Tap2Open Access Tokens

Setup Guide

INTRODUCTION

Each resident can be assigned a number of access tokens. Tokens may be vehicle (bar code) decals, fobs, access cards, or other supported reader technologies. Additionally tokens can also be permanent codes (often called "evergreen codes") entered on keypads.

Consult with your Tap2Open representative to create the ideal usage plan for your community.

① SELECTING A TARGET RESIDENT

To navigate to the list of access tokens first select `Community` from the navigation bar. Select the household containing the relevant resident. You can use the search feature to simplify finding them.

Next click the `View Details` button to see the detailed list of residents for the dwelling:

Next click the `Details` button associated with the resident:

② VIEWING THEIR ACCESS TOKENS

Next click on the `Access Tokens` tab at the top of the resident details screen:

Note: If this tab does not exist then your community is not configured for the Access Token feature. In this case please consult with your Tap2Open representative to setup this feature.

As with other lists in the Tap2Open dashboard the list of access token has action buttons associated with each token.

③ PHYSICAL TOKENS: CONNECTING THE SCANNER

Some access tokens such as fobs and cards do not have their unique identifier printed on them. As such it is necessary to employ a token scanning device to manage the tokens. Token scanners plug into an available USB port on your PC and act as a keyboard. Scanning a token enters the unique identifier as if you had typed it in.

Once the scanner is plugged into your PC and recognized as a keyboard you may test it by opening up a document editor (such as NOTEPAD on Microsoft Windows computers) and scanning a token. If successful a unique identifier will be entered into the document editor as a series of hexadecimal (0-9, A-F) digits.

www.tap2open.com
sales@tap2open.com
1-561-740-OPEN (6736)

Add Token

④ PERMANENT (EVERGREEN) CODES

Evergreen codes are always entered as just a sequence of digits in the *Token Identifier* field. Additionally the token type must be set to identify this as a permanent code:

Token Type

Permanent Code

Depending on the type of keypad installed and the setup at your community residents may need to use a specific pattern to use an evergreen code.

In most cases an evergreen code is entered by pressing `ESC` or `*` twice followed by the permanent code and then `#`.

Some installations may require entering a site-specific prefix followed by the permanent code followed by `#` rather than pressing `ESC` . Please consult with your Tap2Open representative about the specific settings for your community.

⑤ ADDING A NEW TOKEN

To add a new token to a resident click the Add Token button at the bottom of the screen:

Optionally you may enter a description for the access token. Commonly a description of a vehicle or purpose for the token can be used as the description. This description will appear in the visitor logs visible to both the resident and other managers.

Next place the cursor on the Token Identifier field by clicking on the text area. If the access token has a unique identifier on it (such as a vehicle decal) then enter the identifier exactly as it appears in this field.

For access tokens such as fobs or cards which do not have any markings on them use a token scanner (see section ③ above).

Click the save button to associate this token with the resident:

SAVE