

Comprehensive Guide to Navigating the Dashboard and Mobile App

This guide is crafted to assist you in navigating, utilising, and troubleshooting both the dashboard and mobile app. It is tailored for users of all experience levels, from first-timers to seasoned pros.

any access User Manual

<https://anyaccess.io>



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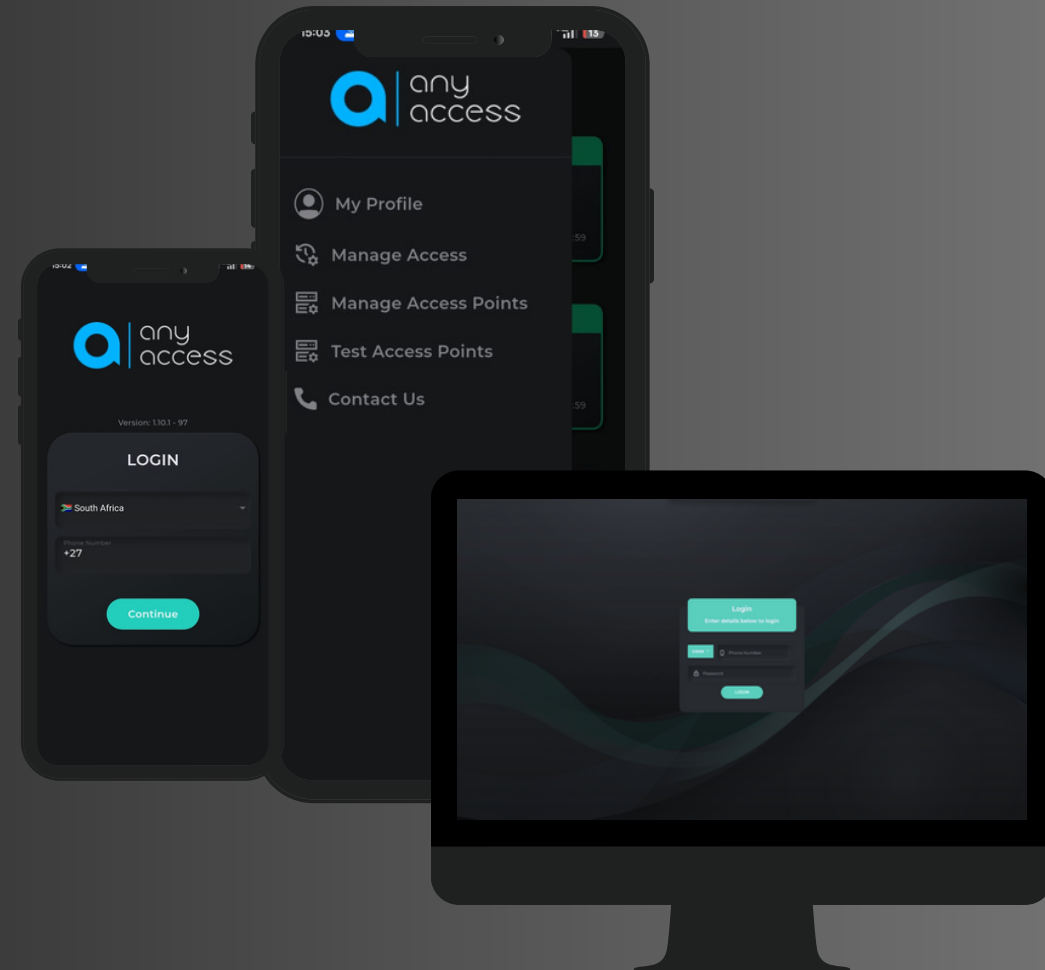


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System Requirements:

- Internet connection for aweb dashboard.
- Supported on all web browsers (Chrome, Edge, Safari, Firefox)
- Mobile app (iOS / Android & huawei latest versions)

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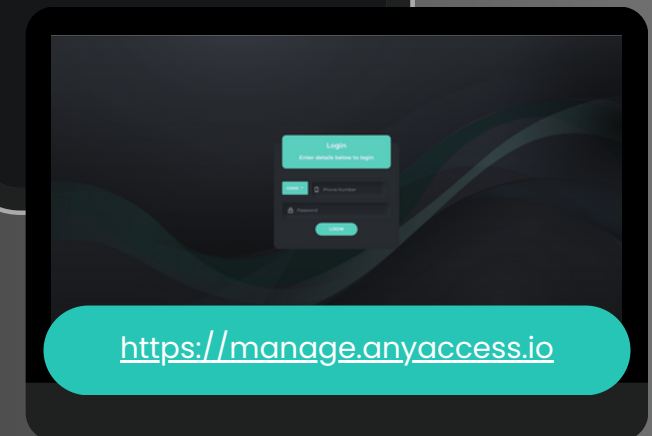
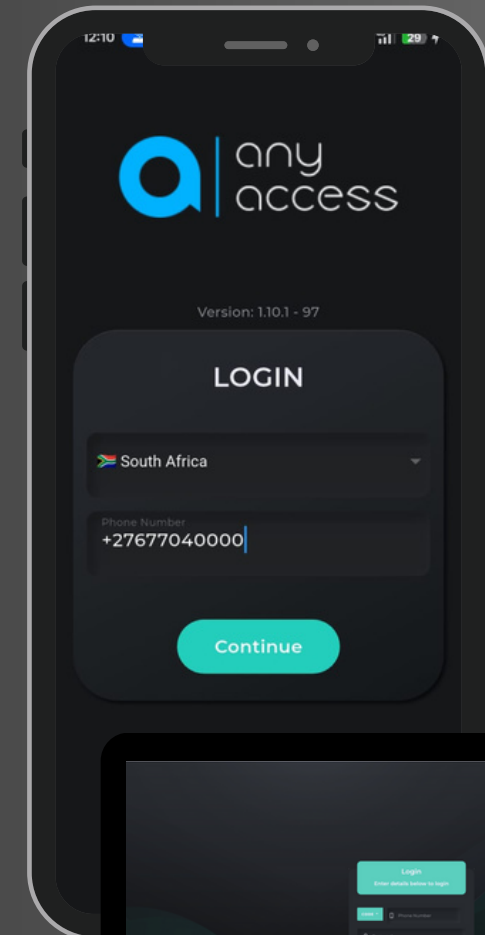
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Terminology

Terminology	Definition
Access Point	This is the physical "lock" or device that you want a specific person or user to be able to access.
Access Rule	A configuration created and managed on the "Manage Access Page" to define the conditions for someone to use an Access Point. The main types are Temporary and Permanent.
Permanent Access	A type of access rule that grants continuous access, without any parameter restrictions
Temporary Access	A type of access rule that grants access for a defined, limited period with possible parameter restrictions
Custom Access (App)	An option selected during rule creation to immediately add custom parameters, such as specific dates, times, and user locations.
Geo-Fencing	A custom parameter that allows you to set geographical boundaries or "borders" (using polygon or circle borders) in which the Access Point can be triggered. The lock will not turn if a user tries to trigger it outside of these set borders.
Serial Number	The specific code on a lock device that must be scanned to link a new Access Point to your user account during the "Adding a Device" process. it is also that locks unique identifier.
Lock Group	A category or organisational structure that an Access Point belongs to. Users who haven't been added to an existing group may need to create their own if they want to add a new lock.
NFC Support	Near-Field Communication hardware required on the mobile device. Without it, key app functionality such as unlocking or access control will not work.
OTP (One-Time Password)	A security code sent to your mobile number that you must enter within a short time frame (1 minute and 30 seconds) to complete user registration.
Loading Screen	The screen that appears while the lock is turning in real-time, instructing you not to move your device until the process is complete.
Red Popup	An indication that a lock operation was interrupted, likely because the device was moved too quickly before loading was completed or the mobile device and the lock were not aligned properly.
Biometrics	An optional setup available on compatible devices that allows you to use fingerprint or face recognition instead of a password or PIN for login.
Dashboard	The centralised web interface used to manage access and view audit trails.

