

# iglooworks Dashboard User Guide for Managers

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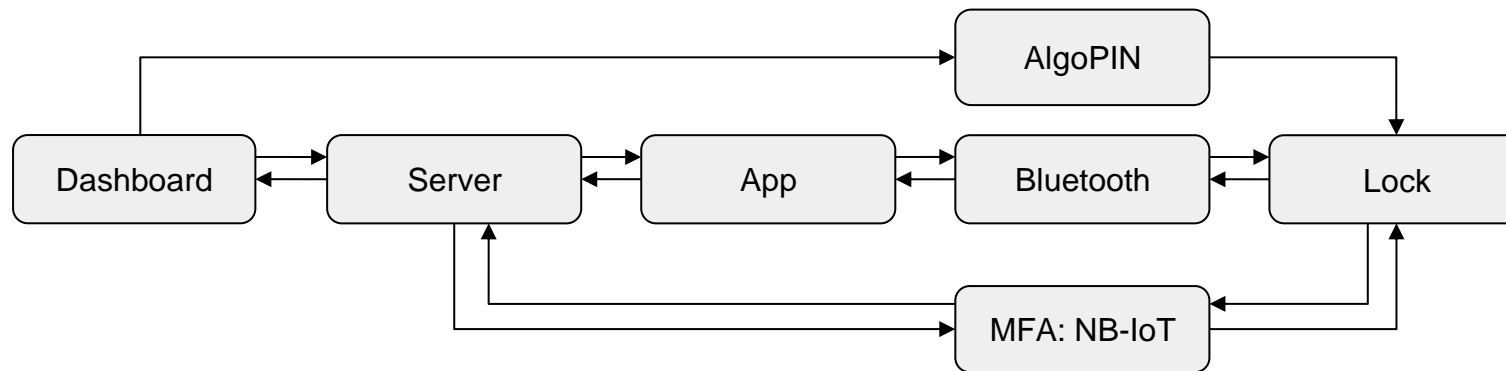
# Welcome to iglooworks

Thank you for choosing iglooworks. Our smart access solutions combine award-winning igloohome smart locks and enterprise-grade software to allow organisation admins to manage access for multiple locks and users.

## Before you begin

1. You should have received an invitation from the owner or admin to join the dashboard
2. Use a supported browser: Dashboard works best with Google Chrome, Safari, and Mozilla Firefox

## Lock Access workflow

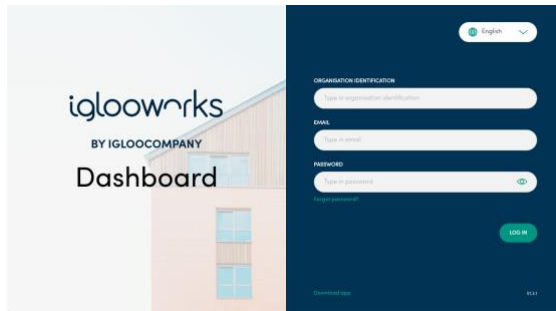



All access is added from the dashboard. Depending on the type of access, there is a different workflow to access the lock:

1. AlgoPINs can be directly used on the lock without any internet or Bluetooth connectivity. However, the activity is not updated until the lock is synced.
2. Bluetooth keys require access to the internet and Bluetooth via the iglooworks App. The activity is updated as long as the app is connected to the internet.
3. For 2FA (2-factor authentication) access, the lock needs to be connected to the NB-IoT network. The activity is updated via the network depending on the sync interval settings.

# Login

Go to [dashboard.iglooworks.co](https://dashboard.iglooworks.co) and login with your credentials.



 Tip: Organisation identification is the same for all users logging into the same organisation.

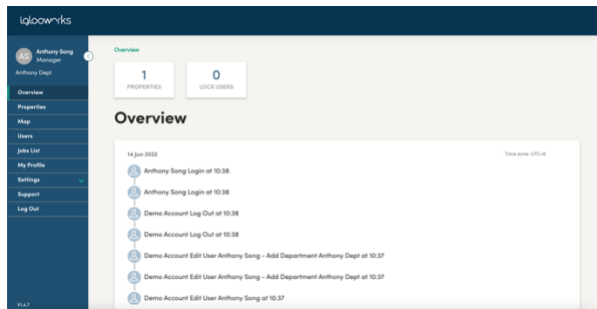
## 2FA login

If 2FA login is enabled by the admin, verify the OTP to login.

## Manager controls

# 1. Overview

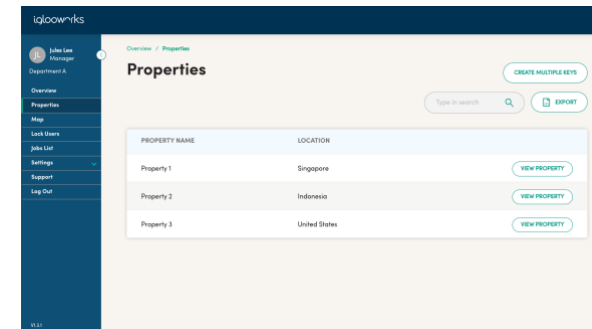
Overview gives a summary of the organisation.



# 2. Properties

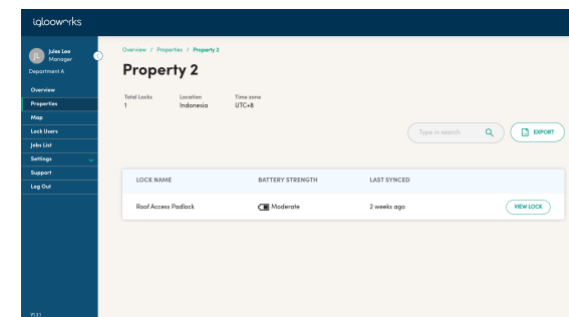
## 2A. View property

Click on 'View property' from the property list to view a property.



## 2B. View lock

1. Click on 'View lock' from lock list to view a lock



Tip: Manager can only view signal strength, activity log interval, heartbeat interval and registered IMEI for INB1 lock type.



2. Click on “I” beside Activity log interval to read more information about what this represents (INB1 Only)

Bluetooth ID  
INB102e119b9  
Master PIN  
xxxx xxxx

Signal Strength  
6 dB Poor

As of: 2/3/2023 12:53 pm  
\*Details shown are based on the lock's last synced date/time

Last synced  
6 hours ago

Battery Strength  
Moderate

Activity log interval

1 min

Location  
United States

Time zone  
UTC-5

Lock Status  
Locked

Door Status  
Closed

Interval frequency for receiving updated lock activity details, such as locking, unlocking, PIN usage and similar events. Faster Activity Log intervals may reduce battery life.

3. Click on “I” beside Heartbeat interval to read more information about what this represents (INB1 Only)

Bluetooth ID  
INB102e119b9  
Master PIN  
xxxx xxxx

Signal Strength  
6 dB Poor

As of: 2/3/2023 12:53 pm  
\*Details shown are based on the lock's last synced date/time

Last synced  
6 hours ago

Battery Strength  
Moderate

Activity log interval

1 min

Location  
United States

Time zone  
UTC-5

Lock Status  
Locked

Heartbeat Interval

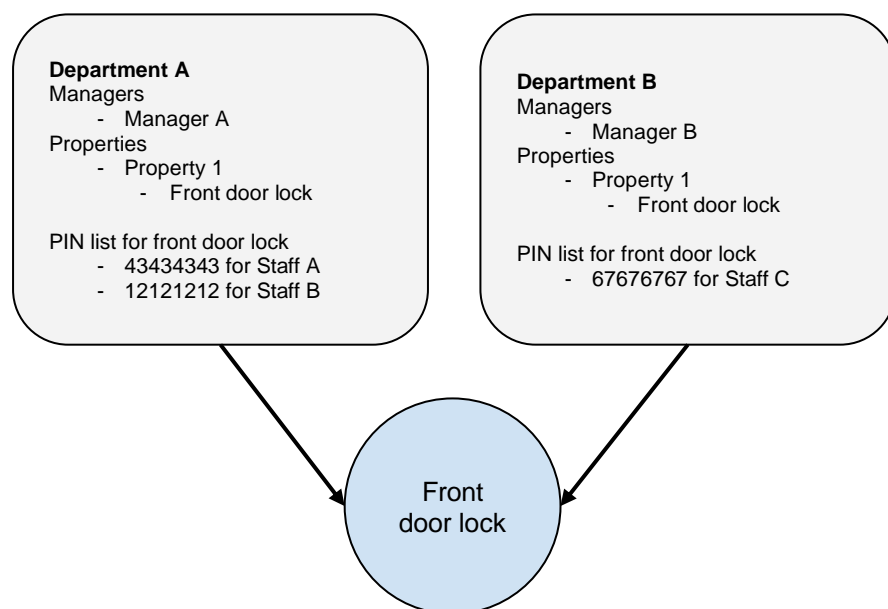
24 hours

Interval frequency for completing jobs (such as setting custom PIN codes) and updating lock battery status. Longest acceptable interval is recommended, as faster Heartbeat intervals will reduce battery life.

