



# KeyMaster

## Administrator User Guide

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# Getting Started

## What is KeyMaster?

KeyMaster® is easy-to-use electronic key cabinet. Each key fob is held in place with a locking pin. When a driver enters their Employee ID at the large 7" touch screen, the door unlocks, and a light comes on to indicate which key they can take.

## Employee ID Code

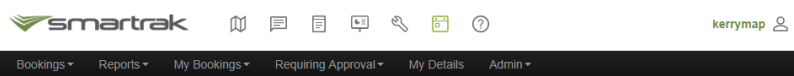
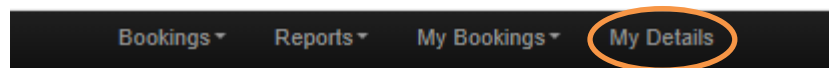
For KeyMaster to work all Drivers must have a unique ID code against their profile in Pool Booking. As part of the initial setup of KeyMaster Smartrak can provide a bulk upload of this information into the system. The Employee ID code is used every time you make a car pooling and require access to a plants key from the KeyMaster.

### To find the Employee ID code allocated to your account

- Log into Smartrak
- From the Map screen click the calendar icon to access Pool Booking



- Or if you are a Booking Only User you will be taken directly to the booking module
- Click My Details



### Driver Details

First Name

Last Name

Employee ID

Phone

Email

This driver cannot have their phone number or e-mail address changed because they are linked to a Smartrak user. Please use the Smartrak Admin system to change the details for this user.

[Click here](#) to edit your contact details.


Cost Centre

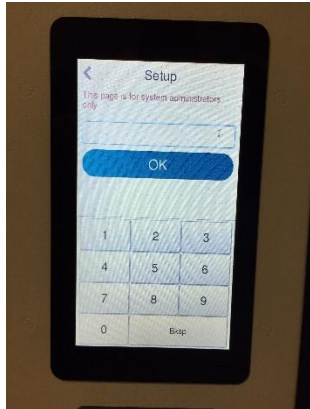
Receive an email when making bookings on behalf of others

## What has changed with Pool Booking?

There are no changes to the process of how to book a vehicle through the Pool Booking module. Please continue to make bookings normally, the difference is where the vehicles keys are stored and how to retrieve and return them when you have made a Pool Booking.


## How do I access the Setup Menu?

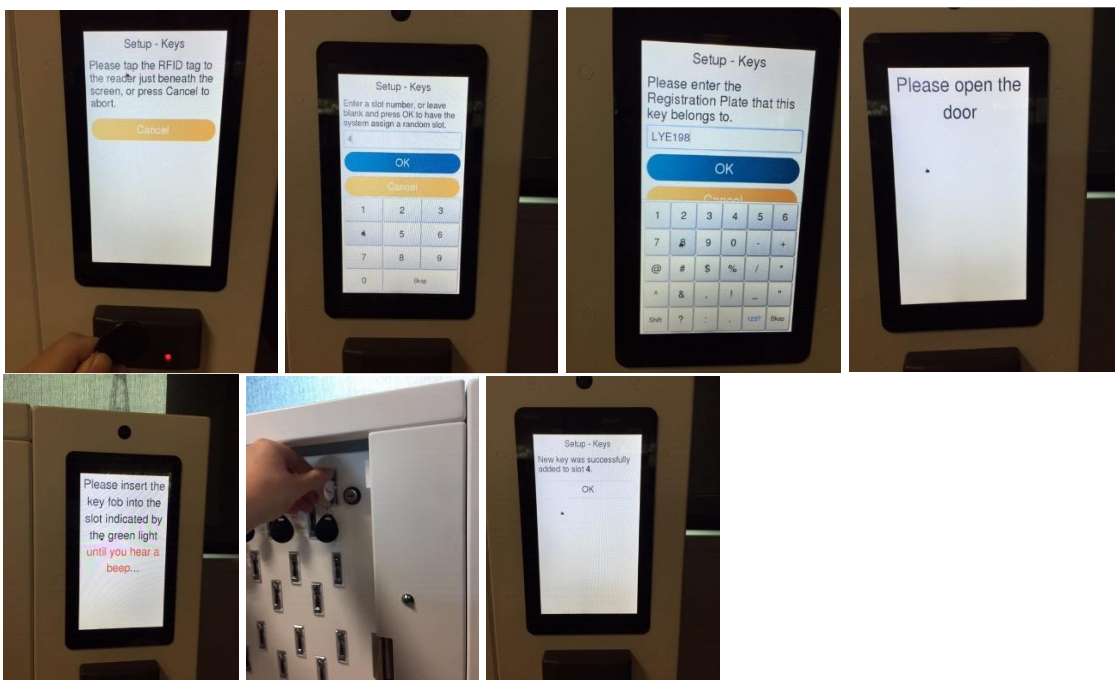
- To access the Setup Menu, click the *gear* icon. 
- Enter PIN Code provided by Smartrak, if you are unsure of the PIN code please raise a Service Desk ticket.



