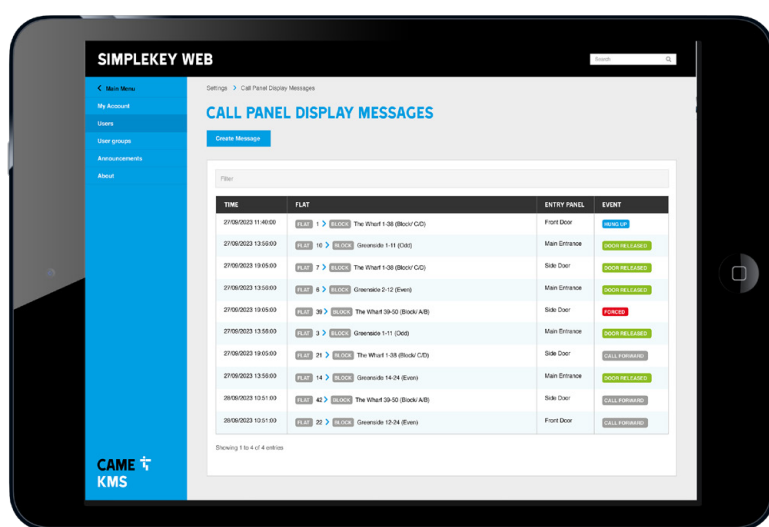


SIMPLEKEY WEB USAGE DASHBOARDS QUICKSTART GUIDE

Overview of the SimpleKey Web usage monitoring features.



Monitoring dashboards
Statuses
Reports
Comparison Tools

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1 INTRODUCTION & PURPOSE

This guide provides a simple, user-friendly overview of the SimpleKey Web usage monitoring features. It is designed for users who are already familiar with the basic SimpleKey Web interface and need practical guidance on using the monitoring dashboards, statuses, reports, and comparison tools.

The guide explains what each SimpleKey Web feature is used for, what users should look for, and which actions may affect Fob access.

1.1 FEATURES COVERED

- **Excessive Usage Dashboard**
Highlights Fobs with unusually high or abnormal activity.
- **Under Usage Dashboard**
Identifies Areas showing low or no Fob activity.
- **Usage Comparison**
Compares an individual Fob's activity against an Area or Group average.
- **Usage History**
Displays recent usage activity from the previous 30 days.
- **Excessive Usage Report**
Allows users to run a manual, targeted investigation into Fob activity.



IMPORTANT

Dashboard results are a starting point for review. A Fob appearing on a dashboard does not automatically mean it has been misused or cloned. Activity should be checked before action is taken.

2 KEY TERMS

Term	Description
Area	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.
Group	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.
Fob	A physical credential held by a user and presented to an access reader.
Event	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.
Usage	Any event generated by a fob. This includes events such as Access Authorised, Access Denied and other recorded fob events.
Activation	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.
Not Activated	A fob that has not yet been assigned to an Area or Group. This usually applies to new, unused or spare fobs.
Enabled	The default active status for a fob. A fob with this status can access doors according to its assigned permissions.
Disabled	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.
Lost	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.
Stolen	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.
Expired	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.
Suspicious	A secondary status used to flag a fob where usage appears unusual or requires further investigation.
Activity checked	A secondary status used to show that fob activity has been reviewed and no further action is currently required.
Main client	The main customer account. A Main Client can view and manage all associated systems, doors, Areas, Groups and Sub Clients.
Sub client	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



Usage dashboards are controlled at Client level. Main Clients usually have access to the feature by default, but access must also be enabled for the appropriate user groups.

3.1 MAIN CLIENT

1. Confirm the feature is enabled for the Main Client.
2. Confirm the required user groups have permission to access the dashboards and reports.
3. Check that the user can see the Monitoring menu and the relevant dashboard options.

3.2 SUB CLIENT

Sub Client users do not receive access by default. The feature must be enabled for each required Sub Client by CAME KMS.

1. Enable the feature on the Sub Client configuration page.
2. Add the feature to the client.
3. Add the feature to the relevant user group or user groups.
4. Confirm that Sub Client users can only see usage data for their assigned Sub Client.

SUB CLIENT RULE

Usage data is generated at Main Client level. When a Sub Client is enabled, the dashboard view is restricted to that Sub Client.

4 EXCESSIVE USAGE AND UNDER USAGE

Type	What it checks	How it is measured
Excessive usage	Fobs with unusually high use.	Measured Fob by Fob. Each Fob is treated as an individual item.
Under usage	Areas with little or no Fob activity.	Measured at Area level. This avoids spare or unused Fobs incorrectly appearing as underused.

5 EXCESSIVE USAGE DASHBOARD

The Excessive Usage Dashboard provides an automatically updated view of Fobs showing high or unusual activity. The dashboard refreshes every 24 hours.