## 2C. Add access

Types of access (depending on the lock model) include: PIN codes, Bluetooth keys, and 2FA.

The lock access list for each department is independent. In the diagram provided, 3 accesses are added for Front Door Lock. The access for the lock in Department A will not be seen by Manager B in Department B and vice versa\*\*



\*\* Not for organisations under Flat Organisation

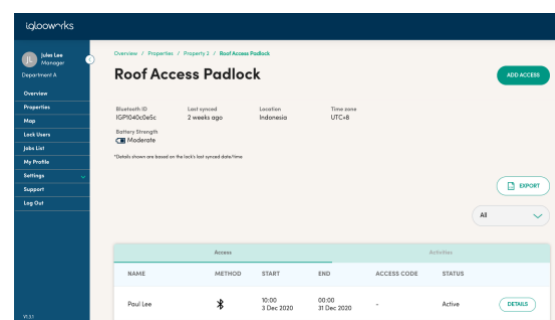
### - Add Remote PIN Access

Remote PIN Access is useful for creating a PIN without having to be near the lock. There are 3 PIN types: One time, Duration, and

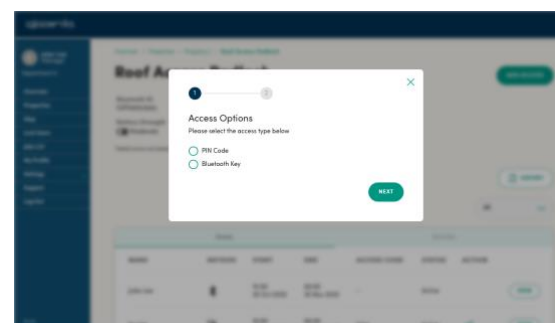
Permanent. There is a limit of 199 active remote and custom PINs at a time.

PINs have to be used within 24 hours of the PIN start time/date. Depending on the lock model, the PIN activity may not be updated in real-time, so a user will have to sync the lock to update the activity logs on the dashboard.

### 1. Click on 'Add Access'



### 2. Select 'PIN Code' and click 'Next'

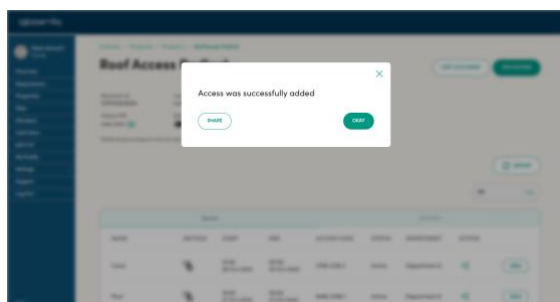


3. Select Access Type and 'Generate PIN remotely' as the method, then fill in the PIN details and click "Create"

💡 Tip: PIN start date has to be within 14 days in the future from today's date.

💡 Tip: PIN start date and time cannot be in the past.

4. Click 'Share' if you would like to share the PIN via email or SMS



💡 Tip: Country code for phone numbers will be defaulted to the last chosen without the need to select from country list again

5. Enter the recipient's email and click 'Add Email', or share via SMS, enter the region code and phone number. Click 'Share'

💡 Tip: Only one type of share method can be used at a time. Up to 10 recipients can be added for email.

6. The access will be added to the access list and ready for use (See [Unlock with added PIN](#) on how to use a PIN code)

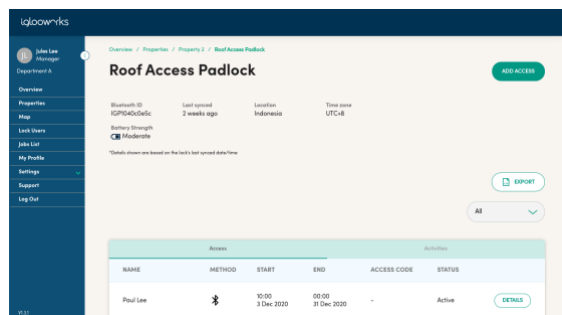
## - Add Custom PIN Access

Custom PIN Access is useful for creating a PIN with a preferred 4-6 digit PIN combination. This method creates a Custom PIN job from the dashboard that needs to be pushed to the lock via the app for the PIN to be active. There are 3 PIN types: One time, Duration, and Permanent. There is a limit of 199 active remote and custom PINs at a time.

PINs used are not updated in real-time, so a user with Bluetooth Sync access will have to sync the lock for the activity logs to be updated.

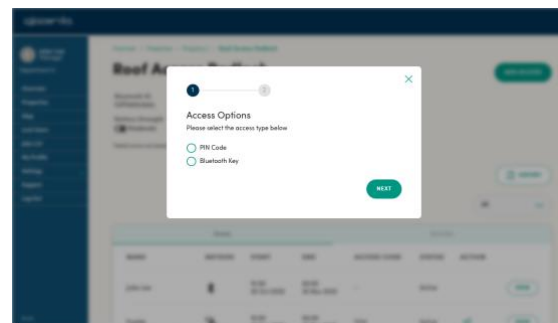
Tip: To create a custom PIN, the lock can only be in 1 department. A lock cannot be added to another department if a custom PIN has been created for this lock\*\*.

### 1. Click on 'Add Access'

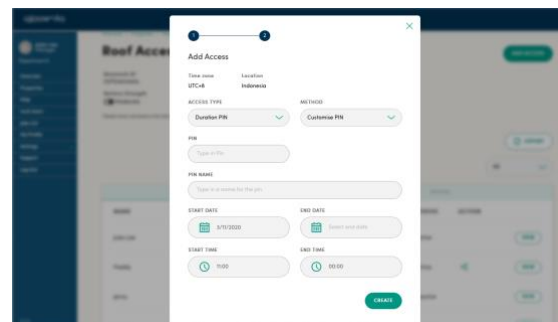


\*\* Not for organisations under Flat Organisation

### 2. Select 'PIN Code' and click 'Next'



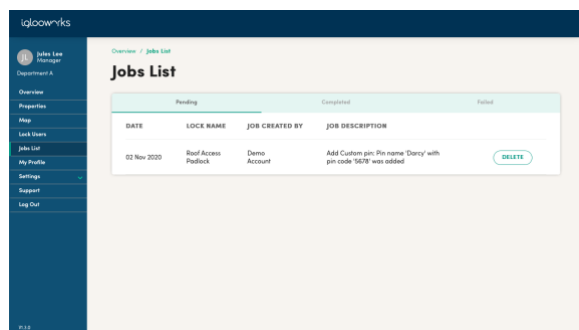
### 3. Select Access Type and 'Customise PIN' as the method, then fill in the PIN details and click "Create" to add this to the job list



Tip: PIN start date has to be within 14 days in the future from today's date.

Tip: PIN start date and time cannot be in the past.

4. Go to the Job List to confirm that the access is in the Pending list



5. As an owner/admin/manager, go to the lock and click 'Sync' on the app to push the PIN into the lock via Bluetooth. For information on pushing jobs, see [Pushing Jobs to Lock](#)

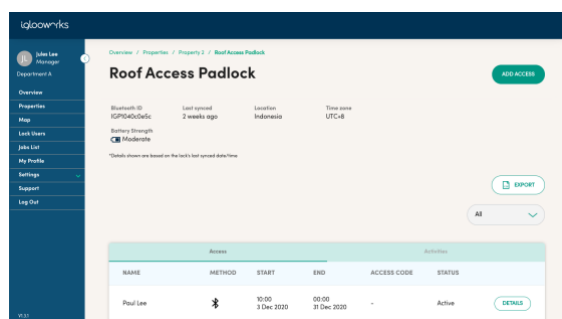
6. After the job is complete, the access will be added to the access list and ready for use (See [Unlock with added PIN](#) on how to use a PIN code)

## - Add Single Bluetooth Access

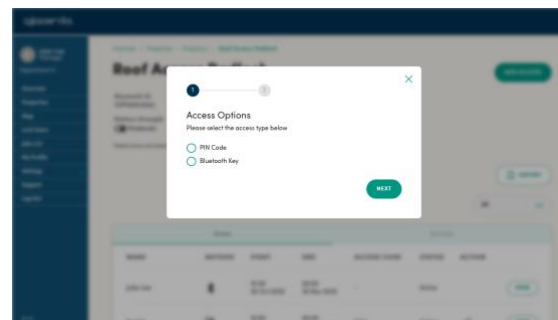
There are 3 Bluetooth permissions: Unlock, Sync, Firmware Update.