User Roles

Client/ Company owner: The person or entity responsible for the account

Default user: The person who adds a new device (essentially the owner of the lock)

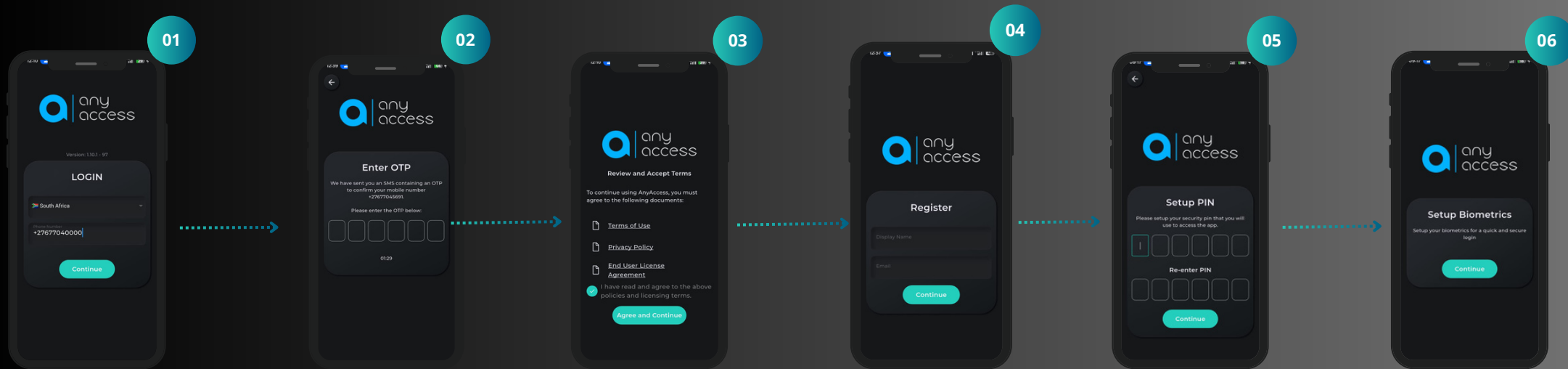
Temporary Access User: A user who has been granted temporary access to a specific access point(s). Users with temporary access will not be able to grant other user access. Those access points have certain parameters and can not be triggered outside of the set parameters. Their permissions remain valid until 1. they are removed from the access rule 2. their access rule is deleted and 3. until their access rule expires

Permanent access: A user who has been granted permanent access to a specific access point. This user also has permissions to grant other users temporary or permanent access. They have these permissions until their original access either gets updated or deleted.

Dashboard users: These are company admin users who have been granted permissions to certain groups where they can manage access rules, lock groups, create access rules, view audit trails and pull history reports.

Registering a user

To create a new account and start using the app:



01

To Register a user

- On the welcome screen, select your country code from the drop down
- Enter the mobile number for the device to receive OTP.

02

Enter the OTP

- You'll have 1 minute and 30 seconds to enter your otp before it expires
- You can request a new OTP if you entered your mobile number incorrectly
- Should you enter your OTP incorrectly more then 3 times you'll need to request a OTP after a set time ± 3 hours.

03

Agree to Terms & Conditions

- Read through the terms of use and privacy policy.
- Tick the checkbox to confirm your agreement.

04

Enter Personal Details

- Full Name – Type your first and last name.
- Email Address – Enter a email.

05

Create a Pin

- Choose a secure pin (6 numeric numbers).
- Re-enter the pin to confirm.

06

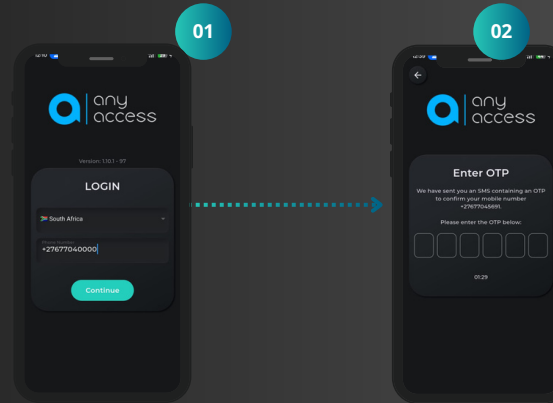
Setup Biometrics

- This option is only available on devices that have biometrics enabled

Logging in

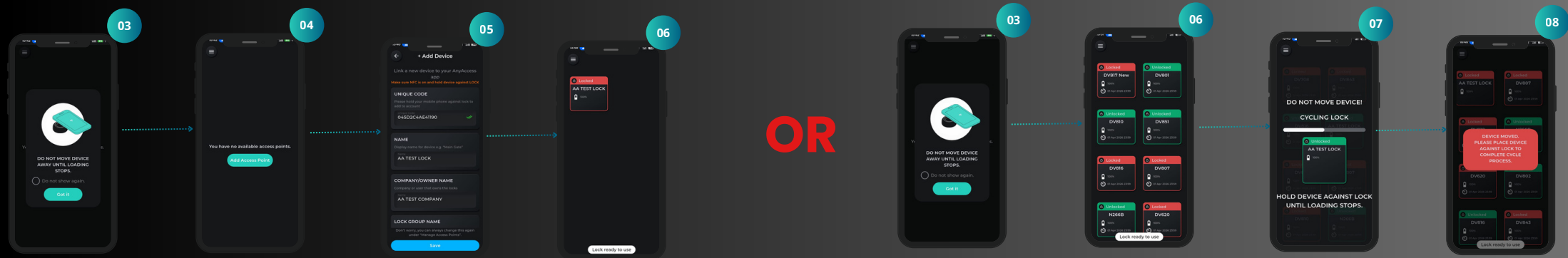
First Login (without Access Points)

- 01 Login**
 - On the welcome screen, select your country code from the drop down
 - enter the mobile number to receive OTP.
- 02 OTP**
 - Here you'll enter the OTP that came through to your phone
 - you'll have 01:30 mins to enter your OTP or request a new one
 - You can only request an otp a few times before it locks you out for 3 hours
- 03 Home screen Popup**
 - Shows instructions on how to trigger you access point
 - shows on every login unless you select do not show again which will result in it showing only after a full sign in



Secondary Login (with Access Points)

- 04-05 Registering a new device**
 - Refer to page 10
- Home Screen**
 - Shows all the access points you currently have access to.
- Loading Screen**
 - Shows your lock turning in real time so that you don't move your device to quickly before turning is complete
- Red Popup**
 - Indicates that you either moved your device to quickly or that your device and lock are not aligned properly.



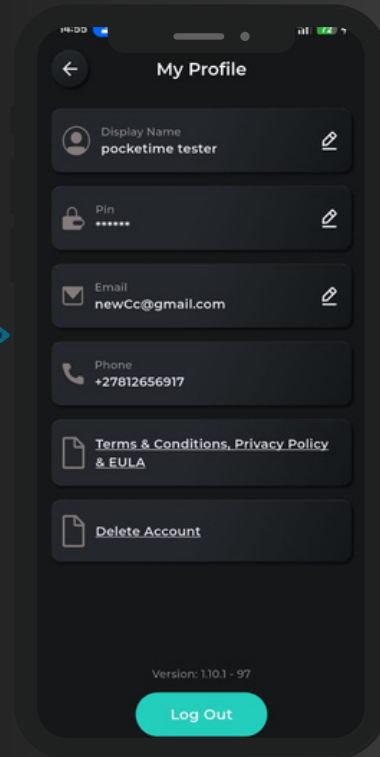
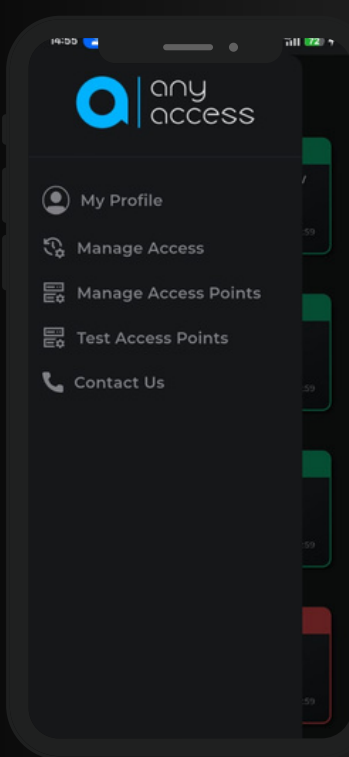
App Navigation

User Profile

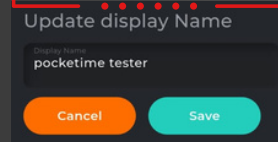
One Can Navigate to the user profile by either opening the side menu and selecting “My profile” or by clicking on your display name in the top right corner of your home screen.

