Smartalock App User Guide

Thanks for downloading the Smartalock App for your iOS or Android phone. Smartalock App is designed to work with the Smartalock locker system to open, control, share and release the Smartalock brand smart lockers.

Features of the Smartalock App include:

- Register a new account at the Smartalock cloud service and join the account to your companies Smartalock locker system.
- Manage any existing lockers you have on company system
- Obtain a new locker for use (according to your office policy) and open it via single tap or shaking your phone
- Share locker access with other Smartalock app users
- Link your Building Access card and/or your Fixed reservation locker to your Smartalock app so either card or App can open your locker (if this has not been done automatically by system operator)
- Set a default PIN number so your locker can be opened by the Kiosk if you don't have your phone with you
- Set a Geo-Fence and time of day reminders to clear locker when leaving the office

1.0 Obtaining the Smartalock App

Download the Smartalock App from the Apple App store or Google Play Store. Search for "Smartalock" or use the below links.

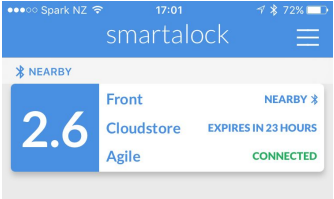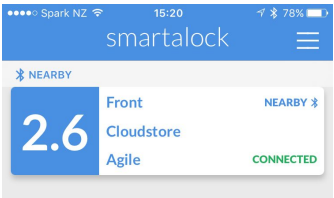Apple App Store: [Smartalock on the App Store - iTunes - Apple](#)
Google Play Store: [https://play.google.com/store/apps/details?id=nz.co.smartalock.smartalock](#)

Smartalock works only on Phones - it does not work on Tablets. On Apple iOS it is supported on iPhone 5, 5S, 6, 6S and later. The iOS version 8.3 and later are supported. On Android, Smartalock is supported in Android version 5 and later. Most common Android phone brands have been tested, however Smartalock works best with Samsung and Nexus brands

Smartalock App requires access to certain phone functions to work properly. When asked please allow Smartalock App to access **GPS** hardware, and track GPS locations when operating in background. The GPS function is used to set a Geofence which allows for the Smartalock App to (optionally) notify the users to clear lockers when leaving the office after a set time of day. No GPS data is shared with any other third party or the locker controller.

1.5 Smartalock Terminology

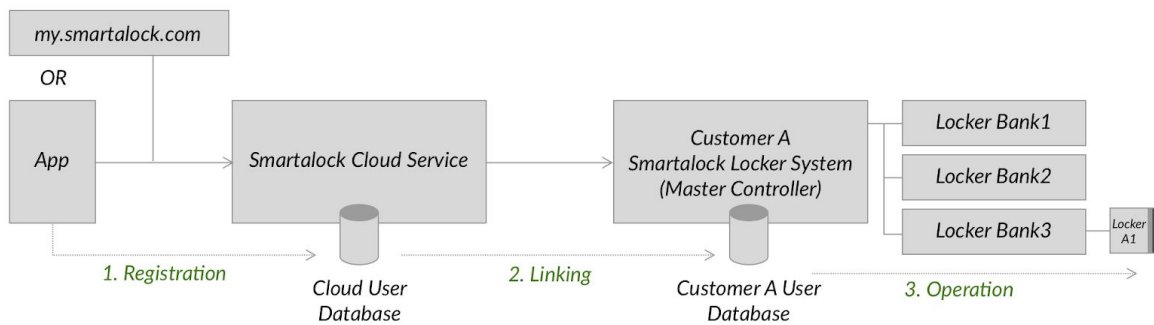There are some terminology used within the Smartalock application which are explained below

Term	Description
Adhoc Reservation	Where a locker bank is setup by the administrator to support Adhoc Reservations (for all, or just a group of lockers) it will allow any Smartalock App user to obtain a locker on demand, on a first come, first served basis until all the lockers available for adhoc use are consumed. When a locker is requested by the App, an Adhoc Reservation is created, the locker door is opened, and the locker is removed from the pool of available lockers. When the reservations expires the locker door can be opened by the App, however the app will warn that the reservation has expired so closing the door will release the locker back into the available pool. Adhoc Reservations are generally for a short time period - for example, 1 hour in a classroom, 2 hours for gym, 1 day for an Office workplace. The time period is set by the Administrator. The default behaviour if a reservation expires is to keep the door closed, **but only allow 1 more open by the owner** (to clear the locker). The Administrator however can change the default behaviour to open the locker automatically at the end of the reservation. The user can Vacate the locker, returning it to the pool, prior to the reservation expiring. The locker list screen will show the remaining time left on the reservation.
Fixed Reservation	A Fixed Reservation is where a locker is pre-allocated to a user for longer term use - for example a school term, a year, or permanently. Fixed Reservations are created and removed by the Administrator through the Administrator kiosk or web application. They are not able to be *created* by the Smartalock App, however the Smartalock App can have an existing Fixed reservation added to it, so it can be accessed via smartphone. To add a fixed reservation to the Smartalock App see section 7.0 below
Open Locker	Opens the Locker Door. Smartalock App can open locker doors, but the doors must be manually closed by the user. The App's lock icon changes based on the physical state of the lock.
Vacate Locker	Returns an Adhoc locker back to the pool of available lockers for other users to reserve. If the locker is Fixed Reservation locker, the Vacate button will be greyed out. The Fixed Reservation can only be removed by the Administrator or when the Fixed period expires. Only Vacate a locker once its contents are removed and the locker user no longer requires access to it.

2.0 Getting Started

There is a 2 step process to get the Smartalock App up and running for the first time.
1. Registering a user account on the Smartalock Cloud Service
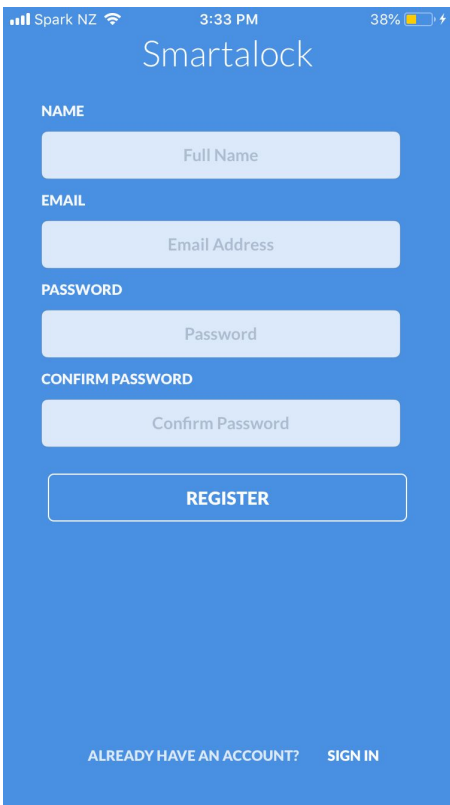2. Linking the Smartalock Cloud account to a companies locker bank system

