



A Guide to Tap2Open Reports

Tap2Open contains a series of robust reports for a community to better understand and monitor usage patterns. These reports provide neighborhood-wide information and are only available to system managers (guards can also be given access). The reports are accessible through the **reports** tab.

There are 6 reports:

Top Usage Tab: This report lists residents based upon the number of visits. Households with the highest usage are listed first.

Community Arrivals: The report lists all community arrivals by all Tap2Open connected methods (invitation, PIN, RFID tag, etc.)

Lookup Pin: This report allows a manager to determine which resident generated a PIN code.

Lookup Token: The report allows a manager to determine which resident a token has been assigned to.

Heat Maps: Heat maps allow a manager to visualize usage patterns over a period of time

Watch Arrivals: This screen allows a guard or manager to watch arrival data in real time as residents and gets arrive

Note: Not all reports are available to every neighborhood. Some reports will not be available if the neighborhood doesn't use certain modules. Contact Tap2Open if you think a report is missing.

Top Usage Tab

Top Usage
Community Arrivals
Lookup PIN
Lookup Token
Heat Maps
Watch Arrivals

Top Usage

FROM
12/01/2024
→
TO
12/10/2024

Q

Address	Guest Count	Resident Count	Total	VIEW DETAILS
12951 Malachite Drive (Clubhouse)	23	1826	1849	VIEW DETAILS
13904 Messina Loop	0	76	76	VIEW DETAILS
13927 Messina Loop	0	76	76	VIEW DETAILS

This report shows the number of visits by households in descending order.

- Choose the date range using the date selector
- Click the search button to update the report
- The 'View Details' button will provide a list of visits for that household.

FROM
12/01/2024
→
TO
12/10/2024

Q

i
VIEW DETAILS

The report can also be sorted by clicking on the column headings.

Community Arrivals Tab

Top Usage
Community Arrivals
Lookup PIN
Lookup Token
Heat Maps
Watch Arrivals

Community Arrivals

Q Search...

FROM
12/10/2024
→
TO
12/11/2024

Q

ALL
GUESTS ONLY
RESIDENTS ONLY

VISITS ONLY
WITH ANOMALIES
JUST ANOMALIES

Page: 1 2 3 4 5 6 7 8 9 10

Entry Type	Invitation	Guest	Resident	Address	Entrance	When
Fire Department	None	Resident	Emergency Services (emergency.services12951)	12951 Malachite Drive (Clubhouse)	Benito	12/11/2024 3:22:41pm
Fire Department	None	Resident	Emergency Services (emergency.services12951)	12951 Malachite Drive (Clubhouse)	Benito	12/11/2024 3:22:40pm
...	Emergency Services	12951 Malachite Drive	...	12/11/2024

Buttons and Filters:



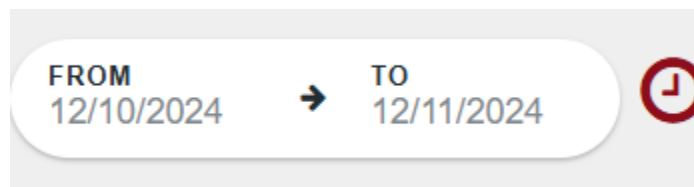
This button below 'Community Arrivals' allows you to download a CSV file of the report.

Note: The downloaded data will cover the date range selected

The search bar can be used to find any type of data found in the report. For example, a name, address, date, time, etc.



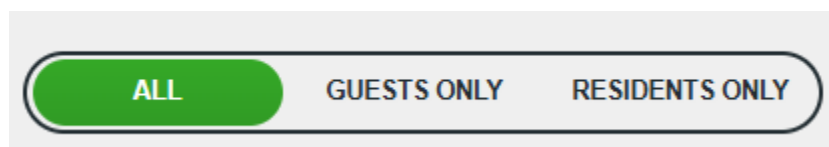
The date selection filters can be used to modify the search date range.