01

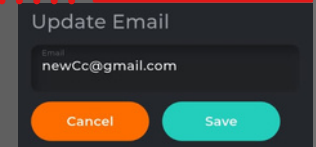
Side Menu



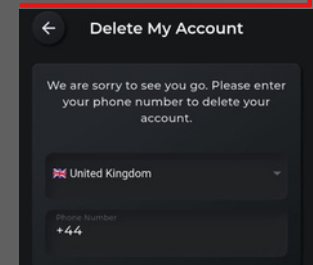
To update your display name, just click on the edit icon fill in your new name and save



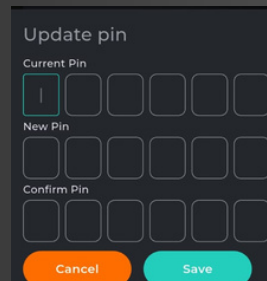
By clicking on the edit icon you can update your email.



As a user, you can choose to permanently delete your account by clicking the delete account option where you'll be requested to confirm your mobile number to finalise deletion of your account.



You can also opt to update your pin by following the instructions

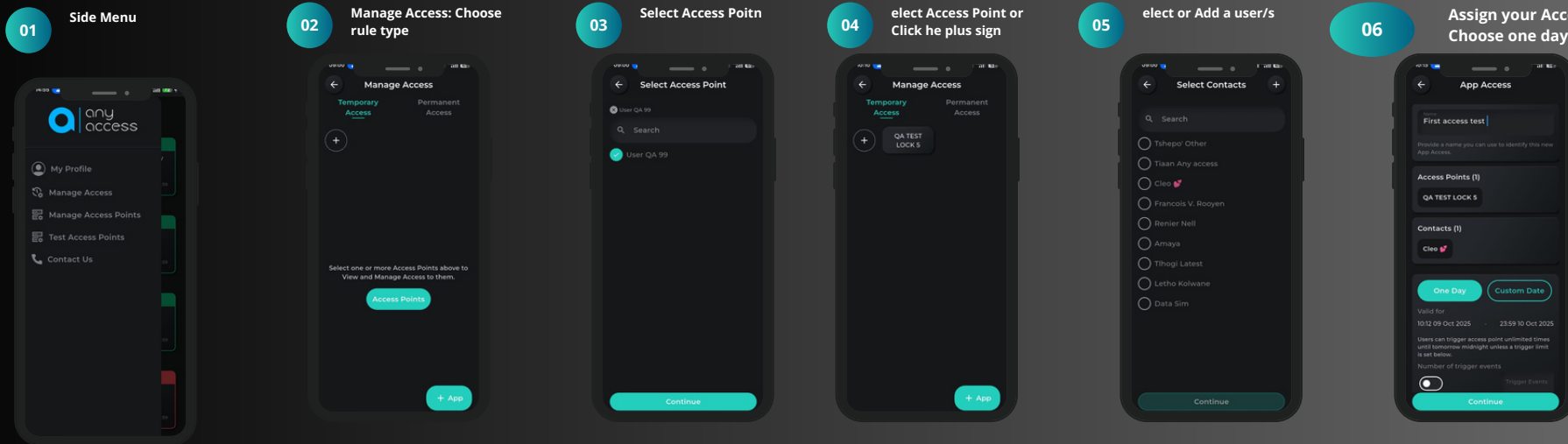


App Navigation

How to create a Temporary Access

The Manage Access Page is where access rules are created, viewed and managed. Creating an access rule can only happen when you are either granted permanent access to an access point or have default access to said access point

Open Side menu → Click Manage access → Select rule type (Temporary) → Select Access point OR click plus sign on the top left → Select Plus App User → Set Rule name → One Day access or Custom Access



01 Side menu

- Select Manage Access

02 Choose Access Rule Type

- To establish an access rule, begin by selecting the desired type: Temporary.

03-04 Select Access Point or Click the plus sign

- This is where you would select the “lock” or “locks” that you want the person to be able to access

05 Select or Add a user/s

- Here you will see and select all the users that have registered to use the app from your contact list, if you know a person has the app but they are not showing on the list you can use the plus sign (top left corner) to add them
- Contacts need to be saved with their countries dialling codes (on your devices contact list) in order to appear on your app contact list.

06 Assign your Access rule a name

- Here you can give your rule a reference name

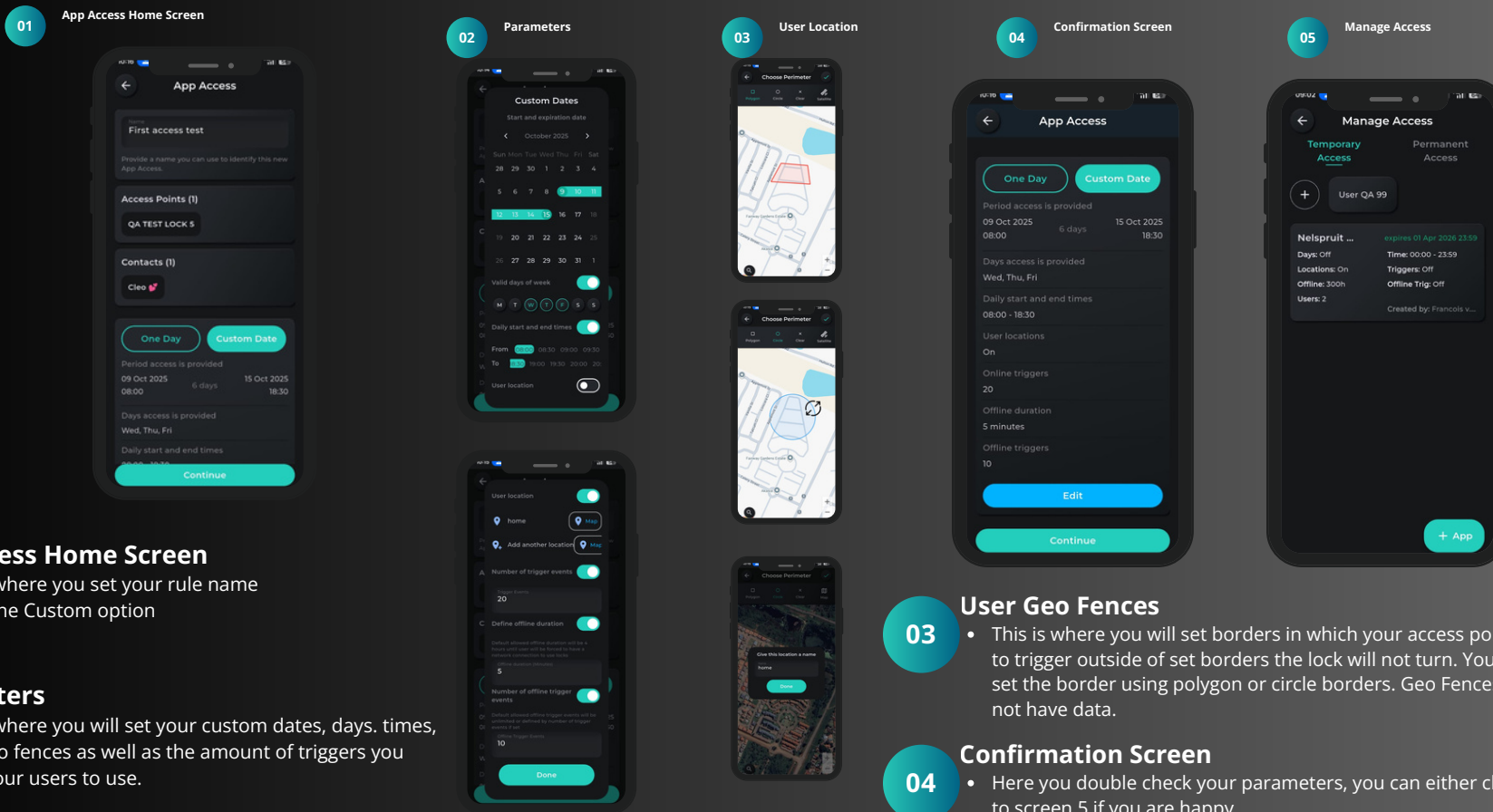
06 One day vs Custom Access

- Once you have given your access rule a name you can select either one day OR custom access where you will be able to add custom parameters

App Navigation

How to Create a Custom Access on the App

This is where you specify the conditions in which you want your access points to be triggered under. You only need to set what you want applied to your “lock” otherwise you can leave the setting off.



