



W480



W461



WXL-P

WATCHMAN[®]

Multi-Tenant

Portal Administrator Guide

Username:

Password:

Record your login credentials for future reference

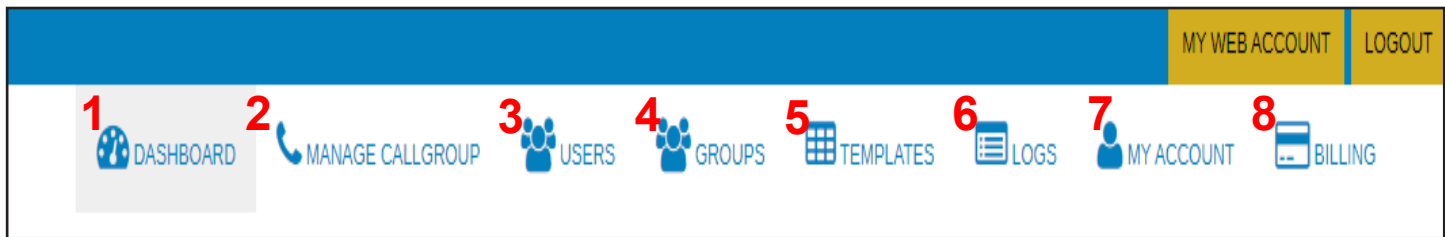
January 2022

Table of Contents

Web Portal Navigation.....	3	1. Property, Location Access	33
Navigation Bar	3	2. Create Restrictions	34
Dashboard.....	4	Add or Edit Restrictions for an Existing	
Dashboard Options	4	Group	37
Callgroups	5	Templates	38
Manage Callgroup.....	5	Schedule Template	38
Add a Video Callgroup	6	User Group Restriction Template	40
Add a Voice Callgroup	7	Logs.....	41
User Invite	8	My Account.....	43
Create Password	8	Billing.....	44
Set up Callgroup	9	Admins	45
Import	10	Resident/Employee	45
Import Users to a Callgroup	10	Visitor	45
Users	14	No access	45
Create Users	14		
How to Edit a User	17		
1. User Information	18		
2. Access, User Group, User Role	18		
3. Edit the Restrictions	19		
QR Codes.....	20		
What is a QR Code?	20		
Access QR Codes	20		
Create QR Code	21		
User QR Codes.....	22		
Invite Received	25		
Use QR Code with CellGate Hardware.....	25		
Groups.....	26		
Hierarchy Breakdown	26		
Types and Roles.....	26		
Types.....	26		
Roles	26		
Types and Roles: Further Details	27		
How to Create Restrictions	31		
Create a Group with Manual Setup.....	32		

Web Portal Navigation

Log into the Web Portal at user.zapopen.com with your email address and password.



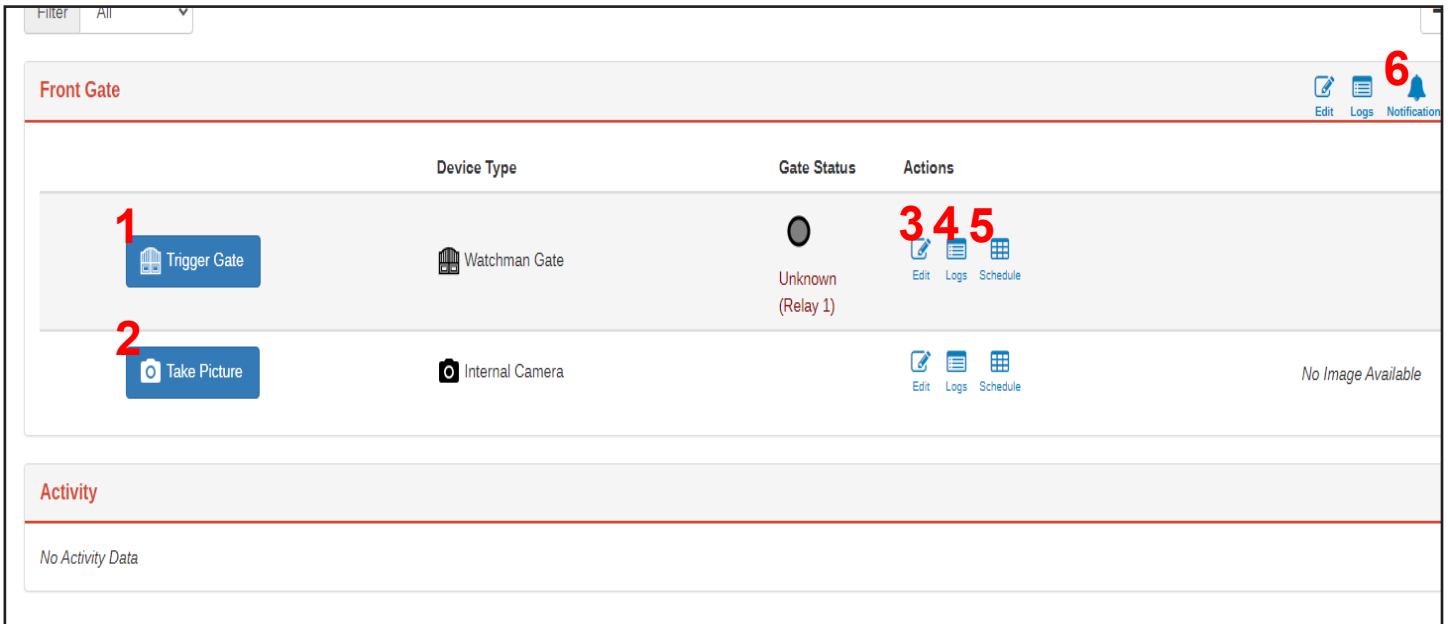
Navigation Bar

The navigation bar displays on every screen in the portal. The options on the navigation bar are defined below:

1. The **Dashboard** icon returns you to the Dashboard. The Dashboard is the first page you see when you enter the portal
2. The **Manage Callgroups** icon lets you view and import callgroups.
3. The **Users** icon allows you to edit their information and permissions and to add and delete users as needed.
4. The **Groups** icon opens your groups. CellGate has created groups to meet most common needs. From this screen you can create additional groups, change group schedules and permissions, and update members in the group.
5. The **Templates** icon lets you create Schedule Templates and User Group Restriction Templates. You can use templates to create and save schedules that you often use. You can also use templates to create schedules for unusual times, when you need to ignore any programmed schedule.
6. The **Logs** icon shows the recent activity on each of your gates. You can export this information to manage it in Excel.
7. The **My Account** icon allows you to edit your account information, including your account contact information. You can add and remove contacts, and update address and timezone information.
8. The **Billing** icon allows you to view your billing information, including your billing contact. You can see the amount billed to you each pay period and view recent invoices.

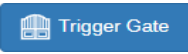




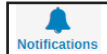
Dashboard

The Dashboard is the first screen you see when you log into the Web Portal at user.zapopen.com with your email address and password.



Dashboard Options

Refer to the numbers for information about what each option on the Dashboard allows you to do.

1. Click  to trigger this gate.
2. Click  to take a photo from the gate's camera.
3. Click  to edit the name of this gate.
4. Click  to view recent logs from the device.
5. Click  to set a schedule for this gate.
6. Click the  to set up text and email notifications.

Callgroups

Manage Callgroup

With **Manage Callgroups**, you can filter your callgroups and update your callgroup information.

Filter

1

Display Name

Address

Phone Number

Select Device

User Login Created

☐ Active ☐ In Active

Video Callgroup Active

☐ Active ☐ In Active

Filter

Clear

Video Callgroups

2

3

4

5

6

Resend Notifications

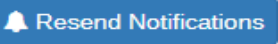
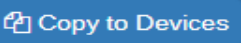
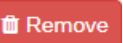


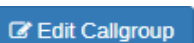
Copy to Devices

Remove

Add

Export

<input type="checkbox"/>	Display Name	Address	User Login Created	Callgroup Active	Device	7
<input type="checkbox"/>	John Doe		●	●	1 Device	<div>Edit Callgroup</div>

1. Use the *Filter* section to filter the way the information about your callgroups displays. If you choose to filter by Display Name, you can enter the display name of the callgroup you're looking for, then click Filter. This callgroup displays. You can also filter according to Address, Phone Number, or Device. You can choose to see whether the user has already created a login (Login Active) and whether the callgroup is active (View CallGroup Active). Remember, click Filter when you've entered your specifications!
2. Click  to resend an invitation for someone to set up their callgroup.
3. Click  to copy the callgroup to your device.
4. Click  to remove the callgroup.
5. Click  to add a callgroup.
6. Click  to export your callgroup to a spreadsheet.
7. Click  to edit the callgroup information.

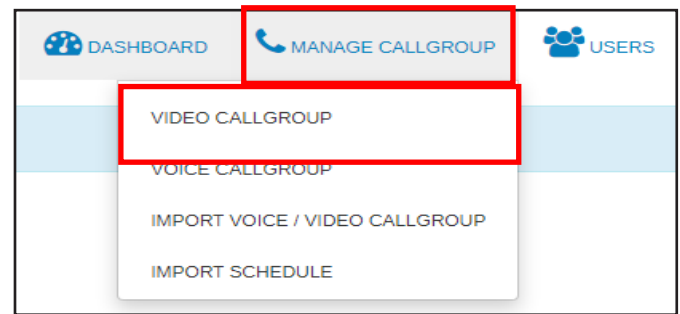
NOTE

Guests choose the display name at the gate. The resident presses 9 or * to open the gate.

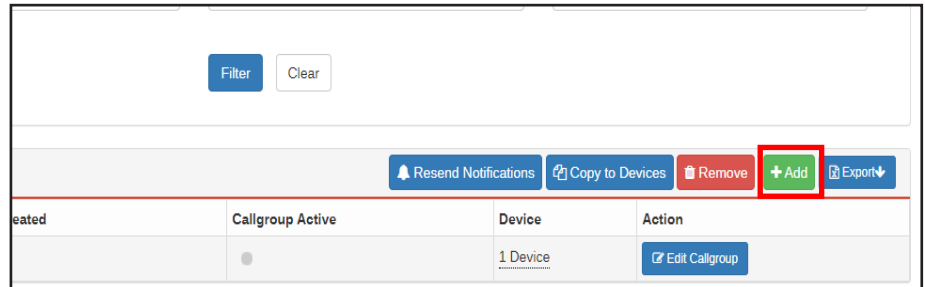
Add a Video Callgroup

To add a Video Callgroup,

1. Click **Manage Callgroup**, click **Video Callgroup**.



2. Click **+ Add**.



Callgroup

Display Name: **A**

Address: **B**

Devices: [Assign To Device](#)

First App Calls - all users simultaneously called for 30 seconds

C Select...

First Called

Select...

Select...

Second App Calls - all users simultaneously called for 30 seconds - (Optional Skipped if empty)

D Select...

Second Called

Select...

Select...

One Entry Calls - All numbers are called simultaneously for 30 seconds

Phone entry calls will ring last in sequence. Calls will come from 972-231-1999. Press * to allow visitors to enter.

E () _ _ _

Third Called

() _ _ _

() _ _ _

F

Cancel **Save All**

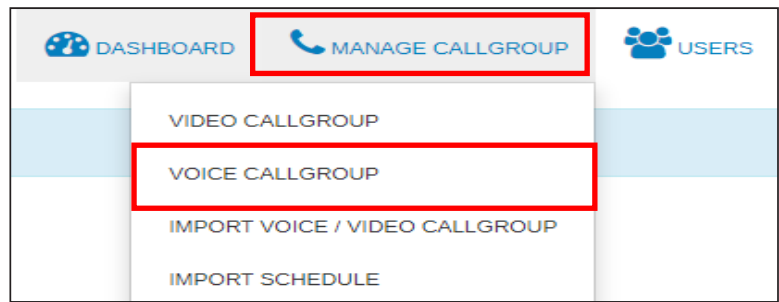
3. Enter the following:

- A. The Display Name is the name that displays for the callgroup.
- B. The Address is optional.
- C. Enter the *First Called* users. These are the first app users who are called.
- D. Enter the *Second Called* users. This is the second set of app users called.
- E. Enter the *Third Called* phone numbers. This tier is voice only.
- F. Click **Save All** to save the callgroup information.

