



Closing Codes User Guide

Setting, Managing, and Using Locks and Closing Codes

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Getting Started

Welcome to the PointCentral user guide for access and closing codes. This instructional guide will walk you through all your needs for both entry and exit of your properties.

What you'll need

A computer with internet access and a PointCentral login is necessary for all instructions.

Unlocking and Locking

Unlocking and locking your property is very simple with the PointCentral system. These instructions will explain how you can open and close properties locally and remotely.

Unlock and Lock Locally

1. Press any key to wake up the Lock.
2. Enter your PIN Code followed by the * or ✓ key.
3. The lock will open.
4. Once inside, turn the thumb lock to lock from inside.
5. When leaving, press any key to lock from outside.

Unlock and lock remotely from PointCentral® Site

1. On your PointCentral site, Click **Locations**.
2. Click on the name of the property you'd like to unlock or lock.
3. Click on the lock card to **Unlock** or **Lock**.



Download the free PointCentral® App powered by Alarm.com to quickly unlock and lock properties from a mobile device. Simply search “**Alarm.com**” in the Apple App Store or Google Play to download. Once downloaded, log in with your PointCentral® site credentials.



Closing Codes

Closing codes track events in PointCentral so you know exactly when an action like check-out, cleaning, or inspection is complete. Closing codes are user type specific. For example, all guests will use 123456* to notify you that they have checked out of the property.

Finding Closing Codes

Follow these instructions to view a property's closing codes.

1. From the PointCentral site, click **Locations**.
2. Click on the name of the property.
3. Click **Users**.
4. Select **Closing Codes**. This page will show you all the closing codes and what user type they are associated with.
 - **Slot Number** – Slot the PIN code is taking up in the lock.
 - **Code** – The closing code the user will enter into the lock to notify PointCentral® they are done at the property.
 - **User Type** – The type of user associated with the code. This will tell PointCentral® what type of action has taken place at the property (e.g. guest checked out, property cleaned, or inspection complete).
 - **Code Status** – Indicates whether the code has been confirmed or unconfirmed at the lock.



If any codes are unconfirmed, click **Resend unconfirmed closing codes**. Click refresh until the **Code Status** reads **Confirmed**.

Slot Number	Code	User Type	Code Status
241	678912	Maintenance	Confirmed
242	543210	Manager	Confirmed
243	654321	Vendor	Confirmed
244	765432	Employee	Confirmed
245	456789	Contractor	Confirmed
246	345678	Owner	Confirmed
247	234567	Other	Confirmed
248	123456	Guest	Confirmed
249	012345	Cleaning	Confirmed
250	567891	Inspection	Confirmed

Using Closing Codes

Closing codes can trigger a notification and change the status of a property on the Locations page of your PointCentral site. Follow these steps to use a closing code at the lock.

1. Enter your **6 digit Closing PIN Code** followed by the * or ✓ **key**. Entering the closing code will prompt the following actions:
 - Maintenance – Notification only
 - Manager – Notification only
 - Vendor – Notification only
 - Employee – Notification only
 - Contractor – Notification only
 - Owner – Notification only
 - Other – Notification only
 - Guest – Changes property status to Not Ready, Not Cleaned and Not Inspected
 - Cleaning – Changes cleaning status to Cleaned
 - Inspection – Moves the property into ready for checking status

Change a Property Status from PointCentral Website

A property can be marked as cleaned or inspected from your PointCentral site. This is the same function as entering a cleaning or inspection closing code at the lock. Follow these steps to change the status of a property.

1. In the left navigation bar, select **Locations**.
2. Click on **Change Location Status** of the property to change.
3. Check the box next to **Cleaned** or **Inspected**.
4. Click **Update**.

Closing Code Event Notification Setup

A Closing Code Event Notification can be created to alert you and your staff that a closing code has been entered. Save time by notifying housekeeping once a guest has left a property, or inform maintenance that a property is clean and ready for inspection. Follow these steps to set up a Closing Code Event Notification.

1. In the left navigation bar, select **Notifications**.
2. Click **Create** button for **Access Event**.
3. From the When dropdown, choose **Select User and Keyfobs**.
4. Choose the user type for the notification.
5. In the **Performs any of these system actions** section, select **Closes**.
6. In the **During this time frame** section, select **At All Times**.
7. Click **+Add Recipient** button to set up who receives the notifications.

12. Select recipient(s) from the **Address Book** or click **+ New** to add a new recipient.
13. Click **Add Contact**.
14. Click **Close**.
15. Click **Save Notification**.

Terminology

- **User Type** – User types set clarifiers on the type of user, and define what type of permissions a user will have. For example, a cleaner user type will have access to a different set of permissions as a manager user type; as well as having a different completion code.
- **Closing Code** – Closing codes are codes a user will enter when they finish a task. Closing codes update PointCentral® when a specific action has been completed, such as when a location has been cleaned or inspected. These codes are preset, and the correct one to use is dependent on the type of the user leaving the property.
- **Notification** – a notification is based on a specific action from either access management or energy management, and will send an email or text message to designated recipients.