Avigilon Alta Access Foundations Guide

Welcome to your Avigilon Alta Access System! This quick guide is meant to help you navigate and utilize some of the core features of our software at a high level, and for a deeper dive please reference the **Avigilon Alta Access Admin Guide** on avigilon.com.

Access Your System

- Go to access.alta.avigilon.com/login and log in. To access the European Partner Center, go to access.eu.alta.avigilon.com/login.
- There are two ways to sign in:
    - If you received admin credentials through Openpath Control Center, enter your email and password, and click Sign in.
    - To use the Single sign-on (SSO) method, your organization must have enabled authentication with an identity provider and sign-in using an identity credential. If enabled, enter your email and click Continue. Enter the two-factor authentication (2FA) code and click Sign in.

Setting up a password to log into the Avigilon Alta Open App

- Go to access.alta.avigilon.com/login or access.eu.alta.avigilon.com/login
- Click Forgot Password.
- Enter the email address from which you received the Alta Access setup email.
- Check your email for the Forgot Password email.
- From that email, click the included link to set a password.
- Once your browser opens you'll be able to set a password, which will be associated with your email address. Now you can login via mobile device.

NOTE: *Do NOT try to log in via the browser unless you have portal (Admin) access.*

Important System Structure Terminology

- **Sites:** These are physical locations like buildings or areas where Alta Access is installed. Each site comprises Zones and Entries, organizing the space into manageable segments.
- **Zones:** Think of zones as subsets within a Site, encompassing specific Entries like doors, gates, or elevator floors. Zones are instrumental in managing access levels across different areas of your Site, such as floors or restricted sections.
- **Entries**: These are the physical access points (doors, gates, turnstiles, elevator floors) equipped with readers. Remember, Entries are the touchpoints for users in the app, so their naming is crucial for clarity.
- **User Groups:** A versatile feature to assign access based on criteria like department, role, or schedule. Users can belong to multiple groups, combining access privileges across different Zones and Entries.
- **Schedules:** There are two different kinds of schedules in Alta Access:
    - Entry Schedule (The Door): Controls *what the door does automatically*. (e.g., The front door stays unlocked for the public from 8 AM to 5 PM).

- User Schedule (The Person): Controls *when a person's badge actually works*. (e.g., The cleaning crew's mobile app only unlocks doors after 6 PM).

Creating a User

- Go to Users > Users. Click the **Add User** button in the upper-right corner.
- Enter the user's Email and name.
- Enter other fields, as needed:
  - **External ID**: For employee IDs or other useful information.
  - **Custom Fields**: Additional fields that are configured by your administrator (for example, License Plate).
  - **Portal Access**: For a user who is an admin and requires access to the administrator web portal. Toggle the slider and add the Super Admin role.
- Click **Save**.

NOTE: *Only give administrator portal access to users who require it, such as an office manager or security guard. If you want to give someone limited access to the Control Center, create a role with GRANULAR PERMISSIONS.*

Creating a User Schedule

- Under Users > User Schedules, click the + button in the top right to **Add a User Schedule**. Enter a name, and click **Next**.
- Click the + button in the right corner of Events to **Add Event**.
  - Select **Repeating** or **One-Time Event**.
  - Enter a name (optional)
  - For a **Repeating Event,** select the **Frequency**(daily, weekly, monthly or annually) and which days it will occur.
  - Select a Start and End Time, as well as a Time Zone.
  - Enter a Start Date and choose **Repeats Until,** then select the **Scheduled State** from the dropdown.
  - Click **Save**.

Assigning a User Schedule to an Access Group

- **Assigning a Schedule to a Group:**
  - Under Users > Access Groups select a Group or click + on the top right to create a new **Access Group**.
  - In the **Access** column, use the sliders to give access to Entries and Zones.
  - After giving access, you have the option to use the dropdown under the **Group Schedule** column. From the dropdown, select a **Schedule** and click **Save**.

Creating and Assigning an Entry Schedule to an Entry

- Under Sites > Entry Schedules, click + in the top right corner to **Create an Entry Schedule**.
- Enter a name for the Schedule, then click Next.
- Assign this Schedule to Entries by clicking the **Add Entry** dropdown.
- Click **Add Event** to create a new schedule.
  - Choose between a **Repeating Event** or a **One-Time Event**.
  - Enter a Name.
  - For a **Repeating Event,** select the **Frequency** and which days it will occur.
  - Enter a Start and End Time, as well as a Time Zone.
  - Enter a Start Date and **Repeats Until.**

- Select a **Scheduled State** to determine whether the Entries affected by the Schedule are locked or unlocked, and what Trigger Methods are permitted for unlock requests.
    - (Optional) Enable and set **Trigger after an unlock method(First-in)**. If enabled, the entry will not change to the scheduled state until the first person with access triggers a door to unlock.
- Click **Save**.

Setting up a Holiday Schedule

- Create an entry schedule or edit an existing one.
- Click + in the right corner of Events to **Create Event**, then go to **Repeating Event**.
- From the **Frequency** dropdown, select **Annually** and which day the schedule will occur.
- Enter a Start and End Time, as well as a Time Zone.
    - *For a 24-hour schedule, enter 12:00 am for the Start Time and 11:59 pm for the End Time.*
- Enter a Start Date and End Date (optional, the default repeats forever).
- Select the **Scheduled State** from the dropdown.
- Click **Save.**
- Click and drag to reorder your holiday entry event – the holiday should rank higher than your normal schedule.

Using the Activity Log Report live and scheduled

Using the Activity Log Report

- **Where to find it:** Navigate to **Reports > Activity logs** in your Alta Access dashboard.
- **What it does:** This report provides a detailed, historical record of system events, allowing you to see exactly who accessed (or attempted to access) specific entries and when.
- **Filter your data:** Use the granular filtering tools to easily narrow down your search by specific users, entry names, hardware, or date ranges so you can find exactly what you need quickly
- **Customize your view:** You can click the column icon to show or hide specific information columns, or reset the table to its default view.
- **Exporting:** Once you have filtered the data you need, you can export the report for your records, investigations, or compliance audits

Using Scheduled Reports

- Where to find it: Navigate to Reports > Scheduled reports.
- What it does: Instead of manually pulling the same data every day or week, this feature automates the reporting process for you.
- How to use it: You can configure a report with your preferred filters and set it to automatically run and export on a regular schedule. This is perfect for delivering weekly access summaries or occupancy data directly to administrators without any manual effort. **Tip- Users receiving the reports via email must have access to the portal via their login credentials. There is a custom role that can be created that will only have access to download reports*

Daily User Flyer

A quick guide to help users navigate Alta Access for a smooth experience. Alta Access Daily User Flyer