

# **SIMPLEKEY WEB** **USAGE DASHBOARDS &** **AREA COMPARISON**

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## **USER GUIDE**

**CAME**  **KMS**

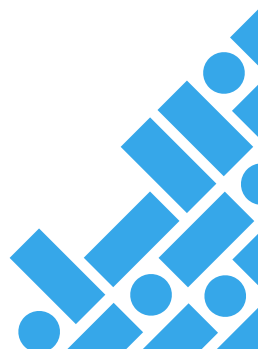
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# 1 PREFACE

## 1.1 ASSUMPTIONS

It is assumed that the reader has prior experience of the **SimpleKey Web** platform and is familiar with the general interface, navigation and terminology.

This document is intended to explain the new usage monitoring features and should be read alongside existing SimpleKey Web user guidance where required.

## 1.2 SUPPORT

For further support, contact CAME KMS Support Services or Technical Support.

### TELEPHONE:

CAME KMS Customer services or Technical Support on 01494 531099

### EMAIL:

|                            |                                                                      |
|----------------------------|----------------------------------------------------------------------|
| CAME KMS Technical Support | <a href="mailto:ckuk.technical@came.com">ckuk.technical@came.com</a> |
| CAME KMS Customer Services | <a href="mailto:ckuk.info@came.com">ckuk.info@came.com</a>           |

## 2 INTRODUCTION

This document describes the SimpleKey Web usage monitoring features, including the **Excessive Usage Dashboard**, **Under Usage Dashboard**, **Area Usage Comparison**, **Usage History** and **Excessive Usage Report**.

These tools are intended to help users identify unusual Fob activity, usage trends and potential misuse, including possible cloned Fobs. Increased usage may occur where additional Fobs have been created or used without the knowledge or permission of the end client.

This is not limited to **Area Fobs**, which are typically used by residents. It may also apply to **Group Fobs**, which are commonly used by staff, contractors or other users with access across multiple doors.

The features described in this document provide users with greater visibility of system activity. Where applicable, users can adjust thresholds, apply filters and review usage data based on their own operational requirements.

Links to these features are available from several Areas within SimpleKey Web, including the **Fob page**, **Group pages**, **Sub-Group pages** and the relevant usage dashboards

### 2.1 TERMINOLOGY

A brief description of the most common terminology has been added to this guide for reference.

| TERM                    | DESCRIPTION                                                                                                                                                                                               |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Area</b>             | An organisational unit, for resident access. An Area may represent a flat, block, landing, address, estate or similar location. Areas can contain other Areas and doors.                                  |
| <b>Group</b>            | An organisational unit for staff, contractor or shared access. Groups are configurable by the user and may contain Sub-groups. Examples include staff access, cleaners, contractors or maintenance teams. |
| <b>Fob</b>              | A physical credential held by a user and presented to an access reader.                                                                                                                                   |
| <b>Event</b>            | A single record created when a fob is presented to an access reader. Events may include details such as fob reference, Area or Group, door, time, date and event type.                                    |
| <b>Usage</b>            | Any event generated by a fob. This includes events such as Access Authorised, Access Denied and other recorded fob events.                                                                                |
| <b>Activation</b>       | The process of assigning a fob to an Area or Group. Once activated, the fob has an identity within the system and may be granted access.                                                                  |
| <b>Not Activated</b>    | A fob that has not yet been assigned to an Area or Group. This usually applies to new, unused or spare fobs.                                                                                              |
| <b>Enabled</b>          | The default active status for a fob. A fob with this status can access doors according to its assigned permissions.                                                                                       |
| <b>Disabled</b>         | A status that prevents the fob from opening doors while retaining its activation and identity in the system. The fob can be re-enabled if required.                                                       |
| <b>Lost</b>             | A status used when a fob has been reported lost. The fob is prevented from opening doors, but its activation and identity are retained for reference.                                                     |
| <b>Stolen</b>           | A status used when a fob has been reported stolen. The fob is prevented from opening doors, but its activation and identity are retained for reference.                                                   |
| <b>Expired</b>          | A status applied when the fob expiry date has been reached. The fob can no longer open doors, but events may still be recorded if it is presented to a reader.                                            |
| <b>Suspicious</b>       | A secondary status used to flag a fob where usage appears unusual or requires further investigation.                                                                                                      |
| <b>Activity checked</b> | A secondary status used to show that fob activity has been reviewed and no further action is currently required.                                                                                          |
| <b>Main client</b>      | The main customer account. A Main Client can view and manage all associated systems, doors, Areas, Groups and Sub Clients.                                                                                |
| <b>Sub client</b>       | A restricted part of a Main Client account. Sub Client users can only view and manage the systems, Areas, Groups and doors assigned to that Sub Client.                                                   |

## 3 FEATURE ACTIVATION

### 3.1 MAIN CLIENT

Usage dashboards can be configured on a **client-by-client** basis.

By default, Main Clients will have access to the new features described in this document. These features can then be added to, or removed from, specific user Groups as required.

A **Main Client** has visibility of all associated systems, doors, Areas and Groups. In some cases, there may be a need to divide the **Main Client** into **Sub Clients**. This may be done to limit visibility and administration by geographical region, housing office, department, contract Area or another defined structure.

This allows selected users to access only the systems, Areas, Groups and doors assigned to their Sub Client, while the Main Client administrator retains visibility of the full system.

Usage data is generated at Main Client level. However, when the feature is enabled for a Sub Client, the dashboard view is restricted so Sub Client users can only see usage data relating to their assigned Sub Client.

### 3.2 SUB CLIENT

Where Sub Clients have been created, the feature must be enabled for each Sub Client by **CAME KMS**. Usage dashboard threshold data can then be generated for each activated Sub Client.

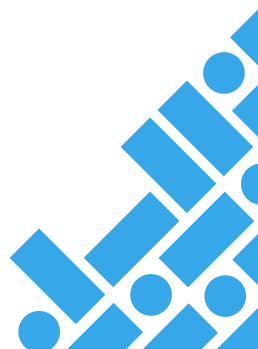
- Usage data is still generated at **Main Client** level and includes data from all associated Sub Clients.
- Sub Client users do not receive access to this feature by default. The feature must be enabled in the following Areas:
  1. Sub Client configuration page
  2. Add feature to clients
  3. Add feature to user Group(s)
- When the feature is enabled for a Sub Client, users of that Sub Client can only view usage data relating to their assigned Sub Client.

### 3.3 EXAMPLE

A Main Client may manage systems across several geographical regions, such as **North**, **South**, **East** and **West**.

The Main Client administrator can view and manage all systems across all regions.

If a Sub Client is created for the **North** region, users assigned to that Sub Client will only be able to view and manage the systems, Areas, Groups and doors assigned to the North region.



## 4 DEFINITIONS

The terms **excessive usage** and **under usage** cannot be defined in a single way for every customer.

Each customer is likely to have their own view of what should be considered excessive or under usage. This may also differ by user type, for example between a resident, staff member or contractor.

Usage patterns can also vary between Areas. For example, one Fob holder may need to pass through several communal doors to reach their destination, while another may only need to use one or two doors.

To simplify the process, **CAME KMS** has applied a series of rules and assumptions based on common usage trends, system data and operational experience.

The default values provide a starting point only. Where required, thresholds can be customised to better match the customer's own system layout and usage patterns.

### 4.1 EXCESSIVE USAGE

**Excessive usage** is measured on a Fob-by-Fob basis.

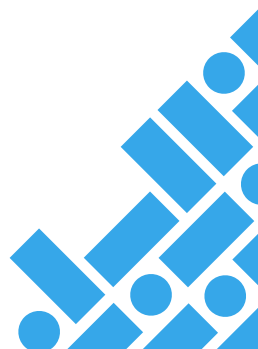
Each Fob is treated as an individual item and is not averaged across a flat, Area or Group. This provides a more accurate view of Fobs with unusually high usage.

### 4.2 UNDER USAGE

**Under usage** is measured against an Area rather than an individual Fob.

Usage is calculated for the Area as a whole. This helps avoid false results where spare or unused Fobs may be stored in a property and not used regularly.

For example, a flat may have several Fobs assigned to it, but only one or two may be used on a regular basis. Measuring under usage at Area level helps prevent these unused spare Fobs from incorrectly appearing as underused.



## 5 EXCESSIVE USAGE THRESHOLDS

### 5.1 OVERVIEW

Thresholds allow the system to determine which Fobs are initially displayed in the Excessive Usage Dashboard. This is based on the Fobs with the highest usage.

Initially, thresholds are calculated across the entire client database. These can be customised later if required. See [section 17](#) for more information.

By default, the dashboard displays the 10 worst offending Fobs with the highest usage. Any event generated by a Fob is classed as usage. This includes events such as Access Authorised, Access Denied and any other event generated by the Fob.

These are referred to as the worst offending Fobs, meaning the Fobs with the highest usage over a 1-hour period within the last 24 hours.

An initial sweep of the system is carried out to capture the most up-to-date and relevant usage data from the previous 24 hours.

### 5.2 DEFAULT PARAMETERS

The Excessive Usage Dashboard parameters are set at client level. This means all users within the client will see results based on the same default values.

The default parameters are as follows:

The system default is to display the 10 Fobs with the highest usage.

### 5.3 RULES AND PROCESS

The following rules and steps are performed:

1. Identify all Fobs in the database that have been used at least once in the previous 24 hours.
  - a. Any Fob must have of been used at least once within the last 24 hr period
  - b. Include non-activated, expired, disabled or Fobs marked as lost or stolen.
2. Identify the 10 highest-use Fobs based on total usage within the 24-hour period.
3. Calculate the average usage of these Fobs per hour.
4. Set the default Excessive criteria based on the calculated average.

#### 5.3.1 Example A

Using the default parameters of finding the 10x worst offending Fobs over a 1-hour period and within the last 24 hours:

1. Total Fobs in database = 91353
2. List the top ten Fobs and event counts
  - a. Fob Id = 1723384 with 79 events over a 1-hour period
  - b. Fob Id = 1456857 with 42 events over a 1-hour period
  - c. Fob Id = 1224785 with 39 events over a 1-hour period
  - d. Fob Id = 336587 with 36 events over a 1-hour period
  - e. Fob Id = 1123084 with 35 events over a 1-hour period
  - f. Fob Id = 3836068 with 30 events over a 1-hour period
  - g. Fob Id = 4140829 with 29 events over a 1-hour period
  - h. Fob Id = 2793863 with 29 events over a 1-hour period
  - i. Fob Id = 4034933 with 28 events over a 1-hour period
  - j. Fob Id = 4035689 with 28 events over a 1-hour period
3. Calculated the average usage = 28x when looking at the 10x highest used Fobs

### 5.3.2 Example B

For example, if we changed the number of Fobs to be shown we would

- Display the 15x worst offending Fobs then the average usage would = **25**
- Display the 20x worst offending Fobs then the average usage would = **20**
- And so on...

## 5.4 SUMMARY

The more Fobs displayed in the Excessive Usage Dashboard, the lower the average usage threshold will be.

The default values are only a starting point and can be increased or decreased as the client sees fit by contacting CAME KMS Customer Services or Technical Support on 01494 531099 or email

- CAME KMS Technical Support      [ckuk.technical@came.com](mailto:ckuk.technical@came.com)
- CAME KMS Customer Services      [ckuk.info@came.com](mailto:ckuk.info@came.com)

### NOTES:

- Changes to these values are carried out by CAME KMS
- Changes will take 24 hours to propagate through the system.



## 6 UNDER USAGE THRESHOLD

### 6.1 OVERVIEW

Thresholds allow the system to determine which Areas are initially displayed in the Under Usage Dashboard. This is based on the Fobs with the lowest usage.

The same principle applies in that by default the dashboard displays the 10 worst offending Fobs with the lowest usage, however thresholds are calculated differently from Excessive usage.

Initially, thresholds are calculated across the entire client database. These can be customised later if required. See [section 6](#) for more information.

An initial sweep of the system is carried out to capture the most up-to-date and relevant usage data from the previous 24 hours.

### 6.2 DEFAULT PARAMETERS

The Under Usage Dashboard parameters are set at **client level**. This means all users within the client will see results based on the same default values.

The default parameters are as follows:

- The system default is to display **10 Area** with the least usage; this could be zero usage.

### 6.3 SUMMARY

Increasing the Under Usage threshold increases the number of Areas displayed in the Under Usage Dashboard. Decreasing the threshold has the opposite effect and reduces the number of Areas displayed.

The default values are only a starting point and can be increased or decreased as the client sees fit by contacting CAME KMS Customer Services or Technical Support on 01494 531099 or email

- CAME KMS Technical Support - [ckuk.technical@came.com](mailto:ckuk.technical@came.com)
- CAME KMS Customer Services - [ckuk.info@came.com](mailto:ckuk.info@came.com)

#### NOTES:

- Changes to these values are carried out by CAME KMS
- Changes will take 24 hours to propagate through the system.

### 6.4 RULES AND PROCESS

The following steps are performed to determine which data is displayed in the Under Usage Dashboard.

As mentioned in [section 6.2](#), the system starts with a default under usage threshold of 10 Areas to be displayed.

The system reviews Fob access activity from the previous 52 weeks.

It checks for Areas with zero Fob activity, starting with the previous 1 day. If more than 10 Areas are found, the review period is increased by 1 day and the check is repeated.

This process continues until 10 or fewer Areas with zero Fob activity are found. The system then records the review duration used to calculate the result.

The system will not look back further than 52 weeks. If more than 10 Areas are still found at the 52-week limit, the process stops and returns all matching Areas, even if the total is greater than 10.



6.4.1 Example A

In this example below we can see several Areas have not used any Fobs within that Area in the past 52 weeks.

The date and time range can be seen in the column titled ‘ Under Usage Window’

UNDER USAGE DASHBOARD

EXPORT

SET HOME PAGE

Area Filter

MATCHING AREAS

AREA EVENT COUNT

DECREASE IN USAGE VS LAST 30 DAYS

SUSPICIOUS AREAS

CHECKED AREAS

MATCHING AREAS

The list of areas which currently match the under usage thresholds defined below over the past 24h.

Name

Usage Threshold

PLYMOUTH CH

0 uses over 52 weeks

AUTO GENERATED

☒ Exclude Checked Areas

☐ Exclude Suspicious Areas

Results have been limited. Displaying 500/568

| AREA                                                                                                                                                                                                                                                                                   | AREA EVENT COUNT | UNDER USAGE WINDOW                  |                                                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------|---------------------------------------------------------------------------------|
| <div><div>BLOCK</div><div>Woodstock Gardens 10-37 &gt; <div><div>PLYMOUTH CH - PATCH 18</div><div>FLAT 19</div></div></div></div>                                                                                                                                                      | 0                | 18/05/2025 11:34 - 18/05/2026 11:34 | <div><div>MARK AREA</div><div>COMPARE USAGE</div><div>USAGE HISTORY</div></div> |
| <div><div>ADDRESS</div><div>Granby Street &gt; <div><div>BLOCK</div><div>Granby Street 93-103 (Odd) &gt; <div><div>PLYMOUTH CH - PATCH 06</div><div>FLAT 93</div></div></div></div></div></div>                                                                                        | 0                | 18/05/2025 11:34 - 18/05/2026 11:34 | <div><div>MARK AREA</div><div>COMPARE USAGE</div><div>USAGE HISTORY</div></div> |
| <div><div>CLUSTER</div><div>Torrige Way 22-68 &amp; St Pauls Close 3-15 (no Flat 13) &gt; <div><div>BLOCK</div><div>Torrige Way 22-68 (even) &gt; <div><div>PLYMOUTH CH - PATCH 19</div><div>FLAT 38</div></div></div></div></div></div>                                               | 0                | 18/05/2025 11:34 - 18/05/2026 11:34 | <div><div>MARK AREA</div><div>COMPARE USAGE</div><div>USAGE HISTORY</div></div> |
| <div><div>ADDRESS</div><div>Kinnaird Crescent &gt; <div><div>BLOCK</div><div>Kinnaird Crescent 194-288 (Even) &gt; <div><div>BLOCK</div><div>Kinnaird Crescent 258-288 (Even) &gt; <div><div>PLYMOUTH CH - PATCH 11</div><div>FLAT 282</div></div></div></div></div></div></div></div> | 0                | 18/05/2025 11:34 - 18/05/2026 11:34 | <div><div>MARK AREA</div><div>COMPARE USAGE</div><div>USAGE HISTORY</div></div> |

## 7 EXCESSIVE USAGE DASHBOARD

### 7.1 INTRODUCTION

The **Excessive Usage Dashboard** provides users with an interactive snapshot of Fob usage across the system.

The dashboard is automatically updated every **24 hours** and is designed to help users identify Fobs with unusually high usage, including the **worst offending Fobs** within the selected criteria.

The Dashboard is split into separate tabs, with each tab showing a different view of usage activity. These tabs are explained below.

### 7.2 OVERVIEW

An overview of the excessive usage dashboard is shown below.