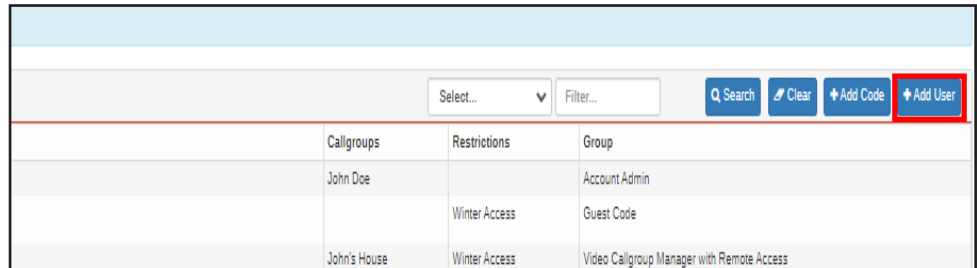
Add a Voice Callgroup

To add a Voice Callgroup,

1. Click **Manage Callgroup**, click **Voice Callgroup**.



2. Click **+ Add User**.



ADD VOICE CALLGROUP

Voice Callgroup

Group Name:

Description:

Press * or 9 to open the gate

Devices: [Assign To Device](#)

Telephone Entry Calls - All numbers are called simultaneously for 30 seconds

First Called

Telephone Entry Calls - All numbers are called simultaneously for 30 seconds

Second Called

Telephone Entry Calls - All numbers are called simultaneously for 30 seconds

Third Called

[Cancel](#) [Save](#)

3. Enter the following

- A. *Group Name* which is the voice callgroup name.
- B. The Description is optional.
- C. Enter the *First Called* phone numbers. These are the first phone numbers called.
- D. Enter the *Second Called* phone numbers. These are the second set of numbers called.
- E. Enter the *Third Called*, which is the final group.
- F. Click **Save** to save the callgroup information.

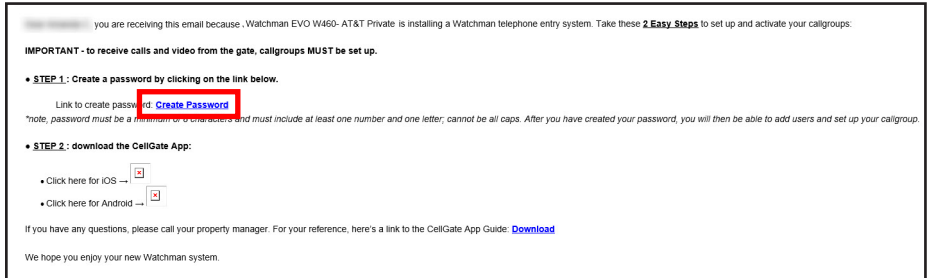
User Invite

Create Password

The user receives an invite to the portal via email. Callgroup Users and Callgroup Managers set up their password and add the Cellgate app. Callgroup Users **cannot** reset their password.

After creating login information, callgroup managers set up their callgroups.

1. Click the link in the email.



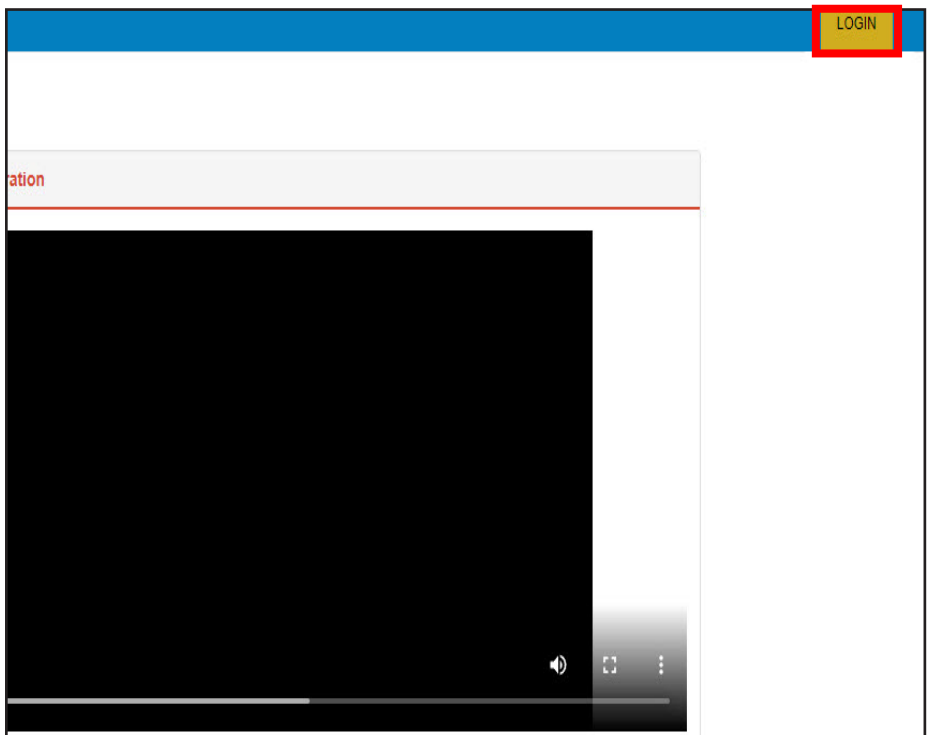
2. Create a login password.
You'll use this password to login to the portal.

A web form titled "Create Master User Password". It contains three input fields: "Email", "Password", and "Repeat Password". Below the "Password" field, there is a note: "Password should have minimum 8 and maximum 15 characters with 1 digit. Password must have at least 1 lowercase letter." At the bottom of the form is a blue button labeled "Create Password", which is highlighted by a red box.

NOTE

Passwords must contain 8-15 characters, with at least 1 number and 1 lowercase letter.

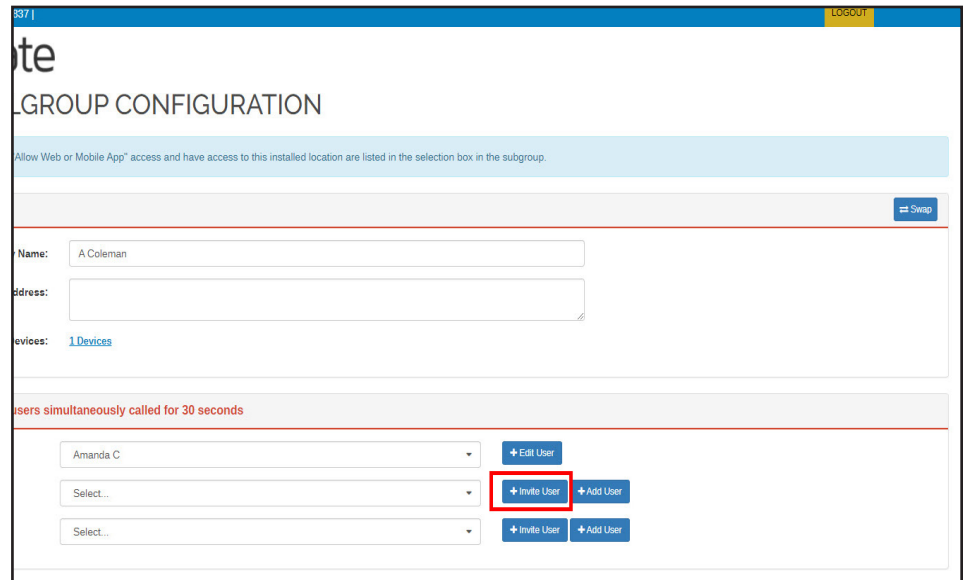
3. Watch the video on the landing page. Once you've watched the video, click Login, and reenter your username and password.



Set up Callgroup

If you are a CallGroup Manager, you can then set up your callgroup. Callgroup Users cannot set up a callgroup. After creating a password and logging in, the Callgroup Manager see the page to invite users to the callgroup.

1. Click **+ Invite User** next to the user at the tier level you want to invite.



Callgroup CONFIGURATION

Allow Web or Mobile App* access and have access to this installed location are listed in the selection box in the subgroup.

Swap

Name: A Coleman

Address:

Devices: 1 Devices

users simultaneously called for 30 seconds

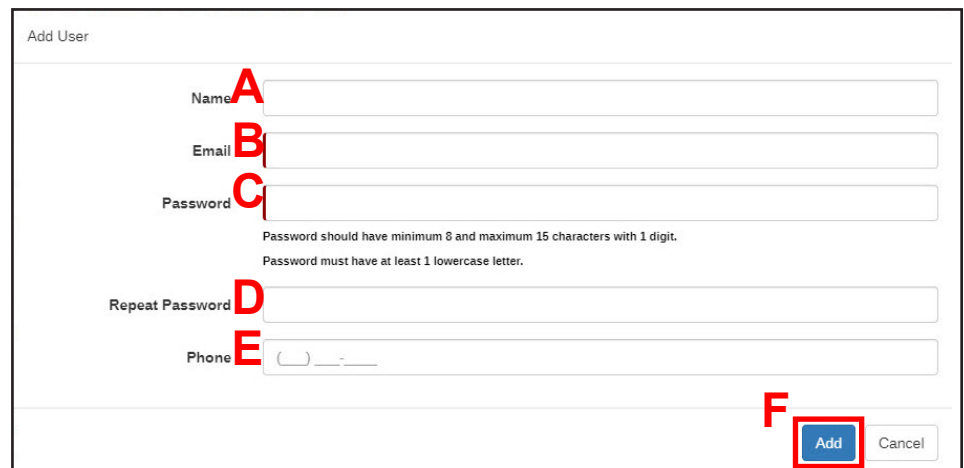
Amanda C + Edit User

Select... + Invite User + Add User

Select... + Invite User + Add User

2. Enter the following:

- A. User's Name
- B. Email
- C. Password for the user.
- D. Confirm the password.
- E. Add the user's Phone Number.
- F. Click **Add**.



Add User

Name A

Email B

Password C

Repeat Password D

Phone E

Password should have minimum 8 and maximum 15 characters with 1 digit.
Password must have at least 1 lowercase letter.

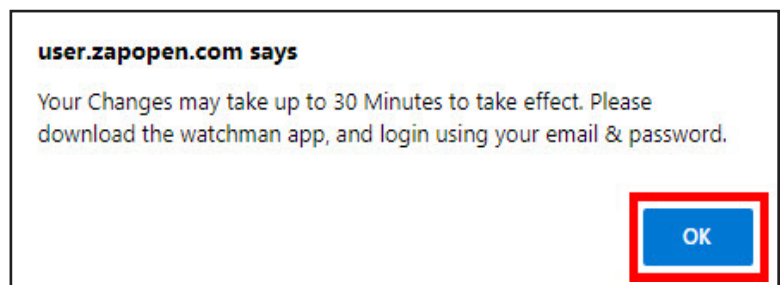
Add Cancel

3. Click **Save All**.



Cancel Save All

4. You'll receive a warning that changes require 30 minutes to take effect. Click **OK**.



user.zapopen.com says

Your Changes may take up to 30 Minutes to take effect. Please download the watchman app, and login using your email & password.

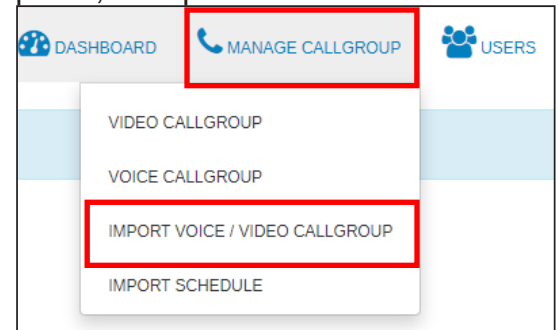
OK

Import

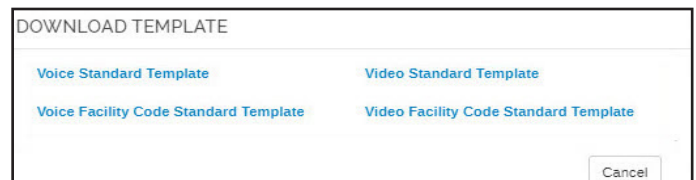
Import Users to a Callgroup

You must use the CellGate Excel spreadsheet, available on the portal, to import new information.

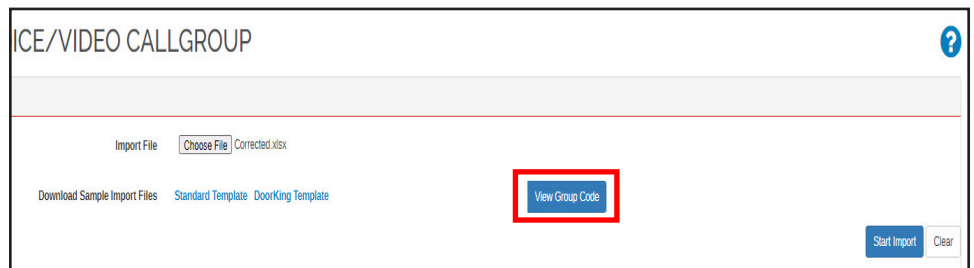
1. Click **Manage Callgroup**.
Click **Import Voice/Video Callgroup**.



2. Download the appropriate template. Select *Standard Template* or *DoorKing Template*. With *Standard Template*, a popup opens with more specific options. Select the template that meets your needs; the template opens in Excel.