Unlock allows access to the lock with a Bluetooth-enabled phone, and Sync allows updating of the activity logs to the dashboard. Bluetooth users need to be added as a lock user in the department before Bluetooth access can be created (See [Lock users](#)). Firmware Update allows access to update the lock's firmware via iglooworks app.

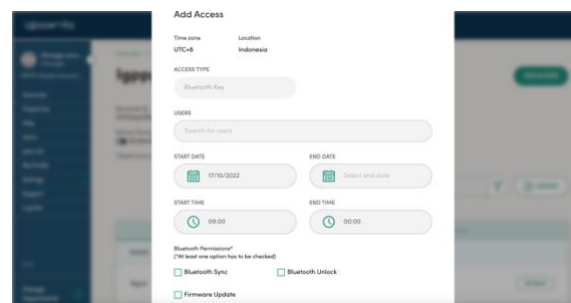
### 1. Click on 'Add Access'



### 2. Select 'Bluetooth'



3. Key in the access details and 'Create' (Note: You can add multiple lock users at the same time, but the access time and date will be the same)



4. The created Bluetooth access can be seen in the lock's access list

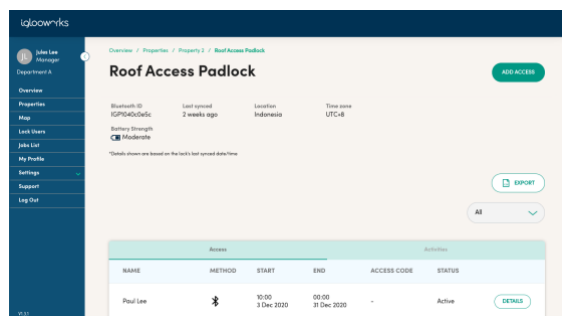
5. The access will be added to the lock user directly, and they will be able to see it on the iglooworks app. (See [Unlock with Bluetooth access](#) on how to use Bluetooth keys)

\*\* Check Firmware Update to give lock user Firmware update rights on iglooworks app for the selected lock

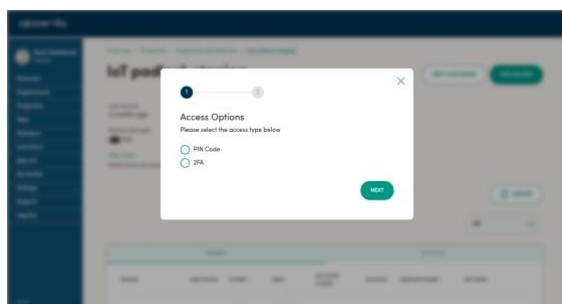
## - Add 2FA Access

2FA access is useful for higher security applications where 2 modes of authentication needs to be verified before the lock is unlocked. This access method will only appear if the lock is an NB-IoT 2FA lock. All 2FA users need to be added as a lock user and have a verified mobile number.

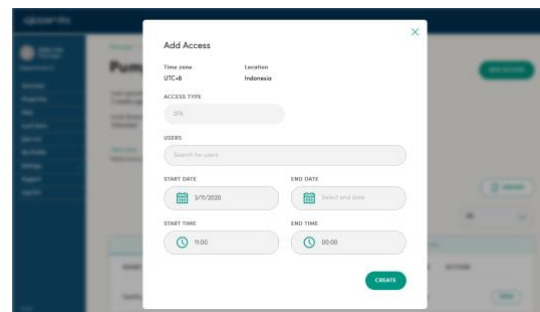
### 1. Click on 'Add Access'



### 2. Click on '2FA'



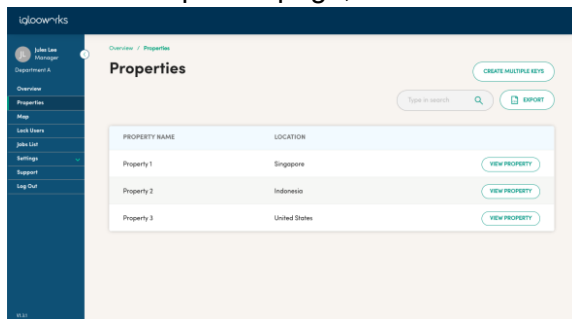
### 3. Key in the access details and 'Create'



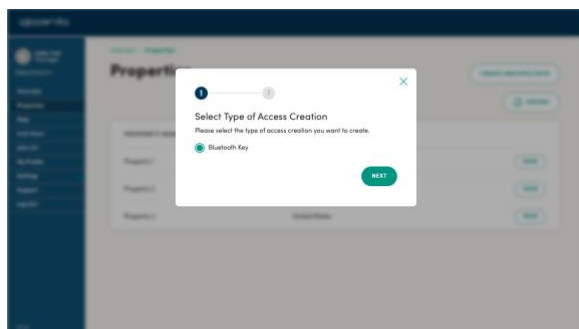
### 4. The access will be available to use by the user (See [Unlock with 2FA access](#) on how to generate an 2FA passcode)

## - Add Multiple Bluetooth Access

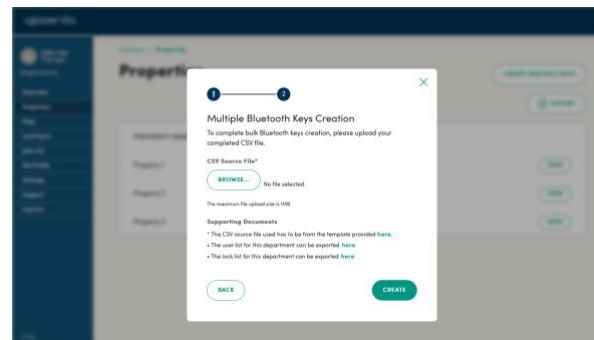
1. On the Properties page, click on “Create Multiple Keys”



2. Select ‘Bluetooth Key’



3. Download the CSV template along with the user and lock list, then upload the completed CSV file by clicking on ‘Browse’ and selecting the file to upload, then click ‘Create’



4. An email report will be sent once the CSV file has been processed.

Tip: Use the README in the template for information on how to prepare a file for uploading.



## 2D. Edit access

### - Edit Remote PIN access

It is not possible to edit a remote PIN. You may choose to Delete the PIN and [add a Custom PIN](#) instead.

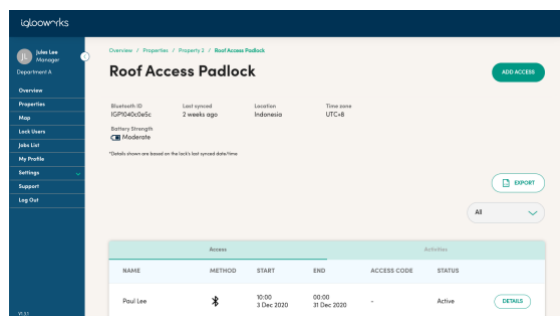
### - Edit Custom PIN access

It is not possible to edit a custom PIN. You may choose to Delete the PIN and [add a Custom PIN](#) instead.

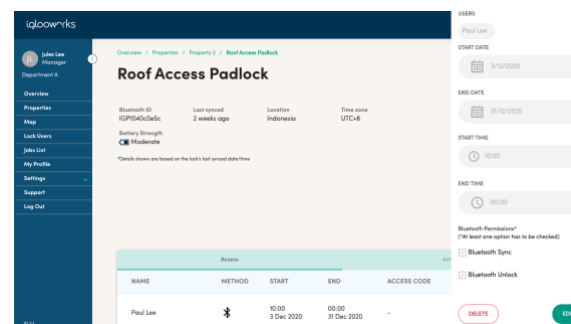
### - Edit Bluetooth access

Only Bluetooth end date and end time can be edited, and it cannot be earlier than the current time.

