Introduction to Web

HTML5 Solution

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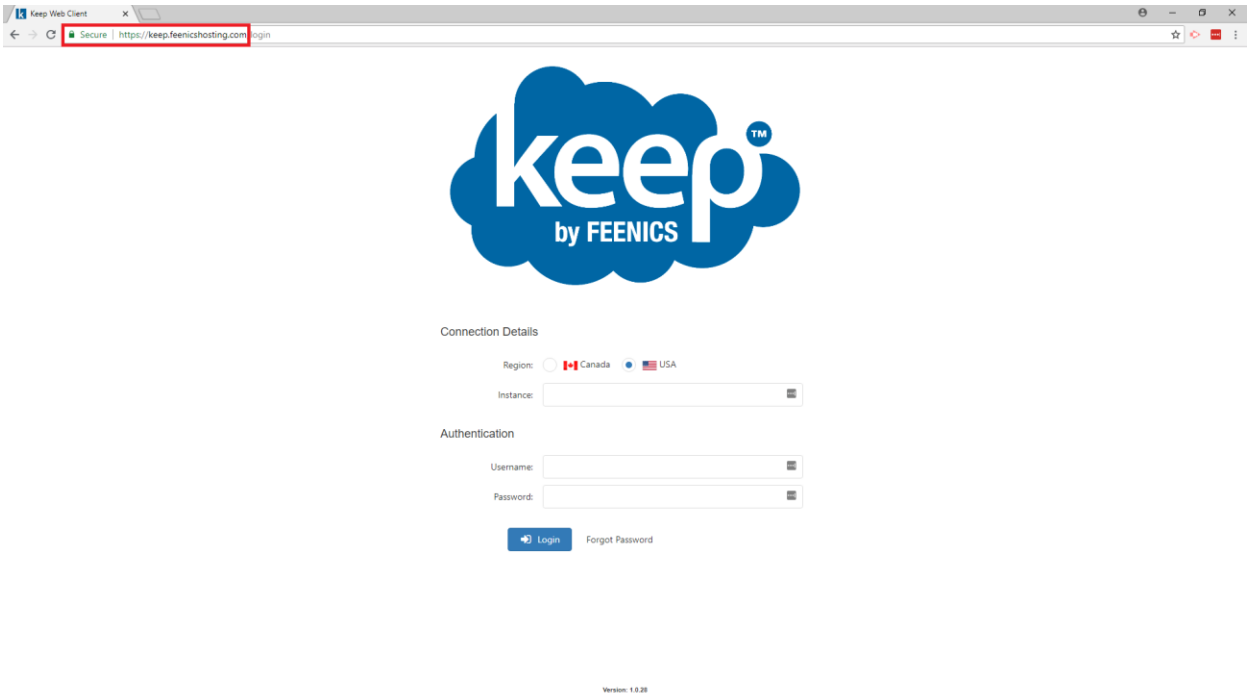
Overview

Feenics offers three different user interfaces which each provide a unique experience on the Keep by Feenics platform. This document will introduce the user to the web/browser experience, which is available on Google Chrome, Mozilla Firefox, Apple Safari, and Microsoft Edge.

The Web experience is primarily designed to appease the most simplified user experience. Some of these streamlined functions include People & Cardholder Management, Live Monitoring & Event History, Schedules, Access Levels, Holidays, Card Formats, Visitor Management, Hardware Control, as well as some basic Instance Settings.