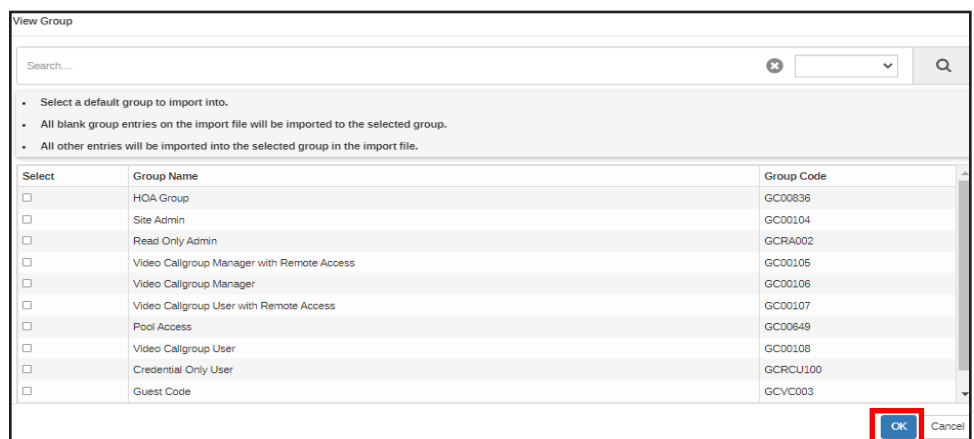


3. While filling out the Excel spreadsheet, click **View Group Code** in the portal.



Group codes are used to identify specific groups. The code identifies users in this group and assigns permissions accordingly. Use these codes to fill out the spreadsheet. Click **OK** to close the popup.

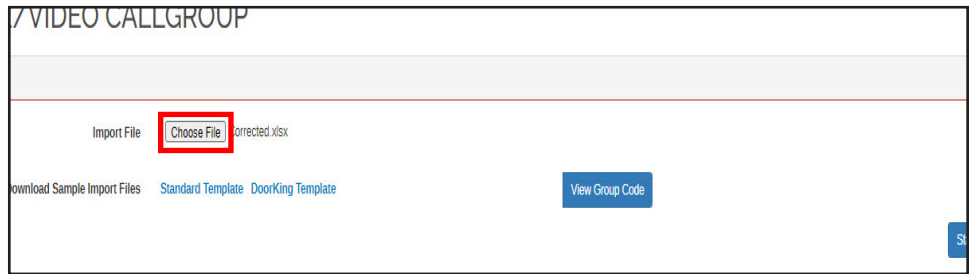
For more information about groups, see [the Groups section](#).



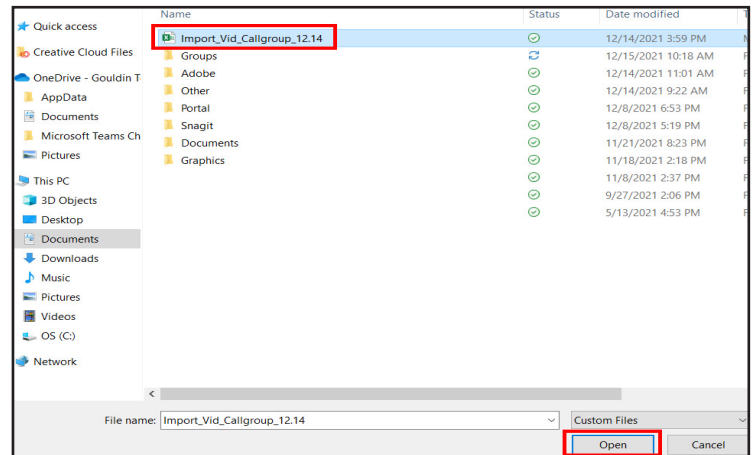
NOTE

Only groups that have already been set up display.

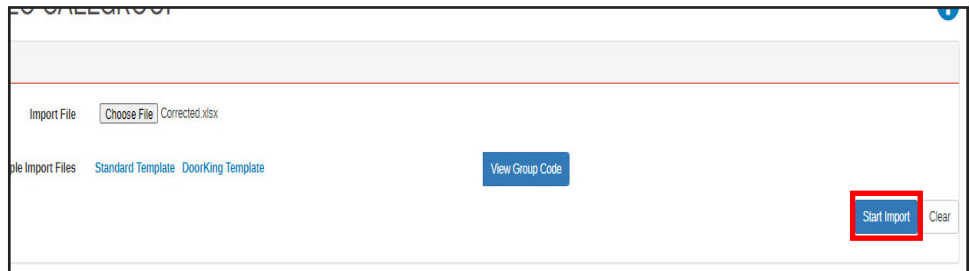
4. To import your file, click **Choose File**.



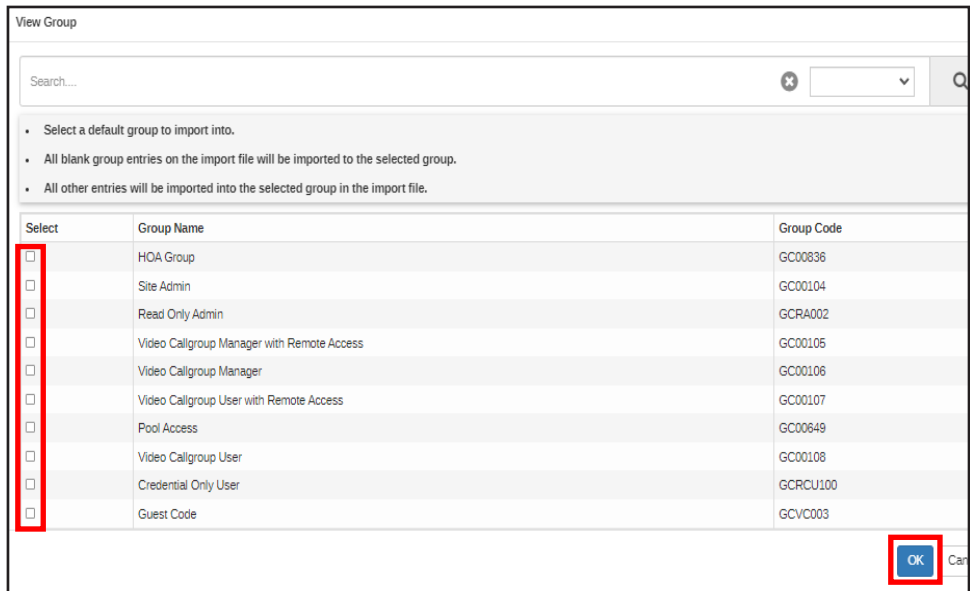
5. Select your updated file with your current information.



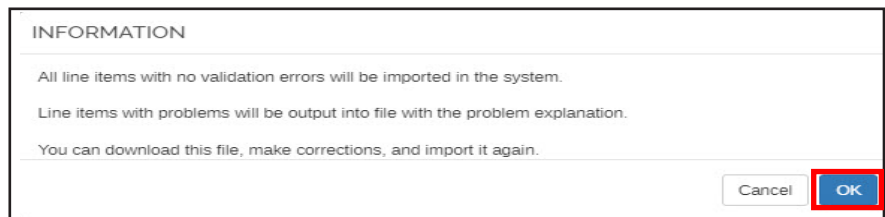
6. Click **Start Import**.



7. Select a Group Code. Any user without a group code will be imported to the group selected on the screen. Click **OK**.



8. A popup informs you that all error free data will be imported. Click **OK**.



9. Enter your Property Manager's information; the Property Manager is notified by email and text that you've uploaded the file. Click

Import Now

Import Review

Property administrator email:

Property administrator phone:

Example of email callgroup manager will be receiving:

WATCHMAN®

Dear XX, you are receiving this email because XX is installing a Watchman telephone entry system. Take these 2 Easy Steps to set up and activate your callgroups:

IMPORTANT - to receive calls and video from the gate, callgroups MUST be set up.

- **STEP 1:** Create a password by clicking on the link below.
Link to create password: [Create Password](#)

Note: password must be a minimum of 8 characters and must include at least one number and one letter; cannot be all caps. After you have created your password, you will then be able to add users and set up your callgroup.

- **STEP 2:** download the CellGate App:
- Click here for iOS → [Download](#)
- Click here for Android → [Download](#)

If you have any questions, please call your property manager. For your reference, here's a link to the CellGate App Guide: [Download](#)

We hope you enjoy your new Watchman system.

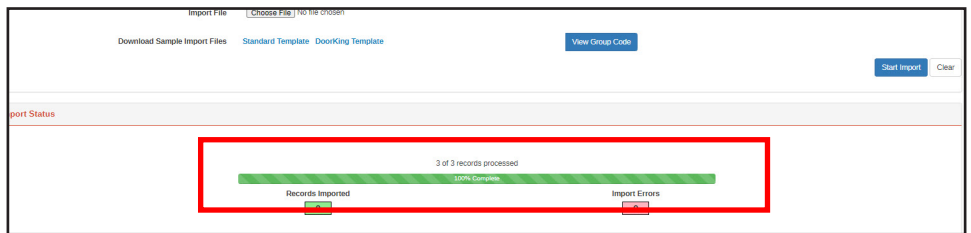
XX has a new entry system. To receive video calls from visitors on your phone, click the link below and create your login. For questions, contact XX at XXXXXXXXXX. Link

Example Phone text callgroup manager will be receiving:

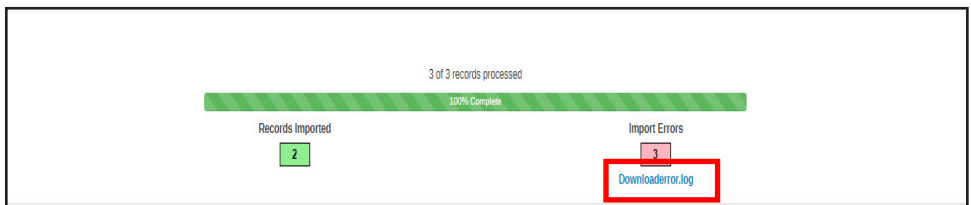
Import Now Cancel

The manager receives a notification email or text at the contact information you provide.

You can view the upload progress in the progress bar under **Import Status**. All entries with errors are separated.



10. Click [Downloaderror.log](#) to view the information you need to correct in Excel.



Errors are identified in the left column.

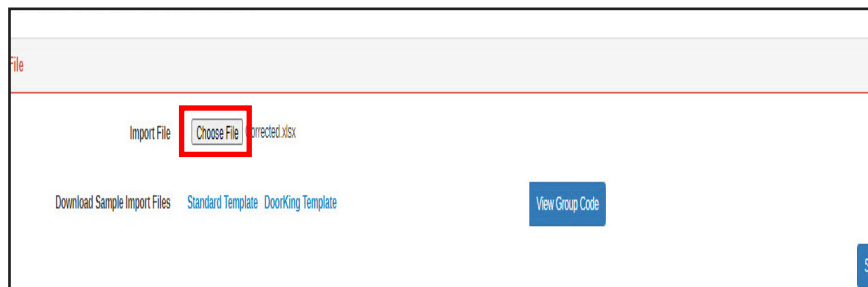
11. Correct the error or errors

	A	B	C	D	E	F	G	H	I	J
1	Error	Group_Code	Display_Name	First_Name	Last_Name	Unique_Email_id	Street_Address	Apartment_Number	Note	Ph
2	Group does not have Property access	SC00112	Mary S	Mary	Smith	msmith@mail.com			Mary's house	21
3	Group does not have Property access	SCRCU100	Thomas	Thomas	Jones	tjones@mail.com			Tommy's place	97
4	Email ID already in Use -F4,Group does not have Property access	SC00112	John D	John	Doe	john doe@mail.com				87
5										
6										
7										
8										
9										

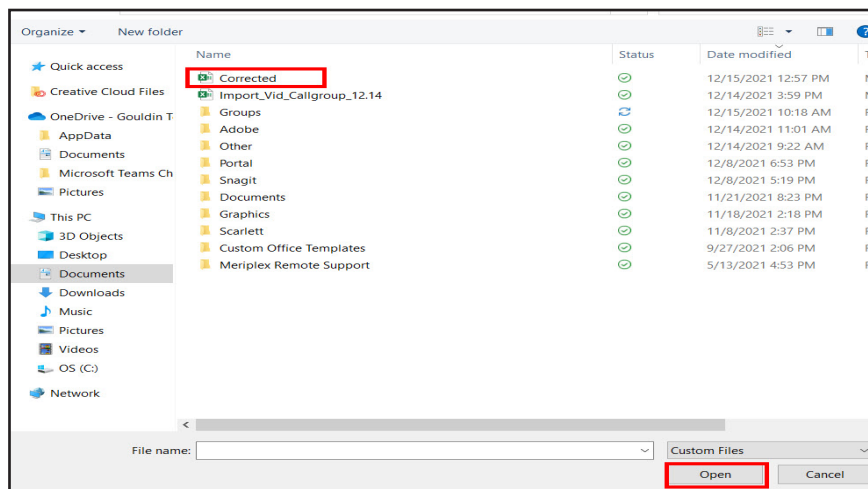
NOTE The cell that contains the error is identified, along with the error, in the left column.

in each row. Save your spreadsheet.

