

# iglooworks Quickstart Setup Guide

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## Welcome to iglooworks

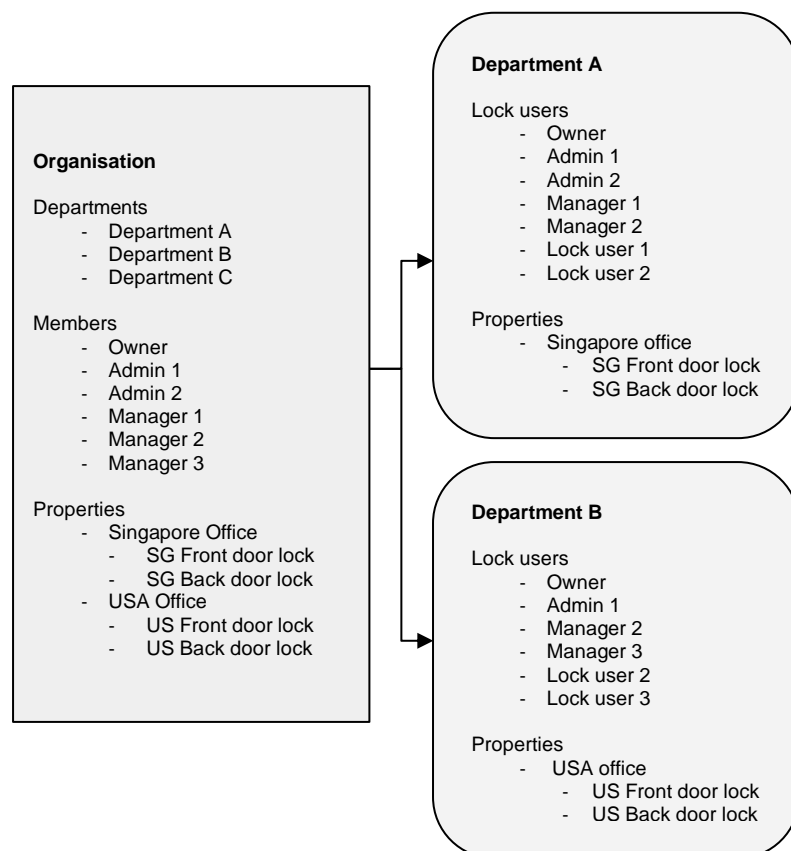
Thank you for choosing iglooworks. Our smart access solutions combine award-winning igloocompany smart locks and enterprise-grade software to allow company admins to manage access for multiple locks and users.

## Before you begin

1. Ensure your locks are supported by iglooworks
  - This includes: IGB4, IGM3, IGK3, IGP1, SP2E, IWS1, IGR1 and RG1. Older models are not supported.
2. Get in touch with your account manager from iglooworks to get an owner's account
3. Download the iglooworks app
  - Supported on Android 7 above, and the latest version of iOS
  - Supported on mobile phone and tablet
  - Allow location permissions when prompted
4. Use a supported browser
  - Dashboard works best with Google Chrome, Safari, and Mozilla Firefox

