

# Operating instructions

Key registration



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## 1. Introduction

### 1.1. Information on the security of key systems

Please find below some basic facts about the security of your key systems.

#### 1.1.1. Registered key system: what does it mean?

A registered Kaba key system is protected against unauthorised reordering of keys or cylinders through the use of a security card. Only the person in possession of the security card can approve an order or authorise other persons to reorder cylinders and keys, manage keys, etc.

#### 1.1.2. What is a security card?

All new Kaba key systems are supplied together with a security card which, in addition to the existing functions, enables the system owner to manage their key system online and to place reorders (can be done via partners) online via the ordering system.

### Sicherheitskarte

Schliessanlage/Serie Nr	XXXXXX
Schlüssel-Nr	123456
Gruppen-Nr	XX123456789
	XX

Ihr persönlicher Sicherheits-Code:

11111111

### 1.1.3. Base group card (BG)

This security card is held by the owner and grants all rights to the key system.

### 1.1.4. Sub-group card (UG)

We will send the sub-group card to the system administrator (address as per base card registration). The sub-group can only view and manage some of the keys.

The security card replaces the security certificate or signature card. Systems that are protected with a security certificate or a signature card are not automatically converted to security card protection. You can request this change from the relevant partner responsible for the system.



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Note: If there is more than one security certificate for this system, the conversion can only be carried out if all other certificates are also converted to security cards.

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### 1.1.5. Found keys

Please send any found keys to the following address. Registered found keys are then immediately returned to the owner.

**dormakaba Switzerland Ltd**  
**Fundschlüssel**  
**P.O. Box**  
**8620 Wetzikon, Switzerland**

dormakaba does not pass on any information about found keys. However, we are obliged to disclose information regarding found keys to official bodies such as the police.

### 1.1.6. Contact partners

Your contact for all security documents and the registration of your key system is your partner.

You can find the contact details of our partners at <https://www.dormakaba.com/ch-de> using our **Partner search** or in the **registration** on the **homepage**.

## **2. Information about registration**

### **2.1. Advantages of online registration**

By registering your key system in the online portal, you can determine the security settings of your system yourself. You decide who is authorised to reorder keys and cylinders by handing over the access data. Thanks to the security settings, unauthorised persons have no opportunity to order keys to your key system.

You can also authorise other persons, such as flat owners, to manage keys to parts of the property/building independently or together with you.

In addition, we can return found keys for the system in question directly to the registered owner of the system without time-consuming clarification.

You can also print out key plans as well as key and cylinder lists free of charge (only possible with the base group card).

### **2.2. Reordering lost keys**

Reorders can only be carried out by an authorised dormakaba partner. The partner can place orders via the dormakaba extranet in the online ordering system.

In order for your partner to place an order, they need the key plan number and the card code of your key system. If you have defined an additional security element (questions/answers, password, TAN), you must of course provide your partner with the necessary information.

We can send the material to an individual delivery address, but invoicing must be carried out via your dormakaba partner.

### **2.3. Procedure in the event of change of ownership**

If the property is sold, there must also be a change of ownership of the key system.

For this purpose, the security card is handed over to the new owner together with the security settings. We recommend that the buyer immediately resets all details and makes new security settings.

If you do not have Internet access, your dormakaba partner can make the changes described above for you. This chapter explains how to order

duplicate keys/cylinders or upload your order via an order file.

### 3. Registration of key systems

Once your key system has been installed, you will receive a security card from your partner that enables you to register your key system online.

#### 3.1. Access to registration portal

You can access an information page via the Internet ([https://www.dormakaba.com/ch-de – Support – Schlüsselregistrierung](https://www.dormakaba.com/ch-de-Support-Schlüsselregistrierung)), which provides initial information on the topic. Clicking on the "Schlüsselregistrierung" [Key registration] link takes you to the actual registration system.

Please have the following documents ready for registration:

- Your personal security card.
- A key from your key system to check the registered number.
- The supplied security booklet for recording the registered information. Please transfer all data from the card, together with the stored information, to the security booklet or print out the data under "Ausdruck der Registrierungsdaten" [Print registration data].



#### Open existing Keyplan

With a personal login you can benefit from additional functions such as system management and download for key systems or an additional personal address for key systems and series.

#### Key System Code Login

Key System Code

Please enter a value in the mandatory field

SecurityCardNumber

☐ I have read and accept the [Terms of Use](#).

Open


Then enter your key system number and the card code and click "Weiter" [Next].

The card code is located under the area of the card that needs to be revealed.

When you log in for the first time, you will be asked to enter your contact details. The correct entry of the owner's address is one of the most important elements of registration.

One of the purposes of collecting this information is to enable us to return found keys to the correct owner.