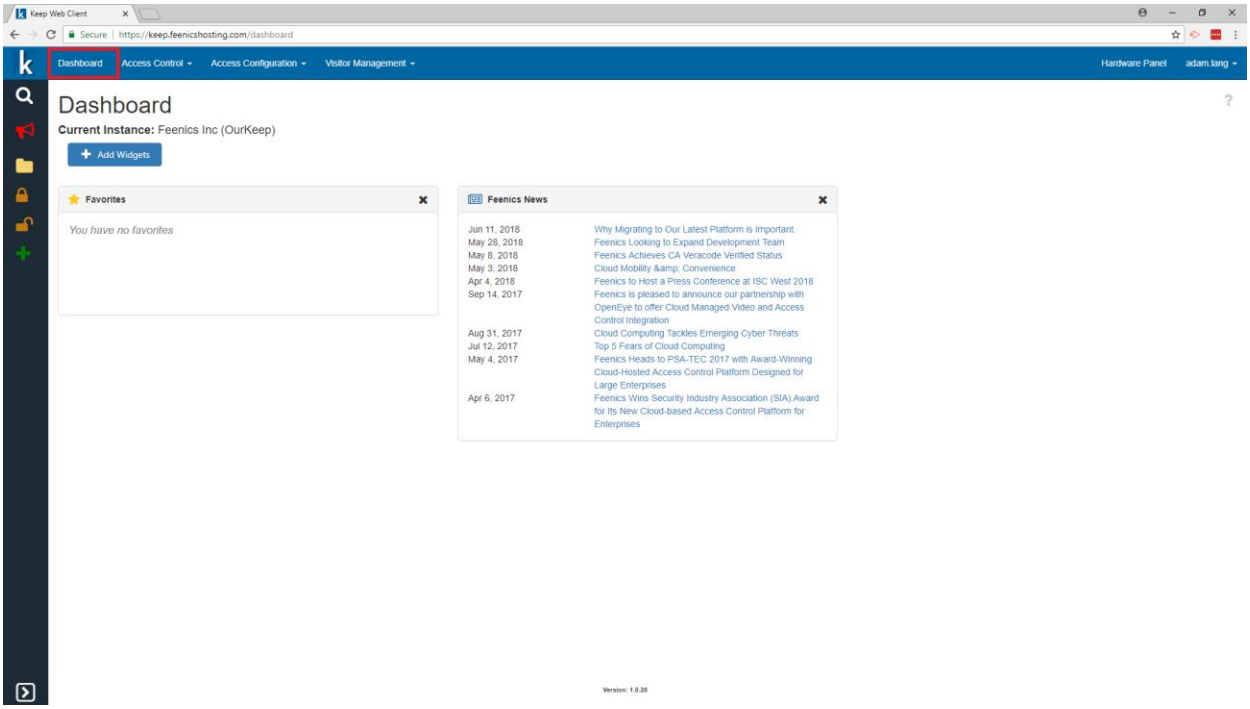
For more detailed explanations of all system functions please visit the in-app help document mentioned in section 7.0.



Visit https://Keep.Feenicshosting.com to get started!

1.0 DASHBOARD & NAVIGATION

From the Dashboard users can identify their Current Instance, interact with their Widgets, and quickly access their favorite objects. Quick action widgets such as Mass Notification, Emergency Lockdown, and the Instance Explorer can also be accessed from the sidebar.



1.1 Current Instance

An Instance is typically a building or site where administrators can login to perform all Access Control related functions. Organizations will have any number of instances depending on their scale and how they manage their facilities. The Instance shown in the dashboard is the active instance where users are controlling access.

