



SynQ Prox Web App

Site Admin Guide

August 2020

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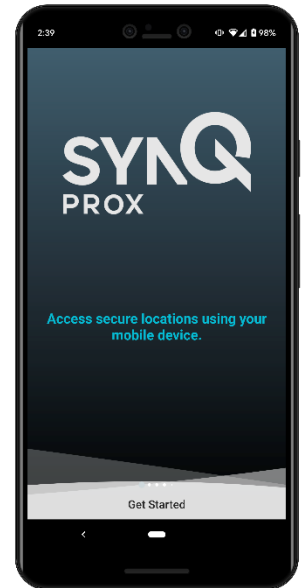
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What is SynQ Prox?

SynQ Prox is an access control solution that allows individuals to access a secured area using an Android or iOS smart device.

The SynQ Prox Web Portal is where site administrators can manage users and assign mobile credentials.



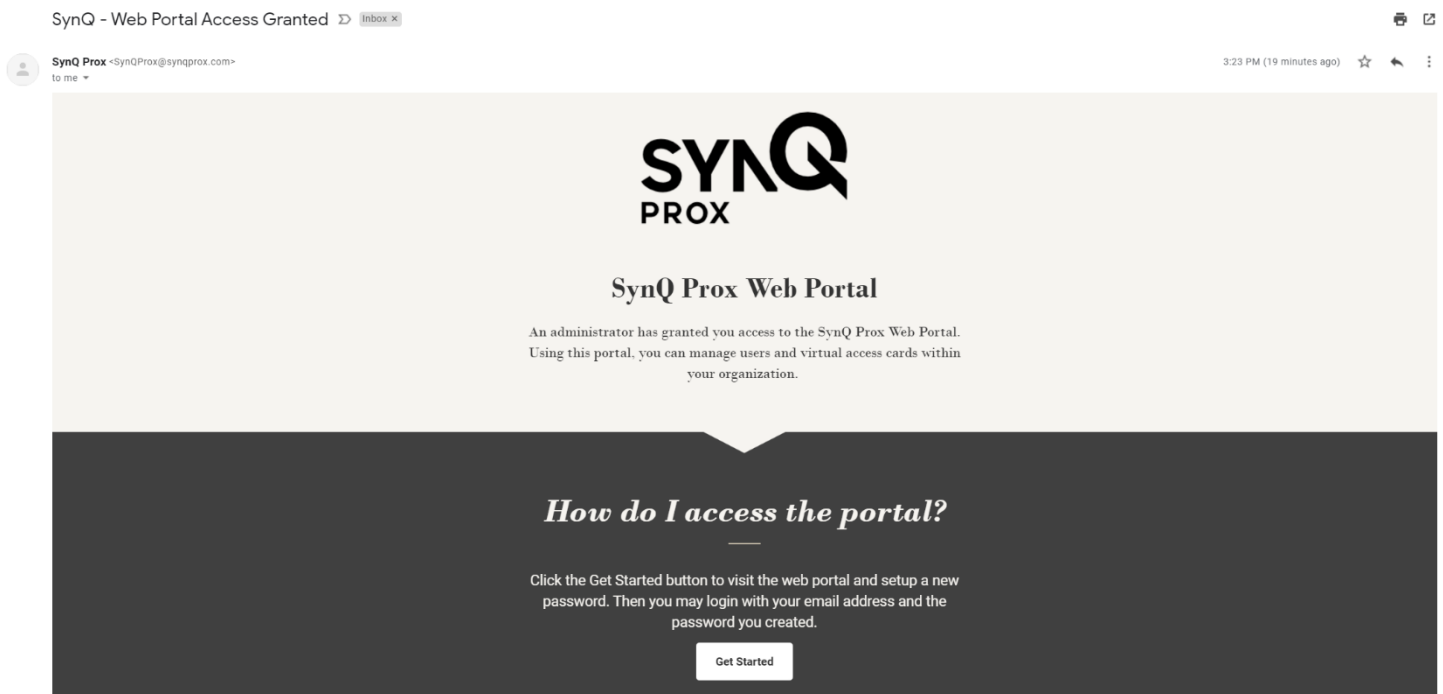
Get Started

1. You must be invited to use the SynQ Web Portal by an administrator. The web portal can be found at app.synqprox.com.

Note: If you are using Internet Explorer, some features may not function properly. Please consider using a different browser such as Google Chrome, Mozilla Firefox, Microsoft Edge, etc.

2. Upon invitation, you will receive an email from SynQ Prox – follow the “Get Started” link in the email to set your password and login.

Be sure to check your spam folder if you are unable to find the email.

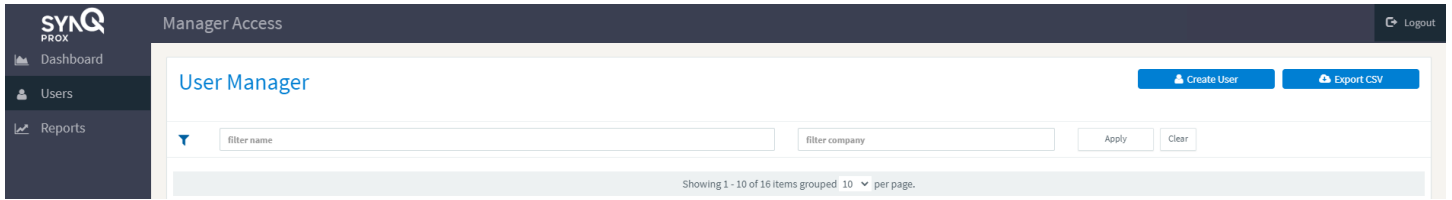


3. Upon login, you will see the Welcome screen. Use the menu items on the left to navigate the web portal.



Create a User

1. To create a new user, click “Users” on the left menu bar.



2. Click the “Create User” button in the top right corner of the screen.
3. Enter the user’s name and email address.
4. Click “Assign user a mobile access card” if you would like to assign this user a mobile access card.