The following drawing shows these 2 steps, after which the App can interact directly with the customers locker banks.
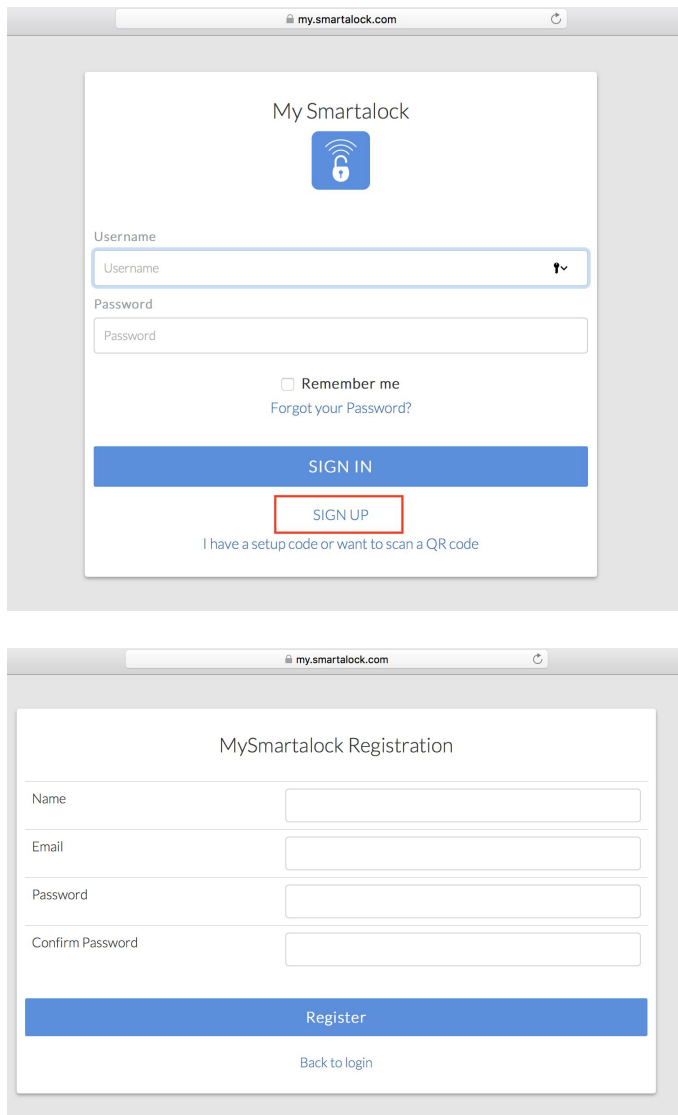
2.1 Registration

Before you can use the Smartalock App you must register as a user on the Smartalock Cloud Service. Registration just requires an email account and creating a password. The email address provided can be any email account you can access - it does not have to be a work email account.

The registration can be done via the initial page in the App or alternatively via the https://my.smartalock.com portal page.

Registration via the Smartalock App

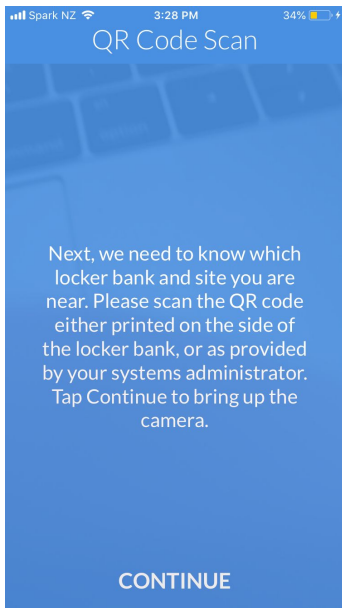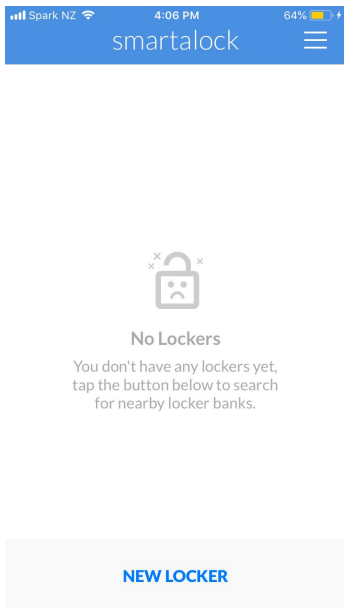Registration via the my.smartalock.com portal.
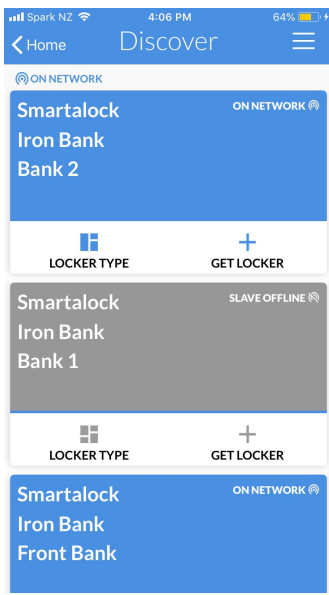
2.2 Linking to a Master Controller

After registration, the App needs to link the newly created cloud account with the customers Master controller. There are 2 ways to link the Apps cloud account with a Master controller account.

- Linking in the App via QR code provided by Locker System Administrator
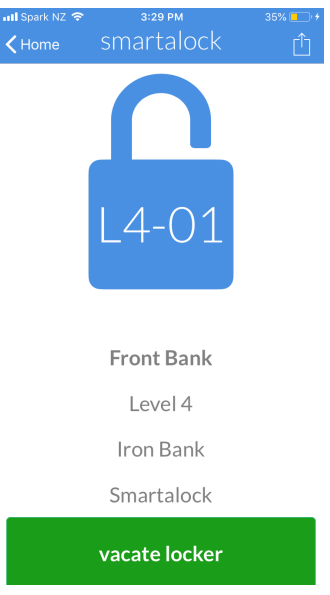- Linking in the my.smartalock.com portal via URL link provided by Locker System Administrator

If you already have an linked account to a Smartalock Master controller, but it is not bound to the correct user account, there is also a method to update the linking via the Smartalock touchscreen kiosk. However this cannot be used for first time linking.
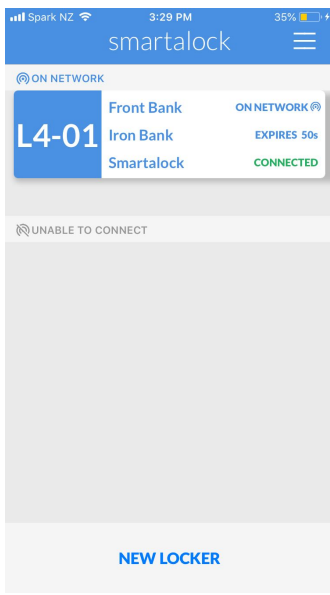
2.2.1 Linking via QR Code inside App

To Link via QR code your Locker System Administrator will have provided you with a unique QR Code via email or other method. **Example Code (Do NOT scan)** **The code provided to you from your Locker Administrator is unique to your account - do NOT share it with other users or they will have access to your locker.**	 The camera will open for you to scan the locker banks QR code(you may need to ask for this from the systems administrator)	 If no lockers are linked to the account you will be able to select NEW LOCKER. If you already have an existing locker allocated, it will now show up in this screen.