Card Name*	
<input type="text" value="Basisgruppe SW5450"/>	
Title *	
<input checked="" type="radio"/> Company <input type="radio"/> Mr. <input type="radio"/> Ms.	
Company*	
<input type="text" value="dormakaba Schweiz AG"/>	
Contact*	
<input type="text" value="resa"/>	
Street*	No.*
<input type="text" value="Mühlebühlstrasse"/>	<input type="text" value="23"/>
Address Line / Post Office Box	
<input type="text" value="Address Line / Post Office Box"/>	
ZIP*	City*
<input type="text" value="8623"/>	<input type="text" value="Wetzikon"/>
Country*	
<input type="text" value="Switzerland"/>	
Mobile / Phone 1*	Mobile / Phone 2
<input type="text" value="0439314260"/>	<input type="text" value="Mobile / Phone 2"/>
Email*	
<input type="text" value="resa@dormakaba.com"/>	

 Note: If the group number on the card begins with BG, do not change the group name, as the system number can be seen there. If you have a card with the group number UG, the group name **must** be changed, otherwise saving is not possible.

## 4. Homepage

You are now on the homepage of the registration system, which is divided into four main subject areas: **Persönliche Daten** [Personal data], **Sicherheitseinstellungen** [Security settings], **Verwaltung** [Administration] and **Mydownload**.

Overview

Basisgruppe SW5450

SW5450

close Key System ×

PERSONAL DATA

Here you can check and adjust your address data.

Next >

SECURITY SETTINGS

You would like to increase the security in your locking system? In this area you can control the order authorisation and the system area separately and provide them with additional security settings.

Next >

ADMINISTRATION

You can create new group cards, copy or delegate permissions.

Next >

MYDOWNLOAD

Here you can view the products already delivered for your locking system and download additional system files.

Next >

### 4.1. Personal data

**Owners, management and property addresses** can be changed within the personal data section. You also have the option of printing out your **registration data**.



Note: If the building address is changed, the data is also changed in the plan at dormakaba.

### 4.2. Security settings for ordering system

Within this area, you can determine how access to the ordering system within the partner portal should be protected. To be able to order components for your key system, the partner must log in with the security element that you specify for this area.

You can choose between the following four security settings.



## Ordering System Protection

☒ only Card Code

☐ Card Code and TAN

☐ Card Code and Password

☐ Card Code and Security Questions

### Explain Card Code

△ Well, the way they make shows is, they make one show. That show's called a pilot. Then they show that show to the people who make shows, and on the strength of that one show they decide if they're going to make more shows.

## Registration Protection

☒ Same as security card

☐ Card Code and Password

Save changes

### Card code only

The partner logs in with the key system number and the card code.

### Card code / TAN:

You generate a new TAN list. Your partner can only log in if they enter the key system number, the card code and a TAN that has not yet been used.

### Card code / security questions:

You can enter up to three questions with the corresponding answers. In addition to the key system number and the card code, the partner must answer your questions correctly.

Print out the TAN list and keep it in a safe place.

Once you have configured the security settings, you need to **save** them.



Note: We recommend that you use the print command to generate a PDF document. You can file this electronically and then forward it to your partner by e-mail.

As soon as only one TAN is left, you cannot order any more duplicate keys. The system will display the message: Nur noch eine TAN verfügbar! [Only one TAN available!]

Please use the group administration to generate a new TAN list.

If a TAN list already exists and you generate a new one, the codes in the existing list will become invalid.

### Card code / password:

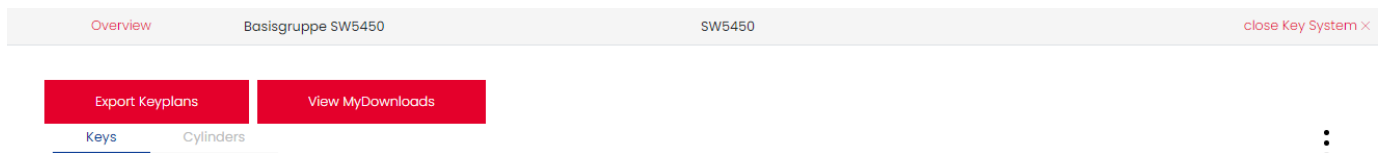
You define a password. The partner logs in with the key system number and the card code and must also enter the correct password.

### 4.3. Security settings for registration

You can either select the same security settings for logging in to the registration portal as for logging in to the ordering system or log in with just the key plan number, card code and a password in future.

### 4.4. Download key plan

With the base group card, this area gives you the option of downloading the key plan for the relevant system in PDF or Excel format and creating new documents.



 Note: To ensure that you always receive the latest key plan data, we recommend that you first create new documents.

## 5. Logout

In the interests of the security of your key system and in order to complete data processing correctly, we recommend that you always log out of the registration portal using the logout button.

## 6. FAQs

### 6.1. Lost security card! What do I do if I lose my card?

Please complete the application form for a new security card. You can obtain this application form from your partner. The partner can find this form on the extranet [www.dormakaba.com/ch-de](http://www.dormakaba.com/ch-de) Support – Downloads – Formulare „Stichwort Sicherheitskarte“.

### 6.2. Lost TAN list

see Section 6.1

### 6.3. Forgotten password

see Section 6.1

**6.4. Security question – forgotten my answer**

see Section 6.1

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