# Quick guide for onboarding



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### 4 Version information

### 1 Version information

### 1.1 Version 2.0.12 - June 19, 2025

### **⊗** Key Studio Update 2.0.12 – Going Live Thursday eod., June 19th 2025!

We're pleased to announce the next Key Studio release, packed with improvements for usability, performance, and integration across the platform:

### **Extended Sales Order XML Format**

The SalesOrder XML file has been updated to include new parameters such as origin and lockchart change indicators, improving integration and data tracking with external systems.

### **♦** Faster Filtering in Planner

Filtering in Key Studio Planner has been optimized for performance, delivering quicker results and smoother interaction when working with large datasets.

### **Support for Incomplete Lockcharts**

Planner now accepts importing incomplete lockcharts, enabling master key departments to handle lockcharts where some data has not been digitized yet.

### Password Visibility at Login

The Planner login screen now includes an option to unhide your password, making it easier to avoid entry errors during sign-in.

### New Telerik Report for France

A localized Telerik report has been added to meet specific French reporting requirements, helping ensure compliance and clarity in local documentation.

#### Filter by Lockchart Name in Portal

The portal now allows filtering by lockchart name, making it easier to find specific lockcharts in the overview.

#### More CLIQ Data in Lockchart Model

The lockchart domain model now includes additional CLIQ-related data, enhancing support for digital key systems and data-driven operations.

### **℘** Improved Lockchart Validation Speed

The internal validation process for lockcharts has been optimized for faster performance, especially noticeable in large configurations.

### **Export to Excel in Ikon's Own Key Mode**

You can now export key data to Excel when working in Own Key mode, enabling a different visualisation method of the lockchart data.

**%** And more...

As always, this release includes minor fixes and behind-the-scenes improvements for better stability and usability.

### 1.2 Version 2.0.9 - May 5, 2025

### **⊗** Key Studio Update 2.0.9 – Going Live Monday Evening, 5 May 2025!

We're excited to introduce \*\*Key Studio version 2.0.9\*\*, bringing key updates that enhance factory workflows, naming conventions, usability, and production integration:

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### \*\*New Default Naming for Cylinder and Key Codes\*\*

To avoid conflicts between cylinder and key codes, newly created items now use customized \*\*CMC\*\* (Cylinder Code) and \*\*KMC\*\* (Key Code) instead of the previously shared \*\*COD.x\*\* format. This update improves clarity and consistency across all projects. Users can also set their preferred default pattern in local preferences.

\*\*New Pinning Logic for Economic+ Now in Key Studio's Factory Application\*\*
The \*\*APS application\*\* now supports \*\*Economic+ pinning logic\*\*, including full bottom pin (RBC) handling per FAB specifications. This enables production in the Netherlands and supports future reuse at other factory locations, all activated via a simple setup parameter.

## \*\*Application Language Now Follows Your Windows Language (on First Install Only)\*\*

When installing Key Studio for the first time, the application will now use your \*\*local Windows system language\*\* as the default. This improves the initial setup experience, especially in multilingual environments. Existing installations will \*\*not\*\* be affected by this change.

### \*\*Support Added for TS2000 KeyRobot File Format\*\*

Key Studio Factory now supports the \*\*TS2000 file format\*\* for Mauer's custom key cutting machine—also known as "the robot." This integration enables direct output from Key Studio to streamline manufacturing with this unique setup.

\*\*Pin Codes and Property Card Numbers Now Visible for Authorized Users\*\*
Users with the \*\*Lockchart Master Data\*\* role can now view \*\*Pin codes and property card numbers\*\* directly from the technical archive in the portal. This sensitive information is for internal use only and remains \*\*hidden from customers\*\* to ensure data security.

### \*\*Automatic Key Marking Now Available\*\*

Key Studio now auto-applies key markings when adding mechanical or CLIQ keys. If a consistent, numbered pattern is found, the next number is applied automatically. If no valid pattern exists, the marking remains blank.

### 

This version also includes general \*\*bug fixes\*\* and \*\*performance improvements\*\*, making Key Studio more stable and responsive.