Once NEW LOCKER is selected you will be able to choose which locker bank to create a new reservation on, do this by selecting GET LOCKER.
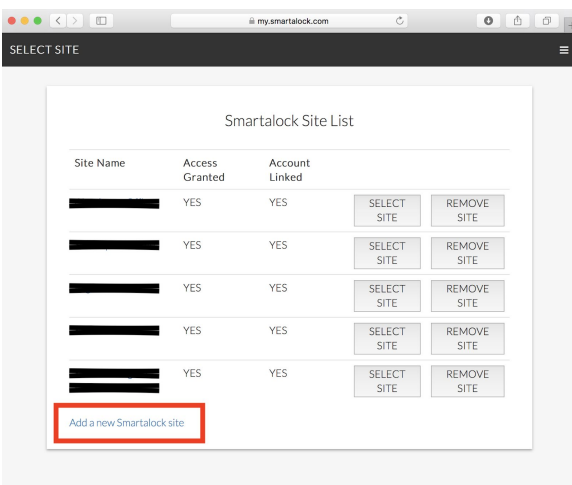
Now you will be presented with your locker and locker bank information. Select the home button to go to current reservations page
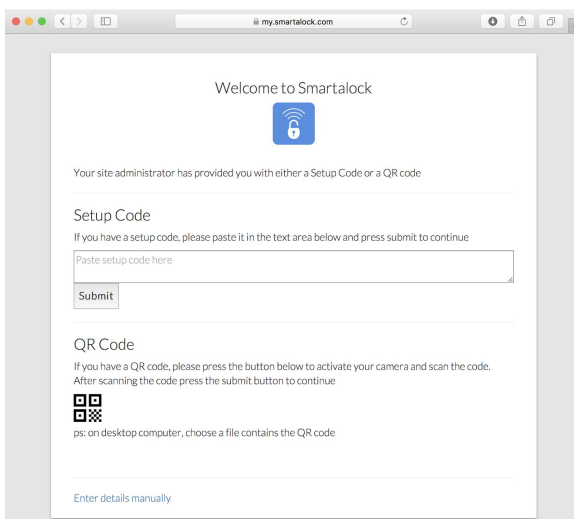
The APP home will show you your current reservations and give you the option to get a new locker

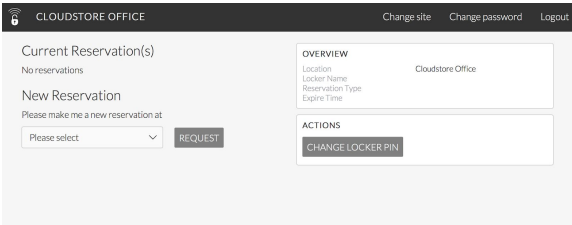## 2.2.2 Linking via URL via the my.smartalock.com portal

Login to the my.smartalock.com portal using the credentials created in step 2.2.1 above

Click on the Add a new Smartalock Site button (any existing sites you have been linked to will also show on this page)
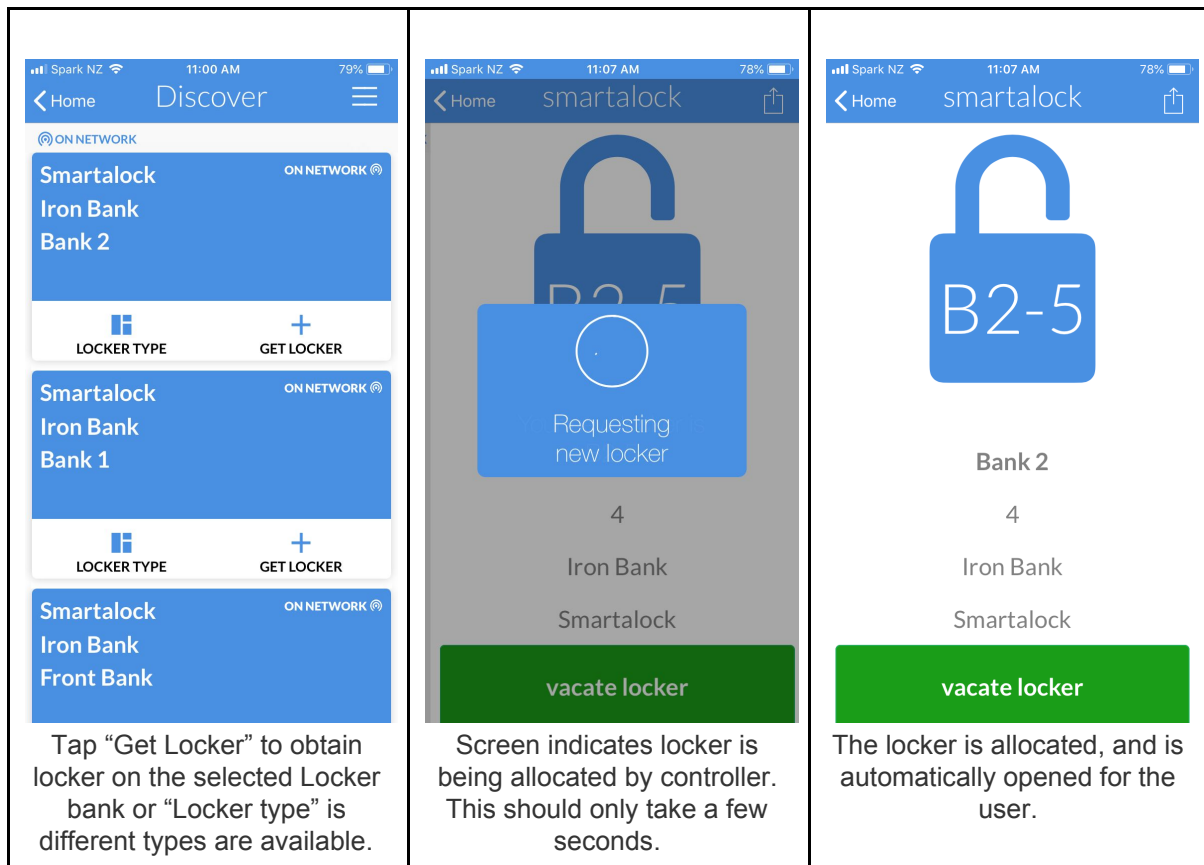
Paste in the Setup Code into the box and press submit