The screenshot shows the 'EXCESSIVE USAGE DASHBOARD' interface. At the top, there's a header with the title and an 'EXPORT' button. Below the header is a navigation bar with tabs: 'MATCHING TOKENS', 'TOKEN EVENT COUNT', 'INCREASE IN USAGE VS LAST 30 DAYS', 'SUSPICIOUS TOKENS', and 'CHECKED TOKENS'. The 'MATCHING TOKENS' tab is active. Below the tabs, there's a section for 'MATCHING TOKENS' with a description: 'The list of tokens which currently match the excessive usage thresholds defined below over the past 24h.' This section includes a 'Name' field with a value 'HARP HOUSING' and a 'Usage Threshold' field with a value '22 uses over 1 hour'. There are checkboxes for 'Exclude Checked Tokens' and 'Exclude Suspicious Tokens'. Below this is a table with columns: 'TOKEN', 'TOKEN EVENT COUNT', 'EXCESSIVE USAGE WINDOW', 'MARK TOKEN', and 'COMPARE EVENT USAGE'. The table lists several tokens with their event counts and usage windows. Callouts 1 through 12 point to various elements: 1 points to the 'MATCHING TOKENS' tab, 2 points to the dashboard title, 3 points to the 'INCREASE IN USAGE VS LAST 30 DAYS' tab, 4 points to the 'SUSPICIOUS TOKENS' tab, 5 points to the 'CHECKED TOKENS' tab, 6 points to the 'Exclude Checked Tokens' checkbox, 7 points to the 'EXPORT' button, 8 points to the 'UNSET HOME PAGE' button, 9 points to the 'Area Filter' dropdown, 10 points to the 'Usage Threshold' field, 11 points to the 'EXCESSIVE USAGE WINDOW' column, and 12 points to the 'MARK TOKEN' and 'COMPARE EVENT USAGE' buttons.

| REFERENCE | DESCRIPTION                                                                                                         |
|-----------|---------------------------------------------------------------------------------------------------------------------|
| 1         | Matching tokens - displays the results defined as 'excessive'                                                       |
| 2         | Fob Event Count - displays fob usage by total number of events                                                      |
| 3         | Increase in usage vs last 30 days - displays increase in fob usage                                                  |
| 4         | Suspicious Fobs - displays all fobs marked as suspicious                                                            |
| 5         | Checked Fobs - displays all fobs marked as checked                                                                  |
| 6         | Display option - include / exclude marked fobs                                                                      |
| 7         | Export all data fields / tabs into an Excel file to PC                                                              |
| 8         | Set / unset the dashbaord as home page                                                                              |
| 9         | Filter results by Area i.e. Region, Address, Block etc                                                              |
| 10        | Displays current usage theshold                                                                                     |
| 11        | Displays fob, event count, usage window and options                                                                 |
| 12        | Actions - mark fob as 'Suspicious','Checked', display usage history and compare usage between other areas or groups |

### 7.3 MATCHING TOKENS / FOBS

The **Matching Tokens/fob** tab displays all results that meet the excessive usage criteria.  
Fobs are listed from highest to lowest usage, with the **worst offending Fobs** displayed at the top of the list.

EXCESSIVE USAGE DASHBOARD

EXPORT

SET HOME PAGE

Area Filter

MATCHING TOKENS

TOKEN EVENT COUNT

INCREASE IN USAGE VS LAST 30 DAYS

SUSPICIOUS TOKENS

CHECKED TOKENS

MATCHING TOKENS

The list of tokens which currently match the excessive usage thresholds defined below over the past 24h.

Name

Usage Threshold

PINXTON CH

10 uses over 1 hour

AUTO GENERATED

☒ Exclude Checked Tokens

☐ Exclude Suspicious Tokens

TOKEN

TOKEN EVENT COUNT

EXCESSIVE USAGE WINDOW

ADDRESS

Abbot Court 1-6 & 7-40

BLOCK

Abbot Court 7-40

PINXTON CH - DISTRICT 06 BRANDEN

FLAT

19

40

23/04/2026 13:15 - 23/04/2026 13:18

MARK TOKEN

COMPARE EVENT USAGE

USAGE HISTORY

NOT ACTIVATED

ABB002105BK (ED PAULSON Pinxton Community Homes)

40

23/04/2026 11:15 - 23/04/2026 14:15

MARK TOKEN

COMPARE EVENT USAGE

USAGE HISTORY

### 7.4 FOB EVENT COUNT

The **Fob Event Count** tab displays Fobs with the highest usage over the previous **24 hours**.  
Fobs are listed from highest to lowest usage, with the **worst offending Fobs** displayed at the top of the list.  
Usage includes any event generated by a Fob, such as **Access Authorised**, **Access Denied** or other recorded Fob events.

MATCHING TOKENS

TOKEN EVENT COUNT

INCREASE IN USAGE VS LAST 30 DAYS

SUSPICIOUS TOKENS

CHECKED TOKENS

TOKEN EVENT COUNT

Top 500 highest use tokens sorted by number of events over 24h

TOKEN

LAST FULL DAY USAGE (19/04/2026)

ESTATE

Roborough Riverside

ADDRESS

Corke Road

BLOCK

3D - Corke Road 6 & 8

BLOCK

Corke Road 6, flats 1-12 (Block 4B - Core C)

FLOOR

1st - Flats 4-7

FLAT

7

OK

HHA020396PU

43

MARK TOKEN

COMPARE EVENT USAGE

USAGE HISTORY

ESTATE

Chesterton Estate (Emperor/Fritillary/Gate Keeper/Pearl)

CLUSTER

Gardeners Buildings 1-34 (Core A2 & A3)

BLOCK

Gardeners Buildings 1-34

35

MARK TOKEN

COMPARE EVENT USAGE

USAGE HISTORY

ESTATE

Roborough Riverside

ADDRESS

Corke Road

BLOCK

3A - Corke Road 7 & 9

BLOCK

Corke Road 7, Flats 1-14 (Block 2B Core B)

FLOOR

Corke Road 1st Floor - Flats 3-6

FLAT

6

OK

HHA021269BK

32

MARK TOKEN

COMPARE EVENT USAGE

USAGE HISTORY

ESTATE

Roborough Riverside

ADDRESS

Corke Road

BLOCK

2C - Corke Road 1 (HF) Flats 1-46

CLUSTER

Floors 1 to 5 - Flats 7-46

FLOOR

3rd Floor - Flats 25-33

LANDING

Flats 29-33

FLAT

29

OK

HHA029031BK

32

MARK TOKEN

COMPARE EVENT USAGE

USAGE HISTORY

CLUSTER

Meerkat Mansions (HF) 1-72

BLOCK

Meerkat Mansions - 11-25

FLAT

12

OK

HHA066927BK

31

MARK TOKEN

COMPARE EVENT USAGE

USAGE HISTORY

## 7.5 INCREASE IN USAGE VS LAST 30 DAYS

The **Increase in Usage vs Last 30 days** tab highlights changes in Fob usage compared with previous activity.

This view shows Fobs with the highest increase or decrease in usage when compared against their average usage over the previous **30 days**.

The increase or decrease is displayed against each Fob record, allowing users to quickly identify unusual changes in activity.

| MATCHING TOKENS                                                                                                                                                                     |  |        |  |                                  |  | TOKEN EVENT COUNT                                         | INCREASE IN USAGE VS LAST 30 DAYS | SUSPICIOUS TOKENS | CHECKED TOKENS |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--------|--|----------------------------------|--|-----------------------------------------------------------|-----------------------------------|-------------------|----------------|
| INCREASE IN USAGE VS LAST 30 DAYS                                                                                                                                                   |  |        |  |                                  |  |                                                           |                                   |                   |                |
| Illustrates a rise in fob utilisation by contrasting the average fob usage during the past 30 days (20/03/2026 - 20/04/2026) with that of the last full day of events (21/04/2026). |  |        |  |                                  |  |                                                           |                                   |                   |                |
| <input type="checkbox"/> Exclude tokens with 0 events in past 30 days (20/03/2026 - 20/04/2026)                                                                                     |  |        |  |                                  |  |                                                           |                                   |                   |                |
| TOKEN                                                                                                                                                                               |  | CHANGE |  | LAST FULL DAY USAGE (21/04/2026) |  | AVERAGE USAGE PER DAY - 30 DAYS (20/03/2026 - 20/04/2026) |                                   |                   |                |
| Groups > ABB Staff & Contractors > Voids > <input checked="" type="checkbox"/> ABB018855OR (Steve Broad)                                                                            |  | 7400%  |  | 5                                |  | 0.07                                                      |                                   |                   |                |
|                                                                                                                                                                                     |  |        |  |                                  |  |                                                           |                                   |                   |                |
| ADDRESS: Urman Street > BLOCK: Urman Street 240-318 (even) > PHINXTON CH - DISTRICT 93 STOREHOUSE > FLAT: 240 > <input checked="" type="checkbox"/> ABB016453YL                     |  | 5900%  |  | 10                               |  | 0.17                                                      |                                   |                   |                |
|                                                                                                                                                                                     |  |        |  |                                  |  |                                                           |                                   |                   |                |
| Groups > ABB Staff & Contractors > Incomes & Leasehold > <input checked="" type="checkbox"/> ABB 018761OR (Richard Lee)                                                             |  | 5900%  |  | 2                                |  | 0.03                                                      |                                   |                   |                |
|                                                                                                                                                                                     |  |        |  |                                  |  |                                                           |                                   |                   |                |
| ADDRESS: Primrose Street > BLOCK: Primrose Street 180-196 (Even) > PHINXTON CH - PRIMROSE BNB LTD > FLAT: 188 > <input checked="" type="checkbox"/> ABB 019323BK                    |  | 5900%  |  | 4                                |  | 0.07                                                      |                                   |                   |                |
|                                                                                                                                                                                     |  |        |  |                                  |  |                                                           |                                   |                   |                |
| Groups > ABB Staff & Contractors > Housing Team > <input checked="" type="checkbox"/> ABB021035WH (Lesley Jacks)                                                                    |  | 4100%  |  | 7                                |  | 0.17                                                      |                                   |                   |                |
|                                                                                                                                                                                     |  |        |  |                                  |  |                                                           |                                   |                   |                |
| Groups > ABB Staff & Contractors > 321 Repairs > <input checked="" type="checkbox"/> ABB 017904BU (Bob Milton 1st Choice)                                                           |  | 3900%  |  | 16                               |  | 0.40                                                      |                                   |                   |                |
|                                                                                                                                                                                     |  |        |  |                                  |  |                                                           |                                   |                   |                |

## 7.6 SUSPICIOUS FOBS

The **Suspicious Fobs** tab displays Fobs that have been assigned the secondary status **Suspicious**.

A Fob remains in this tab until the secondary status is changed or removed by a user.

This allows users to maintain a managed list of Fobs that require further attention or investigation.

| MATCHING TOKENS                                        |                                                |                                          |                |        |        | TOKEN EVENT COUNT | INCREASE IN USAGE VS LAST 30 DAYS | SUSPICIOUS TOKENS   | CHECKED TOKENS |
|--------------------------------------------------------|------------------------------------------------|------------------------------------------|----------------|--------|--------|-------------------|-----------------------------------|---------------------|----------------|
| SUSPICIOUS TOKENS                                      |                                                |                                          |                |        |        |                   |                                   |                     |                |
| All tokens on the system that are marked as suspicious |                                                |                                          |                |        |        |                   |                                   |                     |                |
| Filter                                                 |                                                |                                          |                |        |        |                   |                                   |                     |                |
| CLIENT                                                 | STATUS                                         | PRIMARY ACTIVATION                       | REFERENCE      | PERSON | COLOUR | TYPE              |                                   |                     |                |
| MILLENNIUM PAVILIONS                                   | <input checked="" type="checkbox"/> SUSPICIOUS | BLOCK: Grand House 2-30 (Even) > FLAT: 2 | KMSTCP088153GN |        | Green  | Sharktooth        | MARK TOKEN                        | COMPARE EVENT USAGE | USAGE HISTORY  |
| Showing 1 token                                        |                                                |                                          |                |        |        |                   |                                   |                     |                |

## 7.7 ACTIVITY CHECKED FOB

The **Activity Checked Fobs** tab displays Fobs that have been assigned the secondary status **Activity Checked**.

This status is used where Fob activity has been reviewed and no further action is currently required.

A Fob remains in this tab until the secondary status is changed or removed by a user.

| MATCHING TOKENS                                     |                                             |                                          |                |        |        | TOKEN EVENT COUNT | INCREASE IN USAGE VS LAST 30 DAYS | SUSPICIOUS TOKENS   | CHECKED TOKENS |
|-----------------------------------------------------|---------------------------------------------|------------------------------------------|----------------|--------|--------|-------------------|-----------------------------------|---------------------|----------------|
| CHECKED TOKENS                                      |                                             |                                          |                |        |        |                   |                                   |                     |                |
| All tokens on the system that are marked as checked |                                             |                                          |                |        |        |                   |                                   |                     |                |
| Filter                                              |                                             |                                          |                |        |        |                   |                                   |                     |                |
| CLIENT                                              | STATUS                                      | PRIMARY ACTIVATION                       | REFERENCE      | PERSON | COLOUR | TYPE              |                                   |                     |                |
| MILLENNIUM PAVILIONS                                | <input checked="" type="checkbox"/> CHECKED | BLOCK: Grand House 2-30 (Even) > FLAT: 2 | KMSTCP088153GN |        | Green  | Sharktooth        | MARK TOKEN                        | COMPARE EVENT USAGE | USAGE HISTORY  |
| Showing 1 token                                     |                                             |                                          |                |        |        |                   |                                   |                     |                |

## 8 UNDER USAGE DASHBOARD

### 8.1 INTRODUCTION

This section covers the Under Usage Dashboard. The dashboard is in the Monitoring menu, beneath the Excessive Usage Dashboard.

Under Usage is the inverse of Excessive Usage and is used to identify Areas where little or no Fob activity has been recorded. Many of the same options available in the Excessive Usage Dashboard are also available in the Under Usage Dashboard so will not be repeated in this section.

### 8.2 OVERVIEW

An example Under Usage Dashboard is displayed below.

The screenshot shows the 'UNDER USAGE DASHBOARD' interface. At the top, there's a header with the title and an 'EXPORT' button. Below the header, there's a navigation bar with tabs: 'MATCHING AREAS', 'AREA EVENT COUNT', 'DECREASE IN USAGE VS LAST 30 DAYS', 'SUSPICIOUS AREAS', and 'CHECKED AREAS'. The 'MATCHING AREAS' tab is selected. Below the tabs, there's a section titled 'MATCHING AREAS' with a sub-header 'The list of areas which currently match the under usage thresholds defined below over the past 24h.' This section includes a table with columns 'Name' and 'Usage Threshold'. Below the table, there are checkboxes for 'Exclude Checked Areas' and 'Exclude Suspicious Areas'. A yellow banner indicates 'Results have been limited. Displaying 500/573'. Below this, there's a table with columns 'AREA', 'AREA EVENT COUNT', and 'UNDER USAGE WINDOW'. The table lists several areas with their respective event counts and usage windows. To the right of the table, there are buttons for 'MARK AREA', 'COMPARE USAGE', and 'USAGE HISTORY'.

| REFERENCE | DESCRIPTION                                                                                                                    |
|-----------|--------------------------------------------------------------------------------------------------------------------------------|
| 1         | Matching areas - displays the results defined as 'under used'                                                                  |
| 2         | Area Event Count -displays lowest use areas sorted by number of events over 24h                                                |
| 3         | Decrease in usage vs last 30 days - Illustrates a rise in area events by contrasting the average area usage during the past 30 |
| 4         | Suspicious Areas - displays all areas marked as suspicious                                                                     |
| 5         | Checked Areas - displays all areas marked as checked                                                                           |
| 6         | Export all data fields / tabs into an Excel file to PC                                                                         |
| 7         | Set / unset the dashbaord as home page                                                                                         |
| 8         | Filter results by Area i.e. Region, Address, Block etc                                                                         |
| 9         | Displays current usage theshold                                                                                                |
| 10        | Display option tick boxes - include / exclude marked fobs                                                                      |
| 11        | Indicates that the displayed result count may be limited because too many results were found.                                  |
| 12        | Displays area, area event count, usage window (date and time) and options                                                      |
| 13        | Actions - mark area as 'Suspicious','Checked', display usage history and compare usage between other areas or groups           |

### 8.3 MATCHING AREAS

Any area that meets the underusage criteria is displayed in order of lowest usage first.

UNDER USAGE DASHBOARD

EXPORT

SET HOME PAGE

Area Filter

MATCHING AREAS

AREA EVENT COUNT

DECREASE IN USAGE VS LAST 30 DAYS

SUSPICIOUS AREAS

CHECKED AREAS

MATCHING AREAS

The list of areas which currently match the under usage thresholds defined below over the past 24h.