01

App Access Home Screen

- This is where you set your rule name
- Select the Custom option

02

Parameters

- This is where you will set your custom dates, days, times, user geo fences as well as the amount of triggers you allow your users to use.

03

User Geo Fences

- This is where you will set borders in which your access point/s can be triggered in. If a user tries to trigger outside of set borders the lock will not turn. You can search for a location and you can set the border using polygon or circle borders. Geo Fences will also function if the user does not have data.

04

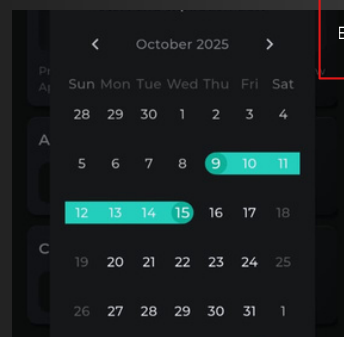
Confirmation Screen

- Here you double check your parameters, you can either choose to edit if unhappy or continue to screen 5 if you are happy

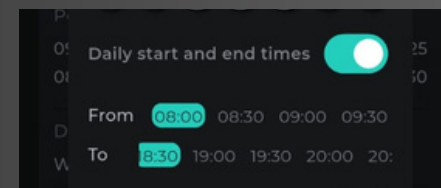
App Navigation

Manage Access: Parameters

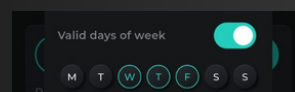
These are all the parameters currently available on the system and how each one works. Its important to note that all parameters are optional meaning if its toggled off the default setting takes effect if theres no default for a specific parameter it simply means that its unlimited (it can be used as and when required by the user)



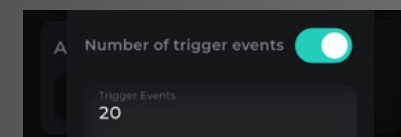
Enter start and end date



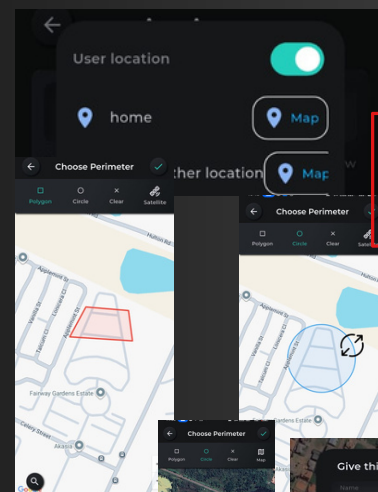
Optional start and end time
• Users will only be able to cycle locks daily between entered times if turned on



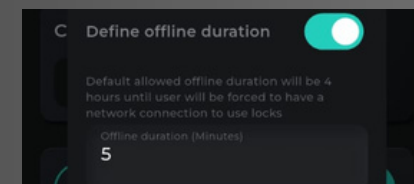
Optional valid days of week
• Users will only be able to cycle locks on selected days if turned on.



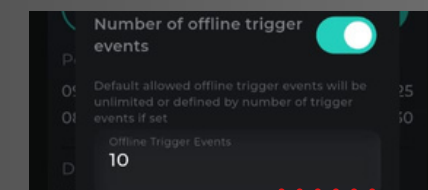
Optional number of trigger events
• Users will only be able to cycle the locks based on the amount of times defined while online. If turned off users can cycle locks unlimited amount of times within other parameters defined.



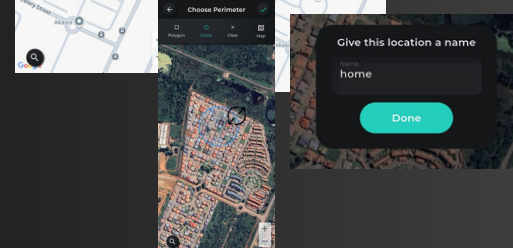
Optional location Geofence
• The Borders created here limit the areas your user can open or close an access point.



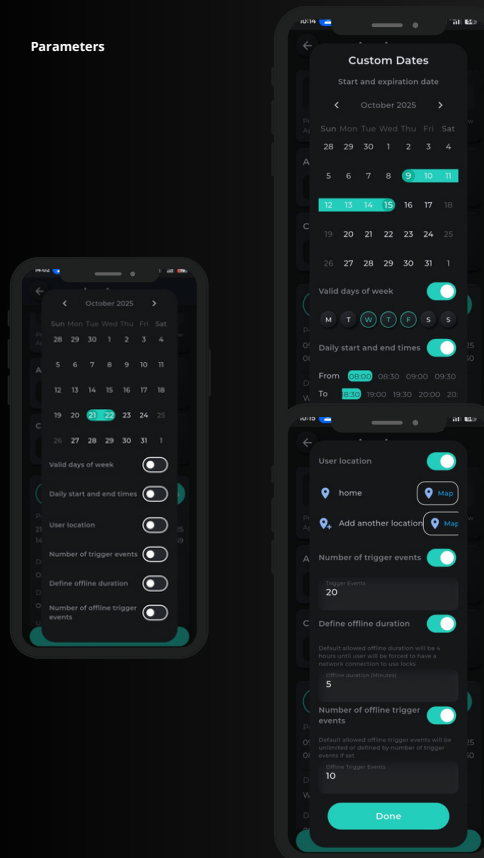
Optional offline duration
• Users can cycle locks by default for 4 hours continues without network connection. Can increase the duration by turning on offline duration



Optional number of offline trigger events
• Users will only be able to trigger their access points offline within the set amount



Parameters

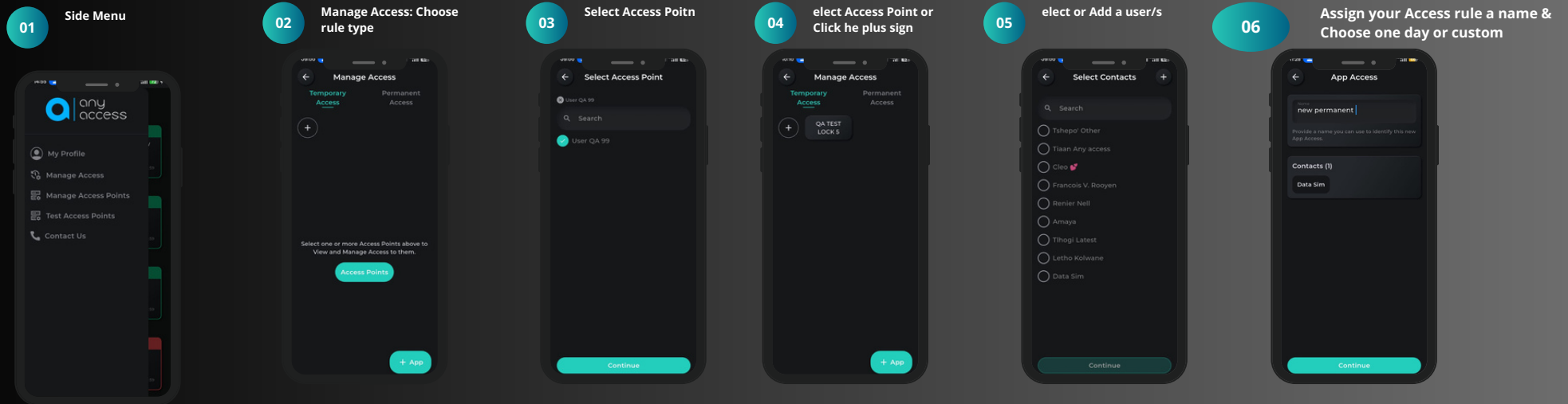


App Navigation

How to create a Permanent Access

The Manage Access Page is where access rules are created, viewed and managed. Creating an access rule can only happen when you are either granted permanent access to an access point or have default access to said access point

Open Side menu → Click Manage access → Select rule type (Permanent) → Select Access point OR click plus sign on the top left → Select Plus App User → Set Rule name → Continue



01 Side menu

- Select Manage Access

02 Choose Access Rule Type

- To establish an access rule, begin by selecting the desired type: Permanent.

03-04 Select Access Point or Click the plus sign

- This is where you would select the “lock” or “locks” that you want the person to be able to access

05 Select or Add a user/s

- Here you will see and select all the users that have registered to use the app from your contact list, if you know a person has the app but they are not showing on the list you can use the plus sign (top left corner) to add them
- Contacts need to be saved with their countries dialling codes (on your devices contact list) in order to appear on your app contact list.