The update to \*\*version 2.0.9\*\* will be rolled out on \*\*Monday evening, 5 May 2025\*\*, and Key Studio will auto-update on launch.

### 1.3 Version 2.0.7 - March 30, 2025

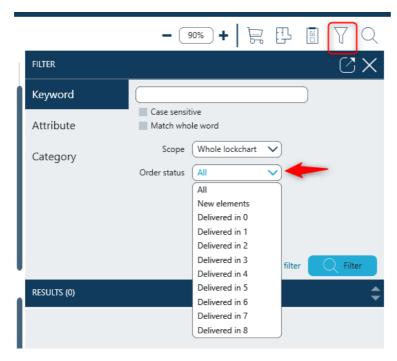
### **△** New Key Studio<sup>™</sup> Update now going live this weekend!

We're excited to roll out the latest release of Key Studio™, featuring two important updates designed to enhance your experience:

You can now rename cylinders and keys!
 While editing a lockchart, you can now rename already calculated or delivered cylinders and keys when placing a new order in Lockchart mode. Keep in mind: the latest order will overwrite any previous name changes.



• Filter the Lockchart by Order Delivery
You can now filter the Lockchart to show only items from a specific delivery—such as
new, ceased, or copied cylinders and keys—making it easier to focus on what's
included in that order.



### **%** And more...

This update also brings a range of general bug fixes and performance improvements, ensuring greater stability and a smoother Key Studio™ experience.

As always, Key Studio™ will auto-update upon launch to bring you the newest version right away.

#### **On-Boarding Process** 2

#### Onboarding as a person 2.1

Please follow the steps below to onboard & install the Key Studio™ application.

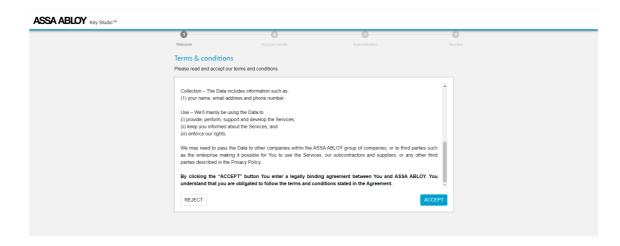
• Please find the email you have received for onboarding to Key Studio. Open the link in Google Chrome (or copy the link in the email and paste it in the address bar of Google Chrome)



• Once you click on the URL from the invitation email you will be taken to the Key Studio™ Landing page and be able to either reject the invitation or start the onboarding process.



• After accepting click the 'START BOARDING PROCESS' button you will be taken to the terms and conditions. Please read this agreement carefully, if you are happy with the terms then you will be able to click 'ACCEPT' after scrolling down the entire document (button becomes blue)

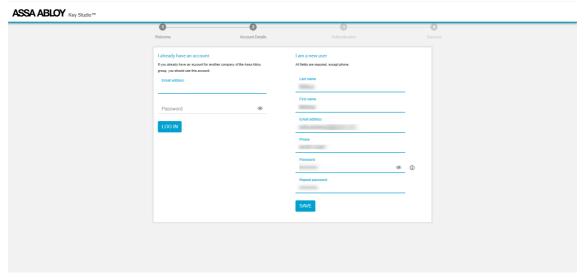


• After this point you will be able to use your existing credentials if you already have an ASSA ABLOY account.

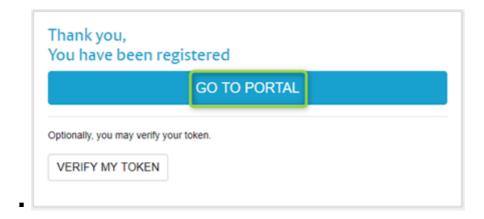
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If you are a new user then you can add your contact number and create your new password.