Name

Usage Threshold

PINXTON CH0 uses over 52 weeks

AUTO GENERATED

☒ Exclude Checked Areas

☐ Exclude Suspicious Areas

Results have been limited. Displaying 500/568

| AREA                                                                                                                                                                   | AREA EVENT COUNT | UNDER USAGE WINDOW                  |                      |                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------------------------------|----------------------|---------------------------------------------------|
| <div>BLOCK Wharfedale Gardens 10-37 &gt; PINXTON CH - DISTRICT 18 FLAT 19</div>                                                                                        | 0                | 18/05/2025 11:34 - 18/05/2026 11:34 | <div>MARK AREA</div> | <div>COMPARE USAGE</div> <div>USAGE HISTORY</div> |
| <div>ADDRESS Glenby Street &gt; BLOCK Glenby Street 93-103 (Odd) &gt; PINXTON CH - DISTRICT 86 FLAT 93</div>                                                           | 0                | 18/05/2025 11:34 - 18/05/2026 11:34 | <div>MARK AREA</div> | <div>COMPARE USAGE</div> <div>USAGE HISTORY</div> |
| <div>CLUSTER Thorny Way 22-68 &amp; Stephens Close 3-15 (no Flat 13) &gt; BLOCK Thorny Way 22-68 (even) &gt; PINXTON CH - DISTRICT 19 FLAT 38</div>                    | 0                | 18/05/2025 11:34 - 18/05/2026 11:34 | <div>MARK AREA</div> | <div>COMPARE USAGE</div> <div>USAGE HISTORY</div> |
| <div>ADDRESS Kitchener Crescent &gt; BLOCK Kitchener Crescent 194-288 (Even) &gt; BLOCK Kitchener Crescent 258-288 (Even) &gt; PINXTON CH - DISTRICT 18 FLAT 282</div> | 0                | 18/05/2025 11:34 - 18/05/2026 11:34 | <div>MARK AREA</div> | <div>COMPARE USAGE</div> <div>USAGE HISTORY</div> |

### 8.4 AREA EVENT COUNT

The **Area Event Count** tab displays Areas with the lowest usage over the previous **24 hours**. Areas are listed in order of least used first.

Usage includes any event generated by that Area, such as **Access Authorised**, **Access Denied** or other recorded Fob events.

UNDER USAGE DASHBOARD

EXPORT

SET HOME PAGE

Area Filter

MATCHING AREAS

AREA EVENT COUNT

DECREASE IN USAGE VS LAST 30 DAYS

SUSPICIOUS AREAS

CHECKED AREAS

AREA EVENT COUNT

Top 500 lowest use areas sorted by number of events over 24h

| AREA                                                                                                                                      | LAST FULL DAY USAGE 0 |                      |                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|----------------------|---------------------------------------------------|
| <div>CLUSTER Kreesby Road &amp; Shapps Place &gt; BLOCK Shapps Place 1-15 &gt; PINXTON CH - DISTRICT 07 FLAT 05</div>                     | 1                     | <div>MARK AREA</div> | <div>COMPARE USAGE</div> <div>USAGE HISTORY</div> |
| <div>CLUSTER Kreesby Road &amp; Shapps Place &gt; BLOCK Shapps Place 1-15 &gt; PINXTON CH - DISTRICT 07 FLAT 13</div>                     | 1                     | <div>MARK AREA</div> | <div>COMPARE USAGE</div> <div>USAGE HISTORY</div> |
| <div>CLUSTER Kreesby Road &amp; Shapps Place &gt; BLOCK Kreesby Place 72-142 &gt; BLOCK 72-94 &gt; PINXTON CH - DISTRICT 07 FLAT 74</div> | 1                     | <div>MARK AREA</div> | <div>COMPARE USAGE</div> <div>USAGE HISTORY</div> |
| <div>CLUSTER Kreesby Road &amp; Shapps Place &gt; BLOCK Kreesby Place 72-142 &gt; BLOCK 72-94 &gt; PINXTON CH - DISTRICT 07 FLAT 78</div> | 1                     | <div>MARK AREA</div> | <div>COMPARE USAGE</div> <div>USAGE HISTORY</div> |
| <div>CLUSTER Kreesby Road &amp; Shapps Place &gt; BLOCK Kreesby Place 72-142 &gt; BLOCK 72-94 &gt; PINXTON CH - DISTRICT 07 FLAT 82</div> | 1                     | <div>MARK AREA</div> | <div>COMPARE USAGE</div> <div>USAGE HISTORY</div> |

## 8.5 DECREASE IN USAGE VS LAST 30 DAYS

The **Decrease in Usage vs Last 30 days** tab highlights changes in Area usage compared with previous activity.

This view shows Areas with the highest increase or decrease in usage when compared against their average usage over the previous **30 days**.

The increase or decrease is displayed against each Fob record, allowing users to quickly identify unusual changes in activity.

| UNDER USAGE DASHBOARD                                                                                                                                                            |        |                                  |                                                           |           | EXPORT        | SET HOME PAGE |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------------------|-----------------------------------------------------------|-----------|---------------|---------------|
| Area Filter                                                                                                                                                                      |        |                                  |                                                           |           |               |               |
| MATCHING AREAS AREA EVENT COUNT DECREASE IN USAGE VS LAST 30 DAYS SUSPICIOUS AREAS CHECKED AREAS                                                                                 |        |                                  |                                                           |           |               |               |
| DECREASE IN USAGE VS LAST 30 DAYS                                                                                                                                                |        |                                  |                                                           |           |               |               |
| Illustrates a rise in area events by contrasting the average area usage during the past 30 days (16/04/2026 - 16/05/2026) with that of the last full day of events (17/05/2026). |        |                                  |                                                           |           |               |               |
| AREA                                                                                                                                                                             | CHANGE | LAST FULL DAY USAGE (17/05/2026) | AVERAGE USAGE PER DAY - 30 DAYS (16/04/2026 - 16/05/2026) |           |               |               |
| BLOCK Halle Green 1, 9-18 > FLAT 14                                                                                                                                              | -100%  | 0                                | 1.53                                                      | MARK AREA | COMPARE USAGE | USAGE HISTORY |
| BLOCK Haversham Road 16-40 > FLAT 32                                                                                                                                             | -100%  | 0                                | 3.33                                                      | MARK AREA | COMPARE USAGE | USAGE HISTORY |
| BLOCK Halle Drive 36-46 (Even) > FLAT 36                                                                                                                                         | -100%  | 0                                | 0.60                                                      | MARK AREA | COMPARE USAGE | USAGE HISTORY |
| BLOCK Halle Drive 36-46 (Even) > FLAT 38                                                                                                                                         | -100%  | 0                                | 0.27                                                      | MARK AREA | COMPARE USAGE | USAGE HISTORY |
| BLOCK Halle Drive 36-46 (Even) > FLAT 40                                                                                                                                         | -100%  | 0                                | 1.27                                                      | MARK AREA | COMPARE USAGE | USAGE HISTORY |

## 8.6 SUSPICIOUS AREA

The **Suspicious Area** tab displays Areas that have been assigned the secondary status **Suspicious**.

An Area remains in this tab until the secondary status is changed or removed by a user.

This allows users to maintain a managed list of Fobs that require further attention or investigation.

| UNDER USAGE DASHBOARD                                                                            |  |  |  |  | EXPORT | SET HOME PAGE |
|--------------------------------------------------------------------------------------------------|--|--|--|--|--------|---------------|
| Area Filter                                                                                      |  |  |  |  |        |               |
| MATCHING AREAS AREA EVENT COUNT DECREASE IN USAGE VS LAST 30 DAYS SUSPICIOUS AREAS CHECKED AREAS |  |  |  |  |        |               |
| SUSPICIOUS AREAS                                                                                 |  |  |  |  |        |               |
| All areas on the system that are maked as suspicious                                             |  |  |  |  |        |               |
| Filter                                                                                           |  |  |  |  |        |               |
| No Areas                                                                                         |  |  |  |  |        |               |

## 8.7 CHECKED AREAS

The **Checked Areas** tab displays an Area that have been assigned the secondary status **Activity Checked**.

This status is used where Fob activity has been reviewed, and no further action is currently required.

A Fob remains in this tab until the secondary status is changed or removed by a user.

## 9 UNDER USAGE AREA STATUS

### 9.1 INTRODUCTION

An Area status has been introduced to help users label and filter Areas displayed within the Under Usage Dashboard.

An Area status can only be applied to an Area that contains Fobs. Common examples include flats, apartments, properties and dwellings.

The same labels, Suspicious and Checked, are used; however, the context is different. Marking an Area as Suspicious or Checked is independent of the Fob status.

Area status is used only to filter results within the Under Usage Dashboard.

#### 9.1.1 Example Area 'Flat'

The example below shows the new status button on the flat page.

The screenshot shows a web interface for 'FLAT 19 FLAT'. At the top, there is a navigation bar with buttons: 'SIGN OFF FORM', 'ACTIVATE TOKEN', 'MARK TOKENS', 'SET USAGE THRESHOLDS', and 'MARK AREA' (which is highlighted with a red box). Below this is a tabbed interface with tabs: 'DETAILS', 'TOKENS', 'ACCESS DOORS', 'RECENT EVENTS', 'EXCESSIVE USAGE THRESHOLDS', 'UNDER USAGE THRESHOLDS', and 'ACTIVITY LOG'. The 'DETAILS' tab is selected, showing a table with the following information:

|             |      |
|-------------|------|
| Name        | 19   |
| Type        | Flat |
| Status      | OK   |
| Address     |      |
| Description | None |

### 9.2 AREA STATUSES

An Area can be marked as 'Suspicious' or 'Checked'. Once checked the Area status field will change with wording and icon.

#### 9.2.1 Suspicious

Applied when the low or under activity is considered unusual and requires attention or further investigation. Places the Area into the '*Suspicious Area*' tab in the Under Usage Dashboard.

#### 9.2.2 Checked

Applied when activity has been reviewed and confirmed as not 'suspicious'. Places the Area into the '*Checked Areas*' tab in the Under Usage Dashboard.

## 10 NEW FOB STATUSES

### 10.1 INTRODUCTION

Two new Fob statuses have been introduced to improve labelling and filtering within the system.

These statuses can be applied from the Excessive Usage Dashboard, Under Usage Dashboard or Fob page, allowing users to categorise Fobs based on observed activity.

The new statuses act as secondary labels. They do not replace the existing primary status of a Fob but sit alongside it to provide additional context.

For example, a Fob may keep a primary status of OK  while also displaying a secondary status of Suspicious or Checked.

A secondary status can also be assigned an expiry period or end date, allowing the user to control how long the status remains active.

### 10.2 SECONDARY STATUS

#### 10.2.1 Suspicious

Applied when activity is considered unusual and requires attention or further investigation. The feature allows user to select Fobs that show suspicious behaviour and flag them with the status of 'Suspicious'.

This retains the Fob in future reports, subject to the selected client settings.

#### 10.2.2 Activity Checked

Applied when activity has been reviewed and confirmed as not 'suspicious'. This may include Fobs previously marked as 'Suspicious' or those with their usage validated without requiring that classification.

This status can be set at any time and does not require the user to first set the Fob status to Suspicious.

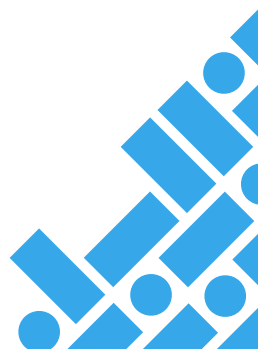
Any Fob marked as 'Checked' will no longer show in subsequent reports dependent on the option selected above.

### 10.3 SECONDARY STATUS OPTIONS

When setting a secondary status, the user will be presented with a pop-up window and additional options. The options are the same for both 'Suspicious' and 'Checked' Fob statuses.

#### 10.3.1 Additional info

An optional free text box. Any text entered is added to the Fob activity log but is not displayed on the recent events page.



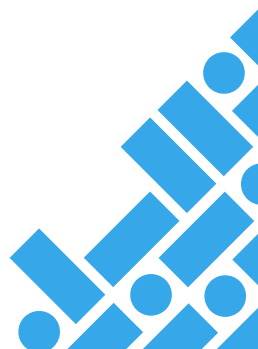
### 10.3.2 Status Expiry

The user can limit how long the Suspicious or Checked status remains active. For example, if 30 days is selected, the Fob's secondary status of Checked is automatically removed after 30 days. If the usage still exceeds the threshold, the Fob returns to the Excessive Usage list.

- **Never** – The Fob keeps its 'Checked' or 'Suspicious' status until a user changes it, and remains in the relevant dashboard tab.
- **30 days** – The 'Checked' or 'Suspicious' status is removed after 30 days (or sooner if updated). If usage still exceeds the threshold, the Fob returns to the excessive usage list.
- **6 months** – The 'Checked' or 'Suspicious' status is removed after 6 months (or sooner if updated). If usage still exceeds the threshold, the Fob returns to the excessive usage list.
- **Custom** – allows the user to set a custom expiry duration.
- **Custom End** – allows the user to set a custom end date via manual entry or calendar.

### 10.4 UNMARKING PREVIOUSLY MARKED FOBS

Any Fob marked as Suspicious or Checked can be modified via the Fob Page and reverted to OK. The Fob will now be displayed in any Dashboard or report if it remains outside the thresholds.



## 11 SETTING A PRIMARY STATUS

A Fob can have its primary status changed via the Dashboard.

### 11.1 EXAMPLE

The example below shows the primary status being changed via the Excessive Usage Dashboard.

#### 11.1.1 Process

Click the Mark Token/Fob button.

| TOKEN                                                                                                                                                                                              | TOKEN EVENT COUNT | EXCESSIVE USAGE WINDOW              |                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------------------------------|---------------------------------------------------|
| ADDRESS Abbot Court 1-6 & 7-40 > BLOCK Abbot Court 7-40 > PINXTON CH - DISTRICT 06 BRANDEN FLAT 19 > PINXTON CH - DISTRICT 06 BRANDEN DISABLED ABB011172GN                                         | 40                | 23/04/2026 13:15 - 23/04/2026 13:18 | MARK TOKEN - COMPARE EVENT USAGE<br>USAGE HISTORY |
| BLOCK 65 Cravenwood Road (Brentwood Grove) (Flats 1-33) > FLOOR 0 - Ground Floor - Flats 1-11 > PINXTON CH - DISTRICT 08 FLAT Flat 4, 65 Cravenwood Road > PINXTON CH - DISTRICT 08 OK ABB014368BK | 34                | 23/04/2026 09:22 - 23/04/2026 11:17 | MARK TOKEN - COMPARE EVENT USAGE<br>USAGE HISTORY |

The available options are highlighted in blue below.

| TOKEN                                                                                                                                                                                              | TOKEN EVENT COUNT | EXCESSIVE USAGE WINDOW              |                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------------------------------|-------------------------------------------------------------------------------------|
| ADDRESS Abbot Court 1-6 & 7-40 > BLOCK Abbot Court 7-40 > PINXTON CH - DISTRICT 06 BRANDEN FLAT 19 > PINXTON CH - DISTRICT 06 BRANDEN DISABLED ABB011172GN                                         | 40                | 23/04/2026 13:15 - 23/04/2026 13:18 | MARK TOKEN - COMPARE EVENT USAGE                                                    |
| NOT ACTIVATED PCH002105BK (ED PAULSON Pinxton Community Homes)                                                                                                                                     | 40                | 23/04/2026 11:15 - 23/04/2026 14:15 | STATUS<br>Mark as Lost<br>Mark as Stolen<br>Mark as Disabled<br>COMPARE EVENT USAGE |
| BLOCK 65 Cravenwood Road (Brentwood Grove) (Flats 1-33) > FLOOR 0 - Ground Floor - Flats 1-11 > PINXTON CH - DISTRICT 08 FLAT Flat 4, 65 Cravenwood Road > PINXTON CH - DISTRICT 08 OK ABB014368BK | 34                | 23/04/2026 09:22 - 23/04/2026 11:17 | COMPARE EVENT USAGE                                                                 |
| NOT ACTIVATED ABB002105BK (ED PAULSON Pinxton Community Homes)                                                                                                                                     | 16                | 23/04/2026 08:09 - 23/04/2026 10:04 | SECONDARY STATUS<br>Mark as Checked<br>Mark as Suspicious<br>COMPARE EVENT USAGE    |

#### 11.1.2 Primary Status action, Lost, Stolen and Disabled

This action:

- Stops the Fob from working on all access doors.
- Retains the Fob activation against the Area or Group.
- Changes the primary status to Lost / Stolen / Disabled.
- Allows the status to be used in reports and searches.

### 11.2 SUMMARY

Although Lost, Stolen and Disabled all prevent the Fob from working, each status provides a separate label to support reporting and administration.

**Note:** Any Fob with a changed primary status can be reverted to OK using the same methods. This allows the Fob to access doors again.

## 12 SETTING A NEW SECONDARY STATUS

### 12.1 EXAMPLE A – ACTIVITY CHECKED

#### 12.1.1 Step 1 – Select Fob

Click the 'Mark Fob' button as highlighted below in red. In this example we are selecting the top row for **Flat 19, Abbot Court 7-40**

| TOKEN                                                                                                                                                                                                   | TOKEN EVENT COUNT | EXCESSIVE USAGE WINDOW              |                                                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------------------------------|---------------------------------------------------|
| ADDRESS Abbot Court 1-6 & 7-40 > BLOCK Abbot Court 7-40 > PINXTON CH - DISTRICT 06 BRANDEN FLAT 19 > PINXTON CH - DISTRICT 06 BRANDEN DISABLED ABB011172GN                                              | 40                | 23/04/2026 13:15 - 23/04/2026 13:18 | MARK TOKEN * COMPARE EVENT USAGE<br>USAGE HISTORY |
| BLOCK 65 Cravenwood Road (Brentwood Grove) (Flats 1-33) > FLOOR 0 - Ground Floor - Flats 1-11 > PINXTON CH - DISTRICT 08 FLAT 34 > Flat 4, 65 Cravenwood Road > PINXTON CH - DISTRICT 08 OK ABB014368BK | 34                | 23/04/2026 09:22 - 23/04/2026 11:17 | MARK TOKEN * COMPARE EVENT USAGE<br>USAGE HISTORY |

The available options are highlighted in green below.