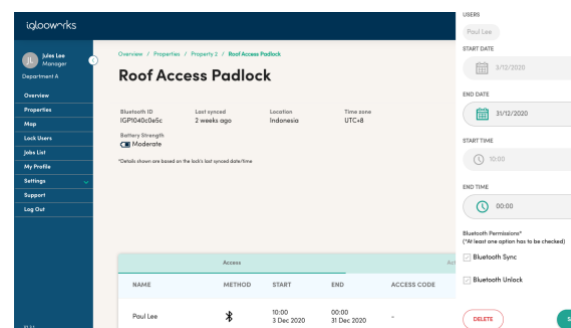
### 1. Click on 'Details' on the access list



### 2. Click on 'Edit'



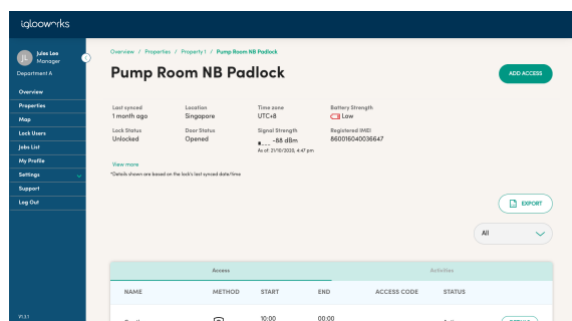
### 3. Make the changes and click 'Save'



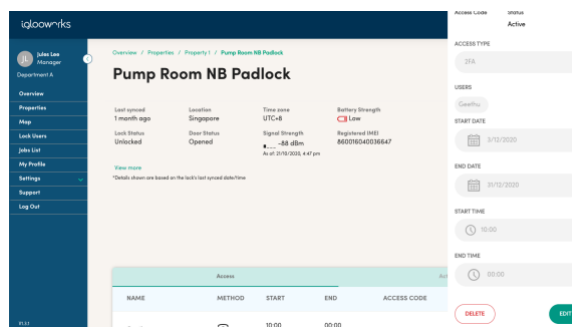
## - Edit 2FA access

Only the end date and time of the 2FA access can be edited provided the access has not expired.

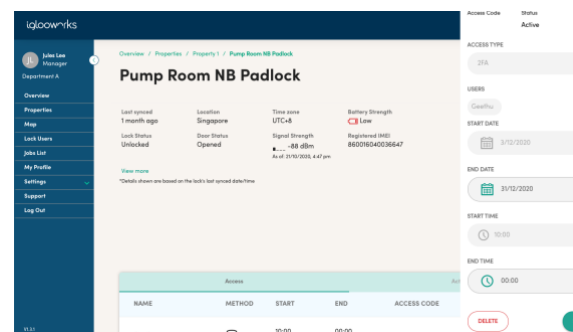
### 1. Click 'Details' on the access list



### 2. Click 'Edit'



### 3. Make the changes and click 'Save'

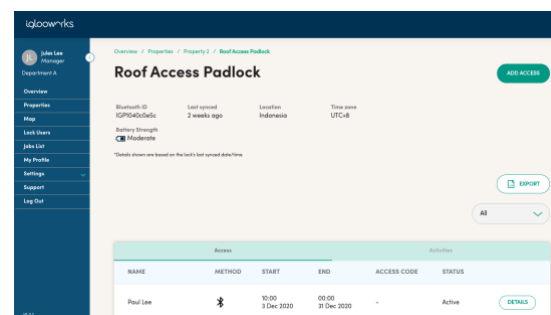


## 2E. Delete access

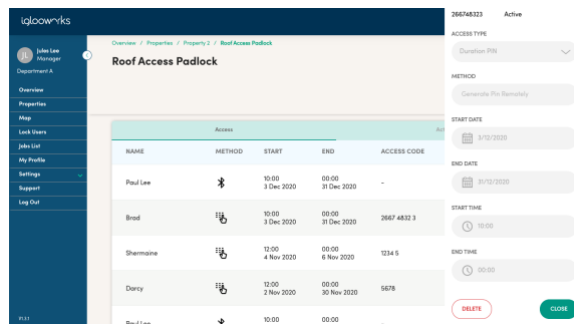
### - Delete Remote and Custom PIN access

Deleting PIN code is done via jobs. After adding the job to delete the PIN, use the app to sync the job to the lock.

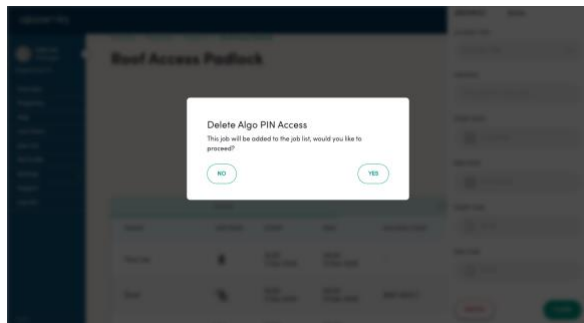
### 1. Click on 'Details' on the access list



2. Click on 'Edit', then click on 'Delete'



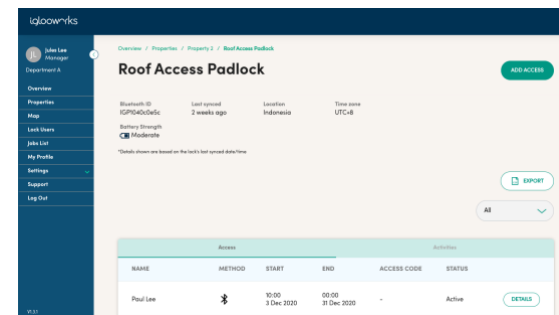
3. Click on 'Yes' to add this job to the Jobs List



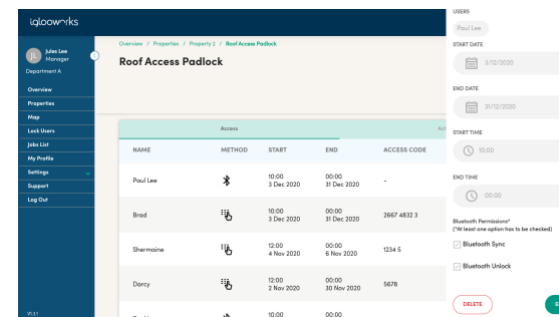
4. The job is now created. Using the app, sync with the lock to complete the job.

- Delete Bluetooth access

1. Click on 'Details' on the access list



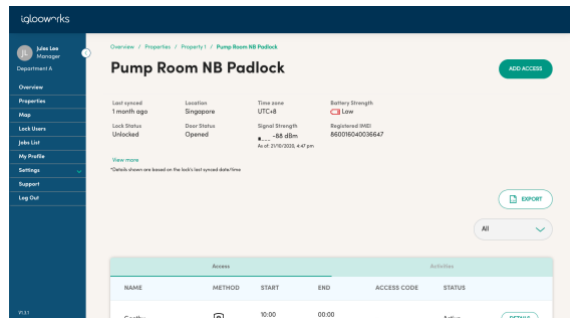
2. Click on 'Delete'



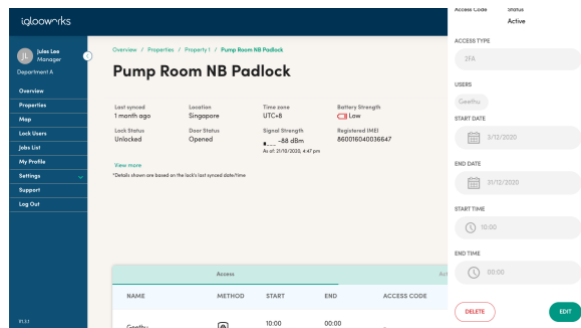
3. Click 'Yes' on the confirmation popup

- Delete 2FA access

1. Click 'View' on the access list



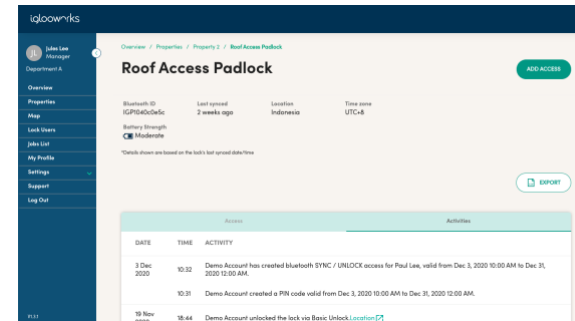
2. Click 'Delete'



3. Click 'Yes' on the confirmation screen, and the 2FA access is deleted.

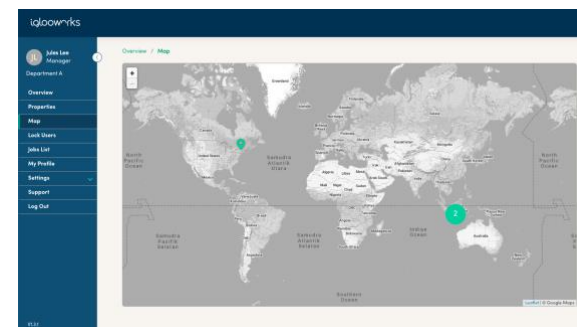
## 2F. View activities

On the lock detail page, click on 'Activities' tab to view



## 3. Map

The map shows where the properties are located on the map. For properties spread out over a wider area, click on the number icon to zoom in. Click on the drop pin to select the property and click on the property name to view the property.