1.2 Widgets

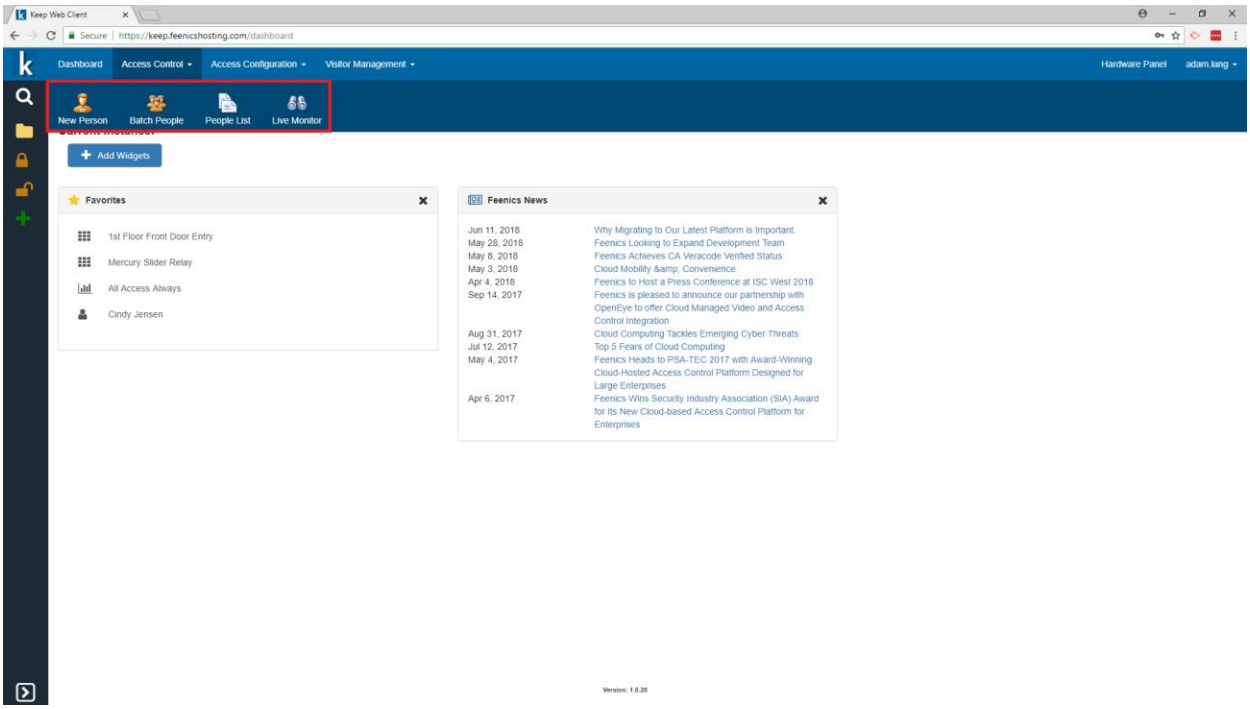
Widgets add personal flair to the user as well as allow for quick actions to be performed. Dashboard Widgets such as Favorites and News are more informational while Sidebar Widgets like Lockdown, Mass Notification, and the Instance Explorer are action based.

1.3 Global Search

The Global Search allows users to quickly search for objects within their instance. Searches can be narrowed down by selecting a specific Object Type as well as entering a precise Search value.

2.0 ACCESS CONTROL

The Access Control tab allows users to add New People, Batch Import groups of people, interact with their complete People List, and View Events.



2.1 New People

People exist as records within the system and can be promoted to allow various functions. For example, a person can be assigned a Card and an Access Level which will allow them to move around the facility. People can also be given User Accounts so that they can login to the system to perform operator or administrator type tasks. People can also be classified as visitors when used with the Visitor Management Solution.

2.2 Batch People

Large amounts of people can be uploaded into the system using CSV (comma-separated values) files. This function is especially useful when coming from another system, or setting up your first access control system and providing an employee list from HR (as an example). The Batch tool can also be used for rapid entry (no csv) if the user needs to enroll a group of New People quickly and efficiently.