MATCHING TOKENS

TOKEN EVENT COUNT

INCREASE IN USAGE VS LAST 30 DAYS

SUSPICIOUS TOKENS

CHECKED TOKENS

MATCHING TOKENS

The list of tokens which currently match the excessive usage thresholds defined below over the past 24h.

Name

Usage Threshold

PINXTON CH

10 uses over 1 hour

AUTO GENERATED

☒ Exclude Checked Tokens

☐ Exclude Suspicious Tokens

| TOKEN                                                                                                                                                                                                                          | TOKEN EVENT COUNT | EXCESSIVE USAGE WINDOW              |                                                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| <div>ADDRESS Abbot Court 1-6 &amp; 7-40 &gt; BLOCK Abbot Court 7-40 &gt; PINXTON CH - DISTRICT 06 BRANDEN FLAT 19 &gt; PINXTON CH - DISTRICT 06 BRANDEN DISABLED ABB011172GN</div>                                             | 40                | 23/04/2026 13:15 - 23/04/2026 13:18 | <div><div>STATUS</div><div>Mark as Lost</div><div>Mark as Stolen</div><div>COMPARE EVENT USAGE</div></div>                  |
| <div>NOT ACTIVATED PCH002105BK (ED PAULSON Pinxton Community Homes)</div>                                                                                                                                                      | 40                | 23/04/2026 11:15 - 23/04/2026 14:15 | <div><div>SECONDARY STATUS</div><div>Mark as Checked</div><div>Mark as Suspicious</div><div>COMPARE EVENT USAGE</div></div> |
| <div>BLOCK 65 Cravenwood Road (Brentwood Grove) (Flats 1-33) &gt; FLOOR 0 - Ground Floor - Flats 1-11 &gt; PINXTON CH - DISTRICT 08 FLAT 34 &gt; Flat 4, 65 Cravenwood Road &gt; PINXTON CH - DISTRICT 08 OK ABB014368BK</div> | 34                | 23/04/2026 09:22 - 23/04/2026 11:17 | <div><div>MARK TOKEN</div><div>COMPARE EVENT USAGE</div><div>USAGE HISTORY</div></div>                                      |

#### 12.1.2 Step 2 – Set Expiry

A pop-up window will appear displaying further options listed in [section 4.3.2](#) and added as a reminder below. In this example we will use the 'Never' option.

**MARK TOKEN AS CHECKED** ×

Are you sure you would like to mark this token? Optionally add some notes to the token while changing the status

Additional Info

Additional Info

Checked Status Expiry

☒ Never

☐ 30 Days

☐ 6 Months

☐ Custom

☐ Custom End

CANCEL OK

- **Never** – The Fob keeps its 'Checked' or 'Suspicious' status until a user changes it, and remains in the relevant dashboard tab.
- **30 days** – The 'Checked' or 'Suspicious' status is removed after 30 days (or sooner if updated). If usage still exceeds the threshold, the Fob returns to the excessive usage list.
- **6 months** – The 'Checked' or 'Suspicious' status is removed after 6 months (or sooner if updated). If usage still exceeds the threshold, the Fob returns to the excessive usage list.

Additional options to set a custom expiration time in days and hours.

MARK TOKEN AS CHECKED

Are you sure you would like to mark this token? Optionally add some notes to the token while changing the status

Additional Info

Additional Info

Checked Status Expiry

☐ Never

☐ 30 Days

☐ 6 Months

☒ Custom

☐ Custom End

Expires in

14

Days

Hours

Hours

CANCEL

OK

Additional options to set a custom end date.

MARK TOKEN AS CHECKED

Are you sure you would like to mark this token? Optionally add some notes to the token while changing the status

Additional Info

Additional Info

Checked Status Expiry

☐ Never

☐ 30 Days

☐ 6 Months

☐ Custom

☒ Custom End

Expires at

25/07/2027

CANCEL

OK

**Note:** Expiry occurs at midnight on the selected date. In this example, the 'Checked' status expires at midnight on 25/07/2027.

### 12.1.3 Step 3 – Click OK and return to dashboard

Once an option has been selected, click OK to save and return to the Dashboard.

The example Fob has now been added to the 'Checked Fobs' tab.

MATCHING TOKENS

TOKEN EVENT COUNT

INCREASE IN USAGE VS LAST 30 DAYS

SUSPICIOUS TOKENS

CHECKED TOKENS

CHECKED TOKENS

All tokens on the system that are marked as checked

Filter

| CLIENT               | STATUS                | PRIMARY ACTIVATION                                           | REFERENCE      | PERSON | COLOUR             | TYPE       |
|----------------------|-----------------------|--------------------------------------------------------------|----------------|--------|--------------------|------------|
| MILLENNIUM PAVILIONS | <div>OK</div> CHECKED | <div>BLOCK</div> Grand House 2-30 (Even) > <div>FLAT</div> 2 | KMSTCP088153GN |        | <div>●</div> Green | Sharktooth |

MARK TOKEN

COMPARE EVENT USAGE

USAGE HISTORY

Showing 1 token

If an expiry is set, it is shown in the same row and highlighted in orange.

MATCHING TOKENS

TOKEN EVENT COUNT

INCREASE IN USAGE VS LAST 30 DAYS

SUSPICIOUS TOKENS

CHECKED TOKENS

CHECKED TOKENS

All tokens on the system that are marked as checked

Filter

CLIENT

STATUS

PRIMARY ACTIVATION

REFERENCE

PERSON

COLOUR

TYPE

KMS TEST CLIENT PARENT

OK

CHECKED

BLOCK

Grove House 2-30 (Even) > FLAT 2

KMSTCP088153GN

Green

Sharktooth

KMSTCP088153GN will return to its secondary status of "none" on 20/10/2026

MARK TOKEN

COMPARE EVENT USAGE

USAGE HISTORY

Showing 1 token

## 12.2 STATUS EXAMPLES

A user can select a row in the results window and apply the actions in this section.

In this example, the 'Mark Fob' button is selected for the top (blue-highlighted) row.

Applying a status adds the Fob to a managed Dashboard list and assigns a secondary status that is visible across reports and Dashboards.

### 12.2.1 Example A - Suspicious

The Fob below was found to have excessive usage and has been labelled with the secondary status Suspicious. The primary status remains OK.

SUSPICIOUS TOKENS

All tokens on the system that are maked as suspicious

Filter

| CLIENT               | STATUS        | PRIMARY ACTIVATION                     | REFERENCE      | PERSON | COLOUR | TYPE       |            |                     |               |
|----------------------|---------------|----------------------------------------|----------------|--------|--------|------------|------------|---------------------|---------------|
| MILLENNIUM PAVILIONS | OK SUSPICIOUS | BLOCK Grand House 2-30 (Even) > FLAT 2 | KMSTCP088153GN |        | Green  | Sharktooth | MARK TOKEN | COMPARE EVENT USAGE | USAGE HISTORY |

Showing 1 token

### 12.2.2 Example B - Checked

The Fob below was found to have excessive usage, but the activity has been reviewed and validated. For example, the resident may regularly use several doors due to their work pattern.

The Fob has therefore been labelled with the secondary status Checked. The primary status remains OK.

MATCHING TOKENS

TOKEN EVENT COUNT

INCREASE IN USAGE VS LAST 30 DAYS

SUSPICIOUS TOKENS

CHECKED TOKENS

CHECKED TOKENS

All tokens on the system that are maked as checked

Filter

| CLIENT               | STATUS                | PRIMARY ACTIVATION                                           | REFERENCE      | PERSON | COLOUR             | TYPE       |                                                                               |
|----------------------|-----------------------|--------------------------------------------------------------|----------------|--------|--------------------|------------|-------------------------------------------------------------------------------|
| MILLENNIUM PAVILIONS | <div>OK</div> CHECKED | <div>BLOCK</div> Grand House 2-30 (Even) > <div>FLAT</div> 2 | KMSTCP088153GN |        | <div>●</div> Green | Sharktooth | <div>MARK TOKEN</div> <div>COMPARE EVENT USAGE</div> <div>USAGE HISTORY</div> |

Showing 1 token

The Excessive Usage Dashboard is not manually run by the user, so leaving the tab or page has no effect and the user can continue at any time.

#### USER NOTES:

- These new functions are not available when exporting to Excel.
- A user can select Suspicious or Checked, but not both at the same time.
- There is no required order. A Fob does not need to be marked as Suspicious before it can be marked as Checked.
- Setting a Fob to Suspicious or Checked does not remove access from any doors.

## 13 MARKING FOBS

A Fob can be marked as Suspicious or Checked from several pages within SimpleKey Web. These are listed below.

### 13.1 EXCESSIVE USAGE DASHBOARD

Available on all Dashboard tabs. The option is shown on the right-hand side of each row.

| TOKEN                                                                                                                                                                                                 | TOKEN EVENT COUNT | EXCESSIVE USAGE WINDOW                 |                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|----------------------------------------|---------------------------------------------------|
| ADDRESS Abbot Court 1-6 & 7-40 > BLOCK Abbot Court 7-40 > PINXTON CH - DISTRICT 06 BRANDEN FLAT 19 ><br>PINXTON CH - DISTRICT 06 BRANDEN DISABLED ABB011172GN                                         | 40                | 23/04/2026 13:15 -<br>23/04/2026 13:18 | MARK TOKEN - COMPARE EVENT USAGE<br>USAGE HISTORY |
| BLOCK 65 Cravenwood Road (Brentwood Grove) (Flats 1-33) > FLOOR 0 - Ground Floor - Flats 1-11 > PINXTON CH - DISTRICT 08 FLAT<br>Flat 4, 65 Cravenwood Road > PINXTON CH - DISTRICT 08 OK ABB014368BK | 34                | 23/04/2026 09:22 -<br>23/04/2026 11:17 | MARK TOKEN - COMPARE EVENT USAGE<br>USAGE HISTORY |

### 13.2 FOB PAGE

Available from the Fob page, accessed via recent events, universal search or the Area tree.

#### 13.2.1 Example using the 'All Areas' or Area Tree page.

The tree is expanded using the arrows on the lefthand side. The example below has been expanded to show the fob inside of a 'Flat.'

## ALL AREAS

☒ Include client areas

- > PINXTON CH - DISTRICT 08 BLOCK 65 Cravenwood Road (Brentwood Grove) (Flats 1-33)
- > PINXTON CH - DISTRICT 06 BRANDEN ADDRESS Abbot Court 1-6 & 7-40
- > PINXTON CH - DISTRICT 03 STOREHOUSE BLOCK Ambleside Place 9-22 (Even)
- > PLYMOUTH CH - PATCH 03 STONEHOUSE ADDRESS Ambleside Place & St Martin's St (Laundry)
- ✓ PINXTON CH - DISTRICT 07 ADDRESS Andrew Road
  - ✓ PINXTON CH - DISTRICT 07 BLOCK Andrew Road 51-97 (Odd)
    - DOOR RED1 - Laundry Room Entrance
    - DOOR Spare
  - ✓ PINXTON CH - DISTRICT 07 FLAT 51
    - PINXTON CH - DISTRICT 07 OK XXX000035BK

Clicking on the fob takes you to the fob page.

### XXX000035BK TOKEN

EDIT TOKEN MARK TOKEN - DISABLE TOKEN DEACTIVATE TOKEN ACTIVATE TOKEN SIGN OFF FORM ASSIGN TO PERSON COMPARE EVENT USAGE USAGE HISTORY SET USAGE THRESHOLDS

DETAILS PERSON TOKEN ACTIVATIONS RECENT EVENTS EXCESSIVE USAGE THRESHOLDS ACTIVITY LOG

#### DETAILS

|                  |                 |
|------------------|-----------------|
| Status           | OK              |
| Keycode          | CS10512A        |
| Reference        | XXX000035BK     |
| Date Added       | 06/12/2023      |
| Enabled          | ✓               |
| Type             | Sharktooth      |
| Colour           | ● Black         |
| Time Profile     | No time profile |
| Valid Date Begin | 06/12/2023      |
| Valid Date End   | 30/06/2070      |
| Additional Info  |                 |

## 14 FOB STATUS VS FUNCTIONALITY

The newly introduced Fob statuses may cause some confusion about which actions prevent a Fob from working and which do not.

The table below clarifies each status and the expected Fob operation.

| PRIMARY STATUS  | SECONDARY STATUS | FUNCTIONAL / ALLOWS ACCESS |
|-----------------|------------------|----------------------------|
| OK              | Suspicious       | Yes                        |
| OK              | Checked          | Yes                        |
| Disabled        | Suspicious       | No                         |
| Disabled        | Checked          | No                         |
| Lost            | Suspicious       | No                         |
| Lost            | Checked          | No                         |
| Stolen          | Suspicious       | No                         |
| Stolen          | Checked          | No                         |
| Expired         | Suspicious       | No                         |
| Expired         | Checked          | No                         |
| Not - Activated | Suspicious       | No                         |
| Not - Activated | Checked          | No                         |
| Not Started     | Suspicious       | No                         |
| Not Started     | Checked          | No                         |

## 15 AREA USAGE COMPARISON

### 15.1 OVERVIEW

The Area usage comparison tool allows the user to compare the usage, or otherwise known as events between areas, typically this could be from one flat to another to gauge how frequently a system is used or block by block, the tool is interactive and puts the user in control.

There are many uses and places to access this tool within SimpleKey Web. Examples are provided in this document.

Below is the Excessive Usage Dashboard where you will find a button to compare the event usage, this has been highlighted in the red box on the top row.

MATCHING TOKENS

TOKEN EVENT COUNT

INCREASE IN USAGE VS LAST 30 DAYS

SUSPICIOUS TOKENS

CHECKED TOKENS

INCREASE IN USAGE VS LAST 30 DAYS

Illustrates a rise in fob utilisation by contrasting the average fob usage during the past 30 days (19/03/2026 - 18/04/2026) with that of the last full day of events (19/04/2026).

☒ Exclude tokens with 0 events in past 30 days (19/03/2026 - 18/04/2026)

| TOKEN                                                                                                                    | CHANGE | LAST FULL DAY USAGE<br>(19/04/2026) | AVERAGE USAGE PER DAY - 30 DAYS (19/03/2026 - 18/04/2026) |                                                                               |
|--------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------|-----------------------------------------------------------|-------------------------------------------------------------------------------|
| Groups > <div>KBX</div> Master KBX Group > <div>OK</div> CAME DUAL FREQUENCY FOB BDM000314PU (Harvey Phillips KBX Group) | -100%  | 0                                   | 0.20                                                      | <div>MARK TOKEN</div> <div>COMPARE EVENT USAGE</div> <div>USAGE HISTORY</div> |
| <div>BLOCK</div> Maxtible Crescent > <div>FLAT 10</div> > <div>OK</div> SHARKTOOTH HF DUAL BDM000097GN                   | -100%  | 0                                   | 0.10                                                      | <div>MARK TOKEN</div> <div>COMPARE EVENT USAGE</div> <div>USAGE HISTORY</div> |
| <div>BLOCK</div> Maxtible Crescent > <div>FLAT 10</div> > <div>OK</div> SHARKTOOTH HF DUAL BDM000099PU                   | -100%  | 0                                   | 0.03                                                      | <div>MARK TOKEN</div> <div>COMPARE EVENT USAGE</div> <div>USAGE HISTORY</div> |
| Groups > Midlothian Contractor > <div>OK</div> SHARKTOOTH BDM000187GN                                                    | -100%  | 0                                   | 0.50                                                      | <div>MARK TOKEN</div> <div>COMPARE EVENT USAGE</div> <div>USAGE HISTORY</div> |

Showing 4 tokens

### 15.2 COLUMNS

The following information is displayed

- **Fob**  
Details of the Fob, its Area, Group and cloud Fob reference
- **Change**  
Displays percentage increase or decrease in usage over past 24-hours vs previous 30 days.
- **Last Full Day Usage (date window)**  
Displays total events in the past 24-hours from midnight backwards.
- **Average Usage Per Day – 30 days**  
Displays the average Fob use over the last 30 days.

### 15.3 AVERAGE USAGE COMPARISON AREA

Clicking on an **Area Fob** in the results will presents the user with a pop-up window comparing the average usage against the Landing/Block/ Cluster etc.

The **default** configuration makes the comparison 1x Area up i.e.

- Flat 1 → compares average to other flats within the same Area, typically block or landing.

The user will also be able to manually select a comparison Area i.e.

- Flat 1 → compared to Flat 89 OR.
- Flat 1 → compared to the average of all Fobs in the Block

### 15.4 COMPARISON LIMITS

The following limits apply when setting comparison period:

- Days - Can be set between 2 and 90 days.
- Hours - Can be set between 1 and 72 hours.

## 15.5 AREA USAGE COMPARISON EXAMPLE

If we compare the usage of a Fob from a flat. In this example we have already navigated to the flat and chosen the Fob in question.