## Loading Keys in KeyMaster

When you received the KeyMaster it will include plastic (white) fobs and black RFID tags/discs. Every bunch of keys to be stored inside the unit should have a black RFID tag attached, it is required for returning of keys.



- Ensure you have all the rego numbers for the vehicles you are able to add into the KeyMaster – the Vehicle Details Report from Smartrak admin can help provide this information
- Add the two KeyMaster fobs to each of your pool vehicle key rings
- On the KeyMaster main screen click the **Setup** Icon 
- Enter Admin PIN number
- Click **Keys** and then **Add Keys**



Note if you leave the Slot number to allocate the key to empty the system will automatically allocate one

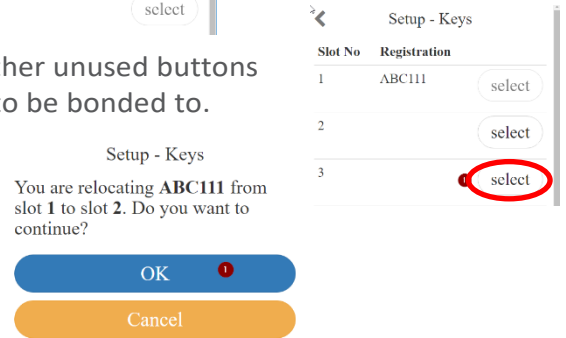
# Frequently Asked Questions

## How do I move a key to a different slot?

- On the KeyMaster main screen click the **Setup** Icon 
- Click **Keys** 
- Select the **Move key to another slot** option.
- Tap the **Select** button for the key you want to move






- The Select button chosen will now be grayed out and all other unused buttons will be valid to tap. Tap the unused key slot to for the key to be bonded to.
- Confirm that the key is to be moved slot. Once confirmed the system will walk you through the process of moving the key physically.

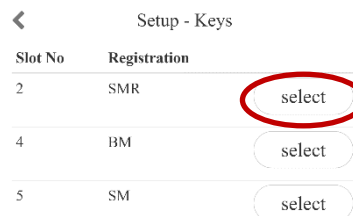


- Firstly, you will need to open the door, and remove the key from the highlighted (in green) slot.
- Once removed a different slot will highlight (in green) and insert the key into that slot.
- The cabinet will ask you to close the door and that's it. The key is now in the new slot.

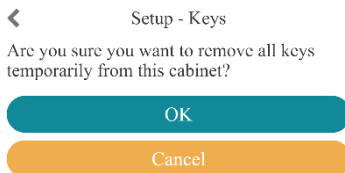
## How do I temporarily remove keys?

If there is an emergency or syncing issues temporarily remove keys from the KeyMaster may be required.

- On the KeyMaster main screen click the **Setup** Icon 
- Click **Keys** 
- Click **Temporarily remove key** 
- Select the key you want to temporarily



- Click **OK**



## How do I temporarily remove all keys?

- On the KeyMaster main screen click the **Setup** Icon



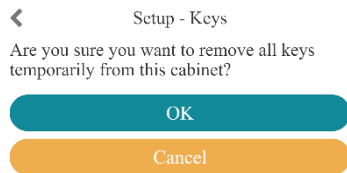
- Click **Keys**



- Click **Temporarily remove all keys**



- Click **OK**



## How do I replace a lost or broken RFID tag?

- Obtain a new RFID tag – if you don't have any spare contact Smartrak

- On the KeyMaster main screen click the **Setup** Icon



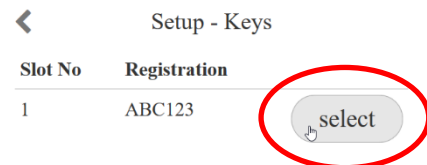
- Click **Keys**



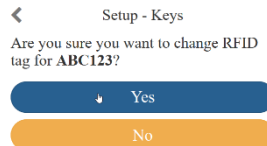
- Click on the **Change RFID Tag**



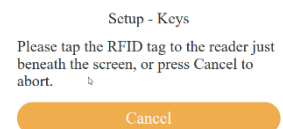
- Select** the Slot/Registration of the keys you wish to add a new RFID tag to



- Confirm the registration is correct and click **Yes** to continue or **No** to cancel



- The next screen will ask you to tap the new RFID tag to the reader.



- A message will be displayed to confirm the new tag has been registered. Click **OK**.

## How do Create, Edit or Delete Check In Prompts?


The responses to prompts are currently unable to be reported against. Prompts are used to remind employees about what they need to check before checking a vehicle in or out e.g. fuel levels, cleanliness.