06 Assign your Access rule a name

- Here you can give your rule a reference name

06 Click continue

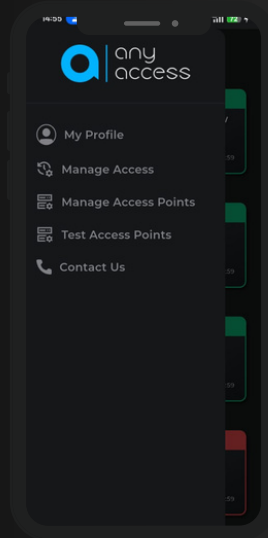
- Once you have given your access rule a name you can select continue to save your new access

App Navigation

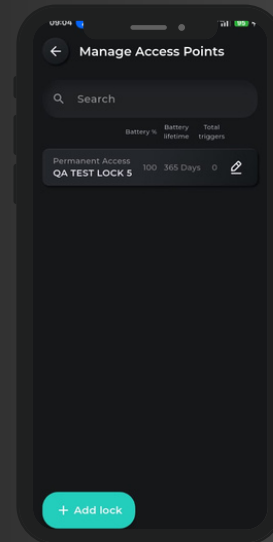
Manage Access Points

On this page you will be able to manage all the access points that you have default access to

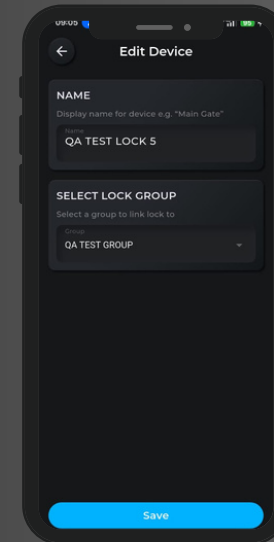
01 Side Menu



02 Manage Access Points



03 Editing an Existing access point



01

Side menu

02

Manage Access Points

- Here you will be able to see all the Access points that belong to you, you will also be able to search if your list is extensive.
- You can select whether you want to add a new device or edit an existing one.
- Click on the edit icon

03

Editing an existing Access Point

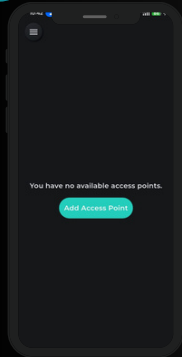
- Here you will be able to edit an existing device' name
- You can also move it to a different lock group, that you are linked to.
- If the lock group does not appear on the drop down you need to either add it on the dashboard or contact your company administrator to link you to the group.

App Navigation

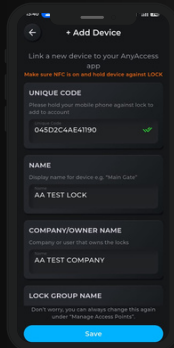
Manage Access Points: Adding a Device

There is two main ways a user can add a new device – here is a breakdown of each:

01



02



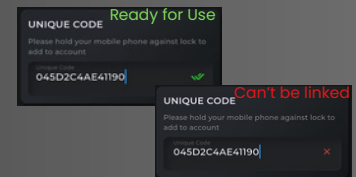
01 Home Screen

- If this is your first login and you have not been assigned any access points, this will be the first screen you see.
- You'll then need to click on the "Add Access Point" Button
- Which will redirect you to the "Add Device" Screen

02

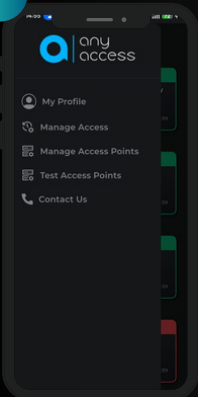
Adding a Device (For Users Not Linked to an Existing Company)

- To begin, tap your device against the lock to reveal the Unique code. If the device is available for use, you will see two green ticks; if not, there will be one red cross.
- If the device you are trying to add is available, you will need to assign it a name.
- Since this is your first time adding a device and you are not linked to an existing company, you will need to create a new company by providing it with a name. (All future groups and access points you create will be linked to this company.)
- The same process applies to groups. As this is your initial login, you currently have no groups linked to your user account. Therefore, you will need to create a group by giving it a name. You will always have the option to create additional lock groups on the dashboard, and the locks you add or have permanent access to can be moved between these groups.
- Once saved you'll be redirected to the Manage access page where you'll see all your locks where you can edit or add more access points.

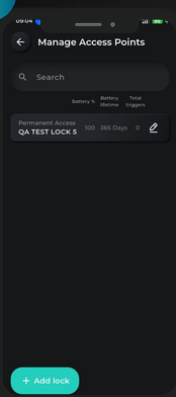


OR

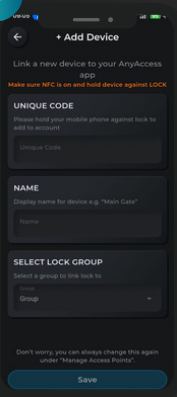
01



02



03



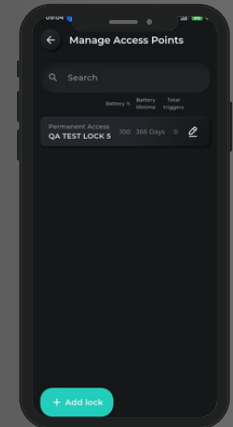
02 Manage Access Points

- Here you will be able to see all the Access points that belong to you, you will also be able to search if your list is extensive.
- You can select whether to want to add a new device or edit an existing one.

03

Adding a Device (For Users already linked to companies and assigned to groups)

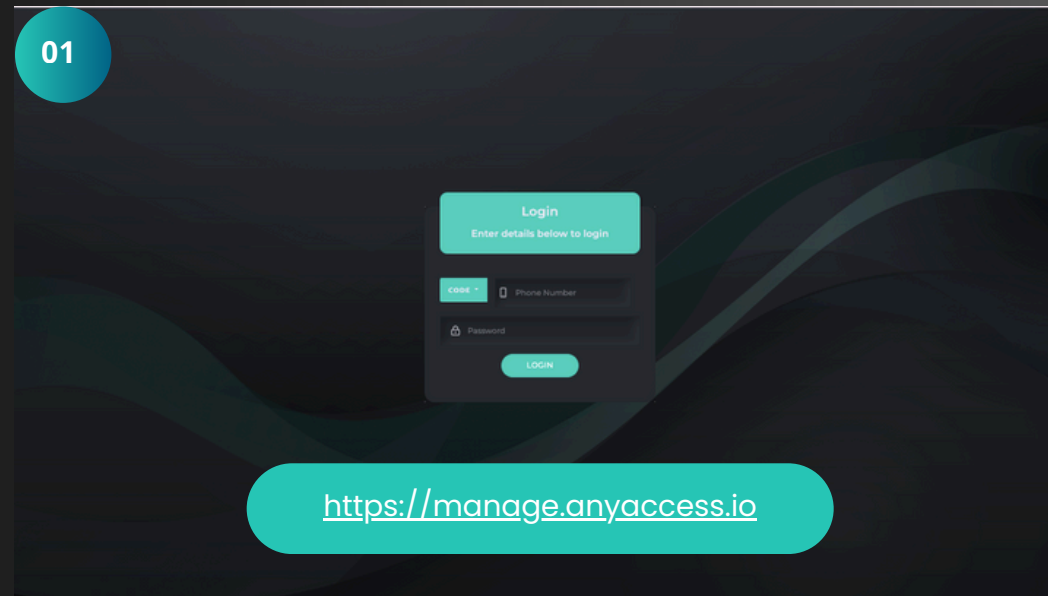
- To begin, tap your device against the lock to reveal the Unique code. If the device is available for use, you will see two green ticks; if not, there will be one red cross.
- If the device you are trying to add is available, you will need to assign it a name.
- You'll then need to select a Lock group from the drop down.
- If the group you are looking for is not part of the list, you'll either need to go to the dashboard and create a new one or ask your company administrator to add you to the Lock group
- Lastly you'll need to save your edits.
- Once saved you'll be redirected to the Manage access page where you'll see all your locks where you can edit or add more access points.



Dashboard Login

Login Page

The login credentials you use for the app are the same ones you'll need to access the dashboard.