### 15.5.1 Fob Page

Below you will find a button to compare the event usage, this has been highlighted in the red box.

**ABB017637OR** TOKEN

EDIT TOKEN

MARK TOKEN - DISABLE TOKEN

DEACTIVATE TOKEN

ACTIVATE TOKEN

DISPLAY CHANGES

SIGN OFF FORM

ASSIGN TO PERSON

COMPARE EVENT USAGE

USAGE HISTORY

SET USAGE THRESHOLDS

DETAILS

PERSON

TOKEN ACTIVATIONS

RECENT EVENTS

EXCESSIVE USAGE THRESHOLDS

ACTIVITY LOG

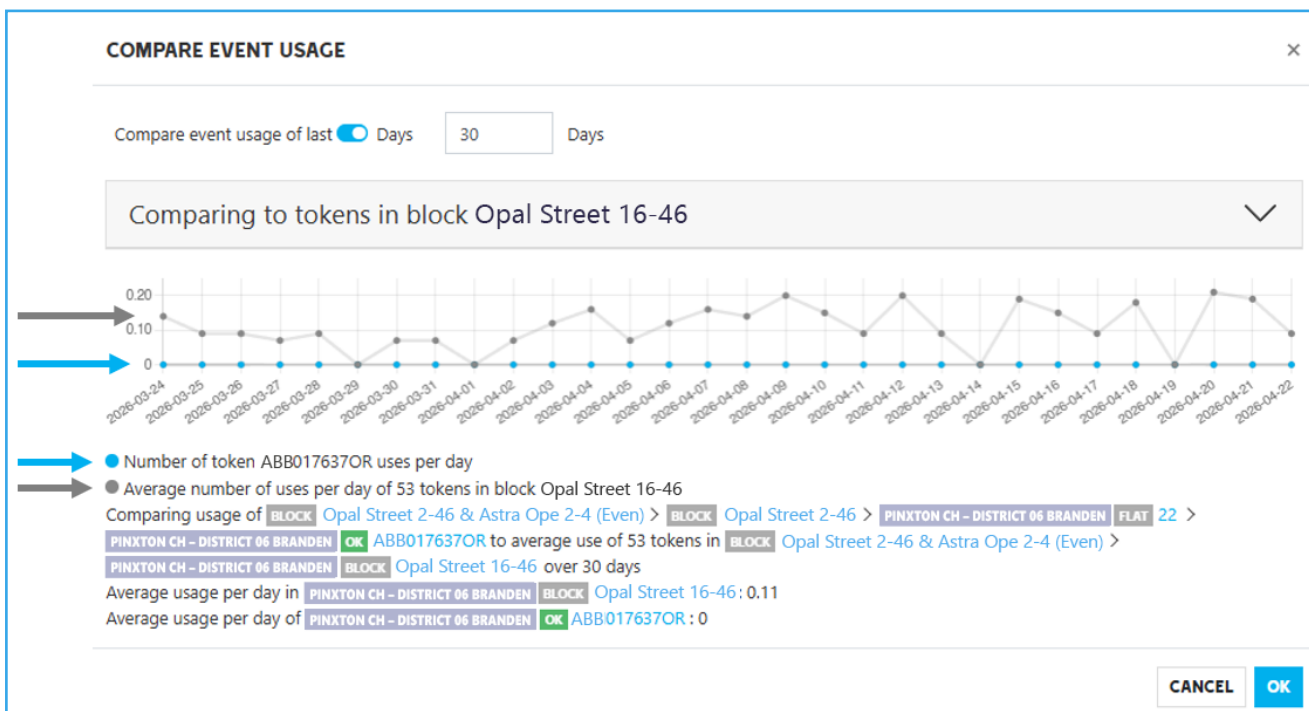
**DETAILS**

|                  |                 |
|------------------|-----------------|
| Status           | OK              |
| Keycode          | 6A90210C        |
| Reference        | ABB017637OR     |
| Date Added       | 22/01/2025      |
| Enabled          | ✓               |
| Type             | Sharktooth      |
| Colour           | Orange          |
| Time Profile     | No time profile |
| Valid Date Begin | 22/01/2026      |
| Valid Date End   | 30/06/2070      |
| Additional Info  |                 |

### 15.5.2 Comparison overview

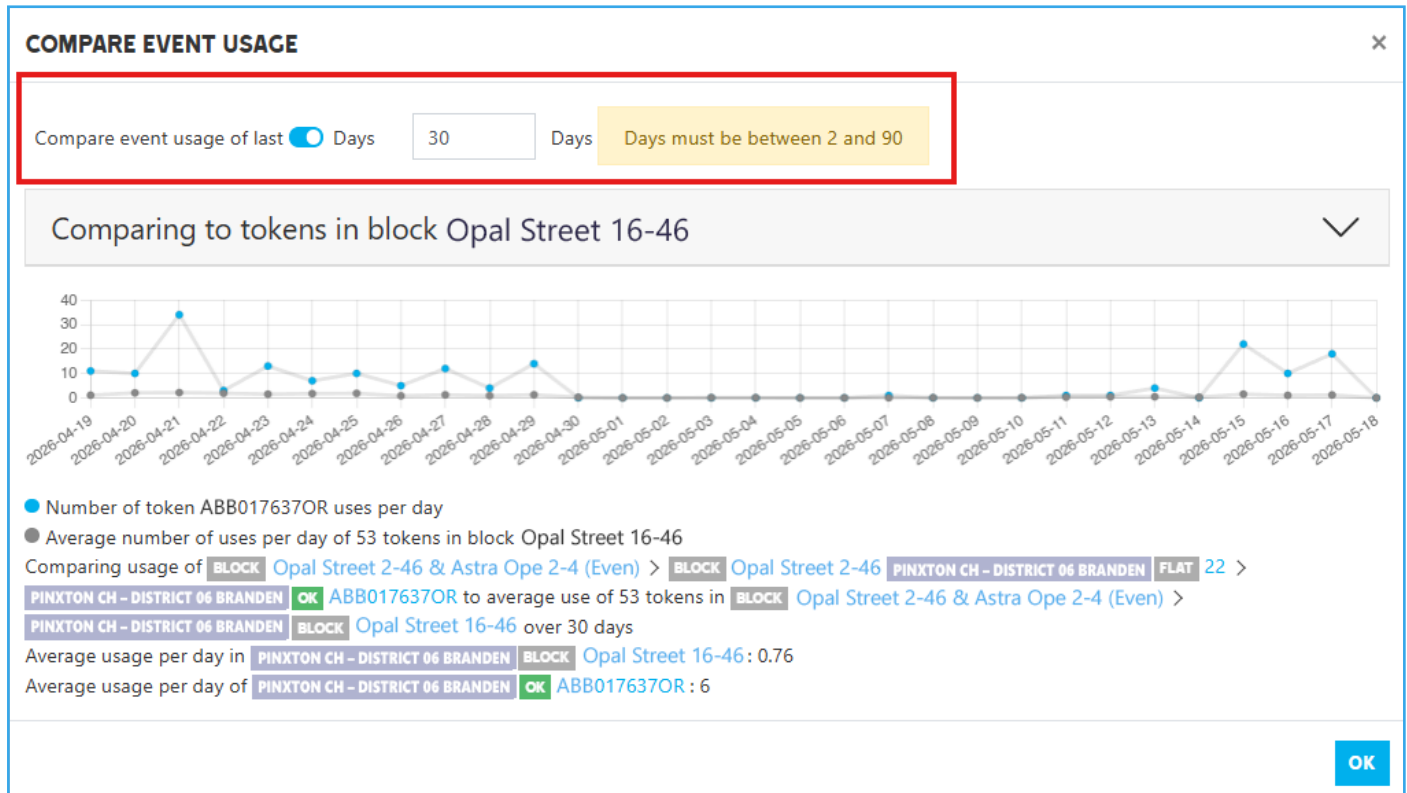
Clicking this button opens a pop-up window showing the selected Fob's usage and a line graph for comparison. By default, the comparison shows usage over the last 30 days.

- In **blue** is the usage for that Fob.
- In **grey** is the average usage for 1x Area up. I.e. the landing, or block.

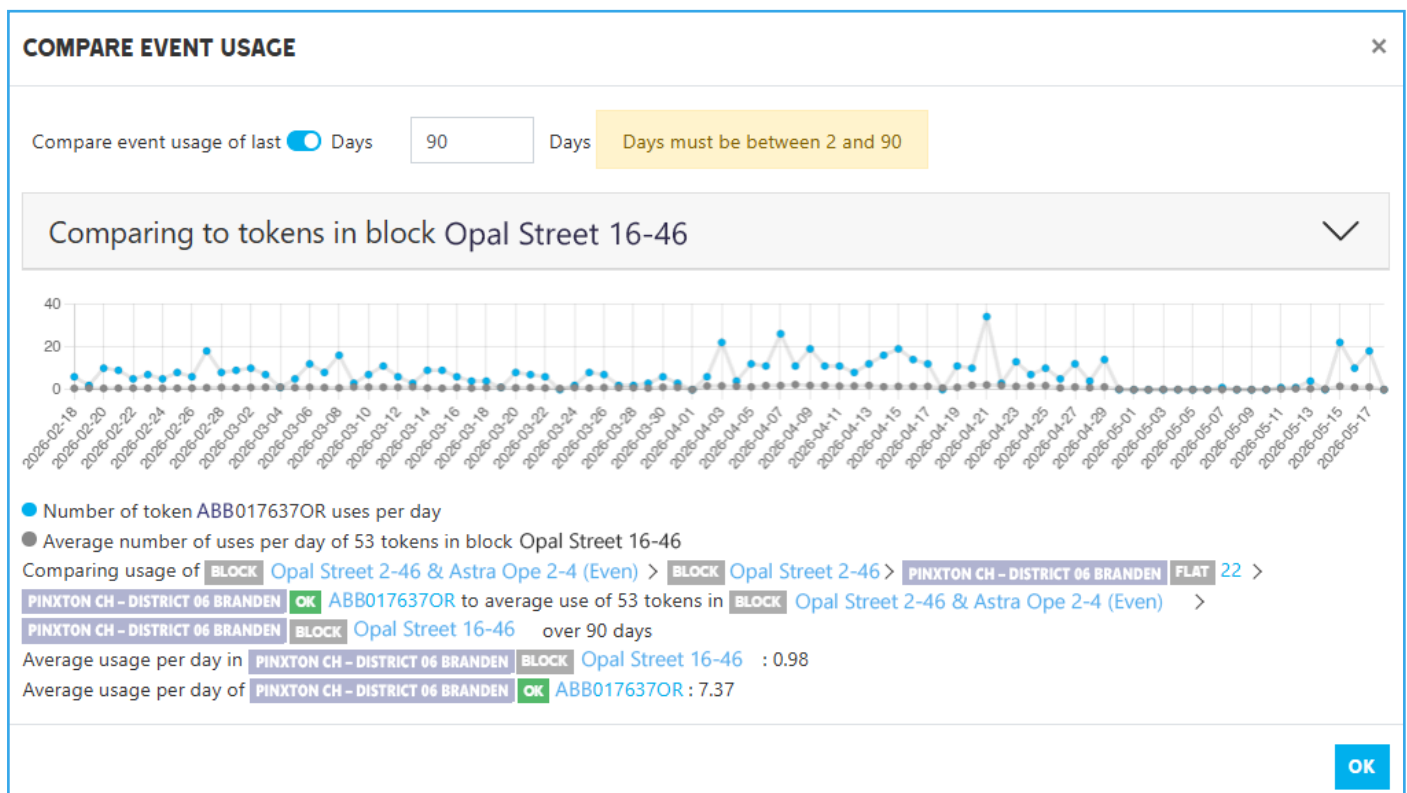


### 15.5.3 Change usage comparison period - days

The default number of days can be modified as shown below.

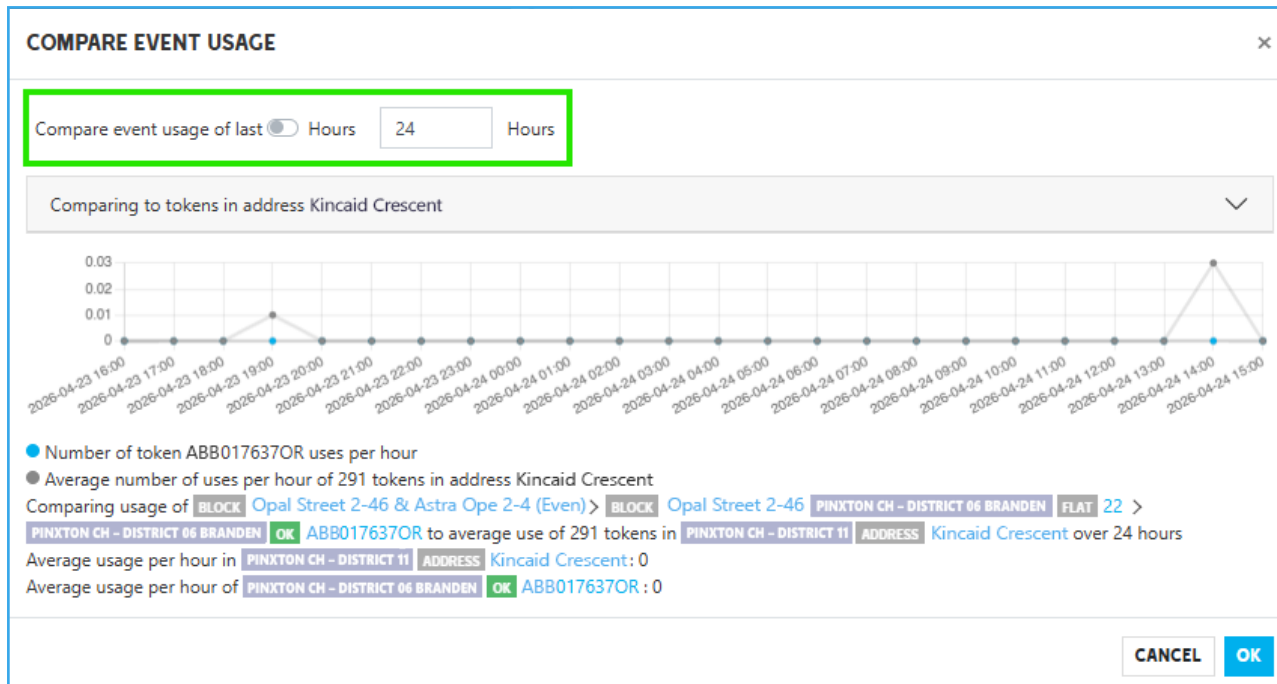


Below we have selected to compare the usage over the last 90 days.



### 15.5.4 Change usage comparison period - hours

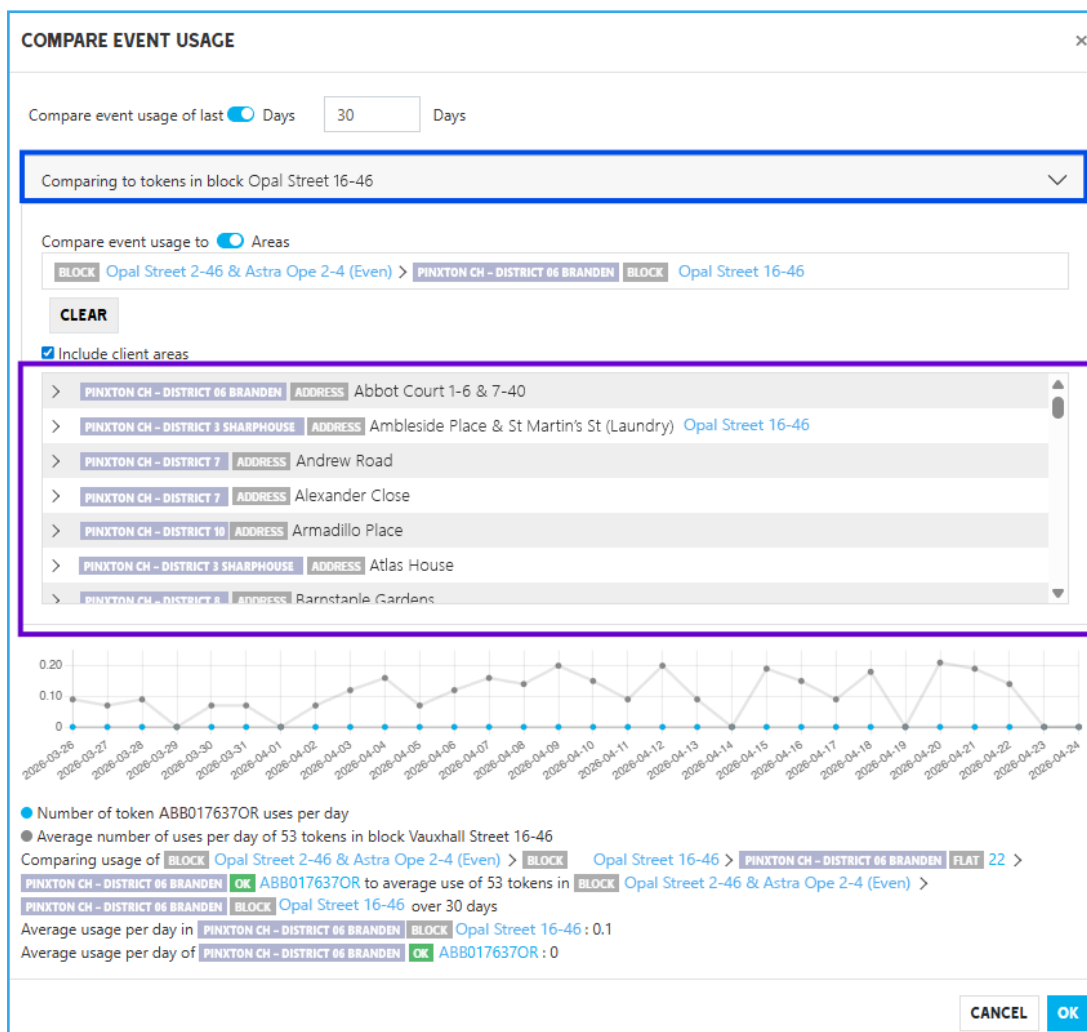
Alternatively, the unit can be changed to hours as shown below.