If successful the site will open and any existing lockers will appear. These lockers will also show up in the Smartalock app after restarting the app and signing in with the same credentials.
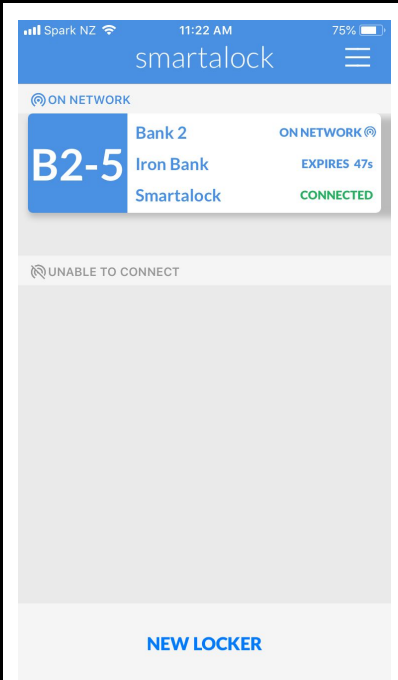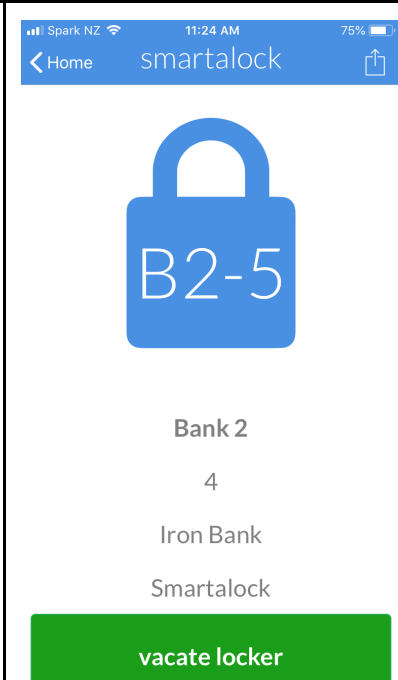
3.0 Getting a New Locker

If your organisation allows for Adhoc "on-demand" requests for lockers, then tap the New Locker button and then select the discovered Locker bank. The list of locker banks will show all possible locker banks connected to your companies Master controller. Some locker banks maybe a long way away so choose the best one for your location. The locker bank will allocate you a locker and open it automatically. The locker selected is determined by the algorithm configured by the Administrator.

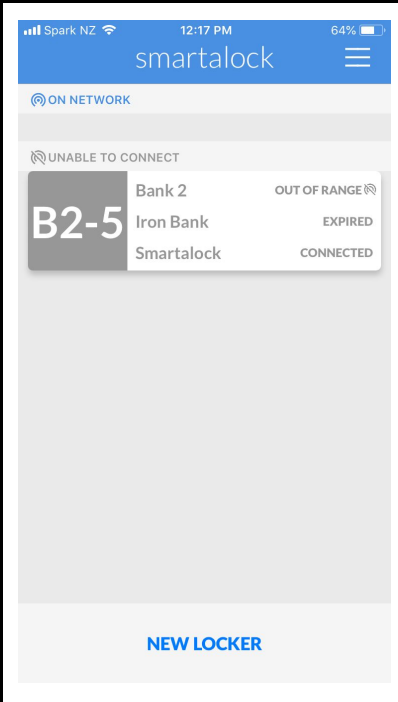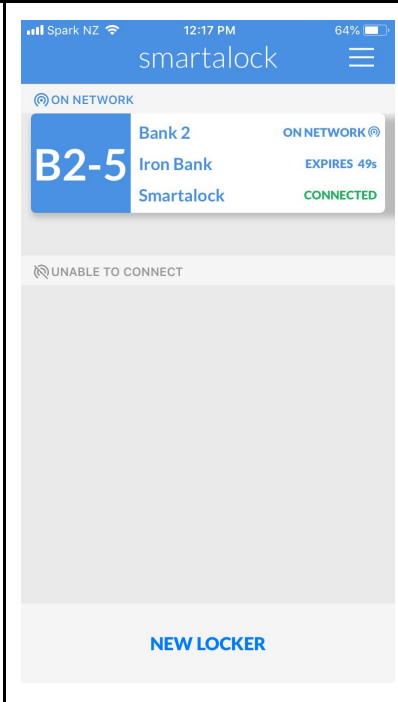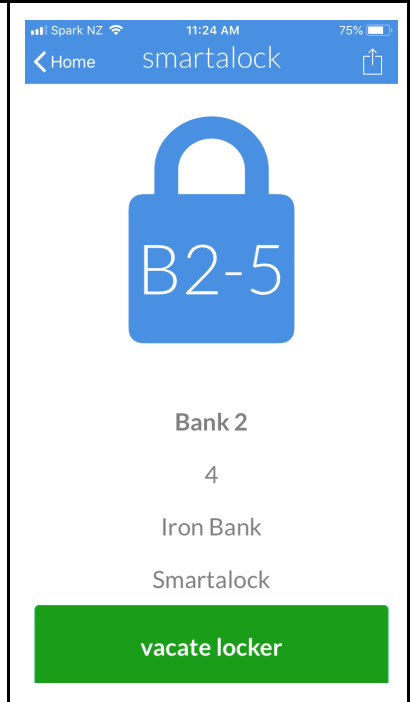|		
Tap "Get Locker" to obtain locker on the selected Locker bank or "Locker type" is different types are available.	Screen indicates locker is being allocated by controller. This should only take a few seconds.	The locker is allocated, and is automatically opened for the user.

If the locker bank has more than one type of locker, for example Large or Small, then you may select the locker type from the Discover menu on the chosen bank.

4.0 Opening Lockers

Once the App has been launched and if a locker is already reserved, The App will show a list of the users lockers. Tapping the lock title will then open the locker screen.

If the locker is closed the lock symbol will be shown as locked. You can open the lock by either tapping the lock or by shaking your phone if the shake-to-unlock feature is turned on.