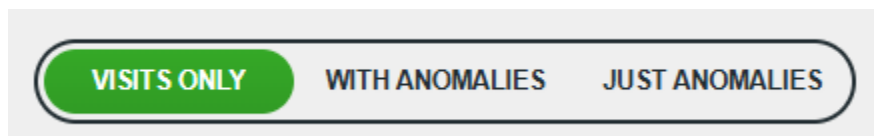
Note: Using too large a date range will result in error because of too many entries. Narrow the date range to avoid this problem.

The small clock item allows the user to narrow the search to only certain times of day.

Use this control to filter entries by type: all entries, guest only entries, and resident only entries.




This control allows the user to look at visits, anomalies or both. A **visit** is an opening that was successful. With an **anomaly** the gate or door was not opened, or the guest was denied access.



Examples of anomalies include: invalid PIN's, RFID tags from other neighborhoods and expired access cards. Guards may also manually enter an anomaly to describe an event or incident which happened that they want to document and share with management.



Note: Guards can log an anomaly by clicking on the  icon in the upper RH corner of the guard screen.

Here are some examples of anomalies that were reported.

Entry Type	Invitation	Guest	Resident	Address	Entrance	When
! Token scan	Reason: Non-existent	Token: 3520 (Vehicle Sticker)		Benito		12/11/2024 4:04:53pm
! Token scan	Reason: Non-existent	Token: QPUL10 (License Plate)		Rangeland (Resident's Side)		12/11/2024 4:04:47pm
! Token scan	Reason: Non-existent	Token: IZ68LX (License Plate)		Malachite (Resident's Side)		12/11/2024 4:04:32pm

Columns:

Entry Type	Invitation	Guest	Resident	Address	Entrance	When
Credential 3	None	Resident	James Jones (cjones)	12606 Fontana Loop	Benito	12/13/2024 1:31:20pm

Entry Type - This column indicates what method the person used to enter the community.

If the individual is a guest this column might be 'Accessed via smartphone' or 'Accessed via keypad' or 'Granted by Officer on Duty.' For residents this column is a description/name given to the token used to enter the community.

For example: The description of the token can be something like 'John Doe Card1' which can be associated with a FOB/Card, Vehicle sticker, License plate, etc.

The naming scheme your community adopts will allow for a more detailed report page. For example when creating a token for a resident inside the 'Description' field you could put something like the below. This will identify the resident as well as the type of entry they used.

Example Naming Schemes:

John Doe Fob / Card	Doe Fob / Card	Doe Fob / Card 1
John Doe VehicleSticker	Doe Vehicle Sticker	Doe Fob / Card 2
		Doe Fob / Card 3

Note: We try to assign tokens (cars, RFID tags etc.) individually to people or vehicles. However, sometimes we are not given complete information. In this case, we assign descriptions as best we can: For example Credential 1, Card 1, etc. These descriptions can be updated by an Administrator.



Invitation - This column indicates whether the entry was via an invitation or not.

If it is a resident the column will be 'None'.

If the entry is a guest entering through an invitation it will read the purpose of the visit such as 'Pool Service' or 'Lunch Date'. This column lists whatever the resident filled out for the 'Purpose' field when creating the invitation.

Guest - This column indicates the guest name.

If the entry is a resident it will just read as 'Resident'. If the entry is through invitation the column will populate with the name of the guest the resident provided when creating the invitation.