After providing the details click to accept



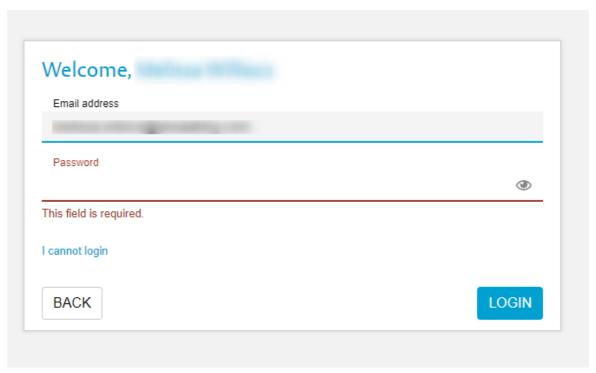
Your account has been registered.



### Select your profile



Log in with your e-mail address and enter your password.



#### 2.1.1 Register your OneShop User Account (BE)

Every user needs to register an OneShop User account, this along weblink https://webshop.assaabloy.be/nl/assaabloybe

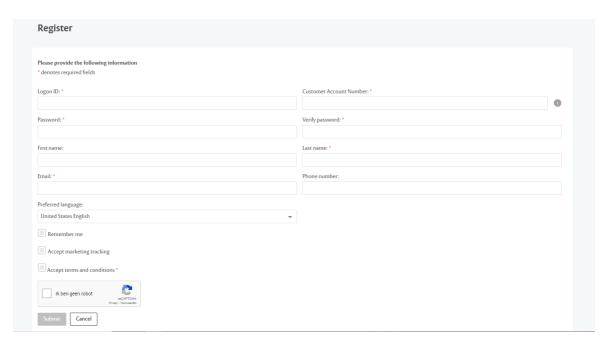
Register as new user



Provide the information in required field.

Tip: by Logon ID , enter your mailaddress If you do not know your customer number you can always contact us for more

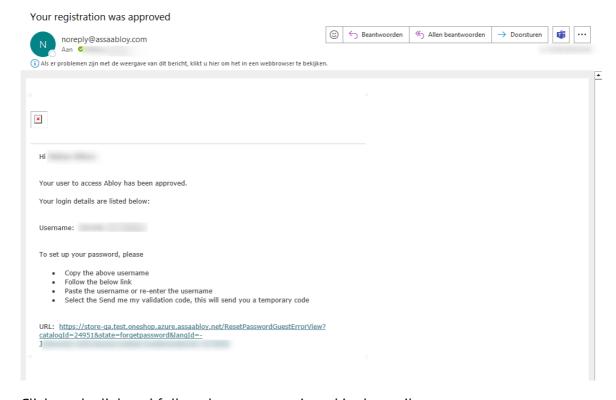
#### information



After sending the registration, it will be approved by our administration. A confirmation will be forwarded after which the account can be linked according steps in 'Connect your OneShop User Account'.

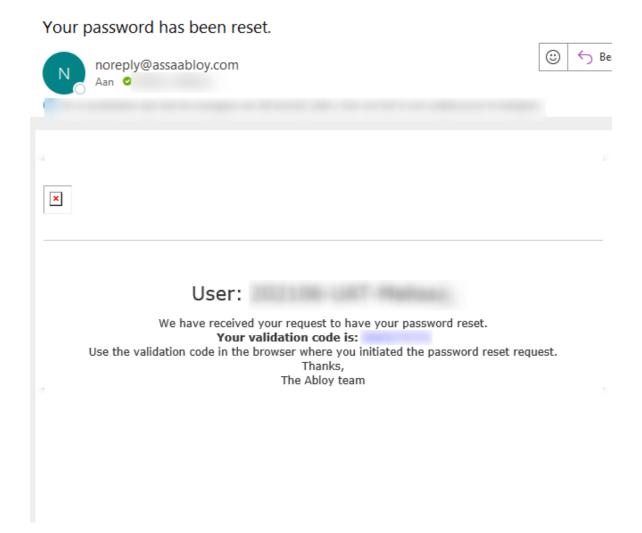
### 2.1.2 Register your OneShop User Account (Abloy)

An e-mail will be sent with Approved Registration



Click on the link and follow the steps mentioned in the mail.