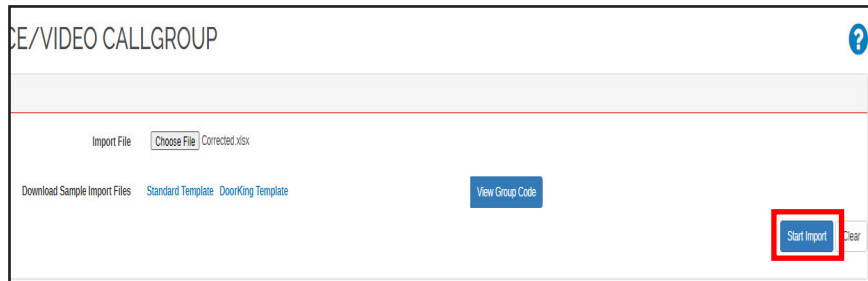
12. Return to the portal and click **Choose File**.



13. Select the file that includes your corrections.



14. Click **Start Import**. The system uses the corrected file to resolve problems and automatically merges the data.

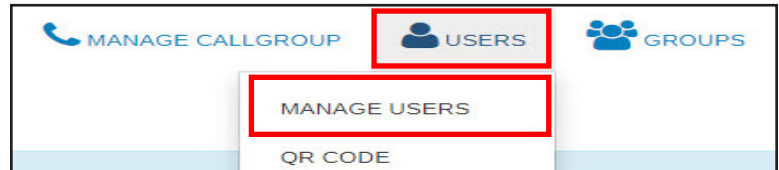


You can now view the imported users.

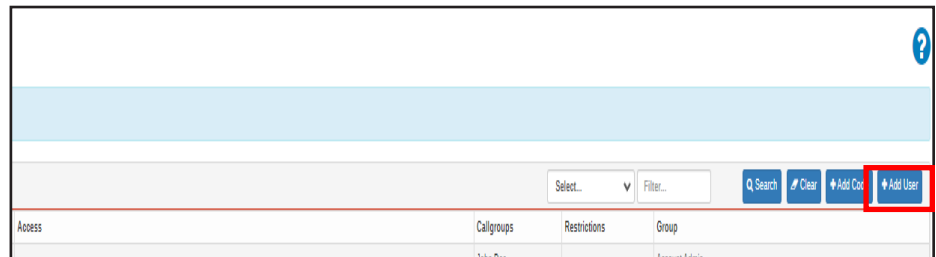
Users

Create Users

1. Click the User tab, and click Manage Users.



2. Click **+ Add User**.



3. Enter the following:

- A. User Name
- B. Email
- C. Phone Number
- D. Timezone.
- E. Click **Next**.

WHAT DO YOU WANT TO ADD TO THE SYSTEM?

Name **A** John Doe

Email **B** john_doe@mail.com

Phone Number **C** (972) 555-1598

Timezone **D** (UTC -5) Central Standard Time

Notes

E **Next**

4. From the dropdowns, select the User Type and User Group. If you are creating a Callgroup Manager, specify the *Voice or Video Call Group* as determined by your account tier. Click **Next**.

WHAT GROUP SHOULD JOHN DOE BE IN?

User Types Resident/Employee

User Group Video Callgroup Manager with Remote Access

Help ?

User Role/Description

Video Callgroup Manager with Remote Access : A Role that can makes changes to their assigned Callgroup. Cannot access any other area of the Web Portal. This Role can access the CellGate app to send Momentary Open commands but cannot add codes or take pictures.

Back **Next**

5. Create restrictions as needed, and click **Add to Schedule** to preview the schedule.

Click **Save**.

Click **Next**.

Remember, the users assigned to the group receive the restrictions associated with that group.

You will be prompted to name the preset. Enter the name and click **Save**.

NOTE

Restrictions added in the User edit screen only apply to this individual user, creating an individual restriction.

6. Enter the information for the access method for the user to access the property. Click **Next**.

The user can access the system using a *Gate Code*, *RFID/Card/Clicker* or *Web/Smartphone Login*. Alternatively, you can migrate all access methods from another user.

7. If you created a Voice or Video Callgroup Manager, you will need to create a Callgroup, and invite the user to join the callgroup.

8. Enter the Callgroup name. Click **Save**.

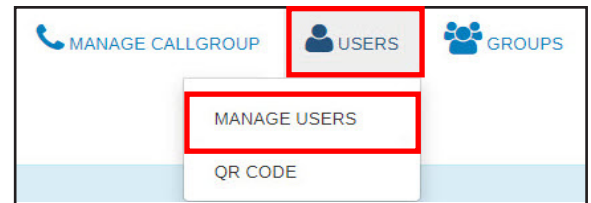
9. Enter the user's contact information and click **+ Invite User**.

10. Click **Next**.

Type	Code
<input checked="" type="checkbox"/> Gate Code	5435
<input checked="" type="checkbox"/> RFID Tag	57521

How to Edit a User

1. Click the **User** tab and click **Manage Users**.



2. Click the user you want to edit.

ACCOUNT USERS

Access Codes with an asterisk are stored on device.

Name	Properties/Locations	Access	Callgroups	Restrictions	Group
Amanda C	All devices on this account		John Doe		AccountAdmin
Jane Doe	Front Gate	Gate Code [3248]		Winter Access	Guest Code

The Edit User screen has 3 sections:

1. User Information
2. Access Methods, User Group and User Role
3. Restrictions

EDIT USER

1 User Details

Name: Jane Doe
 Email:
 Phone Number:
 Timezone: (UTC-6) Central Standard Time
 Actions:
 Web/Smartphone Login Expiration: Yes ☐ No ☐
 Notes:

2 Access Methods

Type: Gate Code Code: 5248
 Add:

User Group and User Role

User Types: Visitor
 User Group: Guest Code
 User Role/Description: Guest Code - A Role with no access to the Web Portal or app. You can use this role to assign codes or credentials to guests.

3 Restrictions

Note: Edits on this page will only affect Jane Doe

Individual Restrictions

Q Search...
☐ Amanda MT
☒ Front Gate
☒ #64472 WTM-M2
☒ Entry Keypad and Internal Card Reader
☒ Remote Receiver

Restriction For: #64472 WTM-M2
 Select Preset (Optional): Winter Access
 What date range? From: 12/15/2021 To: 02/25/2022
 What days? Select Day: Mon Tue Wed Thu Fri Sat Sun
 What timeframe? From: 07:00 AM To: 07:00 PM
 How many times? 25

Start Date: 12/15/2021 07:00 AM End Date: 2/25/2022 07:00 PM
 How many times? 25

TIME	AM												PM											
BAY	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
MONDAY																								
TUESDAY																								
WEDNESDAY																								
THURSDAY																								
FRIDAY																								
SATURDAY																								
SUNDAY																								

1. User Information

In this section you can update the following:

- A. Name
- B. Email
- C. Password
- D. Phone Number
- E. Timezone
- F. Login expiration
- G. Notes
- H. When you're done, click **Save**.

The form contains the following fields and controls:

- Name:** Text input field with label **A**.
- Email:** Text input field with label **B** and an **Edit** button.
- Password:** Text input field with label **C** and a **Reset Password** button.
- Phone Number:** Text input field with label **D**.
- Timezone:** Dropdown menu with label **E**, currently set to "(UTC -5) Central Standard Time".
- Actions:** A **Delete** button.
- Login Expiration:** Radio buttons for **Yes** (labeled **F**) and **No**.
- Notes:** Text area with label **G**.
- Save:** A blue button at the bottom right, labeled **H**.

2. Access, User Group, User Role

You can

- A. Migrate all methods
- B. Edit or delete user access
- C. Migrate to a user
- D. Add access method
- E. Change User Types
- F. Change User Group
- G. When you're done, click **Apply**.

The form is divided into two main sections:

- Methods:**
 - Migrate All Methods:** A blue button at the top right, labeled **A**.
 - Table:** A table with columns **Type** and **Code**. It contains one row: **Gate Code** with value **5248**. Labels **B** and **C** point to the **Edit** and **Migrate to a User** buttons respectively.
 - Add:** A dropdown menu with label **D**.
- Group and User Role:**
 - User Types:** A dropdown menu with label **E**, currently set to **Visitor**.
 - User Group:** A dropdown menu with label **F**, currently set to **Guest Code**.
 - User Role/Description:** A text area with the description: "Guest Code : A Role with no access to the Web Portal or app. You can use this role to assign codes or credentials to guests".
 - Help ?** A button on the right side.
 - Apply:** A blue button at the bottom right, labeled **G**.

3. Edit the Restrictions

You change the individual user's restrictions, including

- A. Properties and locations restrictions apply to
- B. Apply a preset
- C. Date range for restrictions
- D. Days to allow access
- E. Timeframe during which access is allowed
- F. Number of times access is permitted
- G. When you have completed all edits to restrictions, click **Save**.

Restrictions

Note: Edits on this page will only affect Jane Doe

Individual Restrictions

Search...

Amanda MT

Front Gate

#64472 WTM-M2

Entry Keypad and Internal Card Reader

Remote Receiver

Cancel Save

Restriction For > #64472 WTM-M2

Select Preset (Optional) Winter Access

What date range?

Specific Any

From 12/15/2021 To 02/25/2022

What days?

Specific Any

Select Day Mon Tue Wed Thu Fri Sat Sun

What timeframe?

Specific Any

From 07:00 AM To 07:00 PM

How many times?

Specific Any

25

Add to Schedule Clear Schedules

Start Date	End Date	
12/15/2021 07:00 AM	2/25/2022 07:00 PM	

How many times?	
25	

TIME	AM												PM											
DAY	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
MONDAY																								
TUESDAY																								
WEDNESDAY																								
THURSDAY																								
FRIDAY																								
SATURDAY																								
SUNDAY																								

Save Cancel

QR Codes

What is a QR Code?

A QR code is a barcode that can be shared via cellphone. Scanning the QR code allows visitors to access the property.

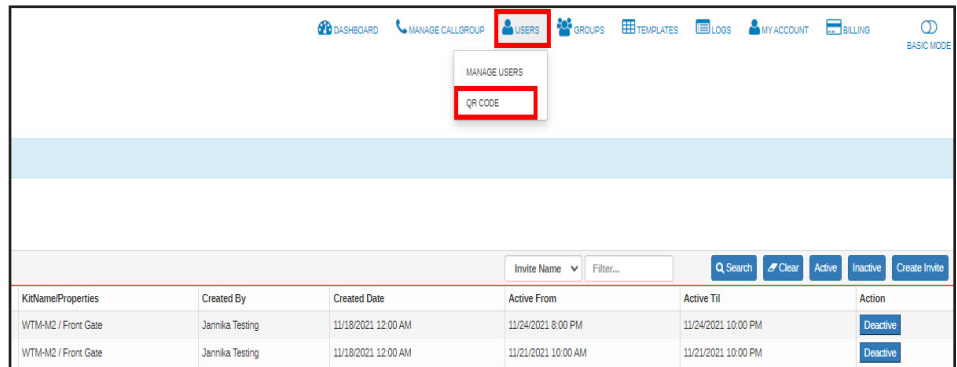
Visitors receive a QR code on their cellphones via text when the invite is sent. At the time of an event, a visitor can scan the QR code and enter the property. A QR code **only** works during the day and times for which it was created.

Administrators can assign QR code permission to a group and create QR code rules.

Access QR Codes

To access the main page for QR codes, on the portal click the **Users** tab and click **QR Code**.