# Data Architecture and Workflow

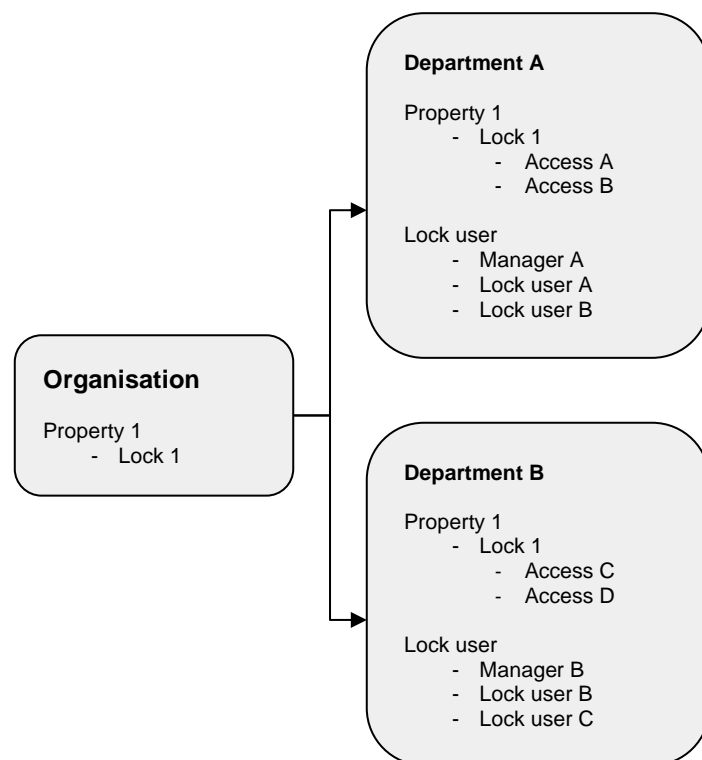
## Organisation data structure



The organisation account can be managed by owner and admins. They are able to manage all departments, properties, locks, and members. Using the organisation view, they can assign managers and properties to departments.

Managers will only be able to manage access for properties and locks that have been assigned to them.

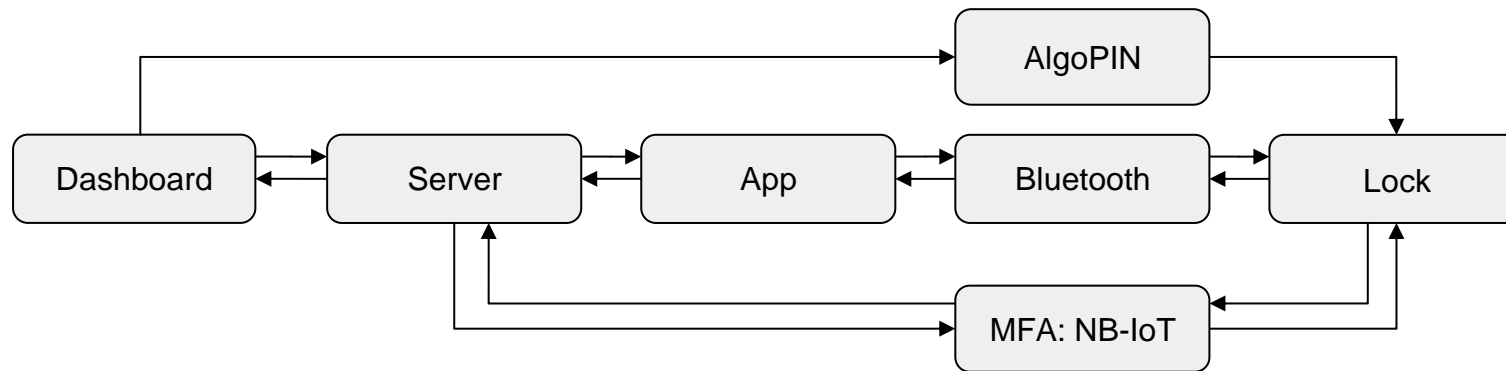
## Department data structure



Department data is not shared across departments.

If a property is in multiple departments, the access that has been created for that property will not be reflected for the same property in another department. A lock user that has been invited to a department will also not show up in another department unless they are specifically added.