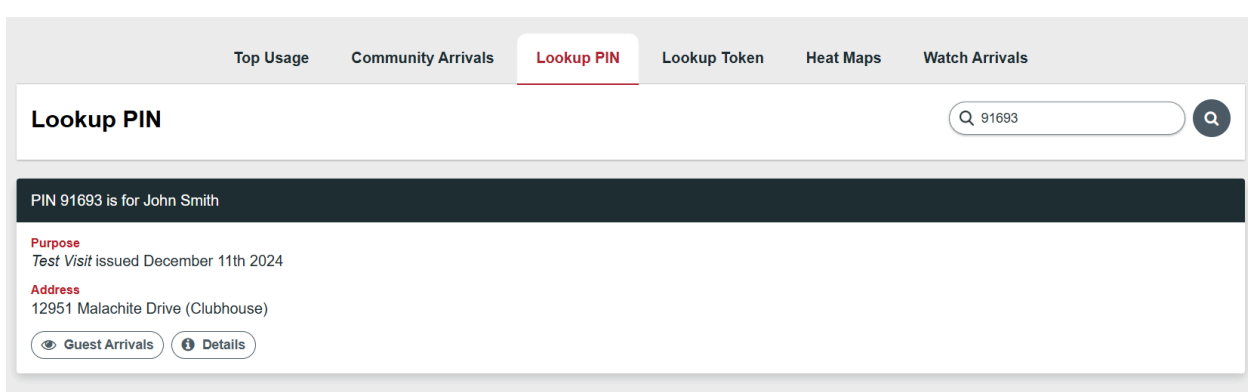
Resident - This column is the resident who invited this guest or let themselves in.

Address - This column is the address of the resident who is entering or where the guest is visiting.

Entrance - This column is the entrance that was used.

When - This column is the time and date of entry.

Lookup Pin Tab



Top Usage Community Arrivals **Lookup PIN** Lookup Token Heat Maps Watch Arrivals

Lookup PIN

PIN 91693 is for John Smith

Purpose
Test Visit issued December 11th 2024

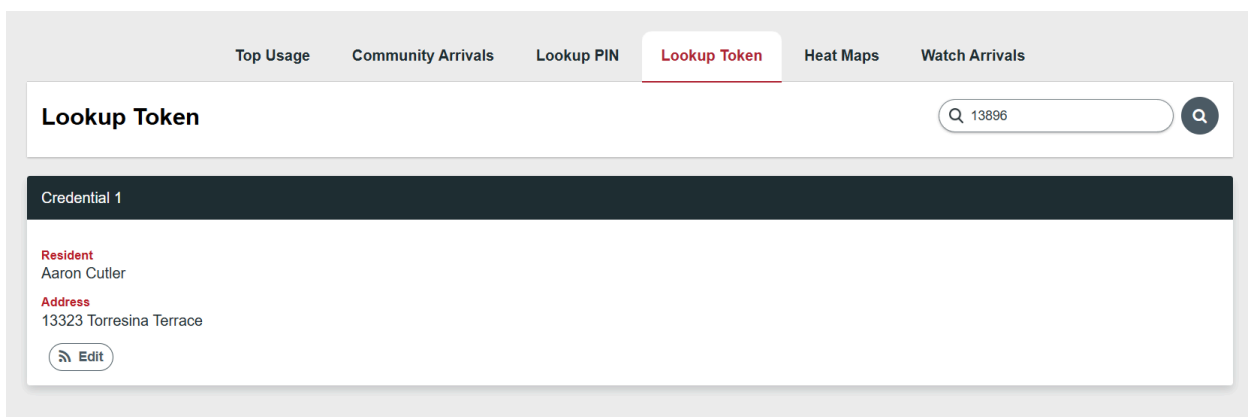
Address
12951 Malachite Drive (Clubhouse)

[Guest Arrivals](#) [Details](#)

The Lookup Pin tab allows the user to enter a pin code to identify the invitation that created it. From this report the user can identify the sender, visitor, and if and when the PIN was used.

- The Details include:
 - Purpose - The reason for the invitation.
 - Address - The address from which the invitation came.
 - Guest Arrivals - Shows all entries from this invitation.
 - Details - Directs you to the household that created this invitation.