Tab	Purpose
Fob Event Count	Shows Fobs with the highest usage over the previous 24 hours.
Increase in Usage vs Last 30 Days	Shows Fobs with the largest change compared with their previous 30-day average.
Suspicious Fobs	Shows Fobs marked with the secondary status Suspicious.
Activity Checked Fobs	Shows Fobs marked with the secondary status Activity Checked or Checked.

5.1 TYPICAL STEPS

1. Open the Excessive Usage Dashboard from the Monitoring menu.
2. Review the Fob Event Count tab to see the highest-use Fobs.
3. Use the Increase in Usage vs Last 30 Days tab to find unusual changes in behaviour.
4. Select a Fob row if more detail or a usage comparison is needed.
5. Use Mark Fob to apply a status or take action where required.
6. Use the Suspicious Fobs and Activity Checked Fobs tabs to manage ongoing review lists.

6 UNDER USAGE DASHBOARD

The Under Usage Dashboard helps identify Areas where little or no Fob activity has been recorded. This is useful for detecting unusual inactivity in flats, blocks, landings, or similar Areas.

Tab	Purpose
Area Event Count	Shows Areas with the lowest usage. Areas with zero usage may appear first.
Decrease in Usage vs Last 30 Days	Shows Areas with the largest decrease compared with their previous 30-day average.
Suspicious Area	Shows Areas marked as Suspicious.
Checked Areas	Shows Areas marked as Checked.

6.1 TYPICAL STEPS

1. Open the Under Usage Dashboard from the Monitoring menu.
2. Review the Area Event Count tab for Areas with low or zero usage.
3. Use the Decrease in Usage vs Last 30 Days tab to identify unusual drops in activity.
4. Open or review the Area if more detail is needed.
5. Mark the Area as Suspicious if the low usage needs investigation.
6. Mark the Area as Checked if the activity has been reviewed and no further action is required.

AREA STATUS ONLY AFFECTS FILTERING

Marking an Area as Suspicious or Checked does not change whether a Fob can open a door. It is used for dashboard filtering and review management.

7 FOB AND AREA STATUSES

SimpleKey Web uses both primary and secondary statuses.

- **Primary statuses** can affect whether a Fob is active and able to work.
- **Secondary statuses** are labels used for monitoring, review, and filtering purposes only.

Status type	Examples	Effect
Primary status	OK, Disabled, Lost, Stolen, Expired, Not Activated, Not Started	Controls whether the Fob can work. Disabled, Lost, Stolen, Expired, Not Activated and Not Started prevent access.
Secondary status	Suspicious, Checked / Activity Checked	Adds a review label. It does not remove access by itself.

Primary status	Secondary status	Can the Fob access doors?
OK	Suspicious	Yes, if permissions allow access.
OK	Checked / Activity Checked	Yes, if permissions allow access.
Disabled	Suspicious or Checked	No.
Lost	Suspicious or Checked	No.
Stolen	Suspicious or Checked	No.
Expired	Suspicious or Checked	No.
Not Activated / Not Started	Suspicious or Checked	No.

SIMPLE RULE

Suspicious and Checked are review labels only. Lost, Stolen, Disabled, Expired, Not Activated and Not Started prevent the Fob from working.

8 MARKING FOBs AND CHANGING STATUS

8.1 MARK A FOB AS SUSPICIOUS OR CHECKED

1. Find the Fob in the dashboard or open the Fob page.
2. Select Mark Fob.
3. Choose Suspicious or Checked / Activity Checked.
4. Add optional information if required.
5. Select the expiry option: Never, 30 days, 6 months, Custom duration or Custom end date.
6. Select OK to save the change.
7. Check the relevant dashboard tab to confirm the Fob appears in the expected list.

EXPIRY BEHAVIOUR

When a secondary status expires, the label is removed. If the Fob still meets the dashboard threshold, it may reappear in the relevant dashboard list.

8.2 CHANGE A PRIMARY FOB STATUS

Use a primary status when the Fob should no longer be able to open doors, for example because it is lost, stolen or needs to be disabled.

1. Find the Fob in the dashboard or open the Fob page.
2. Select Mark Fob.
3. Choose Lost, Stolen or Disabled.
4. Confirm the change.
5. The Fob will stop working on access doors, but its activation and identity remain in the system for reporting and administration.
6. To restore operation later, change the primary status back to OK, subject to permissions and expiry rules.

9 THRESHOLDS AND CUSTOMISATION

Thresholds determine which Fobs or Areas appear in the dashboards. Default thresholds provide a starting point and can be adjusted if the standard values do not reflect normal site activity.

Threshold type	Default behaviour	Notes
Excessive usage	Displays the highest-use Fobs, based on usage within a 1-hour period over the previous 24 hours.	Usage includes authorised, denied and other Fob events.
Under usage	Displays Areas with the least or zero usage.	The system reviews up to the previous 52 weeks to find Areas with no Fob activity.

CLIENT-LEVEL CHANGES

Client-level threshold changes are carried out by CAME KMS and may take up to 24 hours to propagate through the system.