## Lock Access workflow



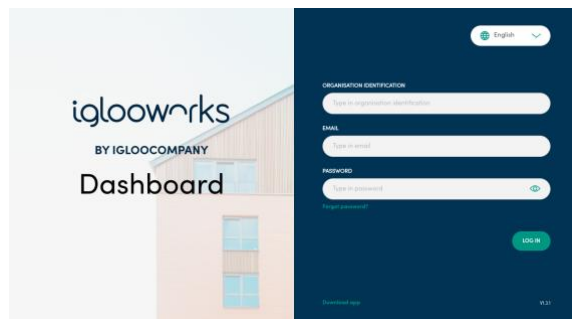
All access is added from the dashboard. Depending on the type of access, there is a different workflow to access the lock:

1. For AlgoPIN, this access can be used directly on the lock without any internet or Bluetooth connectivity. However, the lock will not be able to access the server to update the activity.
2. For Bluetooth key, this access requires access to the internet and Bluetooth via the iglooworks App. The lock will be able to send the activity back to the server immediately via the app.
3. For MFA (multi-factor authentication), the lock needs to be connected to the NB-IoT network. The lock will be able to send the activity back to the server immediately via the network.

# Setup

## 1. Login to the dashboard

1. You will receive a set of credentials from your account manager, including an organisation ID and Email/Password combination.
2. Go to [dashboard.iglooworks.co](https://dashboard.iglooworks.co) and login with your provided credentials



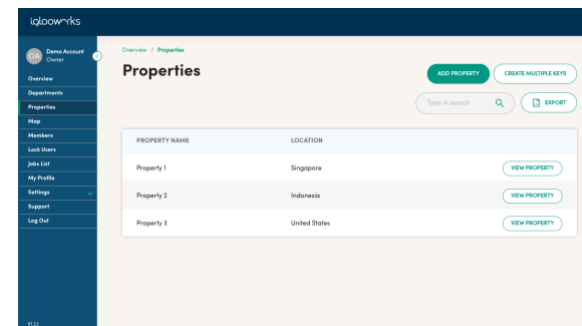
## 2. Add properties

Before pairing locks, properties need to be added to the organisation. Properties are used to group locks, and they also set the lock's time zone at the point of pairing.

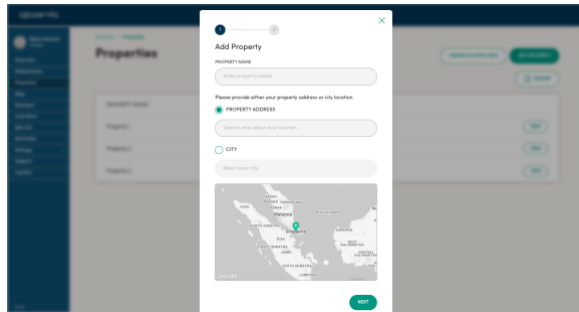
As a rule of thumb, properties should be created based on the location of the locks e.g. if there are 2 offices in the organisation, 2 properties should be added.

To add a property:

1. Go to Properties and click on 'Add Property'

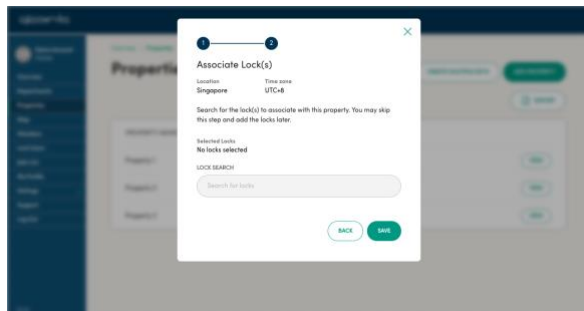


2. Enter the property name, select either address or city, then search for the location for this property. Click 'Next' to proceed.



💡 Tip: The property address allows it to show up on the map, while the city option does not and is meant for organisations that do not want to store the specific address of the property.

3. Search for locks to associate and click 'Save'. Click 'Skip' to add locks later



💡 Tip: For a new account setup, there are no paired locks yet, so skip this step

## 3. Add admins

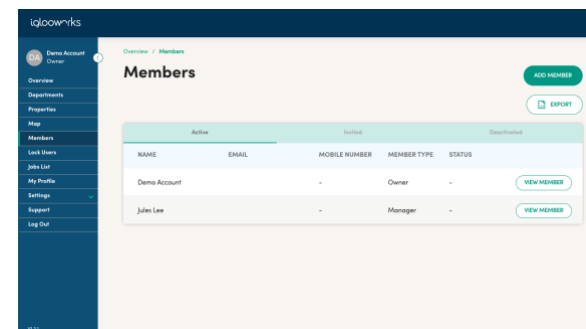
Only owners are able to add admins.

