

# Multi-Family Management System Getting Started Guide

## 1. Place Your Order

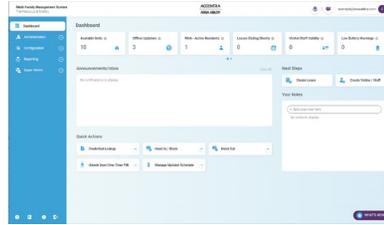
Place your order for door hardware, online updaters, software services and credentials.

Provide the following system details along with your order:

- System Owner (Certified Integrator)
- Contact Information (Certified Integrator)
- System Name

Log in to the system after you receive your login information via email.

<https://app.accentra-assaabloy.com/>



Set your password. Download the user guides from the Help ? section.

## 2. Download Configuration App

Download the ACCENTRA Multi-Family Configuration App from the Play Store.



Search: ASSA ABLOY  
ACCENTRA Configuration

**NOTE:** iPhones are NOT compatible with the Configuration app. Ensure end user site has their own compatible device. iPhone and Android phone CAN be used with the mobile credentials app.

## 3. Preplan System Setup

When planning the system, do the following:

- Schedule a Project Kickoff meeting with yourself and ASSA ABLOY.
- Collaborate with your client about door naming conventions
- Identify which openings should be grouped with others for similar access management
- Identify common time schedules that will be assigned to similar residents and staff members
- Determine system setting requirements such as One-Time PIN code, Revalidation period, and Master Codes
- Request system creation:  
<https://pages.assaabloy.com/accentra-system-creation-form>



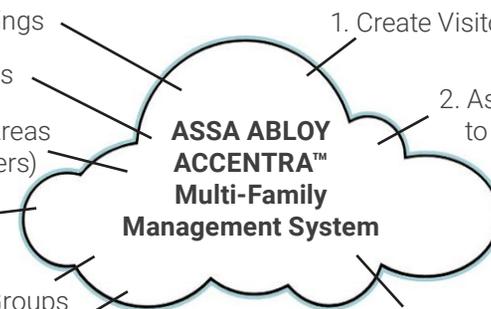
## 4. Set Up System in Cloud

### CONFIGURATION

1. Set System Settings
2. Create Schedules
3. Create Access Areas (incl. online updaters)
4. Add Units
5. Create Access Groups
6. Create Access Profiles

### ADMINISTRATION

1. Create Visitor/Staff Member
2. Assign access rights to desired test doors
3. Hand out test credential



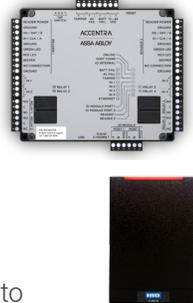
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ACCENTRA  
ASSA ABLOY

## 5. Install Hardware

### Install Online Updaters

- Ensure live Ethernet input and power.
- Upon connection to internet, controller will download and install the latest version of firmware. This process may take 5 to 10 minutes.
- Configure online updaters with configuration app
- Ensure credential has access permissions to test doors. Present "handed out" test credential (cards/fobs/mobile) to configured online updater to assign access rights and test functionality. Access rights assigned to credentials on mobile devices will update over mobile network.



### Install Offline Door Locks



- Ensure ACCENTRA "Key" (yellow module) is inserted into nexTouch products only (data on card interconnected locks and deadbolts do not require the yellow module)
- Program master codes
- Ensure mechanical and electronic operation prior to configuration
- Configure offline door locks with the compatible phone and configuration app
- Ensure credential has access permissions to test doors  
Test access with credential

## 6. Last Steps

### Access Super-Administrative Service

- Create administrative users
- Assign roles to administrative users

### Train property manager on system functionality