When the locker is opened the icon changes to open state. Here you can also vacate the locker if it is no longer required.
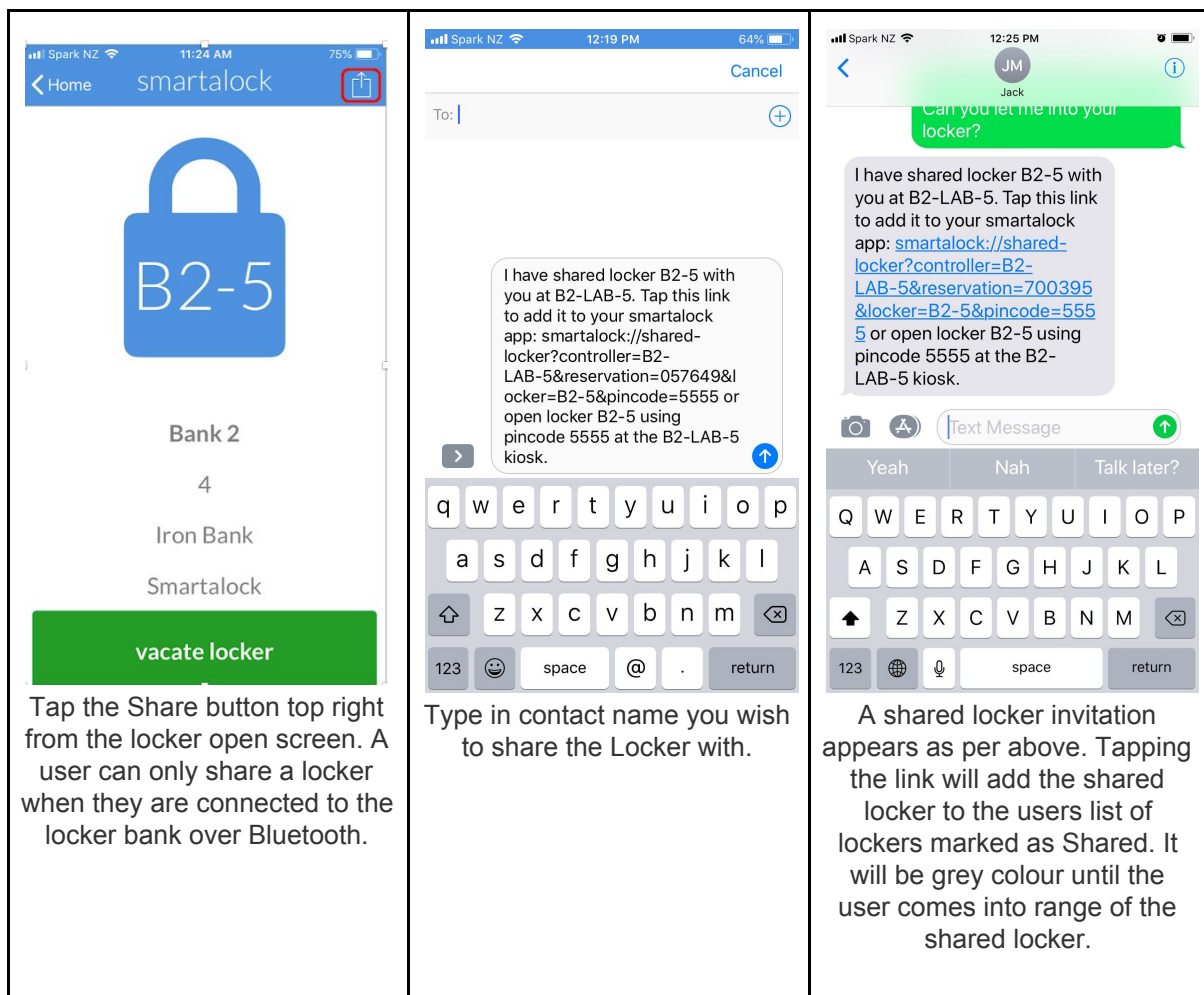
Where more than 1 locker is associated with a user, the App will show a list of the users lockers. The lockers maybe grey until they are connected, as shown below.

The connection to a locker bank normally takes between 4-7 seconds on first launch, however subsequently around 3-4 seconds if the App is allowed to run in background. We recommend you allow Smartalock to run in the background to ensure the fastest performance to open lockers.

5.0 Sharing Lockers

Occasionally users may wish to share access to 1 or more of their lockers with other Smartalock App users. Sharing is achieved via SMS text message to the person you wish to share with. The recipient receives a specially crafted link that will open in their copy of Smartalock app. If they do not have the Smartalock App then the SMS message also contains a link to download the App first.

Tap the Share button top right from the locker open screen. A user can only share a locker when they are connected to the locker bank over Bluetooth.

Type in contact name you wish to share the Locker with.

A shared locker invitation appears as per above. Tapping the link will add the shared locker to the users list of lockers marked as Shared. It will be grey colour until the user comes into range of the shared locker.

Important Notes on Locker Sharing:

1) Once a locker is shared with another user, it cannot be unshared until the sharing user vacates the locker, or the original locker owner vacates the locker completely
2) The sharee can delete the shared locker from their list of lockers, but this will not vacate the locker for the original sharer.
3) Sharing generates a random PIN number so that either user can open the locker from a kiosk without their smartphone via just the locker number and PIN number
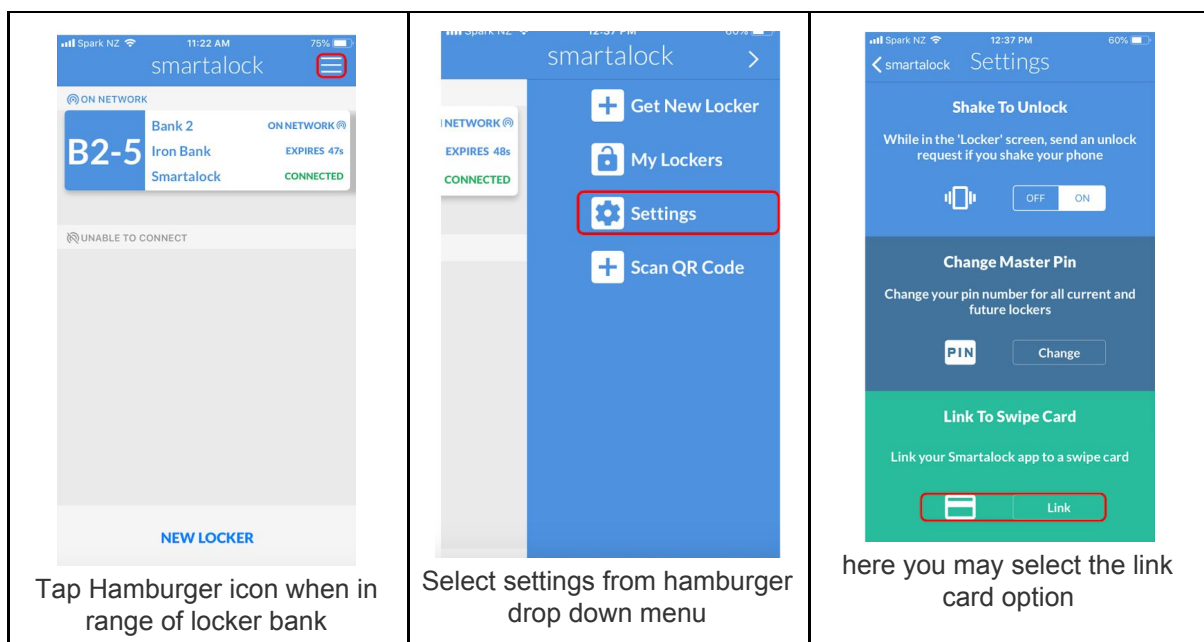
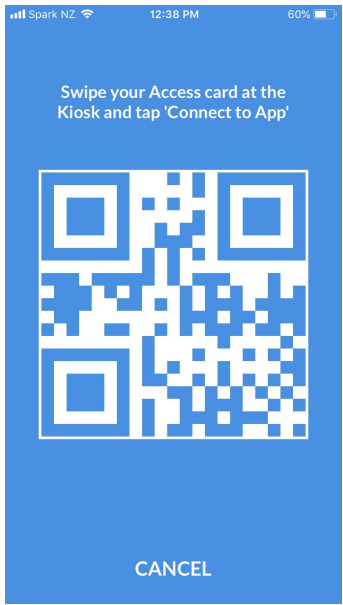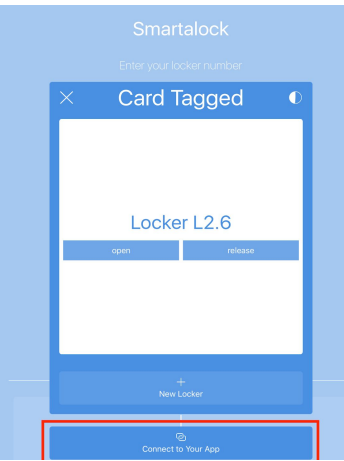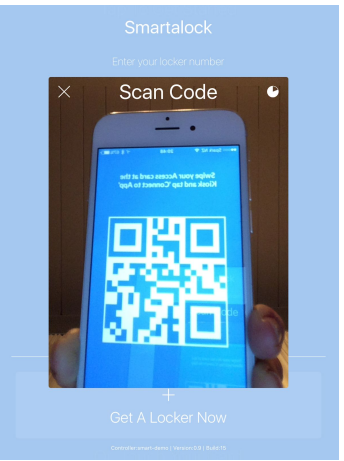# 6.0 Linking App to a Card or other Fixed Reservation