2.3 People List

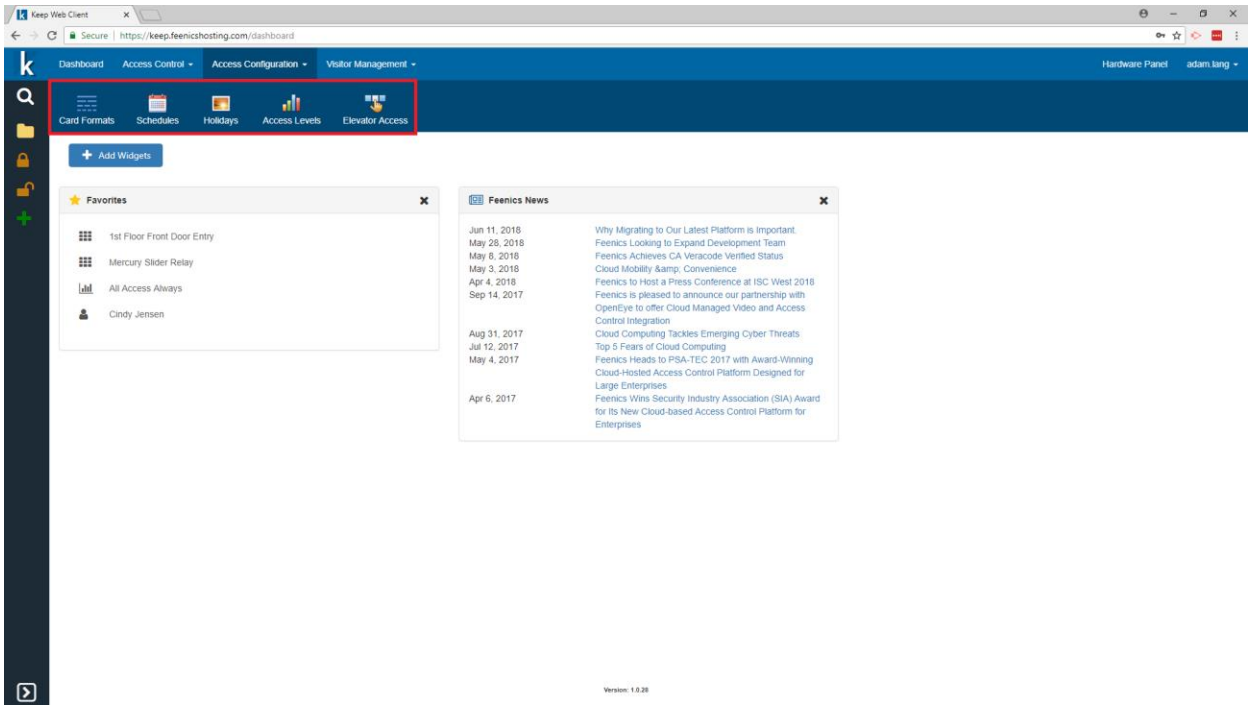
The People list contains all person records within the instance.

2.4 Event Monitoring

A crucial component of Access Control, the Live Monitor provides real time eventing for the system. The Live Monitor can also be toggled to observe Event History as well as User Audits.

3.0 ACCESS CONFIGURATION

The Access Configuration tab provides users the ability to create Card Formats, define Schedules, add Holidays, setup Access Levels, as well as add Elevator Access.



3.1 Card Formats

Card Formats are required for Access Control Hardware to be able to decipher incoming data from credentials. Incoming information from a reader is sent as a bit string (0's and 1's) and then must be read appropriately to determine card numbers, facility codes, etc. There are many different card formats, manufacturers, technologies, and encryption methods which means that the controllers need a little help from users.

3.2 Schedules

Schedules are fundamental to Access Control. They allow doors to stay unlocked during certain hour and ensure people only gain access when appropriate.

3.3 Holidays

Holidays can be used as exceptions to regular scheduled behavior. For example, if the office should be closed on New Years Day and that lands on a normal business day, the Holiday can be applied to a schedule to prevent doors from unlocking or allowing access on that day.