## 12 On-Boarding Process



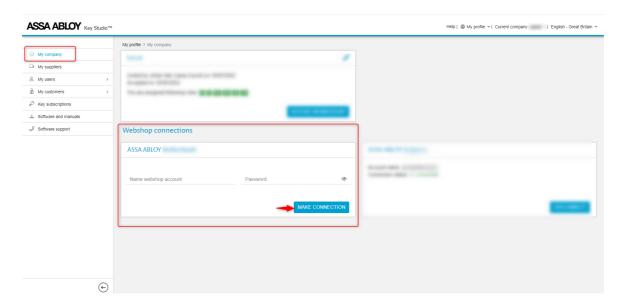
Use the Validation code, enter desired password.

After registration the account can be linked according steps in 'Connect your OneShop User Account'

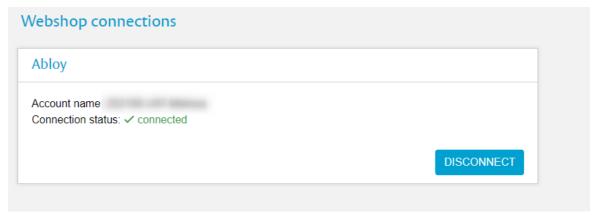
### 2.1.3 Connect your OneShop user account

After registering a OneShop user account, it must be connected. The connection can be made via the portal page: <a href="https://keystudio.assaabloyopeningsolutions.com/auth/login">https://keystudio.assaabloyopeningsolutions.com/auth/login</a>

Enter Webshop Account name or Username and password. Make connection.



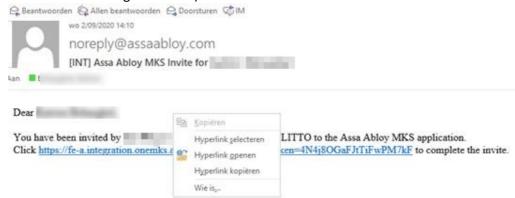
When entered correctly, the status 'connected' will be presented.



### 2.2 Onboarding as ASSA ABLOY person

Please follow the steps below to install the Key Studio™ application.

 Open the link in Google Chrome (or copy the link in the email and paste it in the address bar of Google Chrome)

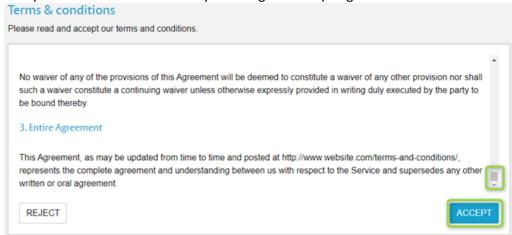


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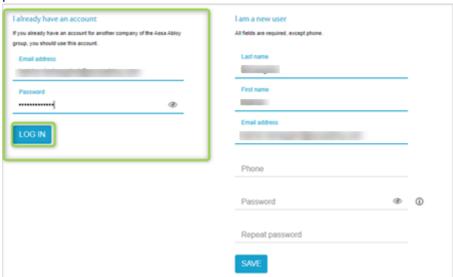
Set the language to "English" and start the Boarding process



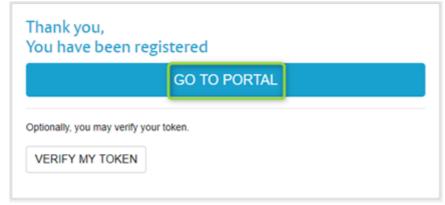
Accept the Terms & conditions by scrolling and accepting them



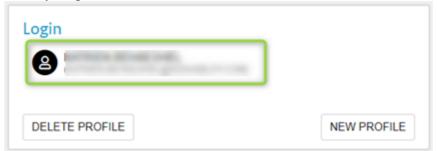
 Select "I already have an account" and log in with your email address and Windows password.