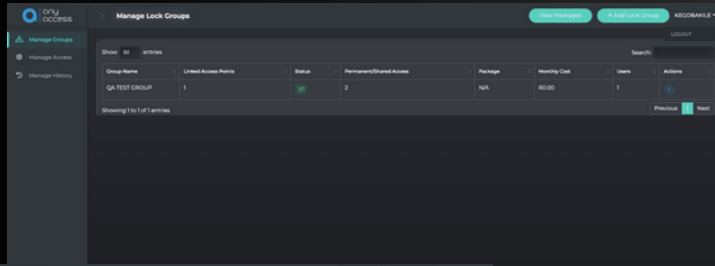


A Few Important Points to Remember:

- If you happen to forget your PIN, you can easily reset it through the app by using the "Forgot PIN" option during login (refer to the app login page).
- If you log in to the app and later access the dashboard with the same credentials, your session will end on the app. You will then need to log in again, and the same applies in reverse.
- To access the Dashboard use the link: <https://manage.anyaccess.io>

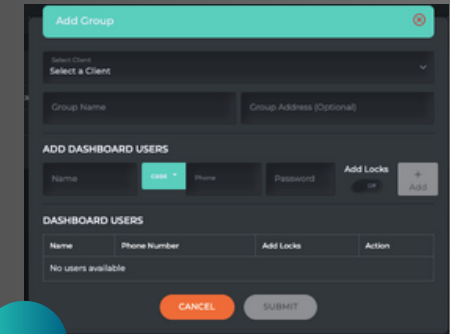
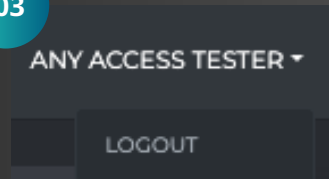
Landing Page: Manage Lock Groups

Lock groups are used to better manage your access points, by sorting access points in a way that fits your organisations/ operations (e.g Location based – Branches or by Access Point type or Per admin user who manages all locks within a certain group)



01

03



04

02

Navigation

01 - 02

- You have the option to collapse or expand the side panel.
- To log out, click on your username, and you will find the logout button.

03

- The logout button is consistently located in the same spot across all dashboard pages.

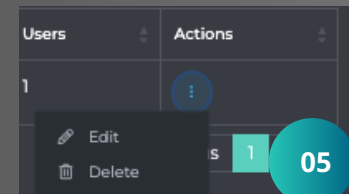
Creating a Group:

04

- To create a new group, click the "Add Lock Group" button. This will open a popup where you can enter the lock group name and add dashboard users to the group.(These users are able to manage all the access points within the group.

05

- You also have the option to delete or edit an existing group.



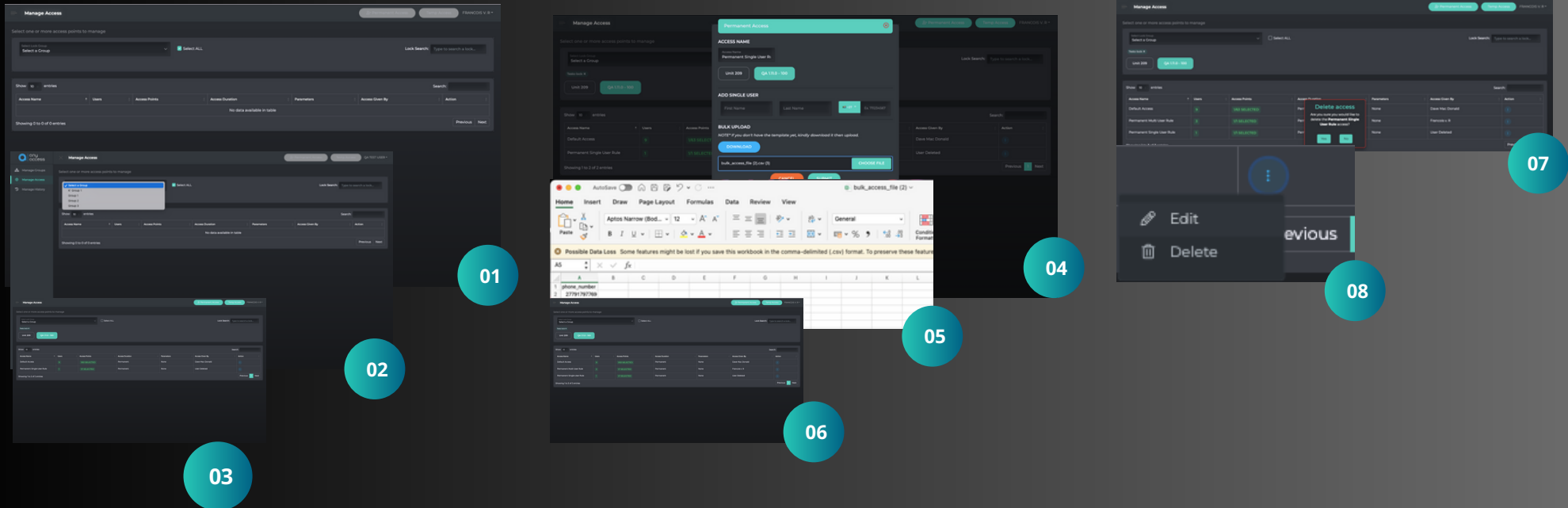
05

Manage Access

How to create a Permanent Access Rule

Permanent access simply means that the user you are granting permanent access to can trigger the access point without any restrictions. They can also grant others temporary access until you decide to revoke their access by deleting their permanent access.

Side Panel Menu → Click manage access → open group drop down → Select Group → Select Lock/s → Select Permanent access



01-03 Access Rules

- When you reach the manage access screen, open the groups dropdown menu.
- Select the group(s) which contain the locks you'd like to create a rule for.
- Next, select the lock(s) that you would like to be linked to the permanent access rule
- After selecting the locks, you can choose to create a new permanent access OR
- Manage existing access rules associated with the selected locks.

04-06 Permanent Access Pop-up

- Begin by naming your rule.
- If you're granting permanent access to a single user, enter their full name and surname, along with the registered mobile number. Then, save your changes.
- Alternatively, if you wish to grant access to multiple users, download the CSV template.
- After downloading, add the mobile numbers of those you want to grant permanent access to, then upload the file and save your changes.

07-08 Managing Access Rules

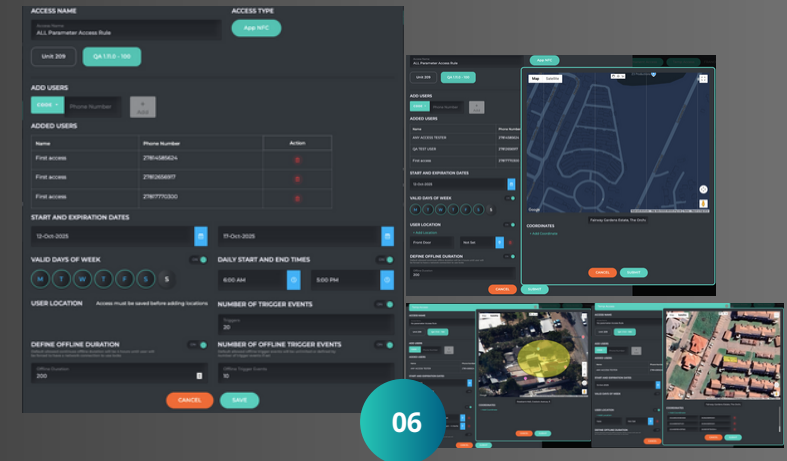
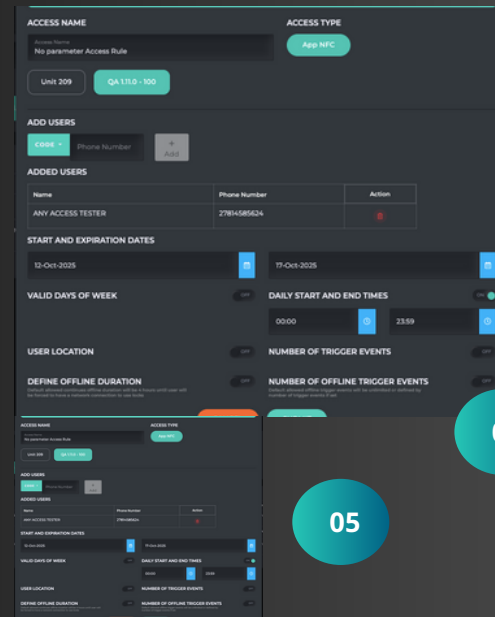
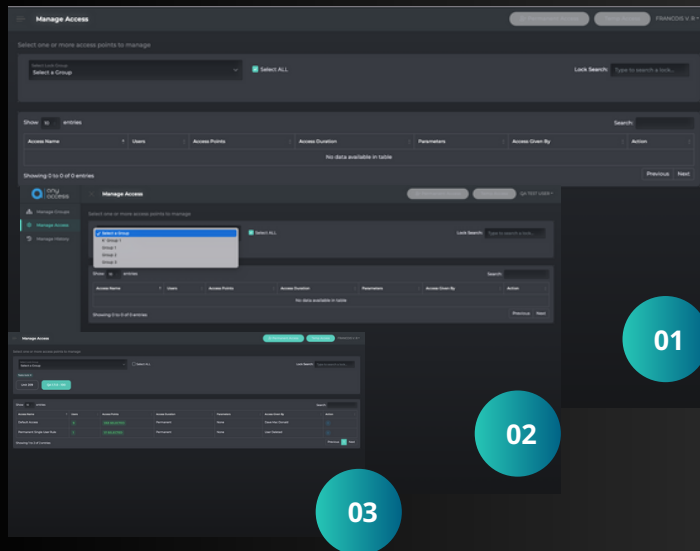
- To edit permanent access delete the access rule and recreate it by uploading an updated excel sheet with the updated user details
- Hovering over the green-highlighted columns will reveal additional details.