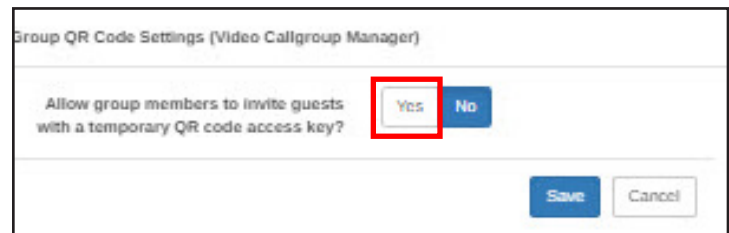
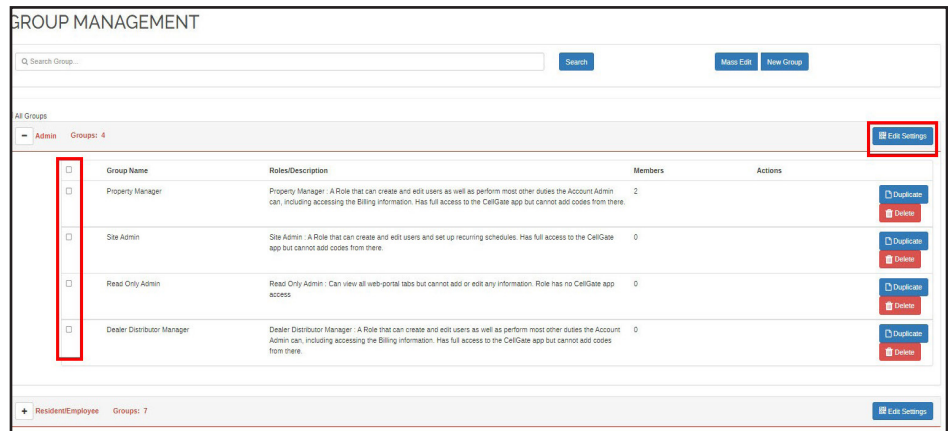
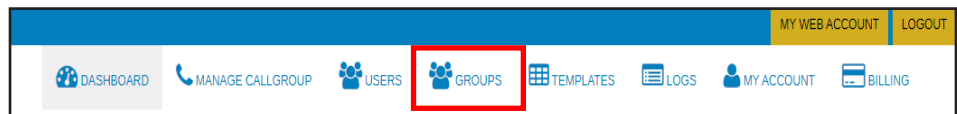
A page displays showing all of your current QR codes. From here, you can add, edit, or inactivate QR codes.



Administrator QR Creation

To allow group members to create QR codes, follow these steps:

1. Click **Groups**.
2. Expand the groups headings and click the checkbox for the group or groups for which you want to allow QR Code privileges. Click **Edit Settings**.
3. Click **Yes** to allow members to invite guests with QR codes. The popup expands to allow you to select the options for this group.



4. Select the following:

- Number of days before the event that group members can schedule the invite.
- Select the number of hours for QR codes to remain valid.
- Set the allowed times when the QR code will work, regardless of your the amount of time the code is set to be valid. For example, if you set a 24 hour QR code, then set the “times that QR codes will be valid” from 9-5, the QR codes only work from 9 to 5.

D. Click **Save**.

Group QR Code Settings (Site Admin)

Allow group members to invite guests with a temporary QR code access key? **Yes** **No**

Residents can schedule invite in advance **A** days before the event

Guest QR Codes are valid for a maximum **B** of hours

Set the times that QR codes will be valid? **C** **Yes** **No**

D **Save** **Cancel**

The members of this group can now create QR codes from the CellGate app on their phones.

Create QR Code

To create a QR code for yourself in the portal:

1. Click **Users**; click **QR Code**.

DASHBOARD **MANAGE CALLGROUP** **USERS** **GROUPS** **TEMPLATES** **LOG**

MANAGE USERS

QR CODE

2. Click **Create Invite**.

Invite Name <input type="text"/> Filter...					
Q Search <input type="text"/> Clear Active Inactive Create Invite					Action
Properties	Created By	Created Date	Active From	Active Till	
Front Gate	Jannika Testing	11/18/2021 12:00 AM	11/24/2021 8:00 PM	11/24/2021 10:00 PM	Deactive
Front Gate	Jannika Testing	11/18/2021 12:00 AM	11/21/2021 10:00 AM	11/21/2021 10:00 PM	Deactive

3. Enter the event information.

- For *Invite Name*, enter a unique name for the event.
- For *Start Date*, enter the event date, then select the time the event will begin.
- For *Duration*, set the amount of time the event will last. End time auto-populates.
- Click **Choose Gates**.

A Invite Name

B Start Date PM

C Duration

D End 11/24/2021 10:00 PM

[Choose Gates](#) [Choose Gates](#)

Save **Cancel**

- Click the checkbox for the gate or gates where visitors with the QR code can enter. Click **Select**.

Devices

Please select the devices to associate with the Invite.

Device
<input checked="" type="checkbox"/> WTM-M2 - Front Gate

Select Cancel

- Click **Save**.

End 11/24/2021 10:00 PM

[Choose Gates](#) [Choose Gates](#)

Save Cancel

The invitation is added to the Temporary Invites screen.

User QR Codes

Users can create their own QR codes in the CellGate app.

- Tap **New Invite**.

Cellgate Ready

Wedding Party
Sun, Nov 21
10:00 AM → 10:00 PM

Birthday 7
Sat, Nov 20
07:00 AM → 03:00 PM

Birthday 6
Thu, Nov 18
02:00 AM → 08:00 PM

New Invite

- Tap **Enter Invite Name**.

Temporary Invite

Enter Invite name

Start

End

Choose gates

Cancel Save

- Enter the invite name. Click **Save**.

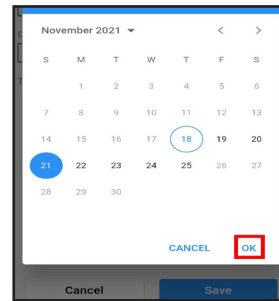
Invite Name

A name that describes the invite code

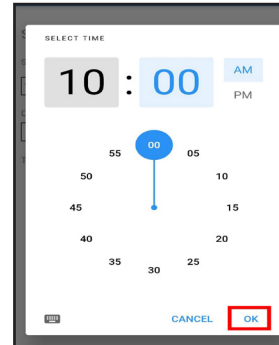
Wedding Party

Cancel Save

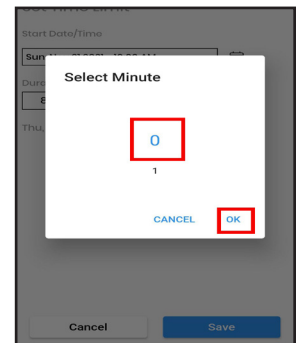
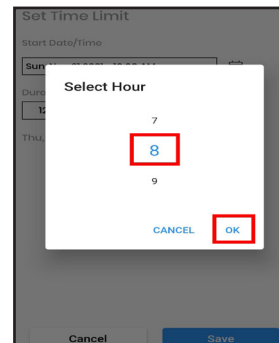
- Choose the day of the event. This is the day the QR code will be valid. Click **OK**.



- On the clock, tap the time you want the event to start. Click **OK**.



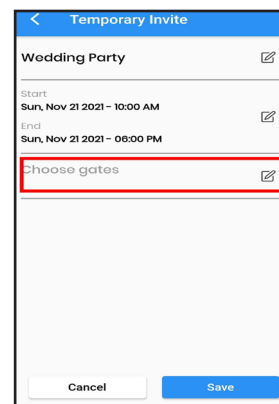
- Choose the number of hours you want the event to last. Click **OK**.
- Choose the number of minutes you want the event to last. Click **OK**.



- Click **Save**.



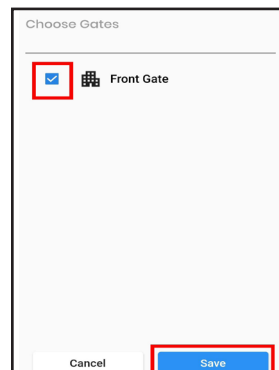
- Tap **Choose gates**.



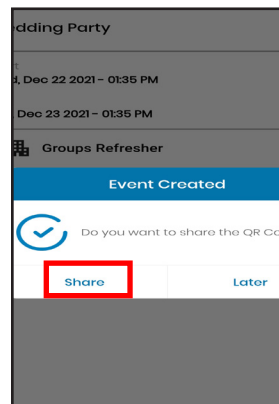
NOTE

If only one QR access point is available, it is automatically selected for you.

10. Select the gates you want visitors with the QR code to use. Click **Save**.



11. A popup asks if you want to share the QR code. Click **Share**.



NOTE

QR codes can only be used on devices with a touch screen.

12. Tap **Share Invite**. Your contacts will open. Select the people you want to share QR code with.



Invite Received

Guests receive this message on their phones.

Press Guest QR code On the entry unit when you arrive at the property.
Press the invite link below, and present the QR code to the entry unit.
<http://www.linkforQR.com>

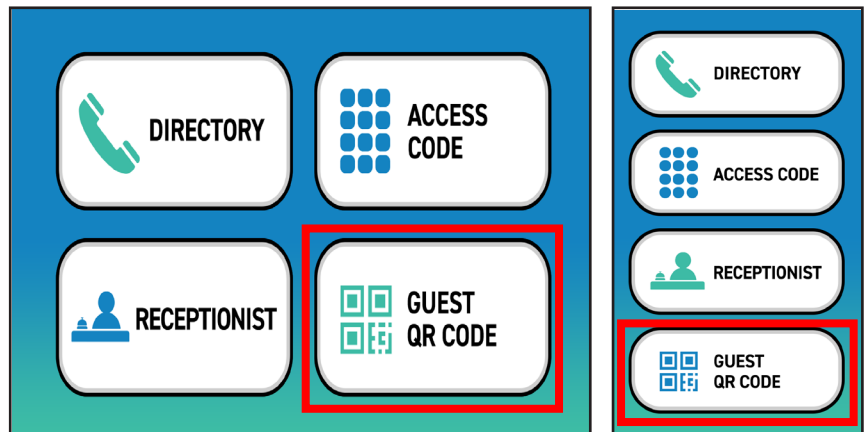
Use QR Code with CellGate Hardware

After the guest has received a QR code from a CellGate user, they're ready for the event. Guests should travel to the property at the time of the event and follow these steps to enter the property.

1. Open the QR code on your phone so that it is visible in the center of your phone screen.



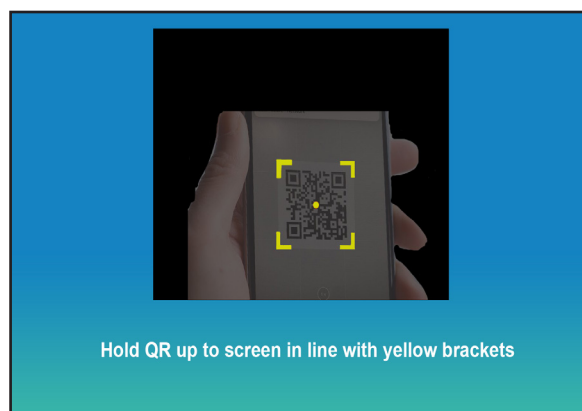
2. On the Cellgate device, WXL or 480, press the QR code button.



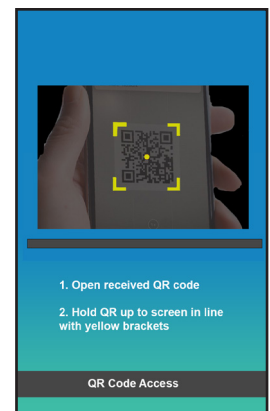
WXL

3. Hold your phone screen to the device.

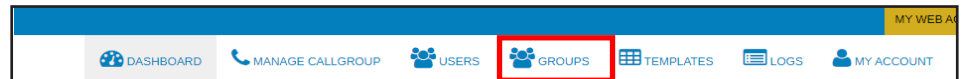
The system reads the QR code and opens the gate or door.



WXL



Groups

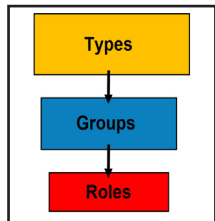


Overview

Groups allow you to create users with the same permissions and restrictions. With groups, you can edit user information quickly.

We provide preset groups that contain common restrictions. You can also create new groups based on your needs. Groups include web and app access and restrictions for property access.