A screenshot of the 'Add a User' form. It has a blue header with the title 'Add a User' and a close button. The form contains fields for 'First Name', 'Last Name', and 'Status' (a dropdown menu currently set to 'Active'). There is an 'Email Address' field, an 'Import CSV' button, and a 'Show CSV Help' link. A checkbox labeled 'Assign user a mobile access card (4 remaining)' is present. At the bottom, there are 'Cancel', 'Save & Close', and 'Save & Add Another' buttons.

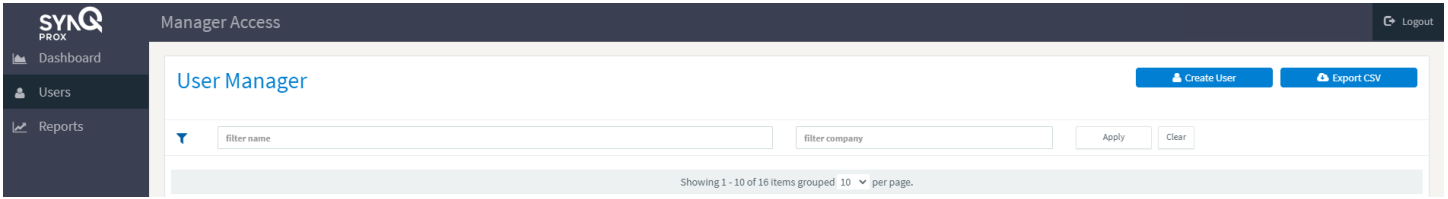
5. To import a list of users at one time, select “Import CSV” and upload a CSV with the appropriate formatting. The CSV should be formatted first name, last name, and email address with each new user on a separate row. See picture below:

	A	B	C	D
1	John	Doe	john@acmecorp.com	
2	Jane	Doe	jane@acmecorp.com	
3	Bob	Doe	bob@acmecorp.com	
4				
5				
6				

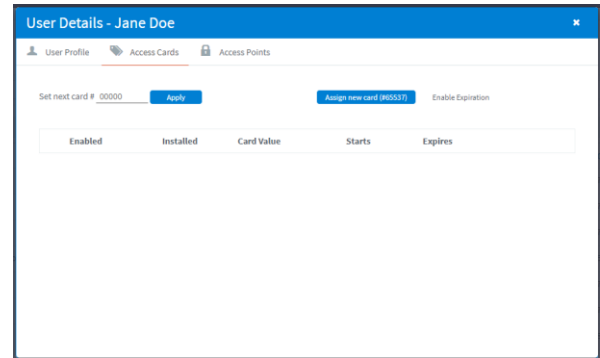
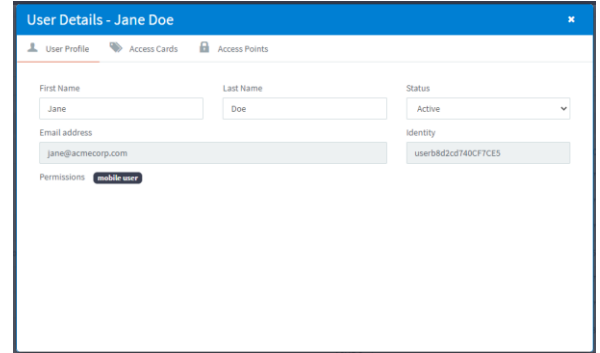


User Management

All users are listed under the “Users” screen.



1. To edit a user, click “Details” to the right of the user.
2. To assign a virtual card to a user, click on the “Access Cards” tab at the top of the screen, select “Assign new card (#####).”
 - a. The card number to be assigned is shown to the right of “Assign new card” – if you wish to change the card number, enter the new number in “Set next card #” and click “Apply”.
 - b. If you wish to set a start and end date for the card, click on “Enable Expiration” and choose the appropriate start and end date. Note, the card will only be valid between the start and end dates. Once expired, a new card will need to be assigned to the user to function.



3. Cards that have been assigned to the user will be shown. If the card is enabled, it will show a green check. If the user has successfully retrieved their card on their mobile device, it will show a green check mark under “Installed”.

Note: if the user needs the card on a different mobile device (lost device, new device, etc.), the card must be reset in the web portal and claimed again.

Note: if the user needs cards on multiple devices, they must be assigned an additional card for each device.

4. If your organization has Access Point Management enabled (standard and pro plans), user access to specific access points can be set on the “Access Points” tab.
 - a. Access can be granted or denied at an access point, group, site, or district level. Click the green thumb to grant access or the red thumb to prohibit access.

Note: access points will be visible on the mobile device to those who have been granted access.