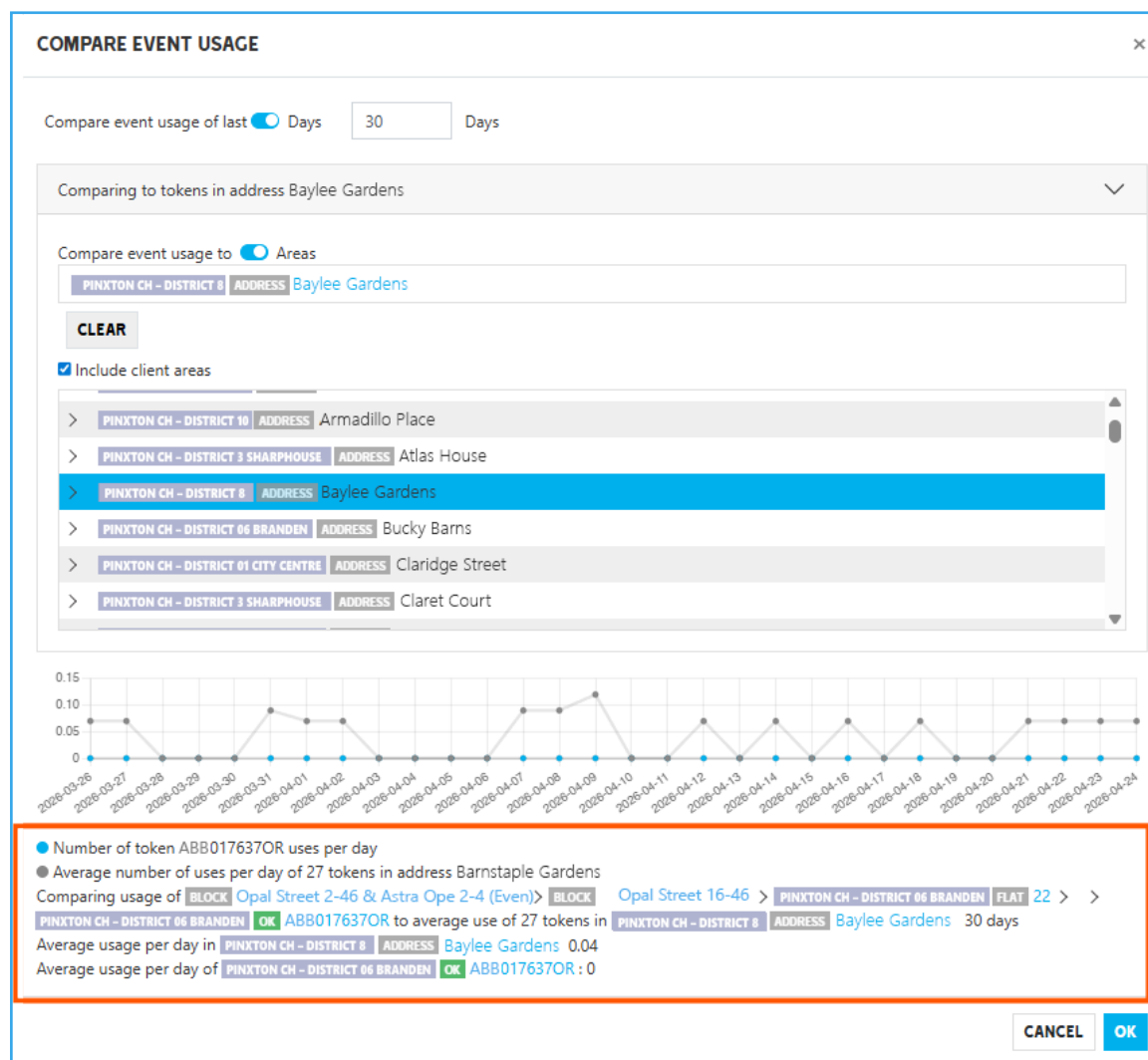
### 15.5.5 Change usage comparison AREA

To change the Area in which we are comparing the Fob we first need to click on anywhere along the Area marked in **BLUE** in the screen shot.

Next, an alternate Area is picked marked in **PURPLE** in the screen shot.



An alternate Area has been selected as comparison and the updated graph and information displayed. Below has the new information highlighted in **ORANGE**.



### 15.5.6 Change usage comparison GROUP

It is possible to compare the usage between an Area Fob and Group Fob. This can be done using the button highlighted in **BLACK**

**COMPARE EVENT USAGE** ×

Compare event usage of last ☒ Days  Days

Comparing to tokens in address Baylee Gardens ▼

Compare event usage to ☒ Areas

PINXTON CH - DISTRICT 8 ADDRESS Baylee Gardens

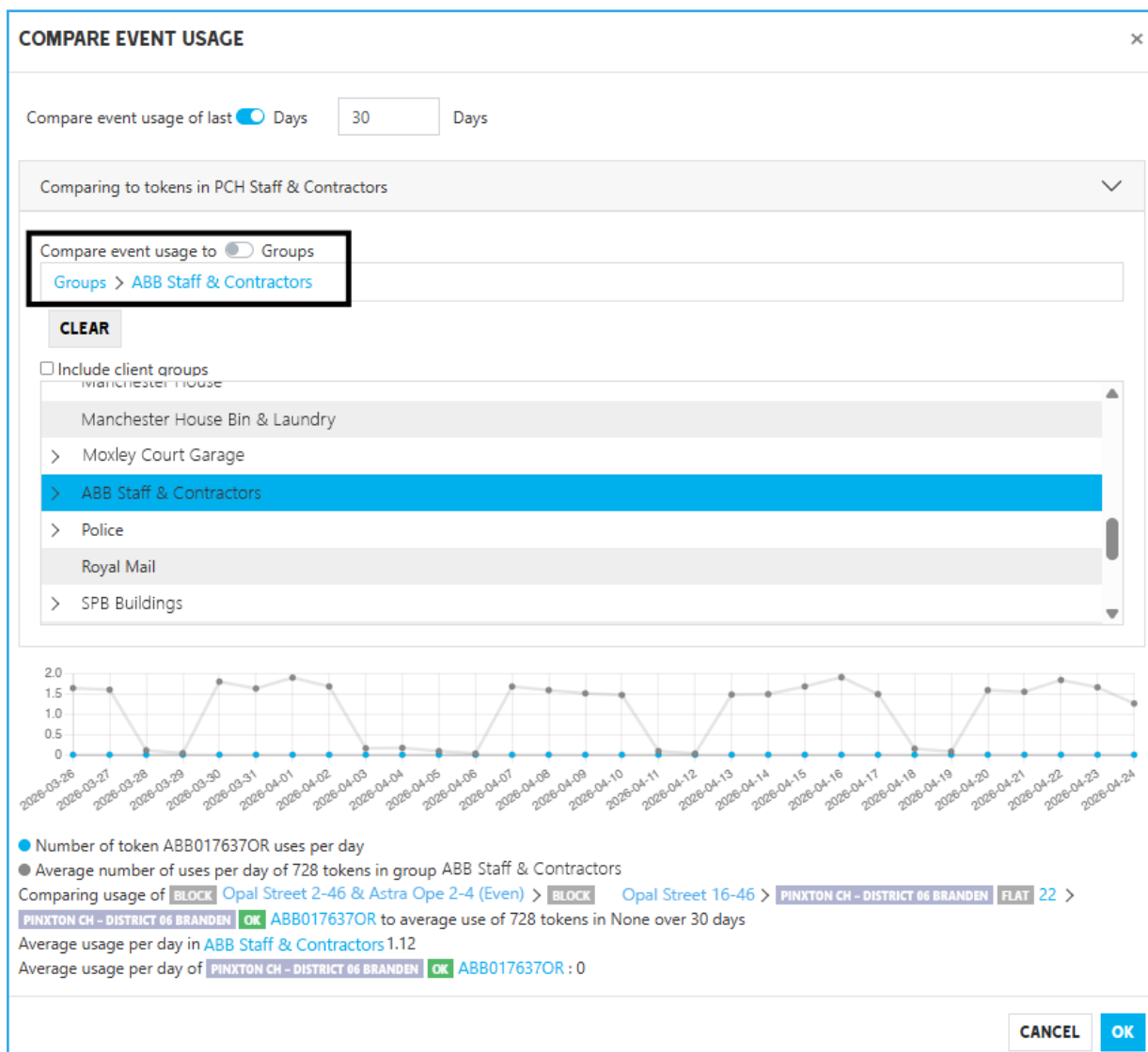
CLEAR

☒ Include client areas

> PINXTON CH - DISTRICT 06 BRANDEN ADDRESS Abbot Court 1-6 & 7-40

> PINXTON CH - DISTRICT 3 SHARPHOUSE ADDRESS Ambleside Place & St Martin's St (Laundry)

Below the button have changed to the Groups, a Group has been selected and is highlighted as a blue row. The line graph has again been updated to reflect the new comparison.



## 16 GROUP USAGE COMPARISON

As with **Area Usage Comparison**, it is possible to compare usage between Group Fobs. The comparison is made against other Fobs within the same Group, or within the same sub-Group where sub-Group comparison is enabled.

Group Fobs often have a unique combination of access doors, time profiles and other configuration options. For this reason, comparisons across different Groups may be misleading. However, the facility is available and is explained further in section

The process is the same as **Area Usage Comparison**. Refer to [section 10](#) for further details.

### 16.1 GROUP FOB USAGE COMPARISON EXAMPLE

Let's compare the usage of a Fob from Group to another Fob in the same Group. In this example we have already navigated to the flat and chosen the Fob in question.

#### 16.1.1 Fob Page

Below you will find a button to compare the event usage, this has been highlighted in the red box.

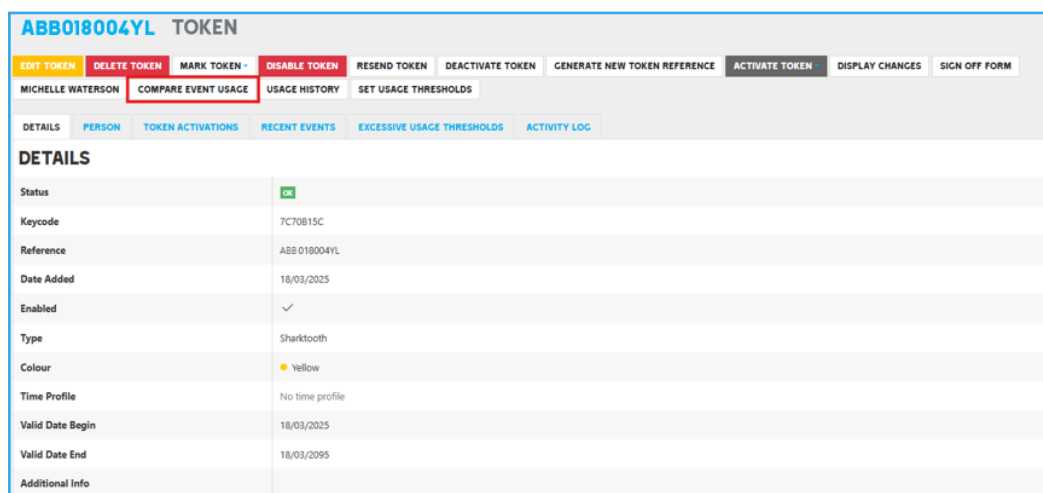


ABB018004YL TOKEN

EDIT TOKEN DELETE TOKEN MARK TOKEN DISABLE TOKEN RESEND TOKEN DEACTIVATE TOKEN GENERATE NEW TOKEN REFERENCE ACTIVATE TOKEN DISPLAY CHANGES SIGN OFF FORM

MICHELLE WATERSON **COMPARE EVENT USAGE** USAGE HISTORY SET USAGE THRESHOLDS

DETAILS PERSON TOKEN ACTIVATIONS RECENT EVENTS EXCESSIVE USAGE THRESHOLDS ACTIVITY LOG

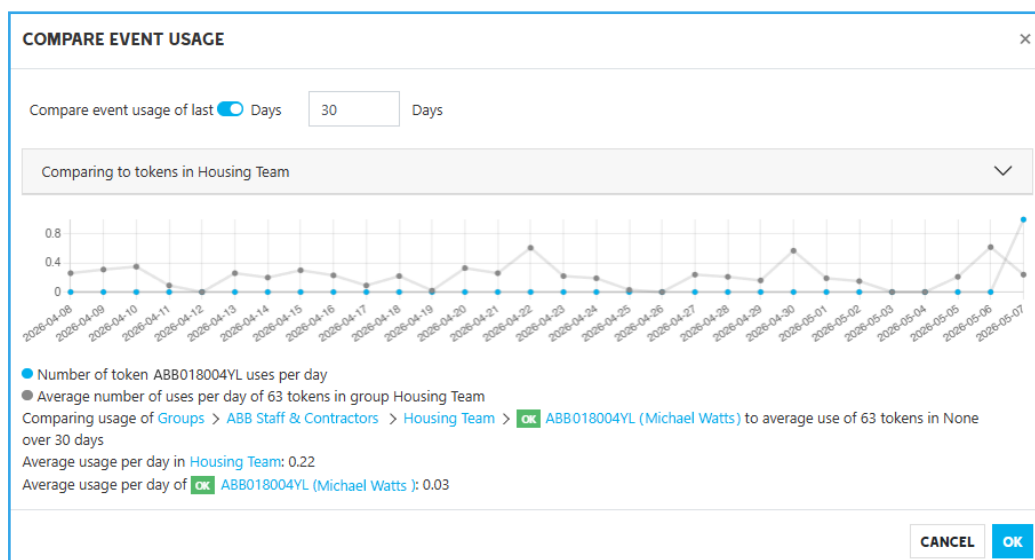
**DETAILS**

|                  |                 |
|------------------|-----------------|
| Status           | OK              |
| Keycode          | 7C70B15C        |
| Reference        | ABB 018004YL    |
| Date Added       | 18/03/2025      |
| Enabled          | ✓               |
| Type             | Sharktooth      |
| Colour           | Yellow          |
| Time Profile     | No time profile |
| Valid Date Begin | 18/03/2025      |
| Valid Date End   | 18/03/2095      |
| Additional Info  |                 |

#### 16.1.2 Comparison overview

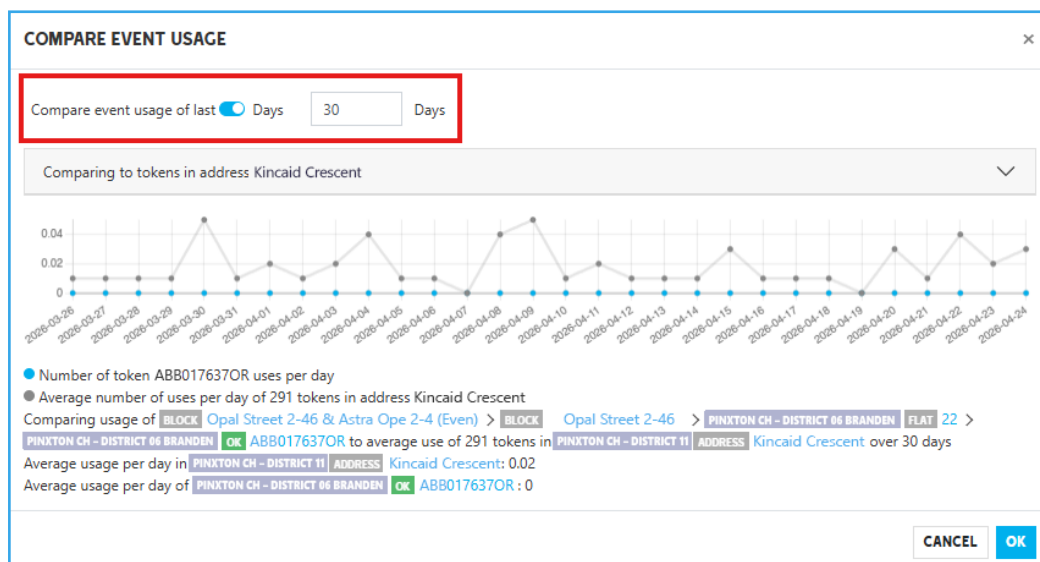
Clicking this button brings a pop-up window displaying the selected Fobs usage and a line graph for comparison. By default, are looking at the usage over the last 30 days and across the same Group.