Hierarchy Breakdown

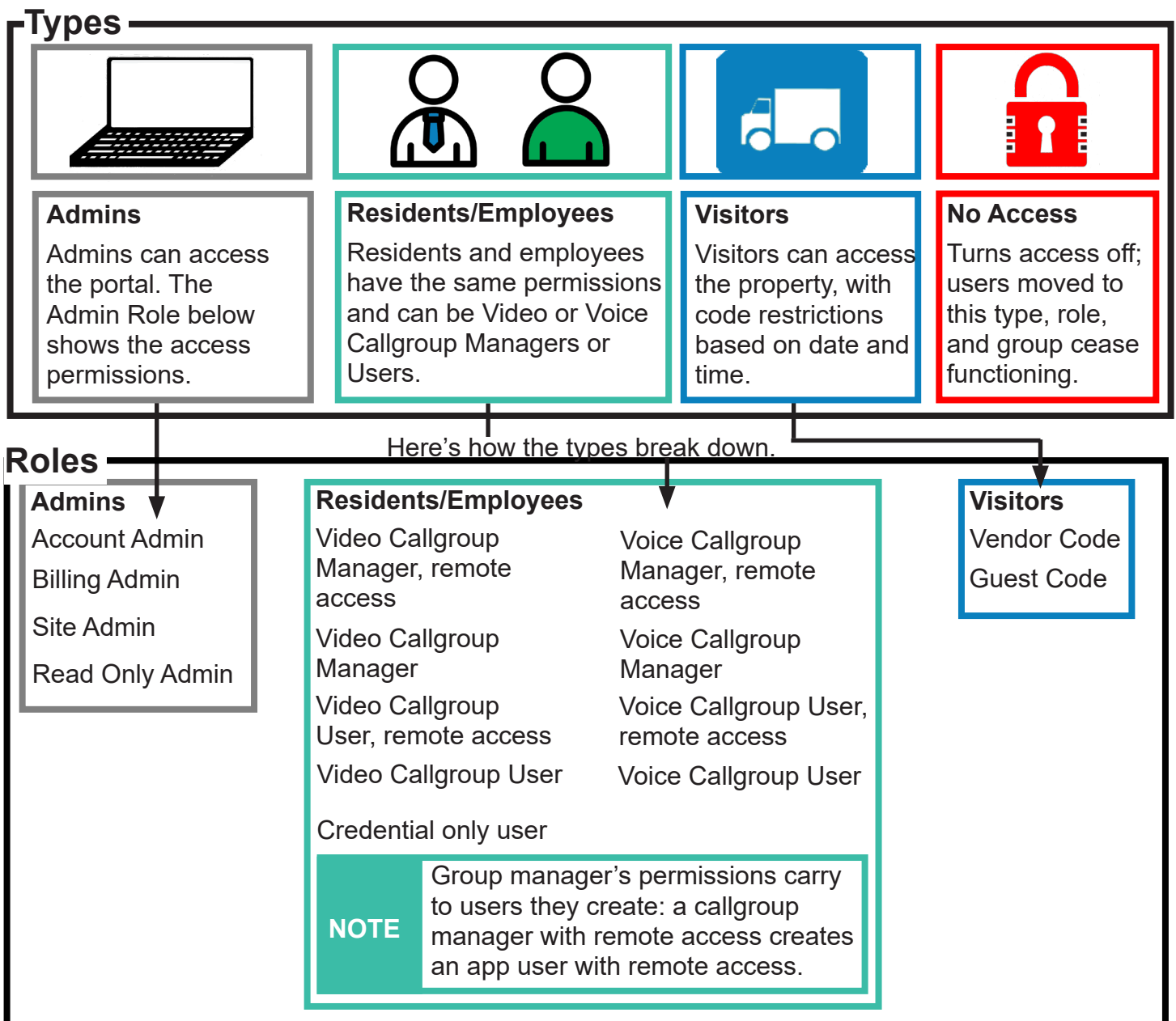


Types are categories of users with similar permissions and restrictions based on intended use.

Groups contain users with the same permissions and restrictions, including app and portal access.

Roles are the most specific: roles give specific information about individual users.

Types and Roles



Types and Roles: Further Details

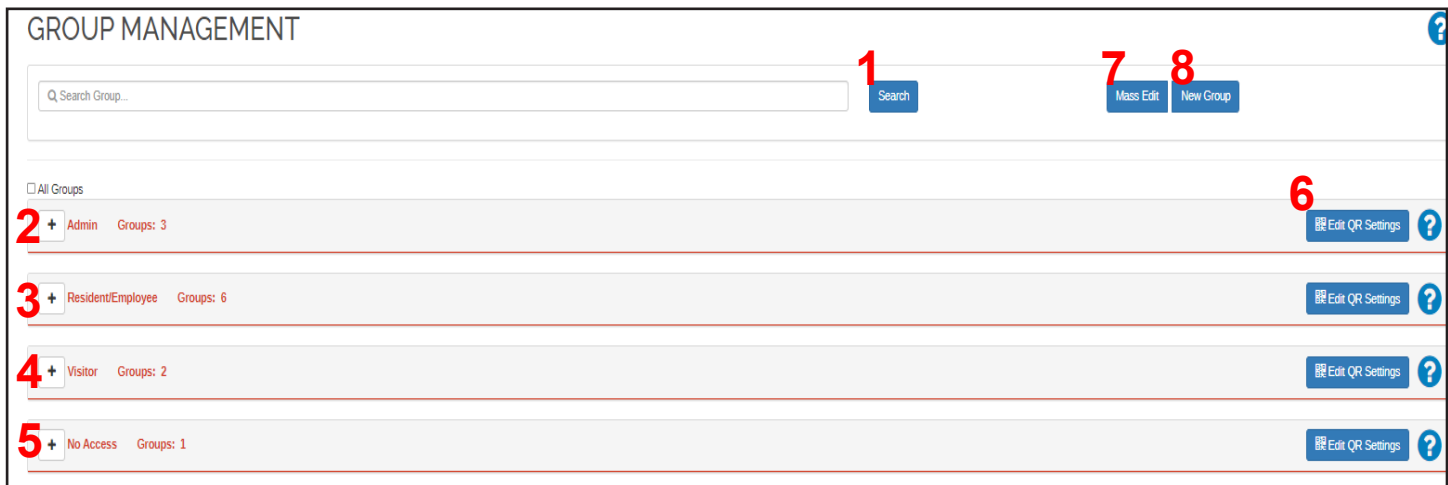
These tables describe the permissions each user type and user role provide.

Type: Admin	
Account Admin	
Sees and edits everything	
Can <ul style="list-style-type: none"> Use CellGate App Import Callgroups Momentarily Open Gate on Demand Momentarily Open Gate During Call Hold Open Gate Take Photos Manage Web Portal Manage Billing Manage Callgroups Manage Devices Manage Schedules Manage Restrictions Manage Access Codes Manage Permissions Manage Users 	Can't
Billing Admin	
Manages Billing and can only see Billing	
Can <ul style="list-style-type: none"> Manage Billing 	Can't <ul style="list-style-type: none"> View or edit Groups, Devices, Schedules, Restrictions, Access, Permissions, Users
Site Admin	
Accesses, edits all pages, <i>but</i> Billing	
Can <ul style="list-style-type: none"> Use CellGate App Momentarily Open Gate on Demand Momentarily Open Gate During Call Hold Open Gate Take Photos Manage Callgroups Manage Groups Manage Devices Manage Schedules Manage Restrictions Manage Access Codes Manage Permissions Manage Users 	Can't <ul style="list-style-type: none"> Access or edit billing information
Read Only Admin	
Sees content on the portal but can't edit	
Can <ul style="list-style-type: none"> View Callgroups View Groups View Templates View Schedules View Account Information View Users View Restrictions View Billing Information 	Can't <ul style="list-style-type: none"> Edit any information in the portal


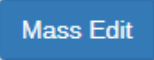

Type: Resident and Employee	
Video Callgroup Manager, Remote Access	
Has portal login, app access, opens gate from app; can see and create users in their callgroup	
Can Use CellGate App Momentarily Open Gate on Demand Momentarily Open Gate During Call Hold Open Gate Manage their Callgroup	Can't Manage Billing Manage Schedules Manage Restrictions Manage Groups Manage Access Codes Manage Permissions Manage Users
Voice Callgroup Manager, Remote Access	
Has portal login, app access, opens gate from app; can see and create users in their callgroup	
Can Use CellGate App Momentarily Open Gate on Demand Momentarily Open Gate During Call Hold Open Gate Manage their Voice Callgroup	Can't Manage Billing Manage Schedules Manage Restrictions Manage Groups Manage Access Codes Manage Permissions Manage Users
Video Callgroup Manager	
Has portal login, app access, can see and create users in their callgroup	
Can Use CellGate App Momentarily Open Gate on Demand Momentarily Open Gate During Call Manage their Callgroup in Web Portal Manage Callgroup Users in Web Portal	Can't Import Callgroups Hold Open Gate Take Photos Manage Web Portal Manage Billing Manage Other Callgroups Manage Devices Manage Schedules Manage Restrictions Manage Access Codes Manage Permissions Manage Other Users
Voice Callgroup Manager	
Has portal login, app access, can see and create users in their callgroup	
Can Use CellGate App Manage their Voice Callgroup in Web Portal	Can't Import Callgroups Hold Open Gate Take Photos Manage Web Portal Manage Billing Manage Other Callgroups Manage Devices Manage Schedules Manage Restrictions Manage Access Codes Manage Permissions Manage Other Users
Video Callgroup User, Remote Access	
Has app access; can answer calls and open gate from app	
Can Use CellGate App Momentarily Open Gate on Demand Momentarily Open Gate During Call	Can't Access the Web Portal

Type: Resident and Employee, continued	
Voice Callgroup User, Remote Access	
Has app access; can answer calls and open gate from app	
Can Use CellGate App Momentarily Open Gate on Demand Momentarily Open Gate During Call	Can't Access the Web Portal
Video Callgroup User	
Has app access; can answer calls from app	
Can Use CellGate App	Can't Access the Web Portal
Voice Callgroup User	
No app or portal access	
Can Use CellGate App	Can't Access the Web Portal
Credential Only User	
Must use gate code to enter property	
Can Use a code to enter the property	Can't Access the Web Portal Access the CellGate App
Type: Visitor	
Guest Code	
Must use gate code to enter property	
Can Use a code to enter the property	Can't Access the Web Portal Access the CellGate App
Vendor Code	
Must use gate code to enter property	
Can Use a code to enter the property	Can't Access the Web Portal Access the CellGate App
Type: No Access	
No Access	
All access permissions removed	
Can	Can't No permissions: all permissions removed

No one can edit or remove someone in the group above them. For example, a Site Admin cannot edit or remove the Account Admin.



Groups provide you with options, which are identified below.

1. You can search for a group by name. Enter the term and click Search.
2. Click + to expand Admin, which shows all your admin groups.
3. Click + to expand Resident/Employee, which shows all the groups of residents and employees.
4. Click + to expand the Visitor groups, which shows the Visitor groups. Visitor groups include Guests and Vendors.
5. Click + to expand No Access, which includes members of the No Access group.
6. Click  Edit QR Settings to edit the QR settings for the group you have selected.
7. Select a group or groups and click  to edit the group to add restrictions.
8. Click  to create a new group.

Restrictions and Groups

Use restrictions to limit access by date, time, property location, and number of uses. Restrictions are specific to the credentials a user has: they determine how many times and when a user can access the property. Restrictions are associated with their affiliated code, clicker, ID, or remote. Note that you can add restrictions from the group side or add a restriction specific to a user.

The screenshot shows the 'Property Access & Restrictions' section of the CellGate Portal. The interface includes a sidebar with a list of devices, a main form for creating a restriction, and a calendar preview. Red numbers 1 through 10 are overlaid on the interface to indicate the steps for creating a restriction.

1. Access to All Properties / Install Location: Yes/No toggle.
2. Search for a device (e.g., i64472 WTM-M2) and click '+ Add Restriction'.
3. Select Preset (Optional): Dropdown menu.
4. What date range?: Specific/Any toggle and date range input.
5. What days?: Specific/Any toggle and day selection buttons.
6. What timeframe?: Specific/Any toggle and time range input.
7. How many times?: Specific/Any toggle and number input.
8. Add to Schedule button.
9. Calendar preview showing the restriction schedule.
10. Save button.

How to Create Restrictions

1. For *Access to all Properties/Install Locations*, choose **Yes** or **No**.
2. For the devices the restrictions should apply to, click **+ Add Restriction**.
3. For *Select Preset*, select a template from the dropdown or build your own restrictions.
4. For *Date Range*, click **Specific**, and enter the desired dates for the restrictions.
5. For *Days*, click **Specific**, and select the days the user can access the property.
6. For *Timeframe*, click **Specific**, and add the times the user can access the property.
7. For *How many times*, click **Specific**, and enter the number of times you want the user to be allowed on the property.
8. Click **Add to Schedule** to see a preview of the schedule.

NOTE The number of times applies to all of this user's credentials.

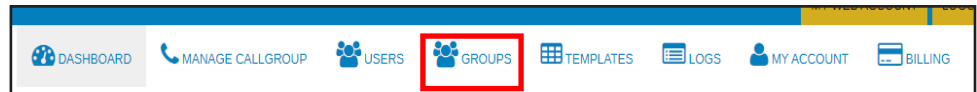
9. The preview appears in the calendar below.

10. Click **Save** to save the restrictions. You will be prompted to save and name these restrictions.

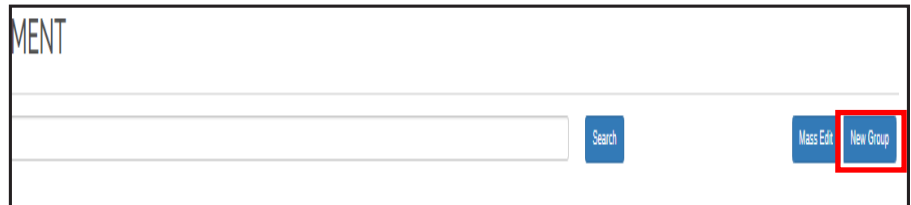
NOTE Restricted codes are saved in the cloud. Your system must have network access for this code to work.