3.4 Access Levels

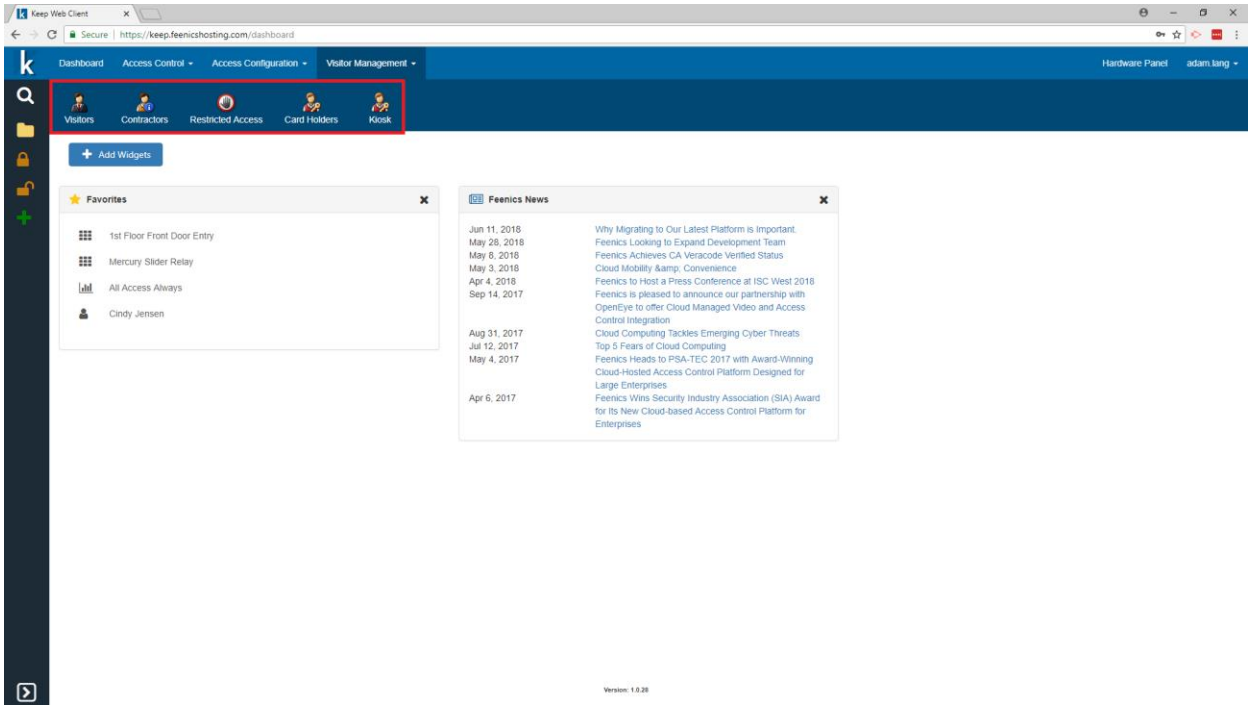
An Access Level typically contains a group of people, doors & schedules, and sometimes elevator access. These are core objects in the decision making by a controller at the door (Card -> Person -> Access Level -> Grant Decision).

3.5 Elevator Access

Elevator Access Levels are used to setup scheduled access to various floors. They are first defined and then assigned to a standard Access Level so that people can gain access.

4.0 VISITOR MANAGEMENT

Visitor Management can be enabled as a separate feature set within Keep by Feenics. It can be used to track all visitors throughout the facility and even supports a self sign-in Kiosk mode.



4.1 Visitors

Visitors are People within the database who have a unique classification.

4.2 Contractors

Contractors can be used to track companies who are currently working in the facility.

4.3 Restricted Access

People can be marked as "Restricted" and will show up in the Restricted Access list.