Lookup Token Tab



Top Usage Community Arrivals Lookup PIN **Lookup Token** Heat Maps Watch Arrivals

Lookup Token

Credential 1

Resident
Aaron Cutler

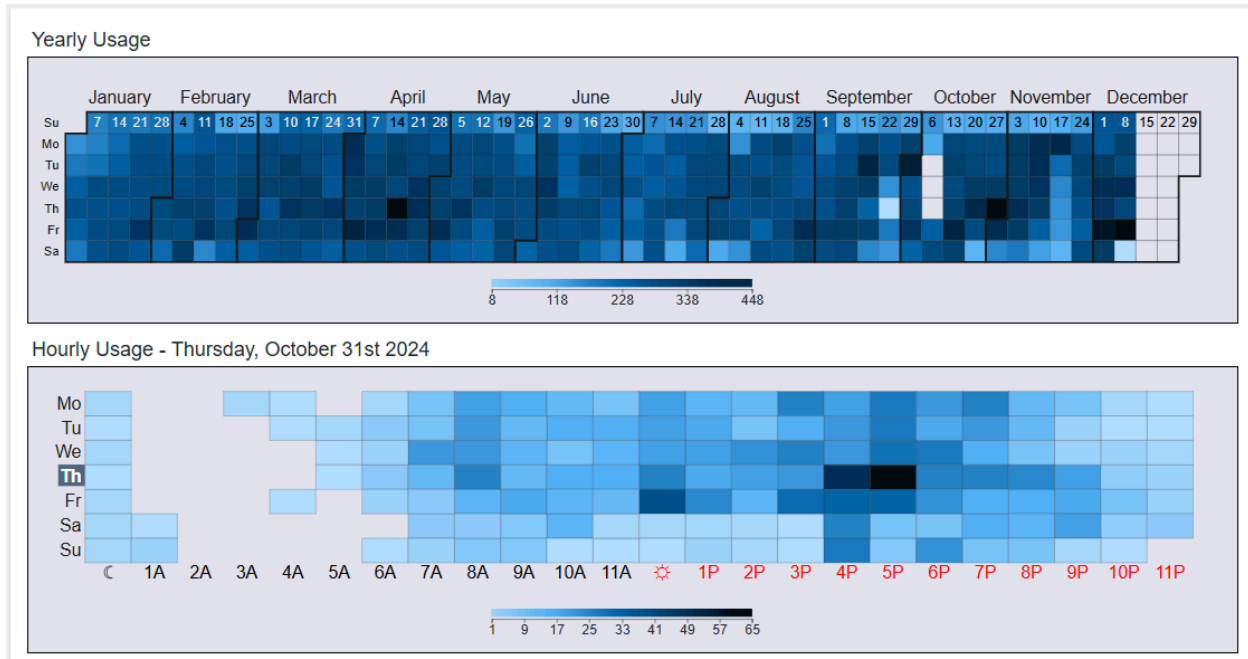
Address
13323 Torresina Terrace

[Edit](#)

The lookup token tab allows the user to look up any token and edit any token.

Heat Map Tab

The heat map tab is a calendar that provides a visual representation of the number of visits to the community. The user can drill down on specific times by clicking on the calendar. The report can be filtered by date, entrance and types of visitor (Residents, guests or both).




Note: This report is only accessible through the browser and not the apps.

Watch Arrivals Tab

The watch arrivals tab allows the user to view arrivals at the gates in real time.

Entrances		All visits			
	12/16/2024 10:44:28am 4906 Main St	Malachite (Resident's Side) Bill Parcels			
	12/16/2024 10:44:50am 4932 Main St	Malachite (Resident's Side) Mike Ditka			
	12/16/2024 10:46:55am 13722 Main St	Benito Jimmy Johnson			
	12/16/2024 10:47:38am 4715 Main St	Benito George Hallas			
	12/16/2024 10:47:43am 4715 Main St	Benito Don Shula			

The report can be filtered by entrance and types of visitor (Residents, guests or both).

Click on the Full Screen Icon  to make full screen.

Note: This report is only accessible through the browser and not the apps.