Create a Group with Manual Setup

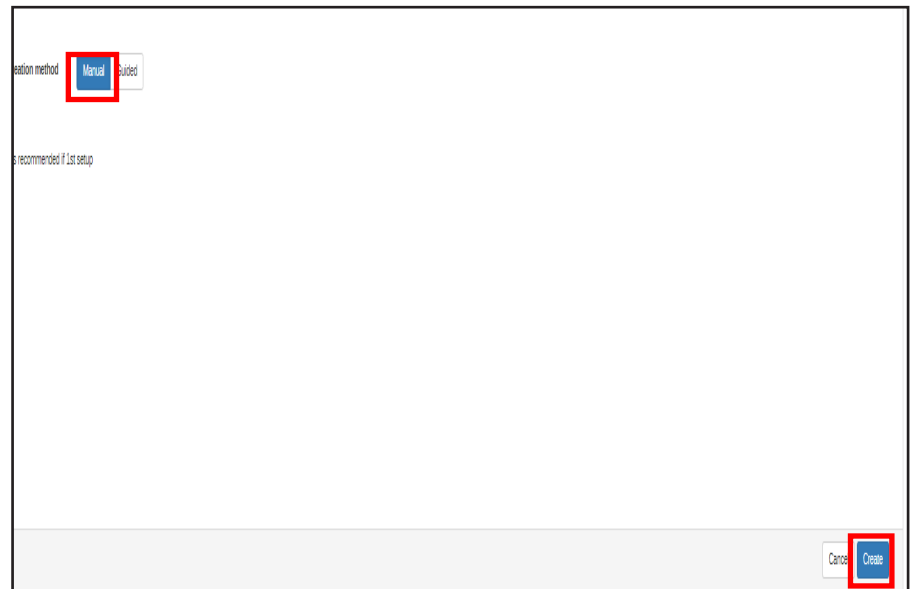
1. Click the **Groups** tab.



2. Click **New Group**.



3. Choose how to create the group. Click **Manual**, then click **Create**.



4. Enter group information:

- A. User Type
- B. User Role
- C. Group Name.
- D. The Group Code is automatically generated.
- E. If you want, add a Description of the group; this field is not required.
- F. Click **Next**.

The form contains the following fields and buttons:

- A**: User Types (dropdown menu)
- B**: User Role (dropdown menu)
- C**: Group Name (text input)
- D**: Group Code (text input, showing '200649')
- E**: Group Description (text area)
- F**: Next button (highlighted)

The Apply restrictions page has three parts.

1. Property, Location Access
2. Create Restrictions (top half of page)
3. Preview (bottom half of page)

1. Property, Location Access

- A. Select checkboxes for property, devices, and gates to which you want to add restrictions; click **+ Add Restriction**.
- B. If you only want to create restrictions for the property the user can access, Click **Save**.

Restriction For > #64472 WTM-M2 **A**

Select Preset (Optional) **B**

What date range? **C**

Specific Any

From To

What days? **D**

Specific Any

Select Day **Mon** Tue **Wed** Thu **Fri** Sat Sun

What timeframe? **E**

Specific Any

From AM PM

How many times? **F**

Specific Any

G **Add to Schedule** Clear Schedules

2. Create Restrictions

- You see the location the restrictions apply to.
- If a preset template applies, select it from the dropdown menu.
- To apply a date range for the restrictions, click **Specific** and choose the start and end dates for the restrictions to apply.
- To choose the days of the week to allow access, click **Specific**. Choose the days to allow access.
- To set a timeframe, click **Specific**, and select the times to allow property access, such as *From 9:00 AM To 5:00 PM*.
- To set the times to allow access, click **Specific** and enter the number of times to allow access to the property.
- Click **Add to Schedule**. You'll see a preview of the changes.

Add to Schedule
Clear Schedules

A

Start Date	End Date	
12/20/2021 07:00 AM	5/16/2022 07:00 PM	

B

How many times?	
100	

C

TIME	AM											PM													
DAY	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	
MONDAY																									
TUESDAY																									
WEDNESDAY																									
THURSDAY																									
FRIDAY																									
SATURDAY																									
SUNDAY																									

D

Save
Cancel

E

Cancel
Next

You'll see a preview of your restrictions.

- A. The Start and End Dates for the schedule display.
- B. "How many times?" is the number of entries allowed.
- C. The schedule preview displays in green.
- D. Click Save to save the restriction.
- E. Click Next.

NOTE Restrictions added at the group level apply to everyone in the group.

4. If you've created new restrictions, enter the Preset Name. Click Save.

Save Preset

Preset Name

Save
Cancel

NOTE Once saved, you can apply the restriction to other groups and users.

- To migrate existing members to the group, click

[+ Select Group](#)

NOTE

You can skip this step and return to the group later.

- Click the checkbox or checkboxes for the user group or groups you want to migrate and click [Add](#).

- You'll see the users in the group. Click [Next](#).

- Review the Group Information. If you're happy with the group information, click [Create](#).


If you want to discard changes and start again, click *Cancel*.

	Group Name	Group Code	Users
<input checked="" type="checkbox"/>	Account Admin	GC00100	1
<input checked="" type="checkbox"/>	Video Callgroup Manager with Remote Access	GC00105	1
<input type="checkbox"/>	Guest Code	GCVC003	1

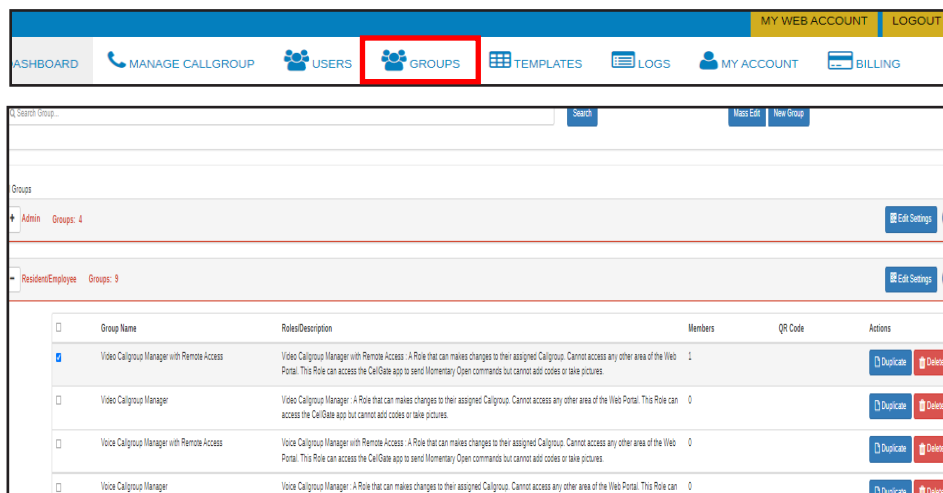
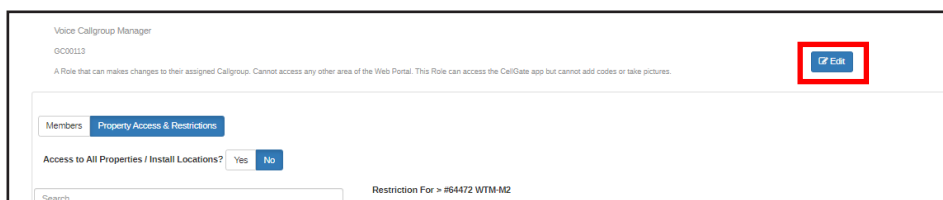
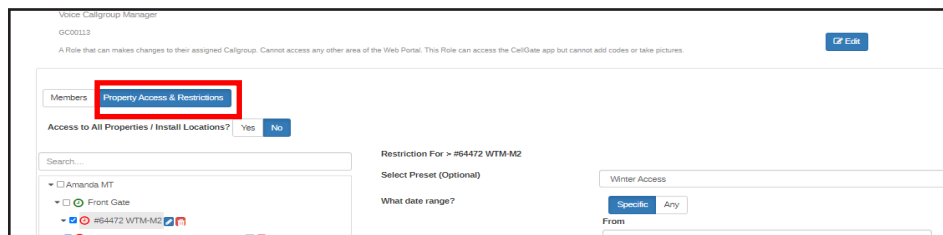
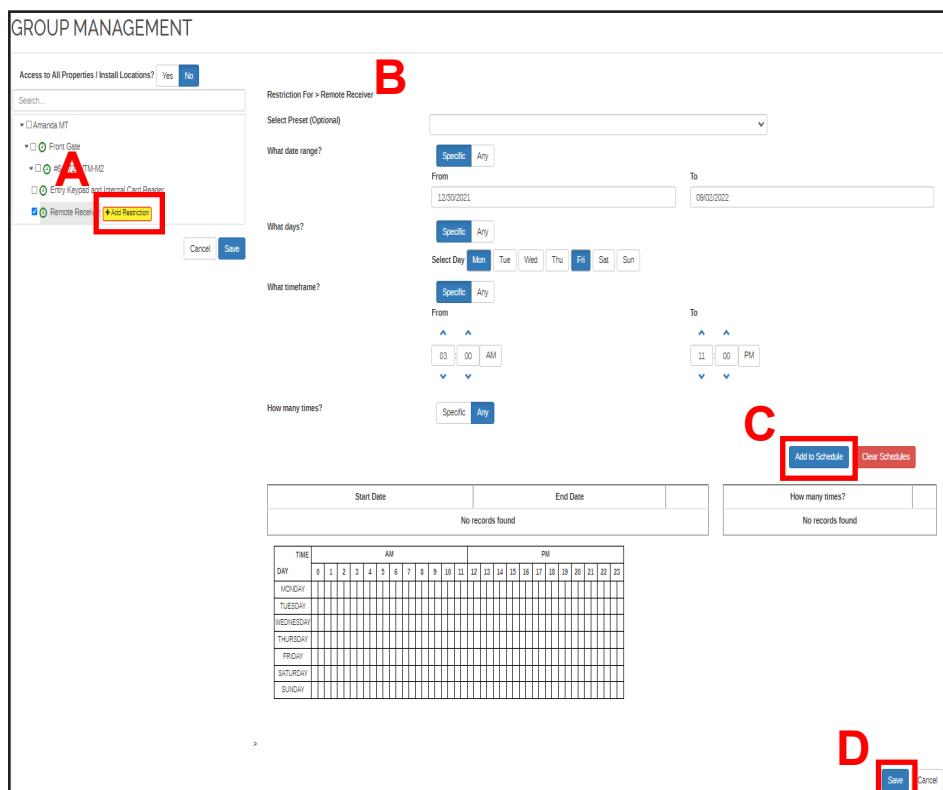
Phone Number	Time Zone	Action
	(UTC-5) Central Standard Time	Edit Delete
(972) 555-1598	(UTC-5) Central Standard Time	Edit Delete

Property Access & Restrictions	QR Code	Members	Confirm
Group Access			

Add or Edit Restrictions for an Existing Group

1. Click the **Groups** tab.
2. Click the checkbox for the Group to which you want to add restrictions.
3. If needed, click  to change the group name.
4. Click **Property Access & Restrictions**.
5. Complete the restrictions.
 - A. Click **+ Add Restrictions** to add click **+ Add Restriction** to a specific port.
 - B. You'll see the port you selected next to Restriction For >.
 - C. Enter the restrictions as needed. Click **Add to Schedule** to see a preview of the schedule in green.
 - D. Click **Save**.

You will be prompted to save and name the new preset.

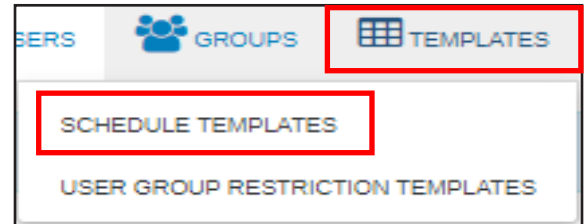
Templates

Schedule Template

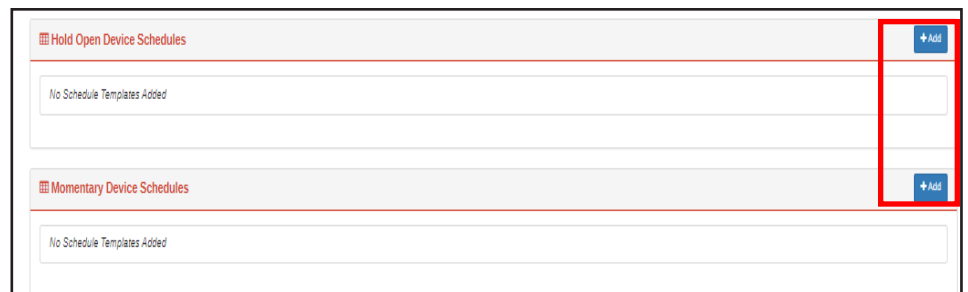
A schedule template sets the device's hold open schedule. A Schedule Template can apply to weekly recurring, alternate, or blackout schedules. You can apply the template to each entry point.