4.4 Card Holders

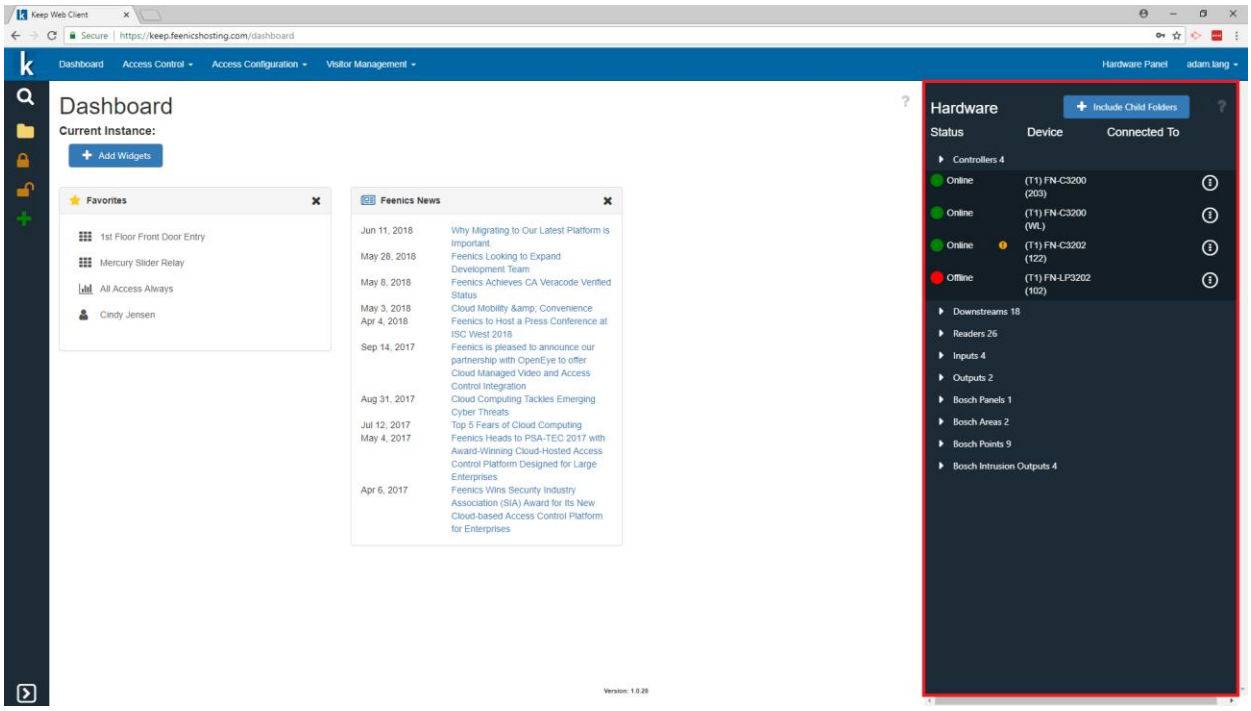
The Card Holders list contains all people in the system who have a card assignment with their status displayed.

4.5 Kiosk

The Kiosk can be launched as a self check-in portal for visitors in the facility.

5.0 HARDWARE

The Hardware panel provides users with live status of their door hardware as well as the ability to command devices.



5.1 Monitoring & Commanding

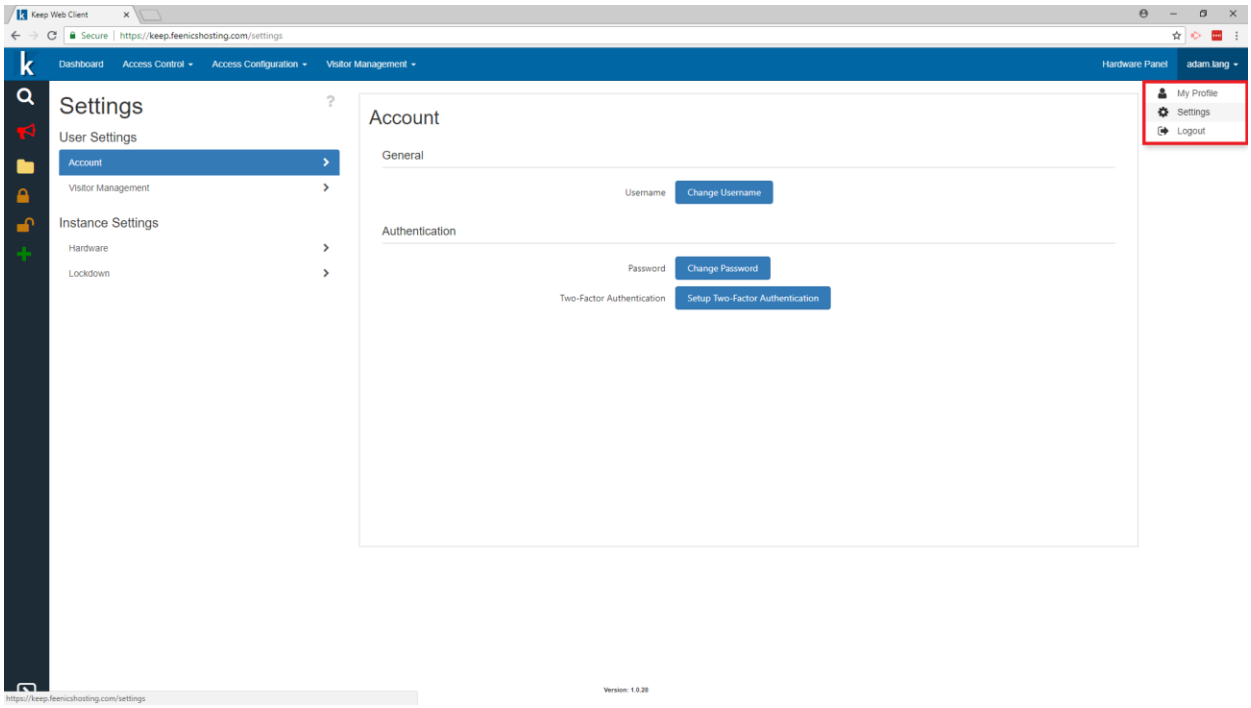
After launching the Hardware Panel, the device status is displayed. An action button located to the right of the device will show a list of available actions to be performed for that device.