As the Smartalock App can only obtain Adhoc reservations directly from Locker banks, it also has a way to link to a users Permanent (Fixed) lockers that have been independently tied to a building access card or are normally accessed via PIN code at the kiosk. Linking the App to these lockers allows the user to open and control their Fixed locker via any or all of the methods: Smartphone, building card, or directly via Kiosk
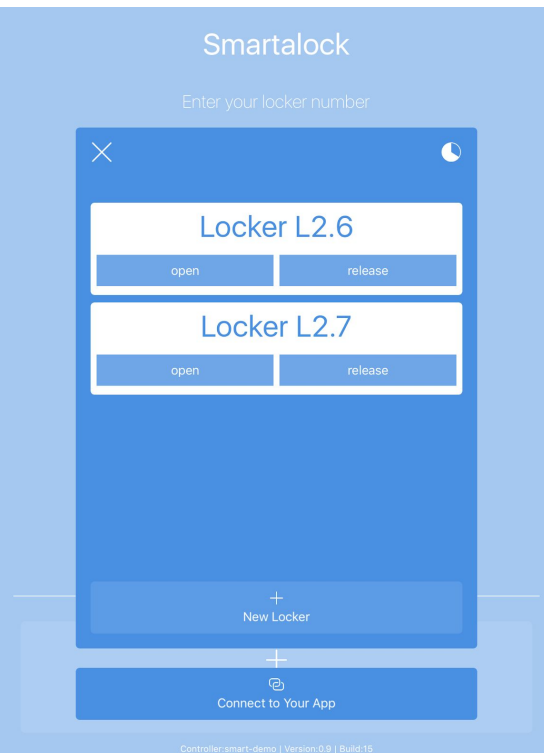
This process cannot be used for first time App enrollment - rather it can be used to merge an existing Smartalock App account with an existing Swipe card user account.

The process of linking the App to the card is as follows:

1) Open the Smartalock App, and discover the locker bank by tapping New Locker. Refresh screen by swiping from middle until the desired locker bank is discovered
2) Tap the Hamburger icon and then Profile
3) Tap Link to Swipe Card. This will generate a QR code on the phones screen. Keep this image on the Phones screen, it will be scanned by Kiosk.
4) On Kiosk, Swipe card or enter locker number and PIN to open the Fixed locker.
5) When the locker opens tap the Connect to App button.
6) The Camera opens on Kiosk, Hold the Phones screen up to the Kiosk to read the QR code.
7) If successful, both the Kiosk and the App will report the card is linked to the App. If not, tap the Connect to App button to try again.

Tap Hamburger icon when in range of locker bank

Select settings from hamburger drop down menu

here you may select the link card option

Swipe your Access card at the Kiosk and tap 'Connect to App'	Card Tagged	Scan Code
Keep the QR code on smartphone screen ready for next step	On Kiosk, Tap building access card or otherwise open locker via PIN. Then tap the "Connect to your App" button. This will bring up camera.	Scan image of QR Code by holding smartphone screen up to camera. Try to avoid glare and move phone slowly into range. Once complete, both Kiosk and App will show a success screen

Smartalock

Enter your locker number

Locker L2.6
open   release

Locker L2.7
open   release

+
New Locker

+
Connect to Your App

Controller: smart-demo | Version:0.9 | Build:15

The linking process effectively merges the Phone user account with the fixed users account on the Controller. If the phone user had existing Adhoc lockers, then these will now be accessible via the Building card and vice versa. This means that when the users building card is swiped on the card reader then the user maybe presented with a list of lockers to choose which to unlock.

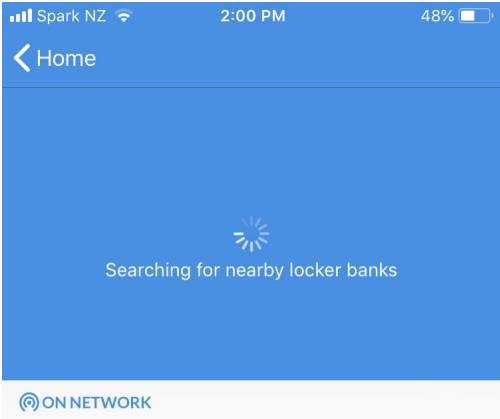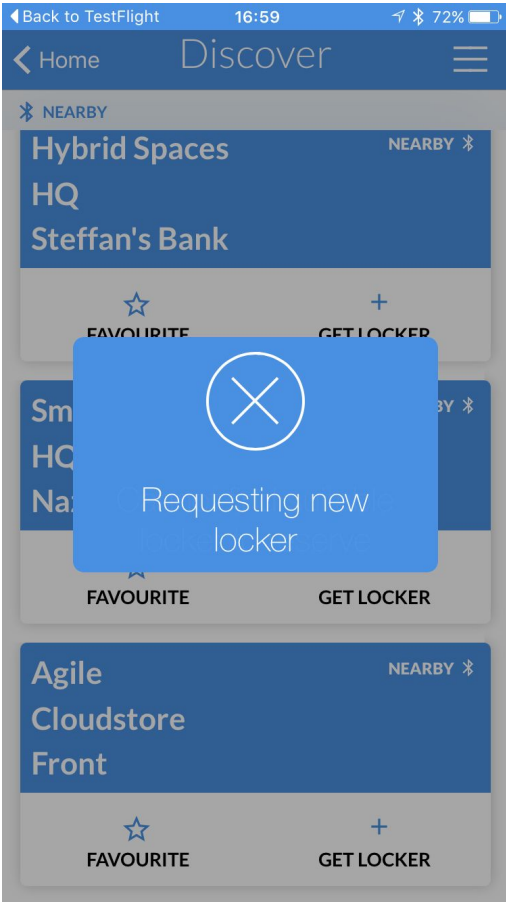This linking process can also be completed by the Administrator.
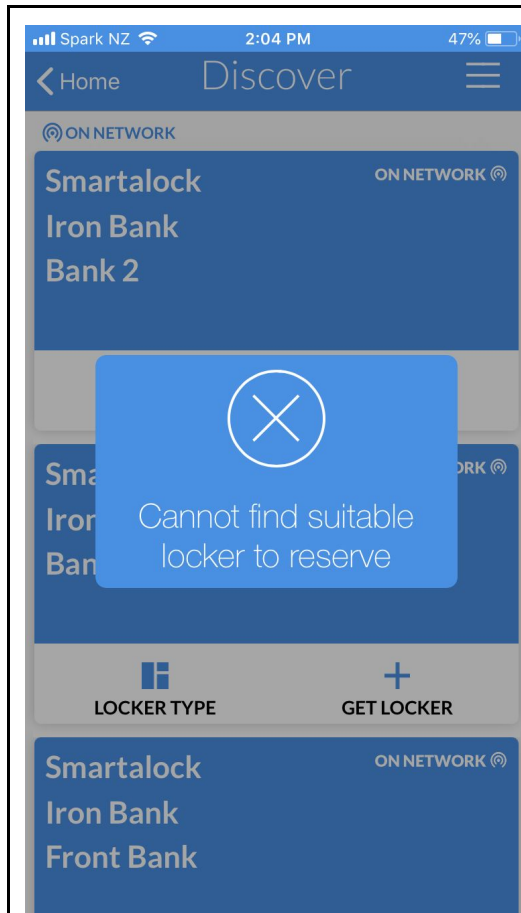
7.0 Other Settings

