotels), Long-Term Rentals (multifamily, extended-stay), Other Businesses (warehouses, storefronts, commercial properties).

Short-Term Rental Plans and Pricing — Manage locks at any of your short-term rental properties, integrate with your booking management system, and manage thermostats and water leak detectors from one unified platform.

Premium Plan — \$6 Per Device | Per Month (Billed Annually)

Includes: - Unlimited Locks - 5 Account Managers - 50 Access Users (for ongoing access) - 150 Access Guests (for short term stays) - 90 Day Event History

Enterprise Plan — \$12 Per Device | Per Month (Billed Annually)

Includes: - Unlimited Locks - Unlimited Account Managers - Unlimited Access Guests (for ongoing access) - Unlimited Access Guests (for short term stays) - 365 Day Event History

Benefits described: - Replace Physical Keys for Good — issue self-expiring PINs to guests, managers, and staff. - Simplify Every Step with Powerful Integrations — automate code delivery, thermostat adjustments, etc. - Smart Access for Vendors — set recurring access for housekeepers, maintenance crews, or vendors with customizable schedules and access

privileges. - Monitor and Manage Remotely — centralized view, real-time notifications for low battery, offline devices, failed PIN syncs, and water leak alerts. - Automate Thermostat Settings — automate thermostats with compatible Honeywell thermostats. - Protect with Smart Leak Detection — integrated leak detection from Resideo.

Compatible Thermostats & Leak Detectors are available for \$4/device/month.

Calls to action: Create Account, Compare Plan Features, See All Features.

---

## **Source: <https://remotelock.com/access-control-software/> (Our Software)**

(Top summary and feature sections captured)

RemoteLock positions itself as a universal, hardware-agnostic access control platform with integrations into business software. It supports multiple credential types (PINs, prox cards, mobile credentials), reporting and alerts, door groups, reusable schedules, and is suitable for residential and commercial uses including elevators and garages. The platform emphasizes API/Platform capabilities and partner integrations.

---

## **Source: [https://remotelock.com/software-partners/?\\_partner\\_category=software](https://remotelock.com/software-partners/?_partner_category=software) (Software Partners directory)**

Public directory of software integrations and partners. The page lists partner names and logos and includes an inquiry form for potential partners. Example partners referenced on site include: AdvanceCM/ChargeAutomation, Airbnb, AK Techotel (Picasso), Akia, AppFolio, ASI, Barefoot Technologies, Beds24, and many more.

(If you need a row-level extract of *every partner name + partner URL + short description*, I can run a follow-up pass to enumerate them all.)

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## **Source: [https://remotelock.com/hardware-partners/?\\_partner\\_category=hardware](https://remotelock.com/hardware-partners/?_partner_category=hardware) (Hardware Partners directory)**

Directory of compatible hardware brands (smart locks, readers, thermostats, leak detectors). Emphasizes hardware-agnostic platform and lists vendor logos. (Detailed vendor list can be exported on request.)

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## **Source: <https://remotelock.com/faqs/> (FAQs)**

Frequently asked questions covering product usage, setup, and policies. The page collects common questions and answers related to account setup, device compatibility, code generation, billing, and support contact channels.

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## **Source: <https://remotelock.com/agreements-and-terms/> (Agreements & Terms)**

Legal documents including terms of service, privacy and cookie policies, and other agreements. The page lists links to these documents and brief descriptions about cookie usage and consent management.

---

## **Source: <https://remotelock.com/blog/> (Blog index)**

Blog index with articles and updates related to access control, property operations, partner stories, and product updates. (If you need the full text of every blog post, say so and I will extract each post content into separate files/entries.)

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## **Source: <https://remotelock.com/about-remote-lock/> (About)**

Company background, mission, partners, events, careers, and contact information. Contains summary copy about who RemoteLock serves and their product philosophy.

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### **Next steps I can do for you (choose one):**

1. Full text dump for each page (complete page HTML-to-text extraction) into a single text file or JSONL with page-level metadata (URL, title, crawl date).
2. Crawl all blog posts and include title, date, author, and full content (one file per post or combined JSONL).

3. Export a partners dataset: every software/hardware partner name + partner URL + short blurb.
4. Produce chunks optimized for RAG (sentence/token-limited chunks with metadata fields like source URL and section headers).

Tell me which option (1–4) you want next and I will produce the files ready for download.