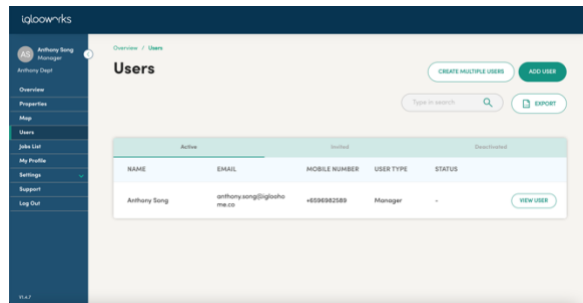


## 4. Users

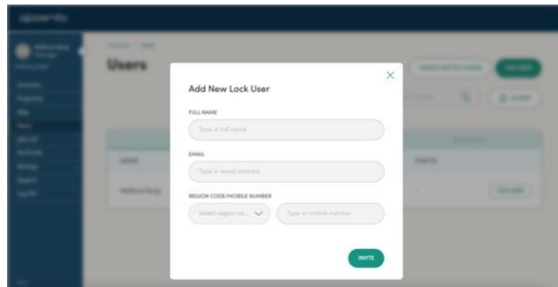
### 4A. Add lock user

- Add Single Lock User

1. Click on 'Add User'



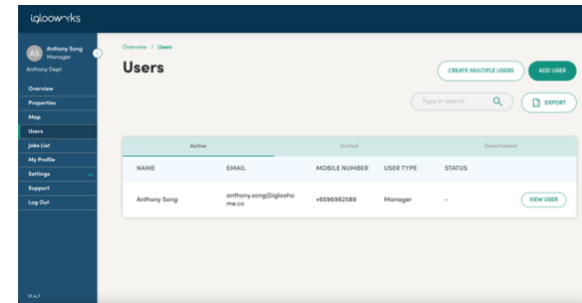
2. Fill in Lock User details, and click 'Invite', the lock user will receive an email/SMS invitation. The invitation expires in 24 hours.



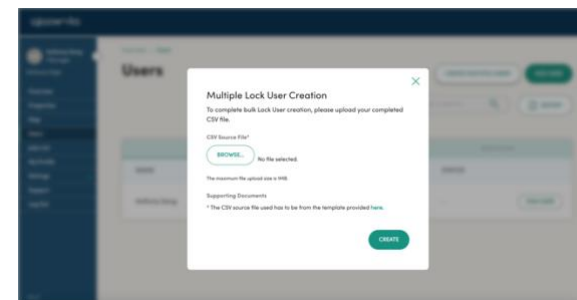
**Tip:** Country code for phone numbers will be defaulted to the last chosen without the need to select from country list again

- Add Multiple Lock Users

1. Click on 'Create Multiple Users'



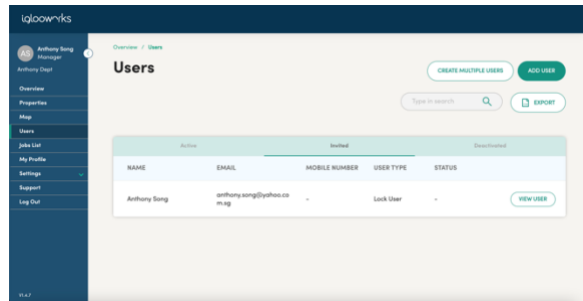
2. Download the CSV template, then upload the completed CSV file by clicking on 'Browse' and selecting the file to upload, then click 'Create'



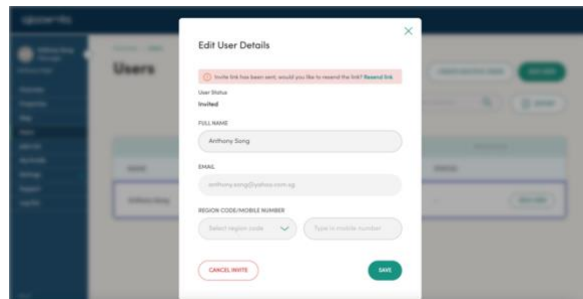
3. An email report will be sent once the CSV file has been processed.

#### 4B. Cancel lock user invite

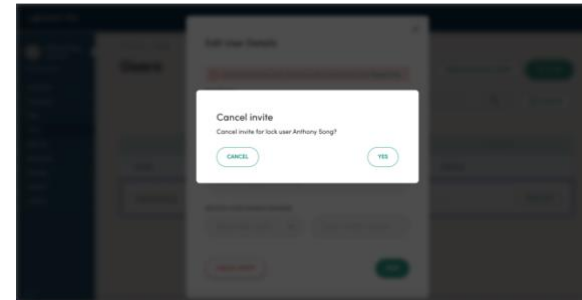
1. Click on the 'Invited' tab and 'View user' on the list



2. Click on 'Cancel Invite'

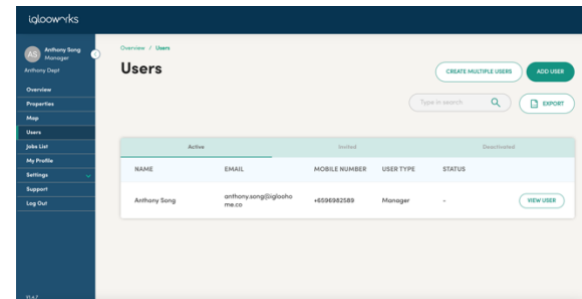


3. Click on 'Yes'

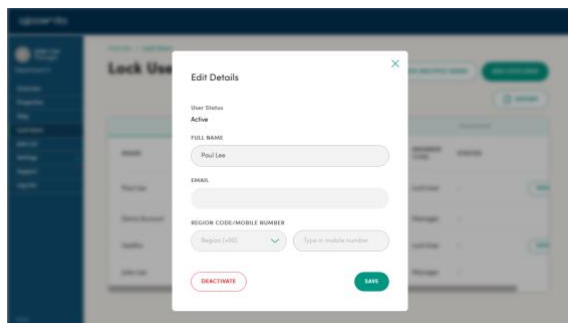


#### 4C. Edit lock user

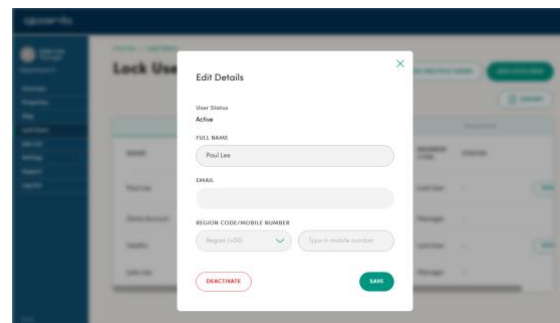
1. Click on 'View user' on the lock user list



2. Change the name in the Full Name field, and/or mobile number with 'Change Mobile Number', then click 'Save'



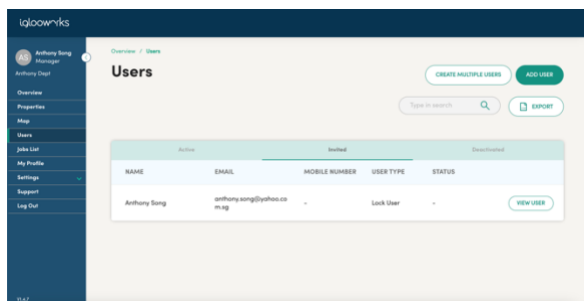
2. Click on 'Deactivate' in the popup and 'Yes' in the confirmation popup



#### 4D. Deactivate lock user

Deactivating a lock user removes them from the Active lock user list. They will not be able to login to the dashboard or app after they have been deactivated, and all Bluetooth Access will be removed. However, any PINs that they had knowledge of can still be used until expired or deleted.

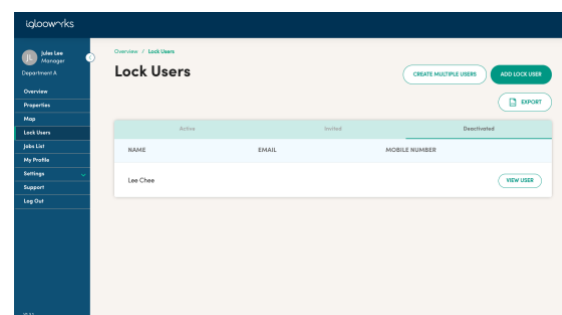
1. Click on 'View user' on the lock user list



#### 4E. Reactivate lock user

Reactivating lock users places them back in the Active lock users list. They will be able to login to the dashboard and app, however all previously created Bluetooth access will need to be re-created.