- In **blue** is the usage for that Fob.
- In **grey** is the average usage across that Group.

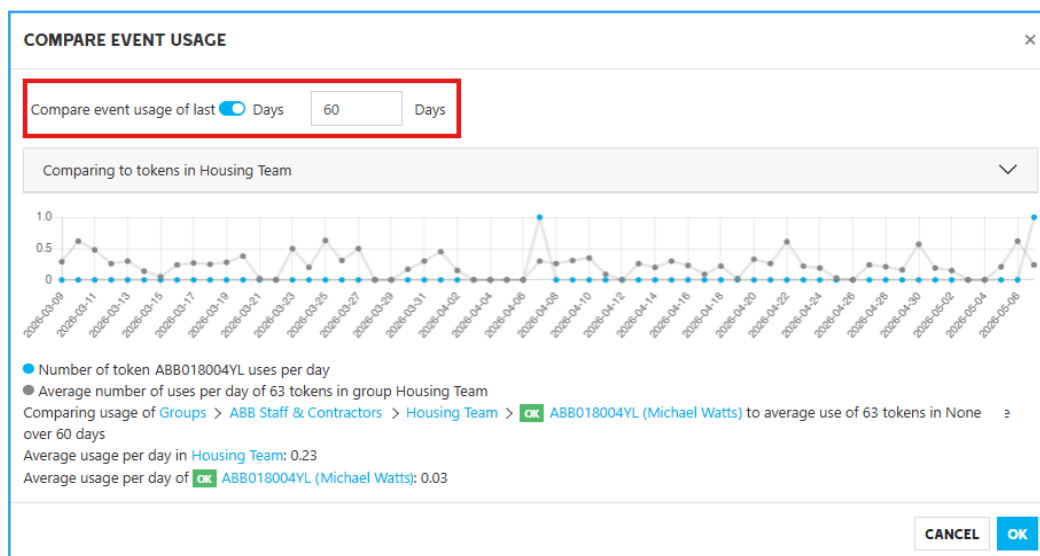


### 16.1.3 Change usage comparison period - days

The default number of days can be modified as shown below.

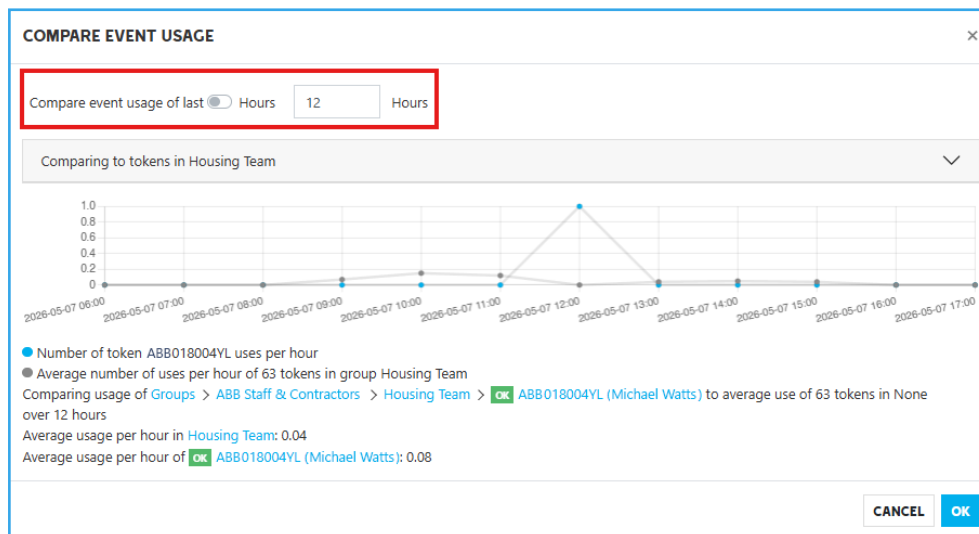


Below shows the days changed to 60. A new graph is plotted and the comparison displayed. The range is between 2 and 90 days.



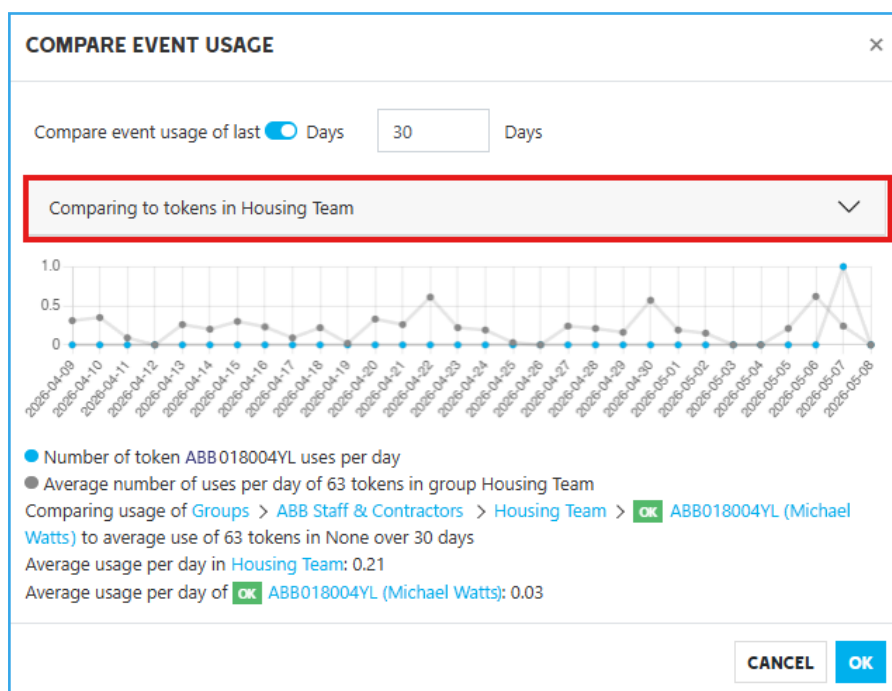
### 16.1.4 Change usage comparison period - hours

Alternatively, the unit can be changed to hours as shown below, the slider switches between days to hours and a number entered. The range is between 1 and 72 hours.

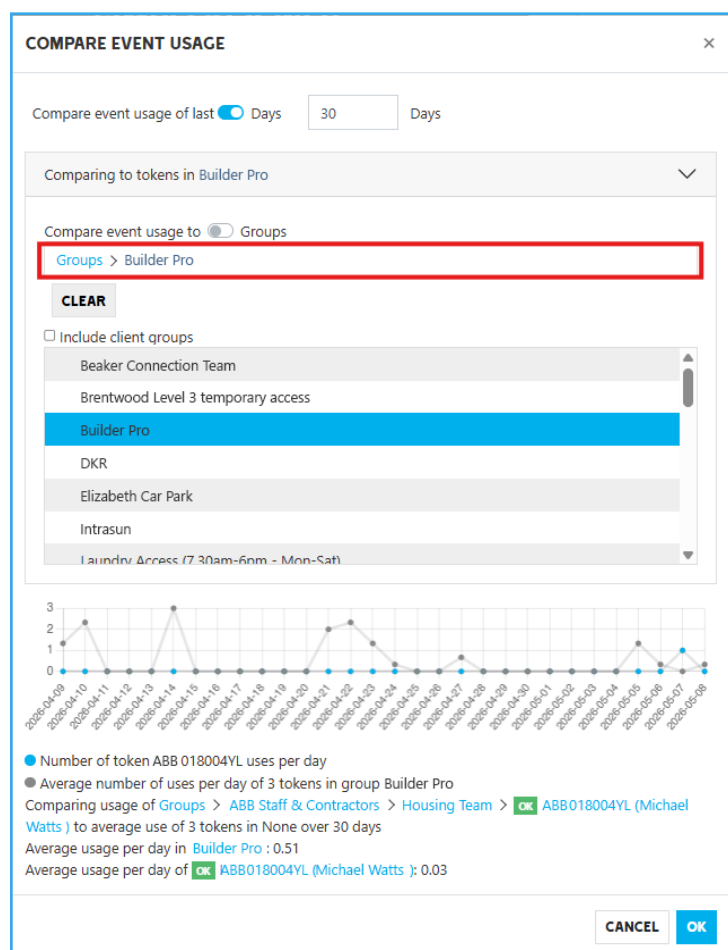


### 16.1.5 Change usage comparison Group

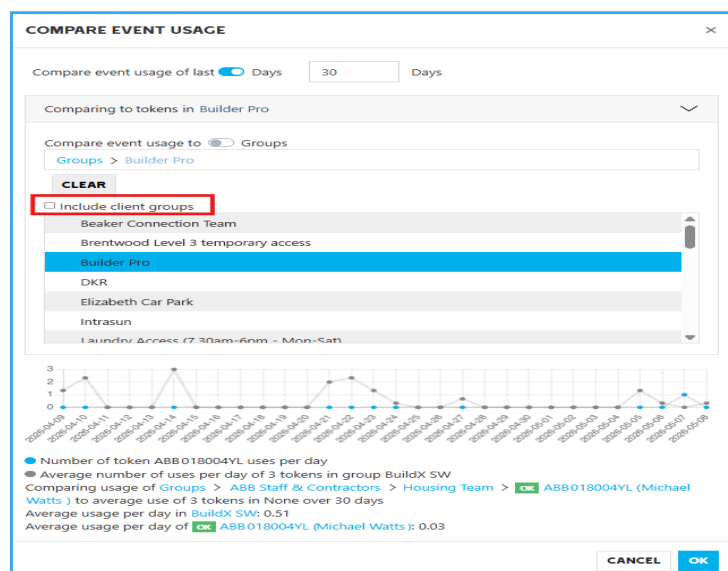
To change the Groups in which we are comparing the Fob we first need to click on anywhere along the Area marked in red below.



The current Group will be shown, and an alternate Group can be selected



If being viewed by a main client user, then the check box 'Include client Groups' can be selected to expand the selection to include all Groups client wide as shown below.



The list of Groups has expanded and shown below

COMPARE EVENT USAGE

×

Compare event usage of last ☒ Days  Days

Comparing to tokens in Housing Team

Compare event usage to ☐ Groups

Groups > ABB Staff & Contractors > Housing Team

CLEAR

☒ Include client groups

PINKTON CH - DISTRICT 7 49 Pentocost Avenue

PINKTON CH - DISTRICT 7 95 Kelham Street

PINKTON CH - DISTRICT 7 Abbot Road Laundry - Staff

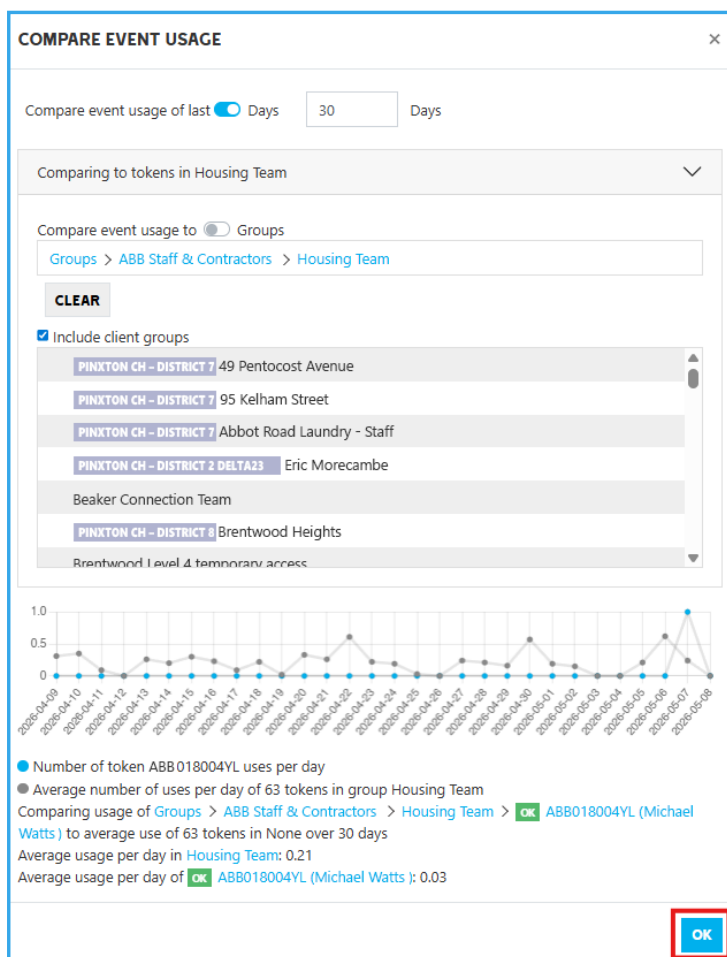
PINKTON CH - DISTRICT 2 DELTA23 Eric Morecambe

Beaker Connection Team

PINKTON CH - DISTRICT 4 Brentwood Heights

Brentwood Level 4 temporary access

Clicking OK returns the user to the Fob page.



### 16.1.6 Change usage comparison GROUP

It is possible to compare the usage between an Area Fob and Group Fob. This can be done using the button highlighted in **BLACK**

COMPARE EVENT USAGE

Compare event usage of last ☒ Days 30 Days

Comparing to tokens in address Baylee Gardens

Compare event usage to ☒ Areas

PINKTON CH - DISTRICT 06 BRANDEN ADDRESS Baylee Gardens

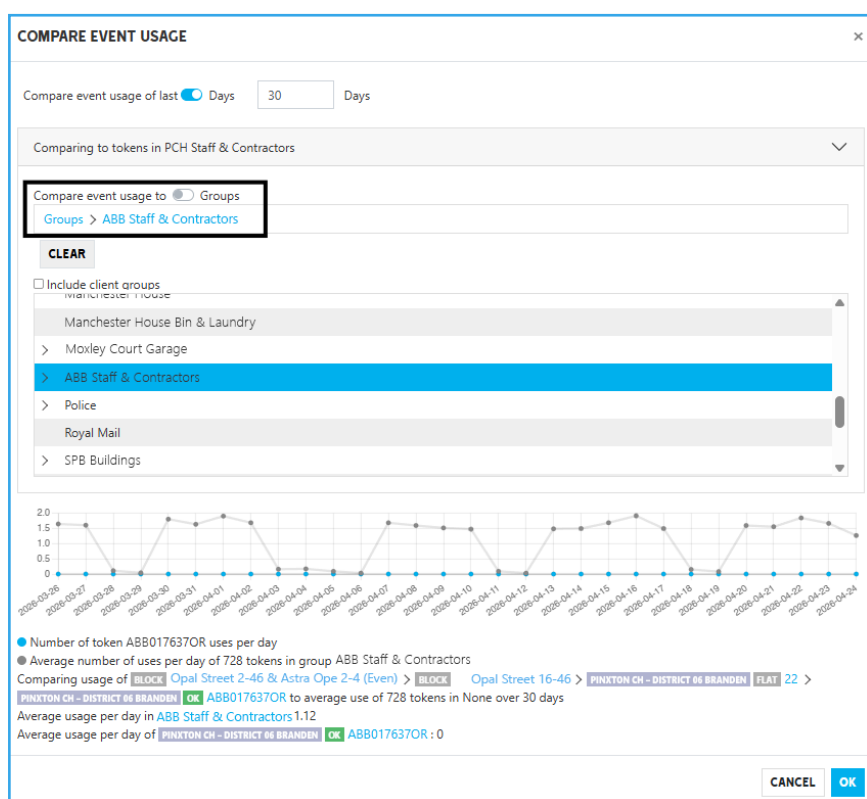
**CLEAR**

☒ Include client areas

> PINKTON CH - DISTRICT 06 BRANDEN ADDRESS Abbot Court 1-6 & 7-40

> PINKTON CH - DISTRICT 06 BRANDEN ADDRESS Ambleside Place & St Martin's St (Laundry)

Below the button have changed to the Groups, a Group has been selected and is highlighted as a blue row. The line graph has again been updated to reflect the new comparison.



## 17 USAGE THRESHOLD CUSTOMISATION

### 17.1 OVERVIEW

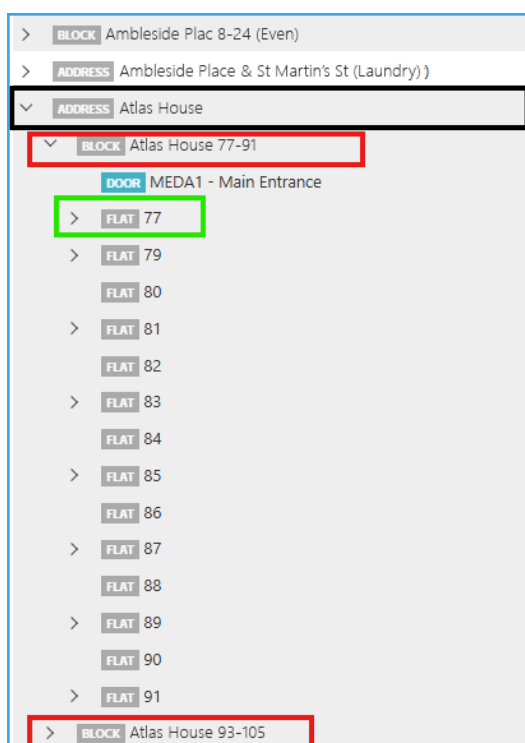
By default, all Areas and Groups use system-generated threshold values. These values may not always be appropriate, so a finer level of control may be required.