Manage Access

How to create a Temporary access on the Dashboard

Temporary access rules enable you to set different parameters as below, take note users that receive Temporary access will not be able to grant access to other users.

Side Panel Menu → Click manage access → open group drop down → Select Group → Select Lock/s → Select Temp Access



01-03 Access Rules

- When you reach the manage access screen, open the groups dropdown menu.
- Select the group(s) which contain the locks you'd like to create a rule for.
- Next, select the lock(s) that you would like to be linked to the temporary access rule
- After selecting the locks, you can choose to create a new temporary access by selecting the "Temp Access" button at the top right corner OR
- Manage existing access rules associated with the selected locks.

04-05

Temporary Access Pop-up

- Assign a access name to your rule.
- Specify the user(s) you wish to grant access to.
- Select the date range for your access.
- At this stage, you can either save your rule as it is or proceed to set additional parameters.

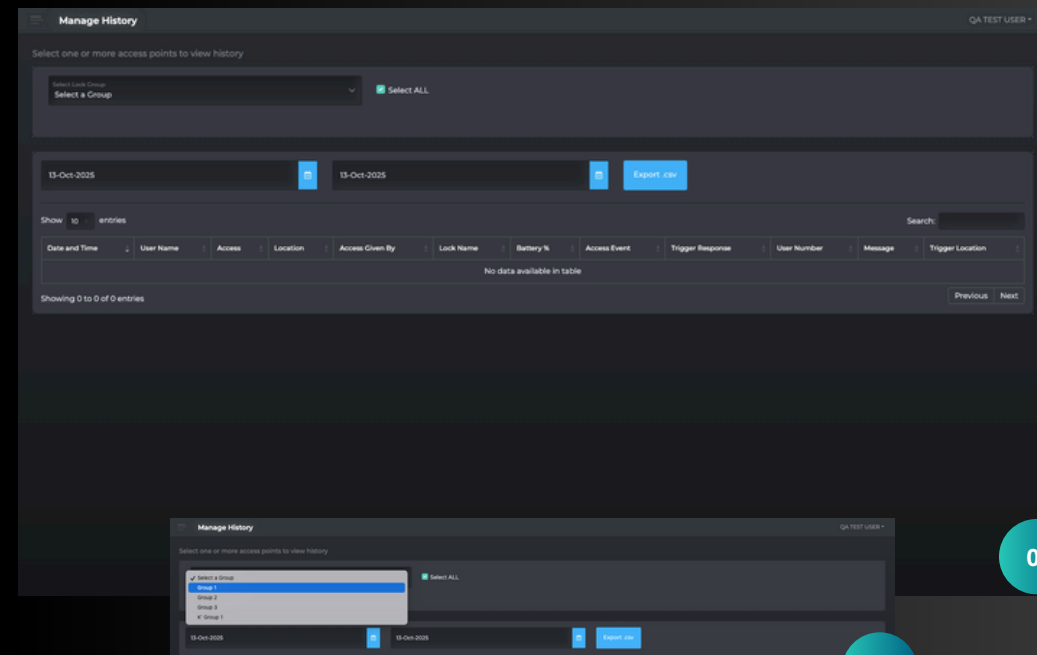
06

Setting up a Geofence

- To add a geofence, first save your access rule, then the toggle for location will become active.
- You can use the search (by using the search bar) or enter the coordinates (by clicking on "Add coordinates" to find a specific location faster
- change your view to satelite for easier editing
- You can choose between a polygon (which offers a tighter border) or circler

Manage History

On this page, you can explore the history of all the locks that you have access to, including details about when and where each was triggered, as well as by whom.

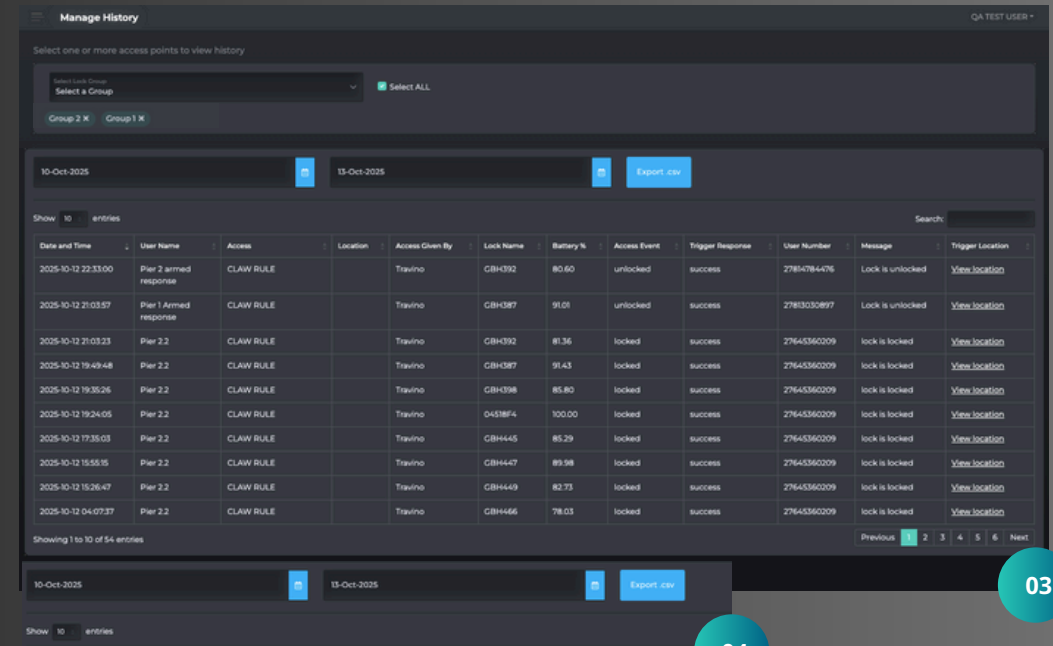


01

01-02

History Page

- When you reach the manage history screen, open the groups dropdown menu.
- Choose the group(s) to which you would like to view history for.
- Next, select the lock(s) under which you want to view history for
- After selecting the locks, you can view when the locks were triggered



03

03-04

Filtering

- You can filter the data based on date, or any of the columns by using the search bar.
- You can export the data to a CSV for further data analysis (The Export only exports what is currently filtered - To export all data change it from Show "10" entries to Show "All" entries.