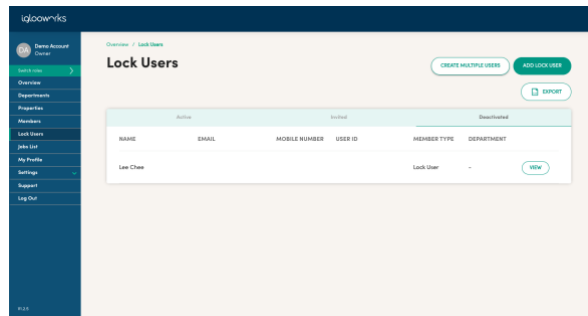
1. On the lock users list, click on 'Deactivated' tab, then 'View user'



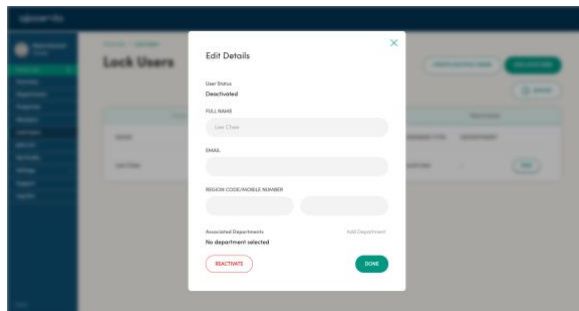
## 4F. User Batch Replication

User Batch Replication will copy a lock user's Bluetooth access for multiple locks to the users selected.

2. Click on 'View' on the lock users list

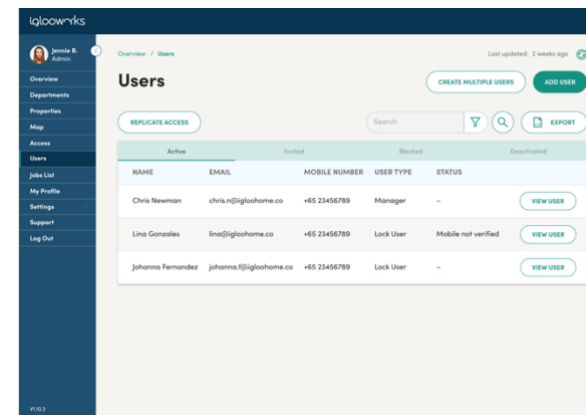


3. Click on 'Reactivate' in the user detail popup

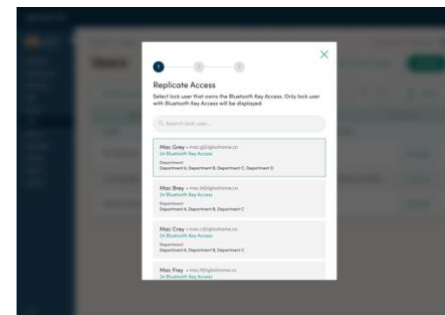


4. Click 'Yes' on the confirmation popup

1. On the lock users list page, click on 'Replicate Access' button

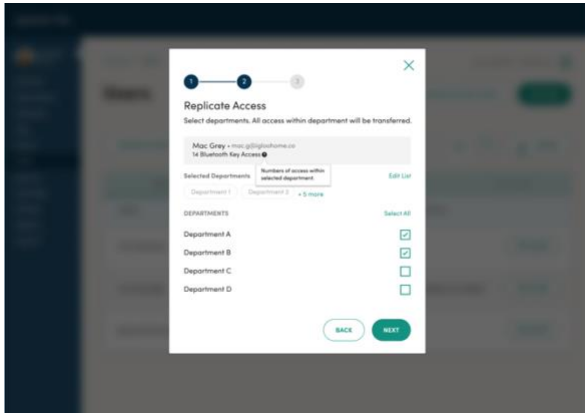


2. Type in the lock user name that you want to base on for replication in the search field and select the lock user from the list

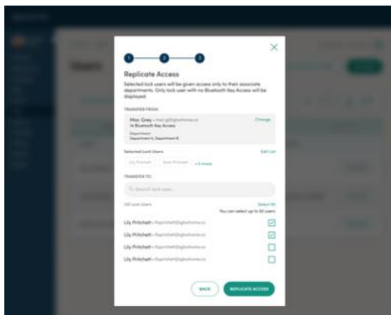




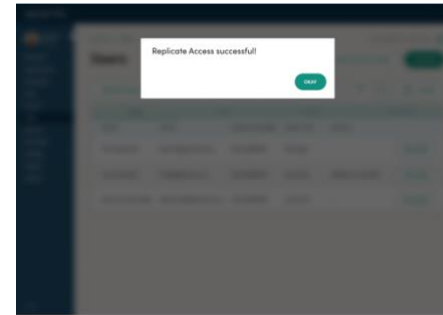
3. Select the departments that contain the locks you want the new lock users to have Bluetooth access to (Pre-requisite: You need to add these new users to the departments before executing User Batch Replication)



4. Select the lock users from the list that you want to replicate Bluetooth access from the initially selected lock user (You can only select up to 50 users)



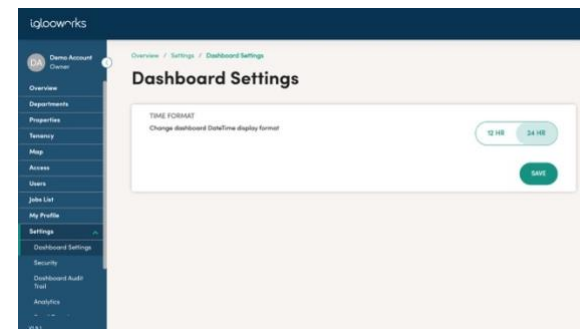
5. Click on 'Replicate Access' button and a Replicate Access successful message will appear if everything is ok



## 5. Settings

### 5A. Dashboard Settings

1. Click on '12 HR' or back to default '24 HR' to change the dashboard DateTime display format, and click 'Edit'



### 5B. Analytics

1. Click on 'Low Battery Alert' to view battery level of all paired locks. 'Filter' can be selected to filter list by department and/or

property, while column headers can be clicked to sort lock list according by asc/ desc order.

**Low Battery Alert**

RECEIVE EMAIL NOTIFICATION  
Receive email notification about low battery alert to all organization address. ENABLE DISABLE FILTER

NAME	BATTERY	LAST TESTED	DEPARTMENT	PROPERTY
Lock 1.1 SP2E-001	30%	a month ago	Department 1	Property 1, Property 2
Lock 1.2 SP2E-002	Low	a month ago	Department 1	Property 1, Property 2
Lock 1.3 SP2E-003	Low	a month ago	Department 1	Property 1, Property 2
Lock 1.4 SP2E-004	Low	a month ago	Department 1	Property 1, Property 2
Lock 1.5 SP2E-005	Low	a month ago	Department 1	Property 1, Property 2
Lock 1.6 SP2E-006	Low	a month ago	Department 1	Property 1, Property 2
Lock 1.7 SP2E-007	Low	a month ago	Department 1	Property 1, Property 2
Lock 1.8 SP2E-008	Low	a month ago	Department 1	Property 1, Property 2
Lock 1.9 SP2E-009	Low	a month ago	Department 1	Property 1, Property 2
Lock 1.10 SP2E-010	Low	a month ago	Department 1	Property 1, Property 2

💡 Tip: Battery strength of SP2E will be shown in percentage (less than 30%) while other lock models will be showing Low

## 5C. Change language

**Change Language**

English ✓

中文(简体)

中文(繁体)

日本語

ភាសាខ្មែរ

ភាសាសិង្ហបុរី

Bahasa Indonesia

# Jobs List

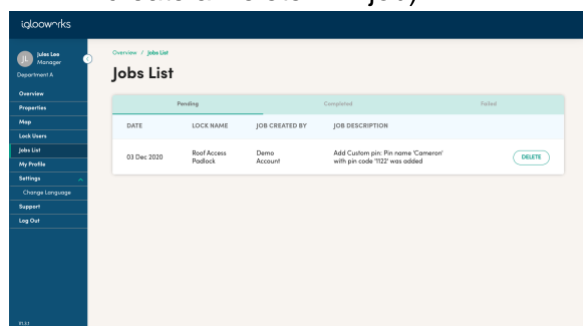
Jobs refer to Bluetooth actions that need to be pushed to the lock. They are created on the dashboard and saved in a job queue for onsite users to synchronize.

## 6. Creating Jobs

Jobs are created throughout the dashboard and will display on the “Pending” tab of the Jobs list.