Thresholds can be customised at Area or Group level to refine which Fobs are displayed in the Excessive Usage and Under Usage Dashboards.

Threshold customisations apply to the client as a whole. For example, if one staff member changes the threshold for an Area, the new threshold applies to all users who can view that Area.

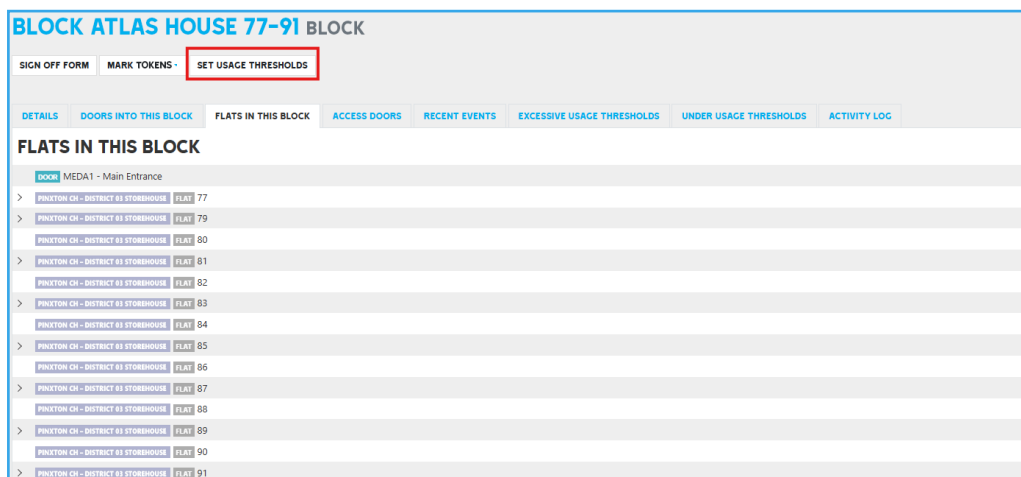
### 17.2 AREA CUSTOMISATION

The example below shows the Area Tree within SimpleKey Web. Each level within the Area Tree can be customised. In this example we have highlighted an Address (**black**) that contains several sub-Areas, there are two different 'blocks' (**red**) and then series of 'flats' (**green**) that sit within the block.



#### 17.2.1 Setting Area usage thresholds – example 1

Clicking on the Block '*Athlone House 77-91*' brings up a new window, select 'Set usage Thresholds'



A pop-up window will appear allowing the user to change the threshold periods and usage for either or both excessive and under usage.

SET USAGE THRESHOLDS

EXCESSIVE THRESHOLD

Unset

The excessive threshold usage of any tokens within this area will be inherited

UNDER USAGE THRESHOLD

Unset

The under usage threshold usage any area within this area will be inherited

CANCEL

OK

In the example below we have clicked on the 'set' button (highlighted in red) for both excessive and under usage. The usage has been adjusted so the new thresholds are applied to **any Fob** within the block *Atlas House 77-91*. In this example that includes Flats 77 – 91 and all Fobs activated to these Flats.

SET USAGE THRESHOLDS

EXCESSIVE THRESHOLD

Set

The specific excessive threshold usage of any tokens within this area

Time Period

7

Days

0

Hours

Usage Threshold

20

UNDER USAGE THRESHOLD

Set

The specific under usage threshold usage any area within this area

Time Period

30

Days

0

Hours

Usage Threshold

1

CANCEL

OK

### 17.3 SETTING AREA USAGE THRESHOLDS – EXAMPLE 2

If we wanted to adjust the values further and apply different thresholds to a specific Flat, then this can be done by navigating to the flat page by clicking anywhere on a row

BLOCK ATLAS HOUSE 77-91 BLOCK

SIGN OFF FORM

MARK TOKENS

SET USAGE THRESHOLDS

DETAILS

DOORS INTO THIS BLOCK

FLATS IN THIS BLOCK

ACCESS DOORS

RECENT EVENTS

EXCESSIVE USAGE THRESHOLDS

UNDER USAGE THRESHOLDS

ACTIVITY LOG

FLATS IN THIS BLOCK

DOOR: MEDA1 - Main Entrance

>

PHIXTON CH - DISTRICT 83 STOREHOUSE

FLAT 77

>

PHIXTON CH - DISTRICT 83 STOREHOUSE

FLAT 79

>

PHIXTON CH - DISTRICT 83 STOREHOUSE

FLAT 80

>

PHIXTON CH - DISTRICT 83 STOREHOUSE

FLAT 81

>

PHIXTON CH - DISTRICT 83 STOREHOUSE

FLAT 82

>

PHIXTON CH - DISTRICT 83 STOREHOUSE

FLAT 83

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PHIXTON CH - DISTRICT 83 STOREHOUSE

FLAT 84

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PHIXTON CH - DISTRICT 83 STOREHOUSE

FLAT 85

>

PHIXTON CH - DISTRICT 83 STOREHOUSE

FLAT 86

>

PHIXTON CH - DISTRICT 83 STOREHOUSE

FLAT 87

>

PHIXTON CH - DISTRICT 83 STOREHOUSE

FLAT 88

>

PHIXTON CH - DISTRICT 83 STOREHOUSE

FLAT 89

>

PHIXTON CH - DISTRICT 83 STOREHOUSE

FLAT 90

>

PHIXTON CH - DISTRICT 83 STOREHOUSE

FLAT 91

The Flat page is presented with the option to set the usage thresholds. Again note this is applied to all Fobs within this flat. Fob details are viewed in the 'Fobs' tab.

**FLAT 77 FLAT**

SIGN OFF FORM
ACTIVATE TOKEN
MARK TOKENS
SET USAGE THRESHOLDS

DETAILS
TOKENS
ACCESS DOORS
RECENT EVENTS
EXCESSIVE USAGE THRESHOLDS
UNDER USAGE THRESHOLDS
ACTIVITY LOG

### DETAILS

|             |      |
|-------------|------|
| Name        | 77   |
| Type        | Flat |
| Status      | OK   |
| Address     |      |
| Description | None |

The same options are displayed once more.

SET USAGE THRESHOLDS

**EXCESSIVE THRESHOLD**
Unset

The excessive threshold usage of any tokens within this area will be inherited

**UNDER USAGE THRESHOLD**
Unset

The under usage threshold usage any area within this area will be inherited

CANCEL
OK

SET USAGE THRESHOLDS

**EXCESSIVE THRESHOLD**
Set

The specific excessive threshold usage of any tokens within this area

Time Period 7 Days 0 Hours

Usage Threshold 20

**UNDER USAGE THRESHOLD**
Set

The specific under usage threshold usage any area within this area

Time Period 30 Days 0 Hours

Usage Threshold 1

CANCEL
OK

#### 17.4 GROUP THRESHOLD CUSTOMISATION

The same process is followed as per the 'Area' yet with the Groups. Sub-Groups can have separate thresholds applied, again increasing the level of control needed.

## 17.5 SETTING GROUP USAGE THRESHOLDS – EXAMPLE 1

Select a Group

**ALL GROUPS**

**CREATE GROUP** **MOVE GROUPS** ☐ Include client groups

|                                                                                |
|--------------------------------------------------------------------------------|
| Beaker Connection Team                                                         |
| Brentwood Level 4 Temporary Access                                             |
| <b>Builder Pro</b>                                                             |
| DKR                                                                            |
| Elizabeth Car Park                                                             |
| Intrasun                                                                       |
| Laundry Access (7.30am-6pm - Mon-Sat) - Moxley Court 1-24                      |
| > Laundry Access (7.30am-6pm - Mon-Sat) - Moxley Court 25-90                   |
| Laundry Access (7am-6.30pm - Mon-Sat) - Salter Crescent 144-166                |
| Laundry Access (7 AM to 9 PM) - Wild Bank Road 104-154 & Graham Close 28,45,47 |
| Laundry Access (24h) - Baylon Close 13-24                                      |
| Laundry Access (24h) - Foggy Close 1-24 & Harper Close 1-12                    |
| Laundry Access (24h) - Kerr Close 1-24 & Harper Close 13-24                    |
| Laundry Access (24h) - Modern Close 1-24 & Mortimer Close 13-24                |

Then select 'Set usage thresholds'

**BUILDER PROGROUP**

**EDIT GROUP** **DELETE GROUP** **DISABLE ALL TOKENS** **SET TOKENS EXPIRY DATE** **ADD SUB GROUP** **ACTIVATE TOKEN** **CHANGE ACCESS DOORS** **SIGN OFF FORM** **MARK TOKENS**

**SET USAGE THRESHOLDS**

**DETAILS** **SUB GROUPS** **TOKENS** **DOORS** **RECENT EVENTS** **EXCESSIVE USAGE THRESHOLDS** **ACTIVITY LOG**

**DETAILS**

|                |                          |
|----------------|--------------------------|
| Name           | Builder Pro              |
| Auto All Doors | ✕                        |
| Description    |                          |
| Time Profile   | No Time Profile Assigned |

**SET USAGE THRESHOLDS** ✕

**EXCESSIVE THRESHOLD** ☐ Unset

The excessive threshold usage of any tokens within this group will be inherited

**CANCEL** **OK**

In the same way the Area was customised, customise the Group

**Note** that Group Fobs do not have a customisable under usage threshold.

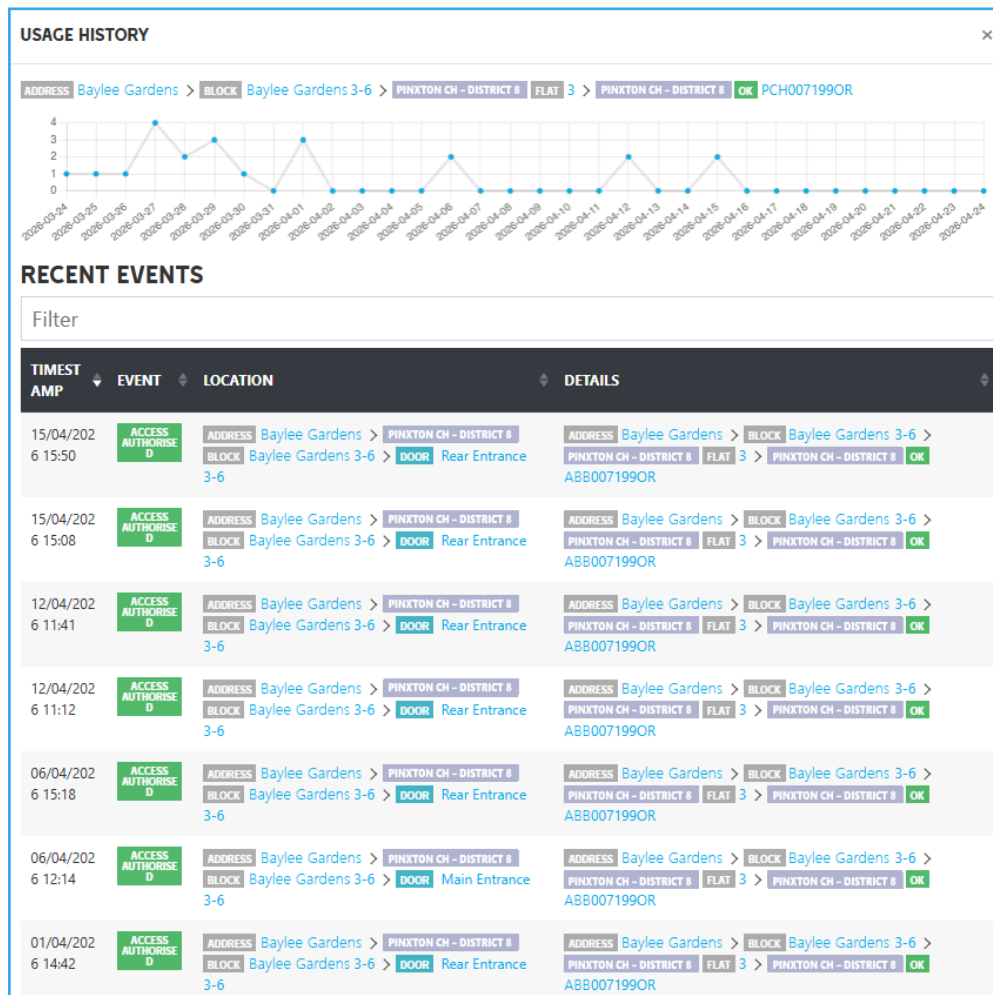
## 18 USAGE HISTORY

### 18.1 OVERVIEW

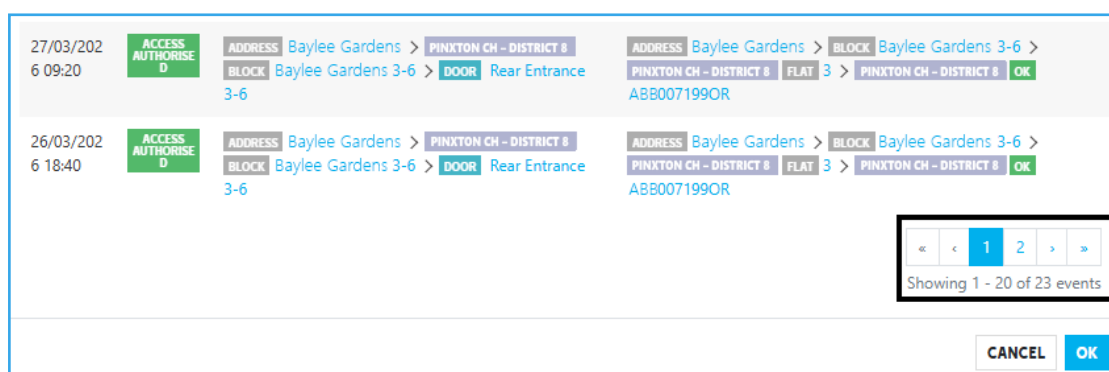
Recent **usage history** can be accessed from several pages within the system; examples include the dashboards and Fob pages within SimpleKey Web.

The usage history provides a visual snapshot of events from the previous **30 days**. This period is fixed and cannot be customised.

A filter box is provided to allow users to search the displayed events. For example, users can search by **door name**, **date**, **time** or **event type**.



Where there are a large number of events, the user can scroll through the event list. Multiple pages may be available, so users should check the page controls at the bottom of the screen, as shown below.



## 19 EXCESSIVE USAGE REPORT

### 19.1 INTRODUCTION

The Excessive Usage Report helps users identify Fobs with high usage based on criteria selected by the user.

Unlike the Excessive Usage Dashboard, which provides an automatically updated snapshot, the report is manually run. This allows the user to define the search criteria before generating results.

Excessive usage is subjective and may vary between clients, sites and user types. For this reason, the report can be targeted at specific Areas, Groups, Doors or Controllers, depending on the system configuration and purpose of the investigation.

For example, the report can be run against an individual Area such as a flat, or across a wider structure such as a block, estate or full client database.

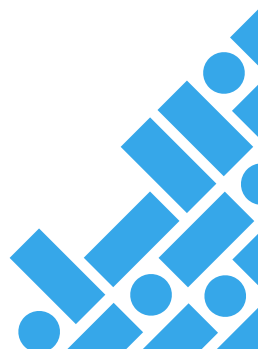
### 19.2 OUTPUT

Report results can be output in one of the following ways:

- 1. Display Below**  
Displays the results in the same window.
- 2. Export to Excel**  
Sends the results to the user by email in Excel format.
- 3. Display Below and Export to Excel**  
Displays the results in the same window and also sends the user an Excel copy by email.

**Note:**

If the user leaves the page, closes the browser tab or navigates away from the report, the report will need to be run again. Keeping the page open allows the user to continue reviewing the results, subject to the normal SimpleKey Web session timeout.



## 20 EXPORTING THE DASHBOARD

Both the Excessive Usage Dashboard and Under Usage Dashboard can be downloaded directly as an Excel document using the button provided.

### EXCESSIVE USAGE DASHBOARD

[EXPORT](#)[SET HOME PAGE](#)

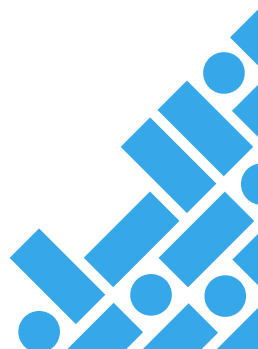
### UNDER USAGE DASHBOARD

[EXPORT](#)[SET HOME PAGE](#)

## 21 SETTING AS HOME PAGE

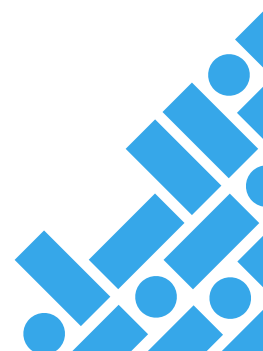
Both Dashboards can be set as the SimpleKey Web home page. When the user logs in, they are directed to the selected Dashboard. This can be changed at any time using the button in the top-right corner.

This setting applies only to the logged-in user. Each user can set their own home page.



# NOTES

This page is left intentionally blank for your notes



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