Troubleshooting

User Facing Error/issue	Reason	Solution
I cannot log in to the mobile app.	1. Incorrect password or mobile number. 2. Account is not fully registered.	1. Double-check your mobile number and password. Use the 'Forgot Password' link to reset. 2. Ensure you have completed the OTP and terms & conditions steps during registration.
The lock does not turn when its supposed to	1. Your device does not have NFC support. 2. Mobile device was moved too quickly. 3. Your device is outside of one of the set parameters in the access rule. 4. NFC is not enabled on your device	1. Check your device specifications for NFC support. 2. During the Loading Screen, hold the device still and close to the lock until the process is complete (avoid the Red Popup).
I see a Red 'X' when trying to add an access point.	1. The lock's Unique Code was scanned incorrectly. 2. The device is already linked to another user. 3. The Lock has not been fully tested	1. Retest the scan of the lock's unique code. 2. Contact your company administrator to have the lock transferred to your account or ensure it is correctly delinked from the previous user.
I cannot create a new Access Rule for a lock.	You do not have the required access permissions for that lock.	You must be granted Permanent Access or be the Default user of the Access Point. Contact your company administrator to adjust your permissions.
I'm not receiving the One-Time Password (OTP) during registration.	1. Mobile number was entered incorrectly. 2. Network delay or poor signal strength.	1. Verify your country code and mobile number and click the option to resend the OTP. 2. Ensure your device is set up to receive SMSs. If the issue persists, wait a few minutes and try again. Alternatively reinstall the app and restart your device 3. Check if the OTPs are not going into a SPAM folder or if you don't have the number under blocked or restricted.
The app is slow or not performing as expected	1. Device lacks sufficient memory or processing power. 2. Outdated operating system or app version.	1. Ensure your device meets the recommended hardware requirements.
I cannot delete my user account.	The account deletion process was not fully confirmed.	Navigate to the "My Profile" screen, select "Delete Account", and ensure you confirm the action by re-entering your mobile number when requested.
Realign Lock	FF response received from the lock	Make sure that the door is fully closed and the lock is in the correct position.
NO RESPONSE FROM LOCK. CHECK LOCK/DOOR POSITION.	App did not receive a reply from the lock after waiting for more than 5 seconds.	Reposition the lock and device and try again
No access points available.	Access points failed to be loaded.	Contact the person who granted you access or your company administrator to adjust your permissions.

User facing Error	Reason	Solution
I got an out of location error but i think i was in my geofence - why did it fail	The GPS is not accurately calibrated or your slightly out of the Geofence border	.1. Check the location on a different location provider (google maps) to confirm if the location is accurate 2. check the trigger history on the manage history page to check if the trigger coordinates is within the defined geofences within the rule.
Invalid access point.	The user does not have access to the access point that they are trying to cycle.	Contact the person who granted you access or your company administrator to adjust your permissions.
Access point does not have keys available.	The lock that was scanned was not able to load it's configuration keys.	Contact the person who granted you access or your company administrator to adjust your permissions.
{Lockname} has expired offline. Please reconnect to the internet.	The lock's ability to be used without internet access has expired and requires the user to connect first to use it.	Reconnect the device to the internet.
{Lockname} trigger limit reached.	The lock has reached its maximum trigger allowance allocated to the user.	Contact the person who granted you access or your company administrator to adjust your permissions.
{Lockname} offline trigger limit reached. Please reconnect to the internet.	The lock has reached its offline maximum trigger allowance allocated to the user.	Contact the person who granted you access or your company administrator to adjust your permissions.
{Lockname} not authorised for use today.	The user is not allowed to trigger the lock on that day.	Contact the person who granted you access or your company administrator to adjust your permissions.
{Lockname} requires location access.	The user has to give the app location permissions or the users location is turned off	.1. User needs to go into their device settings and grant the app location permission 2. User needs to make sure their location is turned on.
Unable to trigger {Lockname} due to mocked location use.	The app detected that the user's device is using mock location.	User needs to remove any applications that could be giving inaccurate location data.
{Lockname} is out of location range.	The user attempted to trigger the lock outside the lock's geofence parameter.	Contact the person who granted you access or your company administrator to adjust your permissions.
{Lockname} available from {startDate} {startTime}.	The user attempted to trigger the lock before the permitted day.	Contact the person who granted you access or your company administrator to adjust your permissions.
{Lockname} expired.	The user attempted to trigger the lock after the shared lock last day of permitted use.	Contact the person who granted you access or your company administrator to adjust your permissions.
{Lockname} is available from {dailyStartTime}.	The user attempted to trigger a shared lock before the permitted time.	Contact the person who granted you access or your company administrator to adjust your permissions.
{Lockname} is available until {dailyEndTime}.	The user attempted to trigger a shared lock after the permitted time.	Contact the person who granted you access or your company administrator to adjust your permissions.

System Requirements

Compatability

- NFC support on mobile devices
- Android 8 / iOS 13 and above
- Stable internet connection
- Sufficient memory and processing power

Possible Reasons for incompatibility

- No NFC Hardware for mobile device
- The device may not have NFC in your region versions.
- Without NFC, key app functionality such as unlocking or access control will not work.
- Lack of Google Certifications
- Grey imports or unlicensed devices may lack key services like Google Play, impacting NFC, GPS, and permissions.
- Devices with basic processors (e.g., Helio G35) and low RAM may struggle with background tasks like BLE/NFC.
- 4. Permissions or Firmware Issues
- Some devices restrict access to location, NFC, or background tasks unless permissions are manually adjusted.

Buying Tips

- Always verify exact SKU/model number for NFC support (e.g., “NFC” explicitly stated in device data info for your region.
- Prefer models confirmed to support Google Pay/Wallet, Huawei Pay or Apple Pay in local versions.
- Test on at least two devices per model before recommending them to clients.
- Prioritize devices with ≥ 4 GB RAM and Android 8+ or iOS 13+ for optimal app performance.
- Always confirm exact model number (e.g., SM-A165F) supports NFC.

Frequently Asked Questions (FAQ)

01

Q: What is the "Manage Access Page?"

A: The Manage Access Page is where access rules are created, viewed, and managed.

07

Q: Can I update my PIN through the app?

A: Yes, you can update your PIN by following the instructions in the My Profile section

02

Q: What is an "Access Point" in the context of the app?

A: The Access Point is the "lock" that you want a person to be able to access.

08

Q: Where can I view the legal documents like Terms & Conditions?

A: The Terms & Conditions, Privacy Policy & EULA option is available on the My Profile screen.

03

Q: What kind of access is required to create an access rule?

A: An access rule can only be created when you are either granted permanent access to an access point or have default access to said access point.

09

Q: What happens if I forget my password?

A: If you forget your password during login, select the 'Forgot Password' option to reset it.

04

Q: What is the difference between "One day access" and "Custom Access"?

A: When setting a rule, you can select One day access to save it as a standard rule or select Custom Access to immediately add custom parameters like dates, times, and user locations.

10

Q: How do I delete my account?

A: On the User Profile screen, select the "Delete Account" option. You will be requested to confirm your mobile number to finalise the deletion.

05

Q: What is the purpose of setting "User Geofence" in a Custom Access rule?

A: User Geofences allow you to set borders (using polygon or circle borders) in which your access point(s) can be triggered. If a user attempts to trigger the lock outside of these set borders, it will not turn.

11

Q: Does the geofence borders still apply when a user does not have data?

A: Yes, the geofence borders still apply when offline (until your offline duration runs out).

06

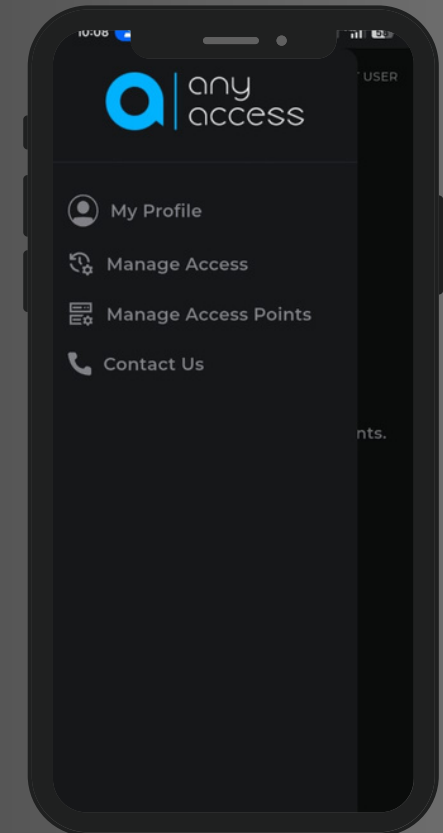
Q: How do I link a new lock device to my user account?

A: You link a new device by scanning the lock's unique code.

12

Q: Can I grant other users access to access points I have access to?

A: Access can be granted to any user that has downloaded and registered a profile on the app.



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Thank You

This comprehensive guide should equip you with the knowledge to navigate, utilize, and troubleshoot the any access dashboard and mobile app with ease. Whether you are performing a simple login, managing user accounts, or setting up complex custom access rules, the platform is designed to put control at your fingertips. We encourage you to explore the features further to make the most of your access management experience.