Admins can do the following:

- pairing/deletion of lock
- adding/deleting of properties
- adding/deleting of department
- adding/deleting of managers,
- unlocking and syncing all locks via Bluetooth

To add an admin:

1. Go to Members and click on 'Add Member'



2. Check the Admin box to make this user an Admin, key in their details and click 'Invite'

**Add A New Member**

MEMBER TYPE\*  
☒ Admin

FULL NAME\*  
Type in name

EMAIL\*  
Type in email address

REGION CODE/MOBILE NUMBER  
Region (405)  Type in mobile number

INVITE

3. The admin will receive an email to accept the invite and set the password for their account

## 4. Add managers

Managers can do the following:

- Add PIN/Bluetooth access
- Revoke Bluetooth access
- Add/delete lock users
- View access list and activity logs

To add a manager:

1. Go to Members and click on 'Add Member'

**Members**

ADD MEMBER EXPORT


NAME	EMAIL	MOBILE NUMBER	MEMBER TYPE	STATUS
Demo Account	-	-	Owner	-
Julian Lee	-	-	Manager	-

VIEW MEMBERS VIEW MEMBERS



2. Leave the Admin box unchecked to make this user a manager, key in their details and click 'Invite'

3. The admin will receive an email to accept the invite and set the password for their account

 Tip: a manager will not be able to login until a department has been assigned to them\*\*

## 5. Add departments\*\*

A department allows an owner or admin to control which team members can manage which properties within the company account. For example, you may create a department (Department A) which contains properties (Office 1) and managers (Owner, Admin 1, Manager 1). A manager may be part of multiple departments.

\*\* Not for organisations under Flat Organisation

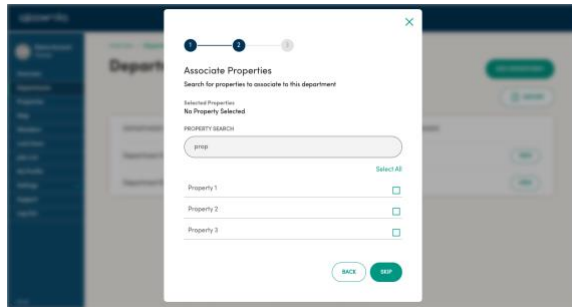
To add a department:

1. Click on 'Add Department'

DEPARTMENT NAME	NUMBER OF PROPERTIES	NUMBER OF MANAGERS
Department A	3	2
Department B	1	1

2. Set a name for the department

3. Search for properties and select the checkbox to assign to them to the department



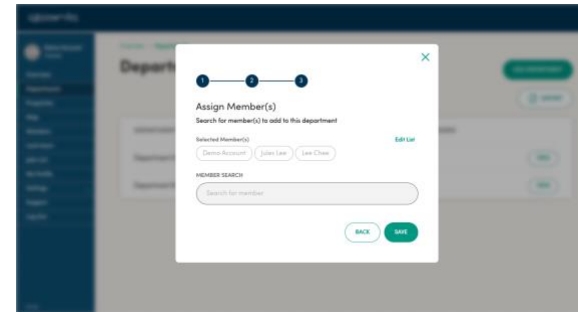
4. To view the full list or remove selected properties, click on 'Edit List' and remove properties by clicking the 'x'.

5. Once the property list looks good, click 'Save'. Click 'Cancel' to go back without saving

6. You can click 'Skip' if there are no properties in the organisation yet, to add properties to the department at a later time, go to [Edit Department](#)

💡 Tip: There is no limit to the number of properties that can be assigned to a department.