Currently supported Jobs include:

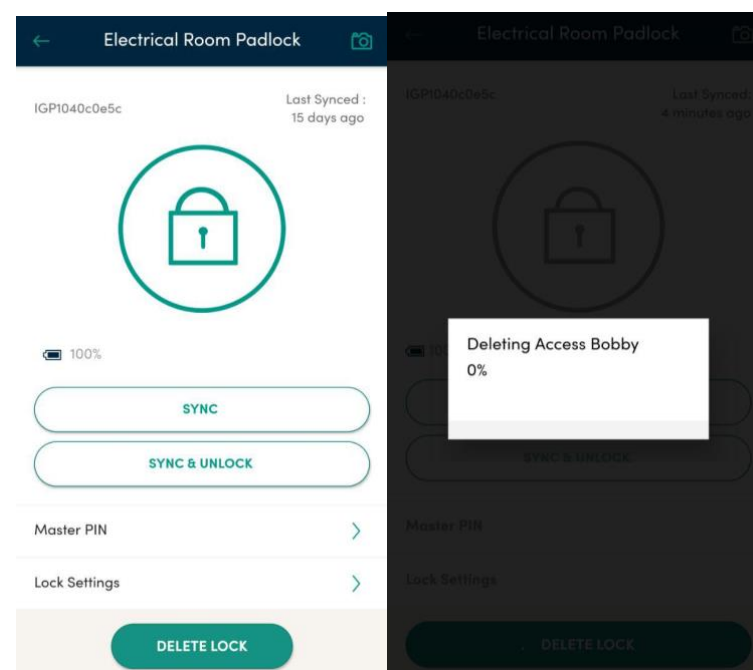
- Create Custom PIN (see [Add Custom PIN access](#) on how to create a create Custom PIN job)
- Delete Algo PIN (see [Delete Algo PIN access](#) on how to create a Delete PIN job)



## 7. Pushing Jobs to Lock

Managers can push jobs for locks in their department, but not jobs created for the same lock in another department\*\*

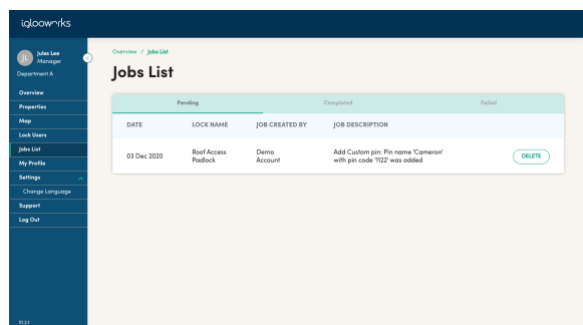
To push a job, the user needs to be within Bluetooth range of the lock, and click on the ‘Sync’ button on the app. If there are pending jobs for the lock, the app will show a progress bar for the jobs.



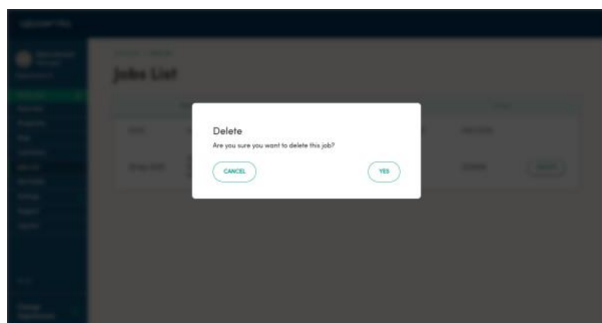
\*\* Not for organisations under Flat Organisation

## 8. Deleting Jobs

1. Click on 'Jobs List' and 'Delete' next to the job to delete



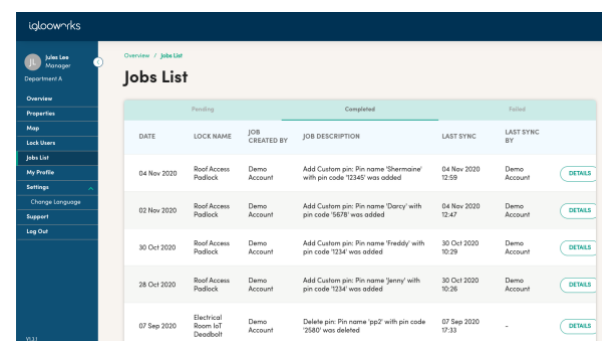
2. Click 'Yes' on the confirmation popup to delete the job



## 9. Completed Jobs

When jobs have been successfully completed, they will appear in the Completed Jobs List

1. Click on 'Jobs List' and 'Completed' tab to view completed jobs



## 10. Failed Jobs

When jobs have been processed but failed, they will appear in the Failed Jobs List.

A job is considered failed if the lock had an issue, for example if it was hard reset.

If the job could not be processed due to Bluetooth or Internet connectivity issues, it will stay in the Pending tab.

### 10A. View failed jobs

1. Click on 'Jobs List' and 'Failed' tab to view failed jobs

James B. Cunningham

Department 2

Lock Keys

Overview

Properties

Map

Access

Lock Users

Jobs List

My Profile

Settings

Support

Log Out

Overview / Jobs List

Last updated: 2 weeks ago

Jobs List

Pending

Completed

Failed

DATE	LOCK NAME	JOB CREATED BY	JOB DESCRIPTION	PIN NAME	PIN CODE	LAST SYNC	LAST SYNC BY	REASON FOR FAILURE
21 Feb 2019	Lock 1-1	Mark Tan	Edit pin	Christian Santos	88888888	22 Feb 2019, 8pm	Chris Lee	Error 401: Bad Bluetooth Connection
21 Feb 2019	Lock 1-1	Mark Tan	Delete pin	Eugenia Tan	88888888	22 Feb 2019, 8pm	Lydia Sim	Error 401: Bad Bluetooth Connection
21 Feb 2019	Lock 1-1	Mark Tan	Create Bluetooth PIN	Terry Henderson	88888888	22 Feb 2019, 8pm	Rebecca Lim	Error 401: Bad Bluetooth Connection

V10.1.2


Change

Download

### 10B. Retry failed job

1. Click on 'Recreate Job' button to push the job back to the Pending List

iglooworks



Jamie B.  
Manager

Department 2

Jobs List

Jobs List

Overview

Jobs List

Jobs List

Jobs List

Overview

Properties

Map

Access

Link Users

Jobs List

My Profile

Settings

Support

Log Out

Overview

Jobs List

Overview

Jobs List

Overview

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**Tip:** A Job can be recreated using the Recreate job button, or by performing the original steps to create the job. However if the job was already recreated using one method e.g. Recreate job button, the other method will be greyed out e.g. Delete PIN from access list

## Unlocking with access

After access has been created, a user can use it to unlock the lock within the stipulated time.

### 11. Unlock with added PIN

To use the PIN, the lock user can enter this PIN on the lock, followed by the unlock icon.

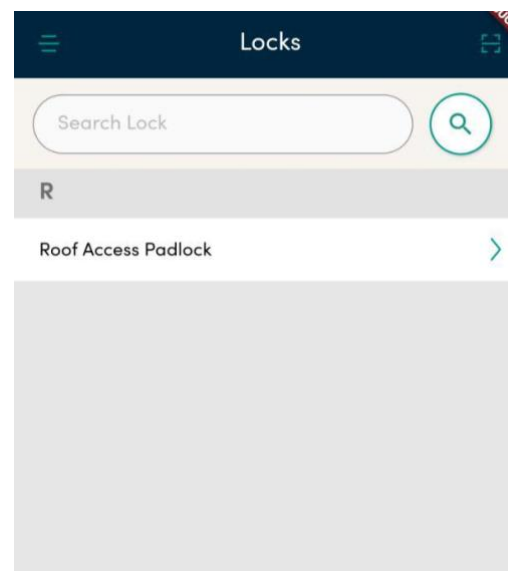
To update the PIN unlock activity to the dashboard, it will require a lock user with Bluetooth Sync to sync the lock.