5.2 Scheduled Reader Modes

By selecting the “Open” action on any reader a User can add Reader Modes. Reader modes can be used to setup unlock schedules, first person in behaviors, or double tap toggling.

6.0 SETTINGS

The Settings window provides access to various Account Settings, Visitor Management Preferences, instance wide Hardware Settings, and emergency Lockdown Configuration.



6.1 Account Settings

Users can make changes to their accounts such as changing their Username, Password, and can enable multi-factor authentication.

6.2 Visitor Management Settings

While using the Visitor Management feature set users can define defaults for their site. The administrator group can be defined, starting card numbers, local Country, Badge Types, Default ID Scan Region, and Scanner names.

6.3 Hardware Settings

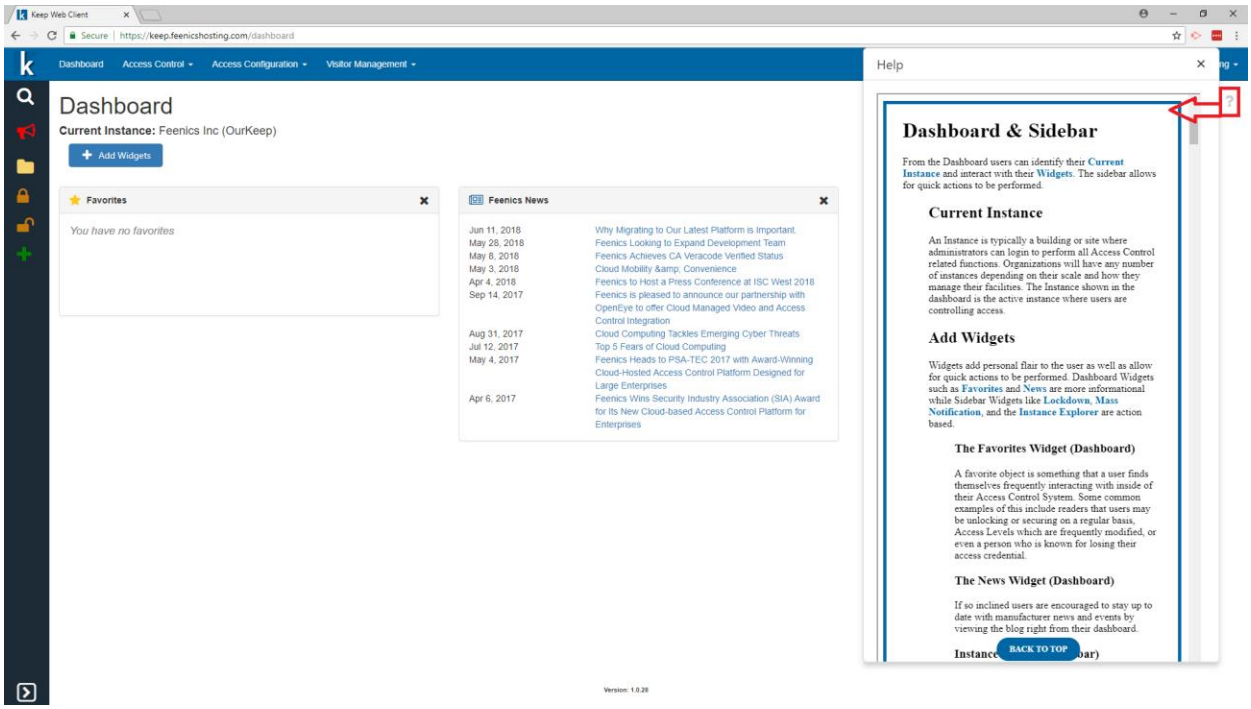
The Hardware Settings allow for defaults to be setup on the limitations of a Mercury Controllers. These settings can impact total resources downloaded, elevator defaults, and PIN reader settings.