7. Search for the member and select the checkbox to assign them to the department



8. To view the full list or remove selected members, click on 'Edit List', and remove members by clicking on 'x'

9. Once the members list looks good, click 'Save'. Click 'Cancel' to go back without saving

10. Click 'Save' to save the new department

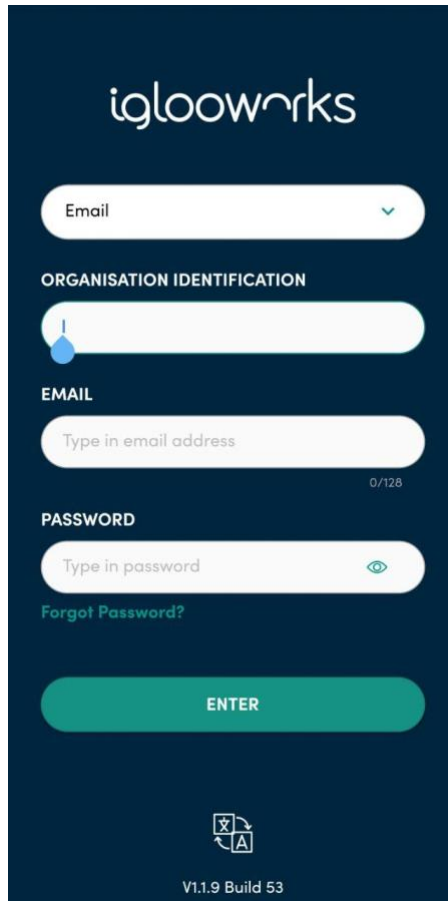
💡 Tip: There is no limit to the number of members that can be assigned to a department.

💡 Tip: Owners and admin are added to all departments as managers by default and cannot be removed.

💡 Tip: There is a limit of 20 departments for each organisation.

## 6. Login to the app

1. Key in your credentials and click 'Enter'

The image shows the login screen of the iglooworks app. At the top is the 'iglooworks' logo. Below it is an 'Email' input field with a dropdown arrow. This is followed by an 'ORGANISATION IDENTIFICATION' section with a blue circular indicator and a white input field. Below that is an 'EMAIL' section with a white input field containing the placeholder text 'Type in email address' and a character count '0/128'. The next section is 'PASSWORD' with a white input field containing 'Type in password' and an eye icon for toggling visibility. Below the password field is a 'Forgot Password?' link. At the bottom is a large green 'ENTER' button. At the very bottom, there is a small icon of a document with a checkmark and the text 'V1.1.9 Build 53'.

If you have yet to set up fingerprint login, a prompt will appear. Click “Yes” to go to Settings and enable Fingerprint Login.

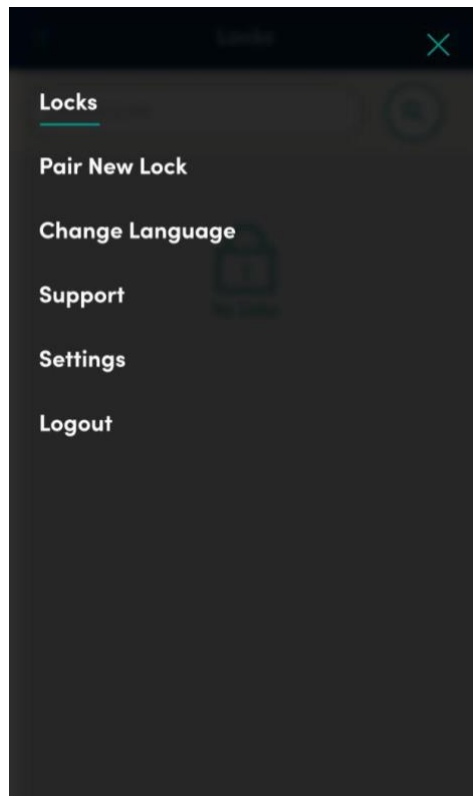


Tip: The organisation ID from the last login will be saved.