### 12. Unlock with Bluetooth access

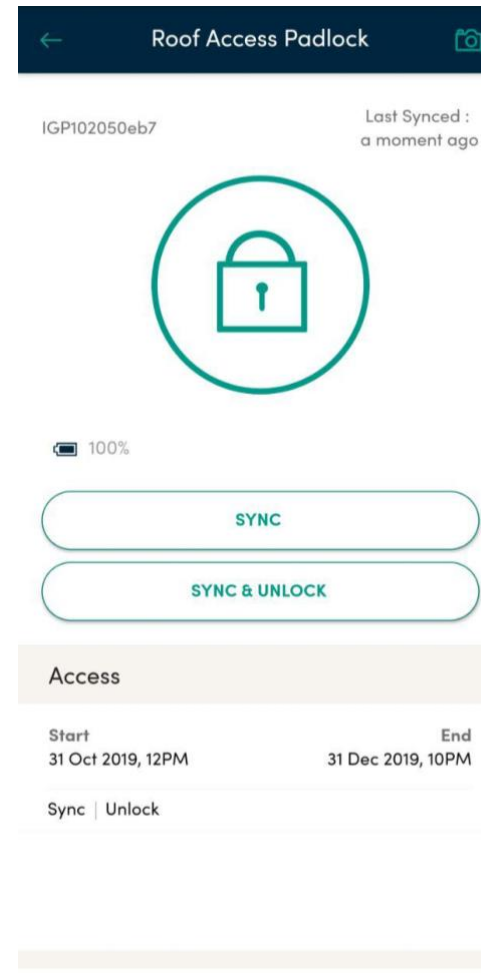
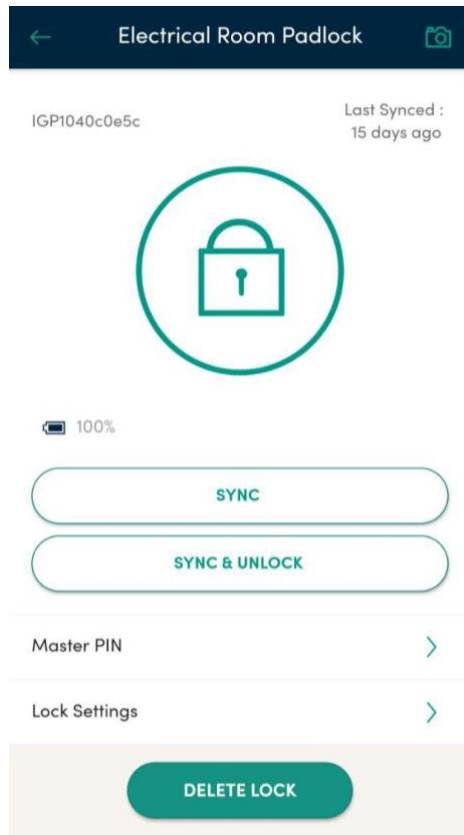
To use the Bluetooth key, the lock user will need to use the iglooworks app. For the owner and admin, they will be able to Bluetooth Unlock and Sync all locks by default. For managers and lock users, access needs to be added for them before they can see the lock on the app.

1. Login to the app

2. Select the lock



3. Click on the Unlock button (if Bluetooth Unlock access was granted) within 1-2m of the lock. If access was granted by a manager, it will have a start and end date



## 13. Unlock with 2FA access

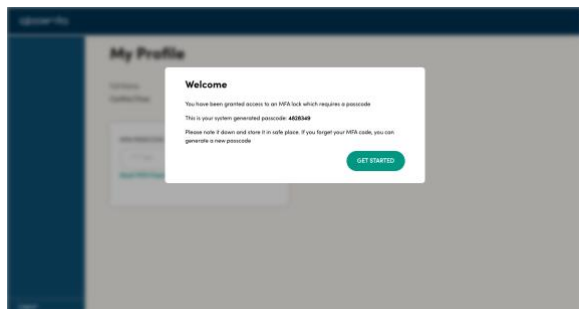
To use 2FA access, the user needs to get an 2FA passcode. This only needs to be done once, and the user can use the same 2FA passcode as the first authentication factor.

With an 2FA passcode and access, the user can unlock by first entering the 2FA passcode on the lock, followed by the unlock icon, and entering the OTP that is sent to them.

### 13A. Generate 2FA passcode

1. Login to the dashboard

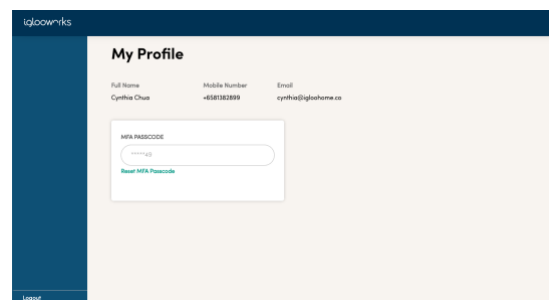
2. If it's your first time accessing the My Profile page, a popup will appear with a system-generated 2FA passcode. Take note of this passcode and store it in a safe place.




### 13B. Reset 2FA passcode

1. Login to the dashboard

2. The passcode can be reset by clicking on 'Reset 2FA Passcode'



 Tip: My Profile page can only be accessed after the phone number has been added and verified.



## Flat Organisation

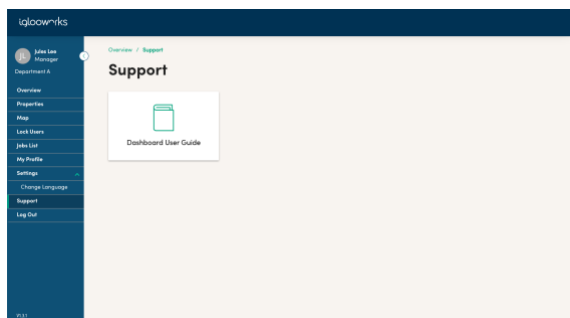
The flat organization structure can be enabled when your account is setup by your igloocompany business development partner. Once enabled, this setting cannot be changed without creating a new account.

Once opted in, departments will be hidden from the iglooworks menu, all locks and employees will be under the organisation without any segregation of departments.

For the PINs access and RFID access previously generated, you can monitor usage by tagging users on editing individual access by adding new users or on multiple access generation page.

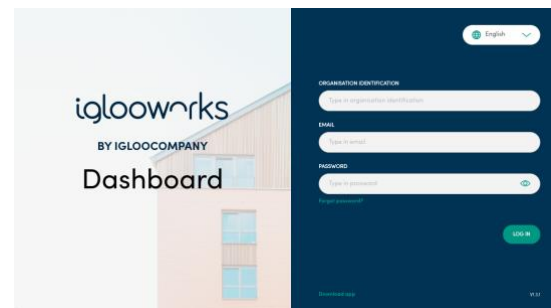
## Help and Support

View the user guide by clicking on Support

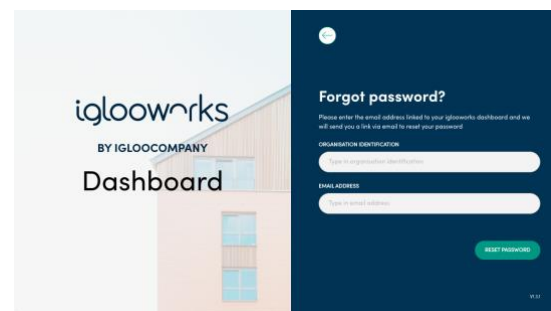


## Change password

1. Select 'Forgot password'



2. Key in organisation ID and email



3. An email will be sent with a link to create a new password

## User types and permissions chart

### Dashboard

Permissions	Owner	Admin	Manager	Lock User	Mobile responsive
Login/logout	Yes	Yes	Yes	Yes (For 2FA access)	Yes
Generate and reset 2FA passcode	Yes	Yes	Yes	Yes	No
View/add/deactivate lock user	Yes	Yes	Yes	No	Yes
View properties in assigned department	Yes	Yes	Yes	No	Yes
View lock details	Yes	Yes	Yes	No	Yes
Edit Activity log/ Heartbeat Intervals	Yes	Yes	No	No	Yes
Create/edit/delete access	Yes	Yes	Yes	No	Yes
View lock access	Yes	Yes	Yes	No	Yes
View activity logs	Yes	Yes	Yes	No	Yes
Change departments	Yes	Yes	Yes	No	Yes
Create/delete/view jobs	Yes	Yes	Yes	No	Yes
View map	Yes	Yes	Yes	No	Yes
View/add/deactivate manager	Yes	Yes	No	No	Yes
View all properties in organisation	Yes	Yes	No	No	Yes
Add/edit/delete property	Yes	Yes	No	No	No
View department list	Yes	Yes	No	No	Yes

Add/edit/deactivate department	Yes	Yes	No	No	No
Edit lock name	Yes	Yes	No	No	No
View audit trail	Yes	Yes	No	No	Yes
Export audit trail	Yes	Yes	No	No	No
View Master PIN	Yes	No	No	No	Yes
View/add/deactivate admin	Yes	No	No	No	Yes

## App

Permissions	Owner	Admin	Manager	Lock User
Login/logout	Yes	Yes	Yes	Yes
BT Unlock	Yes	Yes	Yes	Yes
BT Sync	Yes	Yes	Yes	Yes
Search lock by QR code	Yes	Yes	Yes	Yes
Search lock by BT scan	Yes	Yes	Yes	Yes
Push jobs	Yes	Yes	Yes	No
Perform DFU	Yes	Yes	No	Yes (if granted DFU rights)
Pair lock	Yes	Yes	No	No
Delete lock	Yes	Yes	No	No
Set lock settings	Yes	Yes	No	No
Change Master PIN	Yes	No	No	No
RFID Access	Yes	Yes	No	No