6.4 Lockdown Configuration

Allows for an Access Level to be assigned to the Lockdown Widget. When executed all readers that belong to the Access Level will be Locked Down (DISABLED) until a reset is commanded.

7.0 HELP

As Users navigate the web client it is recommended to use the in-app help button where available. The Help button can always be found at the top right of the page and will define every button and field within the application. If the required information cannot be found please email support@feenics.com.


Keep Web Client
Secure | https://keep.feenicshosting.com/dashboard
Dashboard
Access Control
Access Configuration
Visitor Management
Dashboard
Current Instance: Feenics Inc (OurKeep)
Add Widgets
Favorites
You have no favorites
Feenics News
Jun 11, 2018 Why Migrating to Our Latest Platform is Important.
May 28, 2018 Feenics Looking to Expand Development Team
May 8, 2018 Feenics Achieves CA Veracode Verified Status
May 3, 2018 Cloud Mobility & Convenience
Apr 4, 2018 Feenics to Host a Press Conference at ISC West 2018
Sep 14, 2017 Feenics is pleased to announce our partnership with OpenEye to offer Cloud Managed Video and Access Control Integration
Aug 31, 2017 Cloud Computing Tackles Emerging Cyber Threats
Jul 12, 2017 Top 5 Fears of Cloud Computing
May 4, 2017 Feenics Heads to PSA-TEC 2017 with Award-Winning Cloud-Hosted Access Control Platform Designed for Large Enterprises
Apr 6, 2017 Feenics Wins Security Industry Association (SIA) Award for Its New Cloud-based Access Control Platform for Enterprises
Version: 1.0.28
Help
Dashboard & Sidebar
From the Dashboard users can identify their Current Instance and interact with their Widgets. The sidebar allows for quick actions to be performed.
Current Instance
An Instance is typically a building or site where administrators can login to perform all Access Control related functions. Organizations will have any number of instances depending on their scale and how they manage their facilities. The Instance shown in the dashboard is the active instance where users are controlling access.
Add Widgets
Widgets add personal flair to the user as well as allow for quick actions to be performed. Dashboard Widgets such as Favorites and News are more informational while Sidebar Widgets like Lockdown, Mass Notification, and the Instance Explorer are action based.
The Favorites Widget (Dashboard)
A favorite object is something that a user finds themselves frequently interacting with inside of their Access Control System. Some common examples of this include readers that users may be unlocking or securing on a regular basis, Access Levels which are frequently modified, or even a person who is known for losing their access credential.
The News Widget (Dashboard)
If so inclined users are encouraged to stay up to date with manufacturer news and events by viewing the blog right from their dashboard.
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