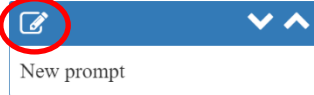
### Create

- On the KeyMaster main screen click the **Setup** Icon 

- Click **Check In Prompts** 

- Click **Add new** 

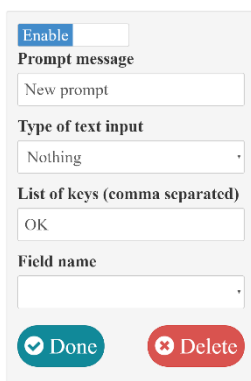
- Click the message icon 





- Complete the Prompt details

Setup - Prompts

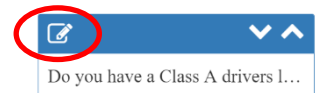


- Prompt message – what is the question or comment to the driver?
- Type of text input – what response is required?
  - Nothing / Alpha-numeric / Numeric / Numeric + Decimal Place / Yes or No
- List of keys (comma separated) – which keys does this apply to?
- Field Name – what does the question or comment relate to?
  - Damage or Issue / Fuel / Odometer Start / Odometer End / Cleaning / Nights Home Garaged / Percent Private Use / Parking Bay Location

- Click **Done**

### Edit

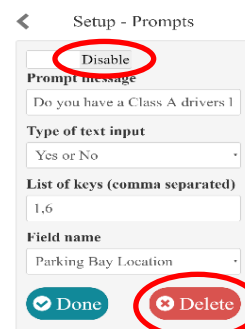
- To edit; click the message icon on the prompt you wouldn't to edit




- Make the required changes and click **Done**

### Delete or Disable

- To delete or disable; click on the message icon on the prompt you wouldn't to edit
- Either slide the Enable button to **Disable** or click **Delete**



## How do Create, Edit or Delete Check Out Prompts?




- On the KeyMaster main screen click the **Setup** Icon 

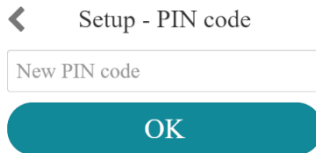
- Click **Check Out Prompts** 

- Follow the process above for Check In Prompts

- Reboot the cabinet via **System** --> **Reboot** after changing any prompts.

## How do I change the Admin PIN Code?




- On the KeyMaster main screen click the **Setup** Icon 
- Click **System** 
- Click **Change PIN code** 
- Enter a new PIN code using the keypad and click **OK**

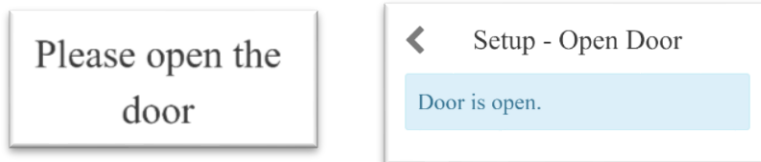


← Setup - PIN code

OK

## How do I open the door as Admin without a booking?

- On the KeyMaster main screen click the **Setup** Icon 
- Click **System** 
- Click **Open Door** 
- The KeyMaster will then prompt you to open the door and advise you once it's open



Please open the door

← Setup - Open Door


Door is open.

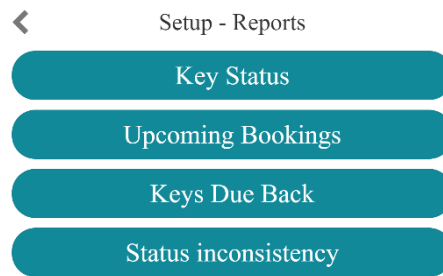
- The keys will remain locked in place. Good for seeing which keys are allocated to which slot or if you need to add keys (non-vehicle related) keys to a key fob e.g. keys to a shed or carpark
- Close the door when finished



## What reports are available on KeyMaster?



- On the KeyMaster main screen click the **Setup** Icon
- Click **Reports** 
- Select the report you would like to run
  - Key Status
  - Upcoming Booking
  - Keys Due Back
  - Status inconsistency



### Key Status

#### ◀ Setup - Reports - Key Status

Slot	Rego	User/ID	In/Out	Due Back
3	QAZ111		In	
12	QAZ123	29254	Out	2019-05-31 11:15

### Upcoming Booking

#### ◀ Setup - Reports - Upcoming Bookings

Rego	User	ID	Start
QAZ111	Febin Joy	29255	2019-05-31 11:45

### Key Due Back

#### ◀ Setup - Reports - Keys Due Back

Slot	Rego	User/ID	Due Back
12	QAZ123	29254	2019-05-31 11:15

### Status Inconsistency

#### ◀ Setup - Reports - Status inconsistency

Slot	Rego	DB Status	Phy Status	
3	QAZ111	In	In	☑
12	QAZ123	Out	Out	☑