9.1 CUSTOMISE AN AREA OR GROUP THRESHOLD

1. Open the Area Tree or the relevant Group page.
2. Select the Area, Block, Flat, Group or Sub-group that needs a custom threshold.
3. Select Set Usage Thresholds.
4. Choose whether to set excessive usage, under usage, or both where available.
5. Enter the required period and usage values.
6. Save the changes.
7. Review the dashboard after the change has had time to apply.

SCOPE OF CUSTOM THRESHOLDS

Threshold customisations apply to the client as a whole. If one user changes a threshold for an Area, the new threshold applies to other users who can view that Area. Group Fobs do not have a customisable under usage threshold.

10 USAGE COMPARISON

Usage Comparison helps users compare the selected Fob against other usage data. This can help determine whether activity is genuinely unusual.

Comparison type	Use
Area Usage Comparison	Compare an Area Fob against the average usage for an Area, such as a flat, landing or block.
Group Usage Comparison	Compare a Group Fob against other Fobs in the same Group or selected Group.
Area to Group comparison	Compare usage between an Area Fob and Group Fob where supported.

10.1 TYPICAL STEPS

1. Open the Fob page or use the compare button from a dashboard row.
2. Select the usage comparison option.
3. Review the graph showing the selected Fob and the comparison average.
4. Change the period if required. Days can be set between 2 and 90 days.
5. Alternatively, switch to hours. Hours can be set between 1 and 72 hours.
6. Change the comparison Area or Group if a different comparison point is needed.
7. Use the result to decide whether to mark the Fob, investigate further or take no action.

11 USAGE HISTORY

Usage History gives a visual snapshot of events from the previous 30 days. This period is fixed and cannot be changed.

1. Open Usage History from a supported dashboard, Fob page or related SimpleKey Web page.
2. Review the 30-day event list and visual summary.
3. Use the filter box to search by door name, date, time or event type.
4. If many events are shown, use the page controls at the bottom of the list to continue reviewing.

12 EXCESSIVE USAGE REPORT



The Excessive Usage Report is run manually by the user. It is useful for targeted investigations, as the user can choose the search criteria before generating the results.

1. Open the Excessive Usage Report.
2. Choose the required search scope, such as Area, Group, Door, Controller or wider client data, depending on the available options.
3. Set the usage criteria and time period required for the investigation.
4. Choose the output option: Display Below, Export to Excel, or Display Below and Export to Excel.
5. Run the report.
6. Keep the page open while reviewing displayed results. If the page is closed or the user navigates away, the report may need to be run again.
7. Use the results to mark Fobs, compare activity, export evidence or continue the investigation.

13 EXPORTING AND SETTING A DASHBOARD AS HOME PAGE



13.1 EXPORT A DASHBOARD

1. Open the Excessive Usage Dashboard or Under Usage Dashboard.
2. Select the Excel export button.
3. Save or open the exported file as required.=

13.2 SET A DASHBOARD AS HOME PAGE

1. Open the required dashboard.
2. Use the button in the top-right corner to set it as the SimpleKey Web home page.
3. The setting applies only to the logged-in user and can be changed at any time.

14 SUGGESTED USER WORKFLOW



1. Start with the Excessive Usage Dashboard and review the highest-use Fobs.
2. Check whether the activity looks unusual using Usage History or Usage Comparison.
3. Mark obvious items as Checked where no further action is needed.
4. Mark uncertain items as Suspicious for further investigation.
5. Only change the primary status to Lost, Stolen or Disabled when access should be stopped.
6. Review the Under Usage Dashboard for Areas with unusually low or zero activity.
7. Mark Areas as Checked or Suspicious as appropriate.
8. Use the Excessive Usage Report when a manual, targeted investigation is needed.
9. Adjust thresholds only where repeated results show the default values do not match real site behaviour.

15 SUPPORT



For support with SimpleKey Web usage monitoring features, contact CAME KMS Customer Services or Technical Support.

Support route	Contact details
Telephone	01494 531099
Technical Support email	ckuk.technical@came.com
Customer Services email	ckuk.info@came.com

16 QUICK REFERENCE

Task	Where to go	What to do
Find high-use Fobs	Excessive Usage Dashboard	Review Fob Event Count and Increase in Usage vs Last 30 Days.
Find low-use Areas	Under Usage Dashboard	Review Area Event Count and Decrease in Usage vs Last 30 Days.
Flag something for investigation	Dashboard or Fob / Area page	Mark as Suspicious.
Show activity has been reviewed	Dashboard or Fob / Area page	Mark as Checked / Activity Checked.
Stop a Fob from working	Dashboard or Fob page	Change primary status to Lost, Stolen or Disabled.
Compare usage	Fob page or dashboard row	Open Usage Comparison and adjust period or comparison Area / Group.
Run a manual investigation	Excessive Usage Report	Select criteria and choose output option.
Change dashboard results	Threshold settings / CAME KMS support	Adjust client, Area or Group thresholds where required.

USER NOTE

Secondary statuses help manage review lists but do not remove access. Primary statuses control Fob operation. Always check the activity before disabling a Fob.



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