The Smartalock App contains other features which can be enabled via the Settings menu

- Enable Shake to Unlock. Disabled by Default. This allows user to shake their phone when connected to the locker and the locker will open.

- Open Locker on Reservation. Disabled by Default. When enabled, an Adhoc assigned locker will automatically open immediately after it is assigned

- Unlock locker on app launch. Enabled by default. Where user has an existing **single** locker, the App will automatically open this locker when connection is made from the App to the controller.

- Remind to Clear Locker. Disabled by Default. When enabled, the App will track the users GPS location, the last unlock event time and the time of day the user has requested to be reminded to clear their locker. This feature is only currently available on the iOS version of the Smartalock App.
    - Reminders can only be created when connected (in WiFi range) of the locker bank
    - Set the area where the locker bank is and the range away from the locker bank after which a reminder can be sent
    - Reminders use GPS chip in users phone to track their location. When user leaves the location of the locker bank (which is passed to the App during creation of the reminder), after the time of day requested on the reminder, AND, the user has not recently opened their locker, THEN the users phone will receive a popup reminder
    - If the conditions are not met - ie. user has opened locker in last hour before reminder time, then the reminder will not interrupt the user
    - Reminders only are sent for Adhoc locker reservations. Fixed reservations do not receive Geo-location based reminders.

8.0 Troubleshooting

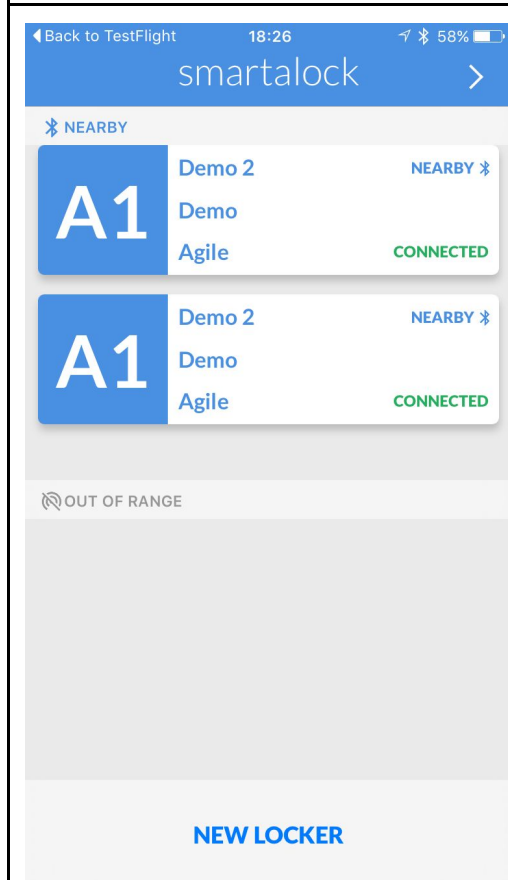The following table lists the most common problems and solutions using the Smartalock App

	Can't discover any locker banks Possible Reasons: - WiFi / 3G not enabled on phone or phone otherwise not able to connect to the Smartalock cloud - Locker bank not running - App has hung - stop the app and start it again
	Requesting a locker fails, with no other message Possible Reasons: - Moved out of range, WiFi session was disconnected between time that discovery completed and user tapped the Get Locker button. - Locker bank has no lockers available - There is a problem with the locker controller Solutions: - Move in range and re-discover locker banks by swiping down on Discover page. This will re-establish the WiFi connection from scratch. Also try to request locker when other users have completed their requests

Requesting Locker fails with "Cannot find suitable locker to reserve" message

Possible Reasons:
- There are no lockers of any type available for adhoc reservation by user. Contact administrator
- There are no lockers of the particular requested type available, choose a different type of locker for Adhoc reservation.
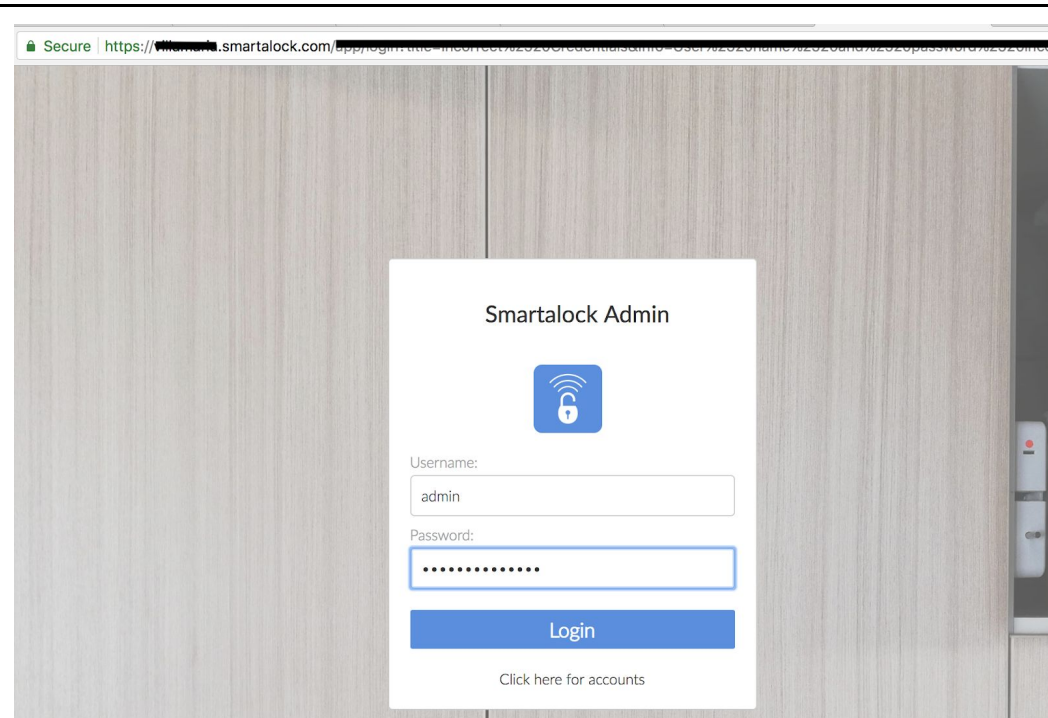