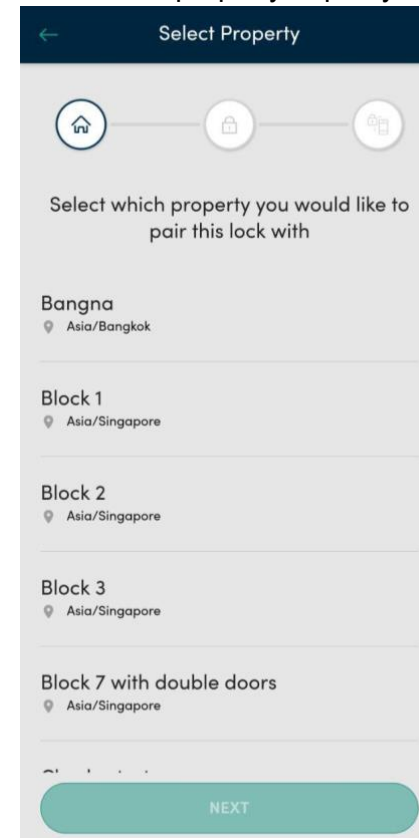
## 7. Pair locks

Any owner or admin can pair the lock with the iglooworks app

1. Ensure Bluetooth and Location services are turned on
2. Login to the app
3. Click on the menu
4. Select 'Pair new lock'



5. Select the property to pair your lock to, click 'Next'



6. Select your lock model and follow the onscreen steps to complete the pairing

7. You may have to sync the lock after pairing to get the initial battery status

## 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 (as manager)	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 (as manager)	No	Yes
View lock access	Yes	Yes	Yes (as manager)	No	Yes
View activity logs	Yes	Yes	Yes	No	Yes
Change departments	Yes	Yes	Yes	No	Yes
Create/delete/view jobs	Yes	Yes	Yes (as manager)	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 (if BT access added)
BT Unlock	Yes	Yes	Yes	Yes (by access created)
BT Sync	Yes	Yes	Yes	Yes (by access created)
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

## Troubleshooting/FAQ

Why do I get logged out automatically?	All accounts are logged out automatically after 1 hour for security reasons.
Why are my activities not updated on the dashboard?	As the locks are offline, they need to be synced via app for access logs to be retrieved and sent to the dashboard
Can a property be in multiple departments?	Yes, but the access created for locks in each department will not be shared across departments. However, lock activity will be shared across departments.
Can a lock be in multiple properties?	Yes, but the new property needs to be in the same timezone as the current property.
Why can't I delete my property?	A property cannot be deleted if locks are assigned to it; they need to be reassigned to another property first.
Can an owner/admin be a manager of a department?	Yes, owners and admins are not managers by default, so they need to be added to the department.
I made a mistake while creating a team member/lock user, how can I edit it?	Edits are not supported for this release, but you can delete and invite the person again.
What is my organisation ID?	The organisation ID is provided to the owner when they sign up. All users invited to this account will need to use this organisation ID when signing in.



What happens if I delete a department?	All created Bluetooth access will cease to work. However, PINs will still work on the lock. Activities can still be seen if the property the lock belongs to is in another department.
I received an error 409: Duplicate email.	This error will appear if: <ol style="list-style-type: none"> <li>1. The user was added and deleted, please contact support@igloohome.co to reinstate the user (this will be fixed in a future release)</li> <li>2. The user was added as a lock user first within a department, the owner/admin will not be able to add them to Team</li> </ol>
Why can't I see the lock access and activities?	Lock access and activities can only be viewed in the department view by a manager. If you are viewing the dashboard as an owner or admin, you will not be able to see this. It is possible for an admin or owner to add themselves into a department to see lock access and activities.

For support/feedback: support@igloohome.co