The options within a schedule template are Hold Open and Momentary Device Schedules.

1. Click **Templates** and **Schedule Template**.



2. Click **+ Add** for the type of schedule template to add.



3. Enter schedule name, and click **Save**.



4. For the schedule name you just created, click **Edit Schedule**.



- Click **+Add** for a **Weekly** schedule or **+Add** for **Alternative Schedules & Blackouts**. An Alternative Schedule is a one time schedule for the gate. A Blackout Schedule ignores all other schedules on the device.
- Enter the **Start Day** and **Time** and **End Day** and **Time**. Click **Save**.

- Click **Apply to Device** to reapply the template to the device, which updates the device's stored schedules.

- Select the device to apply the template to and click **Submit**.

NOTE

Any time you change the templates, you must reapply them. Even deleted templates need to be applied to devices for the deleted schedule to be removed from the gate.

User Group Restriction Template

To access the User Group Restrictions Template, click **Templates**, then click **User Groups Restrictions Template**. You'll create a template to apply to users and groups.

A screenshot of a web application's navigation menu. The menu has three main items: 'USERS', 'GROUPS', and 'TEMPLATES'. 'TEMPLATES' is highlighted with a red box. Below 'TEMPLATES', there are two sub-items: 'SCHEDULE TEMPLATES' and 'USER GROUP RESTRICTION TEMPLATES'. 'USER GROUP RESTRICTION TEMPLATES' is highlighted with a red box.

GROUP RESTRICTION TEMPLATES

Restriction Template

1 Preset Template Name

2 Description

3 What date range?

From To

4 What days?

Select Day

5 What timeframe?

From : : PM To : : PM

How many times?

6

Start Date	End Date	How many times?
1/19/2022 03:00 PM	11/30/2023 04:00 PM	15

ME	AM											PM												
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Y																								
Y																								
AY																								
NY																								
NY																								
Y																								

7

1. Enter the *Preset Template Name*, which you'll use to identify the template, and a *Description*, if you want, but a description is not required.
2. For the date range, click **Specific** and select the *From* and *To* dates. To allow access on all dates, click *Any*.
3. For the days, click **Specific**, and select days of the week you want to create access restrictions. To allow access on any day, click *Any*.
4. For the time frame, click **Specific**, and set the *To* and *From* times to set up restrictions. To allow access at all times, click *Any*.
5. To limit the number of times to allow access to the property click **Specific**. Enter the number of times you want to allow access. To allow an unlimited number of accesses, click *Any*.
6. Click **Add to Schedule** to see a preview of the restrictions in the calendar below.
7. Click **Save** to save the template.

Logs

To see the logs for your CellGate devices, click **Logs** on the navigation bar.



LOGS

Log Filter

Install Location

Code/Credential

Zap Open Number

Phone Number

Callgroup Name

Log Types ☒ Images ☒ Devices ☒ Alarms ☒ Device Actions ☒ Access

Date From... To...

Timezone

Response ☐ Successful ☐ Failed ☐ Pending

Filter By Schedule ☐ Schedule

Filter **Clear**

Activity **Export**

The Log Filter allows you to specify how your information displays in the portal. The Logs options are explained below.

LOGS

Log Filter

1 Install Location

2 Code/Credential

3 Zap Open Number

4 Phone Number

5 Callgroup Name

6 Log Types ☒ Images ☒ Devices ☒ Alarms ☒ Device Actions ☒ Access

1. Install location is the gate or door where the device is located.
2. Code or credentials searches for information according to the user's credentials.
3. Zap Open Number searches by the Zap Open Number. Some accounts do not have access to this feature.
4. Phone Number displays results associated with the phone number.
5. Callgroup Name allows you to see activity according to the name that displays on the Cellgate device.
6. For Log Types, select the checkbox for the type of logs you want to display, including Images, Devices, Alarms, Device Actions, Access, and QR codes.

The screenshot shows the Log Filter interface in the CellGate Portal. It includes the following elements:

- 7**: Date selection fields labeled "From..." and "To..."
- 8**: Time selection fields showing "04 : 37 PM" for both "From" and "To" times.
- 9**: Timezone dropdown menu currently set to "(UTC -5) Central Standard Time".
- 10**: Response selection with radio buttons for "Successful", "Failed", and "Pending".
- 11**: "Filter By Schedule" checkbox, currently unchecked.
- 12**: "Filter" button (blue) and "Clear" button (white).
- 13**: "Export" button (white).

The Log Filter allows you to specify how your information displays in the portal. Fill out the information for the item you want to search.

7. The selection for Dates displays the dates for which you want to view logs.
8. Times specifies that you only want to see the activity between certain times, for example from 8 to 10 pm.
9. Timezone specifies the timezone of the device.
10. Responses lets you specify whether access was successful, failed, or pending. Failed indicates a transaction that was not successful.
11. Filter by schedule lets you view data by the schedule name, so you see all results for one schedule, but only for that schedule.
12. Click **Filter** to filter according to the options you've selected.
13. Click **Export** to export logs to a spreadsheet. The export function exports up to 500 transactions.

My Account

To see your account information, click **My Account** on the Navigation Bar.



MY ACCOUNT

Account Contacts

1

Account	Amanda C	Delete	Edit
Billing	Amanda C	Delete	Edit

2

+ Add

Property Contacts

3

Amanda Mt	Amanda C	Email	acoleman1@mail.com	Delete	Edit
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Account Status

Active

Account Number: 11911

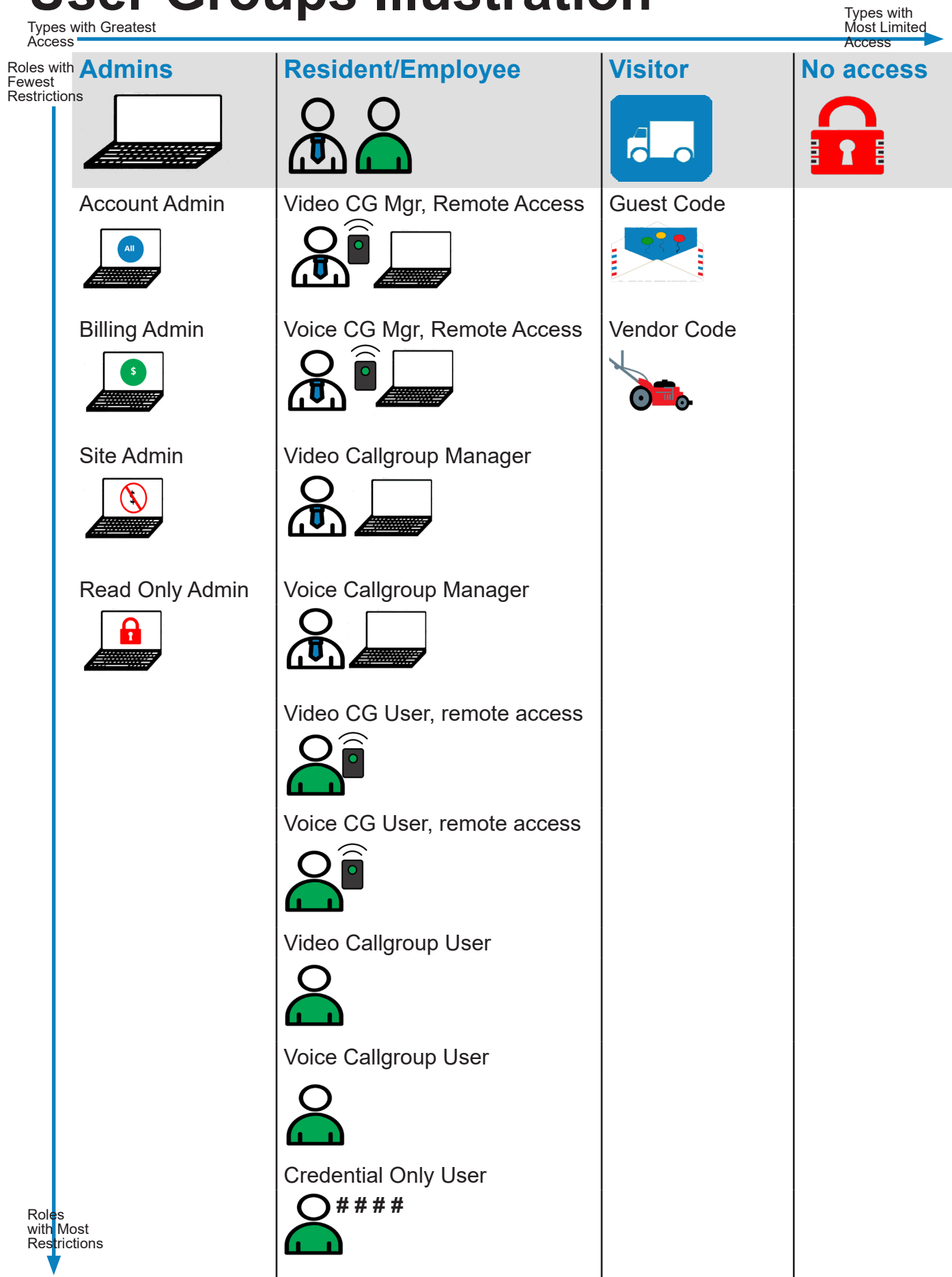
Timezone: Central Standard Time

Edit

1. Your primary account contact displays.
2. Click **+ Add** to add another contact.
3. Click **Edit** to update contact information.

Cancel

User Groups Illustration



Glossary: Group Terms

Admins

Account Admin: Account owner; has full Admin privileges in entire portal and app, and can create codes from the CellGate app.

Billing Admin: Can input and update Billing information, including credit card info. Has no app permissions and can't see the rest of the web portal.

Site Admin: Role that can create and edit users and perform most duties of the Account Admin, but can't access Billing information. Has full access to the app, but can't add codes.

Read Only Admin: Can view all portal tabs except Billing, but can't add or edit information. Has no CellGate app access.

Residents/Employees

Video Callgroup Manager with Remote Access: Role that can make changes to assigned callgroup. Can't access other areas of portal. Role can access app to send Momentary Open commands, but can't add codes or take pictures.

Voice Callgroup Manager with Remote Access: Role that can make changes to assigned callgroup. Can't access other areas of portal. Role can access app to send Momentary Open commands, but can't add codes or take pictures.

Video Callgroup Manager: Role that can make changes to assigned Callgroup. Can't access other areas of Web Portal. Role can access the app, but can't add codes or take pictures.

Voice Callgroup Manager: Role that can make changes to assigned Callgroup. Can't access other areas of Web Portal. Role can access the app, but can't add codes or take pictures.

Video Callgroup User with Remote Access: Role that can't access the portal. Can access app to send Momentary Open commands, but can't add codes or take pictures.

Voice Callgroup User with Remote Access: Role that can't access the portal. Can access app to send Momentary Open commands, but can't add codes or take pictures.

Video Callgroup User: Role that can't access the portal. Role can access app, but can't send remote commands, take pictures, or add codes. Voice Callgroup User

Voice Callgroup User: Role that can't access the portal. Role can access app, but can't send remote commands, take pictures, or add codes.

Credential Only User: Role can't access the portal or app. You can assign a code or credential to this user, and you can add their phone number to a voice callgroup.

Visitor

Guest Code: Role with no access to portal or app. You can use this role to assign codes or credentials.

Vendor Code: Role with no access to portal or app. You can use this role to assign codes or credentials to vendors.

No Access

No Access: Role with no access to the portal or app. Any credentials a user has when moved to this Role are invalidated, so codes and credentials assigned to users under this Role will not work.

Glossary: Other Definitions

Access Point	A gate or a door.
Account [My Account]	The information about your CellGate account, including your primary contacts.
Alternative Schedule	One-time schedule. You'll only run this schedule once.
App	The Cellgate app; when downloaded on a cellphone, users can use the app to open the gate.
Blackout Schedule	A blackout schedule prevents a schedule from running.
Billing	The contact and credit card information for your CellGate account.
Callgroup [Manage Callgroup]	The group of people who are called simultaneously when a guest arrives at the gate.
Credentials	The way someone physically accesses the property. Credentials can be a code, Wiegand card, RFID tag, or clicker.
Dashboard	The first page you see when you log in to the portal; this page gives several common options portal.
Groups	Combinations of users who have the same permissions and access.
Hold Open Schedule	Sets times when the gate will be held open.
Logs	Records from the CellGate devices.
Momentary Open Schedule	Sets a specific time for the gate to open. The gate will only open once, and will not remain open.
Navigation Bar	The icons at the top of the screen; these are the main options to access the portal.
Schedules	Set the time when gates are opened or closed.
Templates	Hold open schedules or restrictions that you can apply to a group.

User

An individual with access to CellGate systems; this individual may have access to the app, the portal or both.

Web Portal

Online access to CellGate; This is the website you use to manage your account.