Duplicate Lockers show up in list of lockers

Tapping either locker will allow access to the locker.

This is a cosmetic bug and will be fixed in a later release of the App
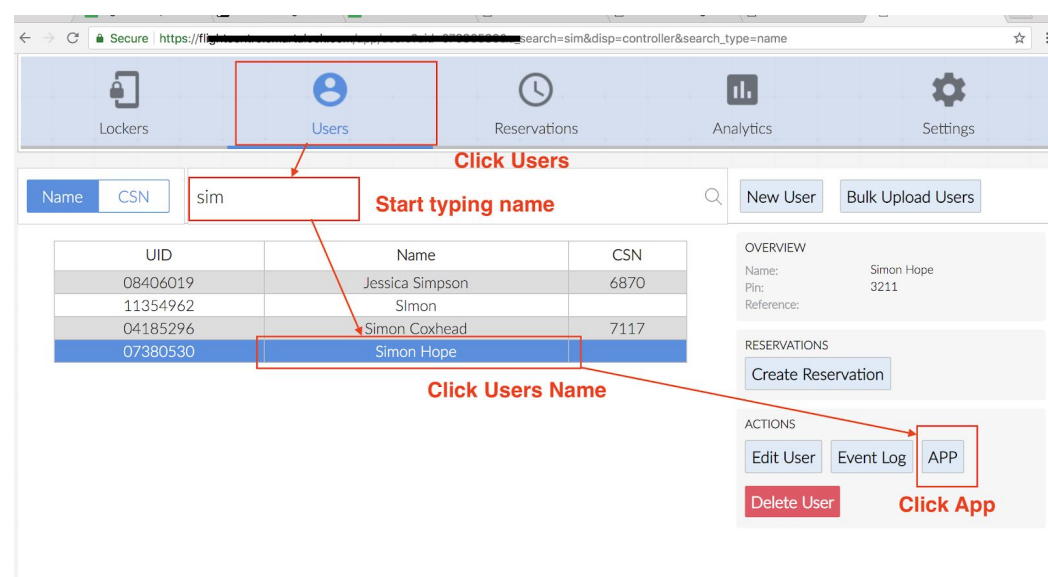
9.0 Admin Steps for Obtaining End User QR Codes

The following are instructions for the Smartalock Administrator to obtain a users QR code Instructions for generating end user App links in bulk are contained in the Smartalock Admin User Guide.
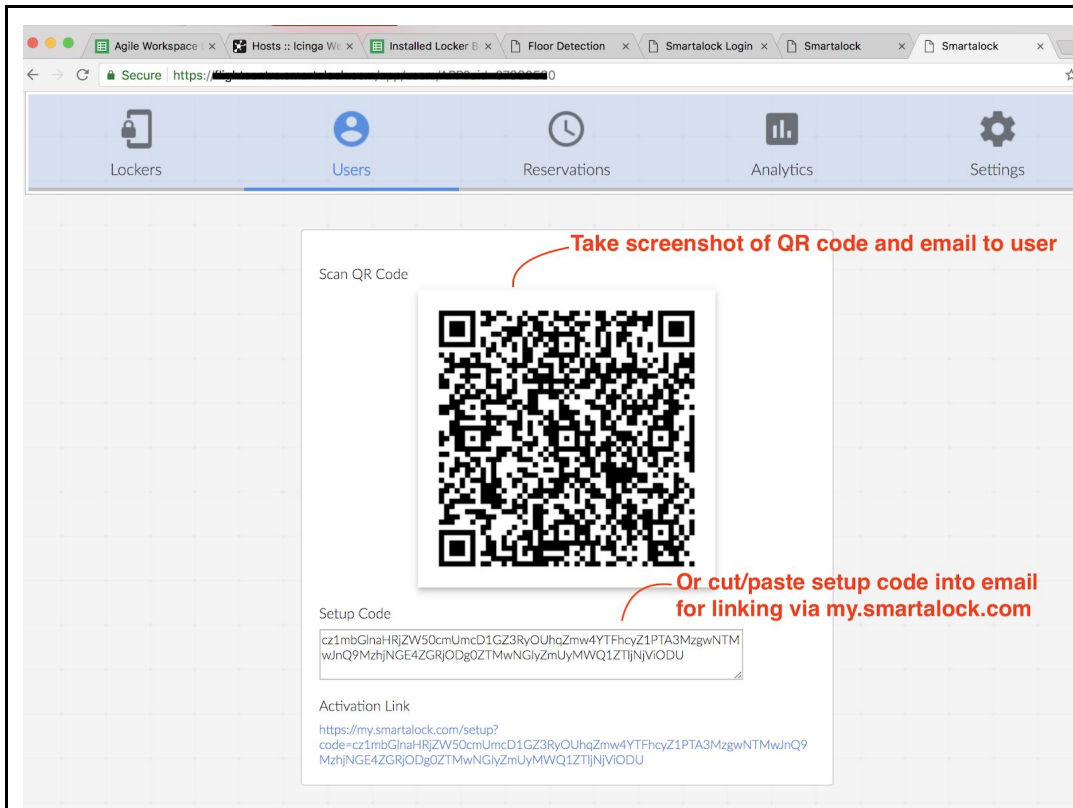

Login to the Master Controller - the address is normally companyname.smartalock.com

The credentials have been supplied by Smartalock during system commissioning. Contact support@smartalock.com if these have been forgotten

Navigate to Users tab, then start typing name of user to search for the user. Once found click on the users name and then on the right hand panel the APP button will appear. Click on this.

The APP button displays the linking information in both a QR code that can be scanned directly by the users Smartalock App, or in a Setup code that can be pasted into the my.smartalock.com portal.

Take a copy of this QR code or setup Code/URL and send to user.

The code is unique to the user. It should not be shared between users.

If multiple users accidentally use the same code contact support@smartalock.com to reverse out the changes and generate new codes.