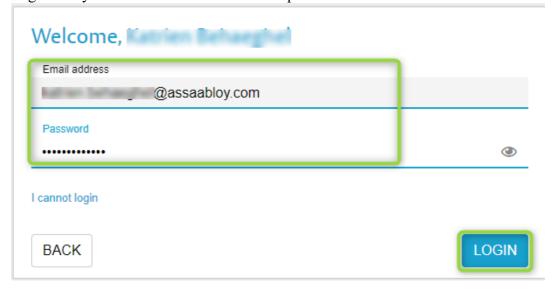
Go to the portal pages



Select your profile



Log in with your email address and Windows password



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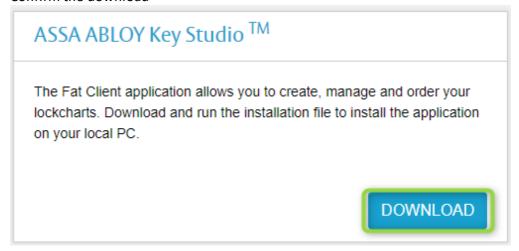
Accept the invitation



Download the "Key Studio" software from the Portal



Confirm the download



Execute the installation software

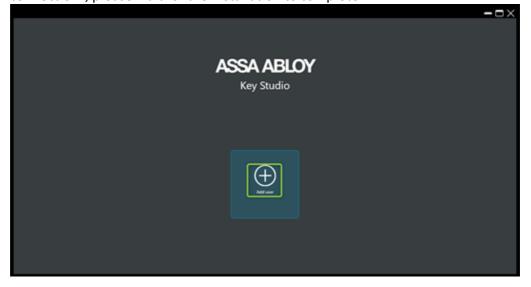


Allow the firewall connection on F-Secure

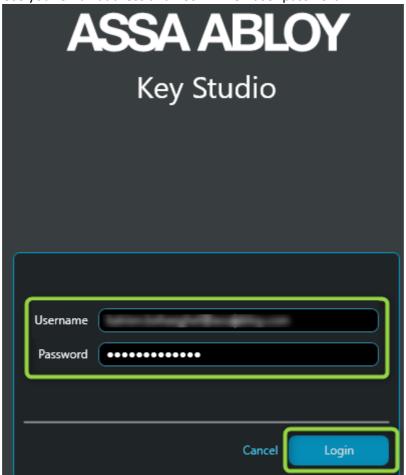


Open Key Studio™ and add your user profile via "Add user".

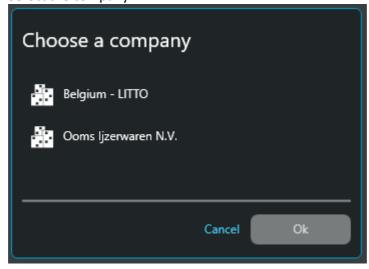
The first time that the software is installed it will take approximately 20 seconds for the "Add user" button to become active. During this time the button will show "No connection", please wait for the installation to complete.



Use your email address and ASSA ABLOY user password



Select the company



- Add the portal page in your browsers bookmarks:
  - https://fe-a.integration.onemks.assaabloy.net (software test version, use this one for testing only, do not use this for real data/orders)

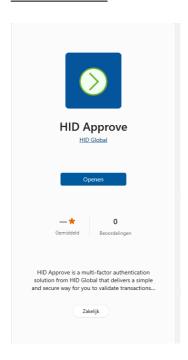
• <a href="https://keystudio.assaabloyopeningsolutions.com">https://keystudio.assaabloyopeningsolutions.com</a> (Live version)



### 2.3 Activation of my HID approve token

During registration as a new user, you need to activate the second factor via the HID approve app

The HID Approve can be installed via **Microsoft Store**:



#### **Google Play Store:**

https://play.google.com/store/apps/details?id=com.hidglobal.ia.trustops&hl=en\_US





#### **Apple Store:**

https://apps.apple.com/us/app/hid-approve/id1128736638



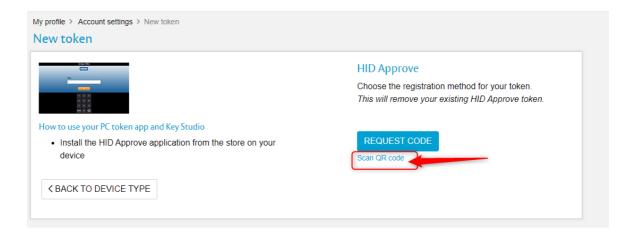
You are presented the several authentication methods to choose from: PC, HID Hardware token, or via the HID mobile phone application.

Make a choice by clicking on the appropriate authentication method.

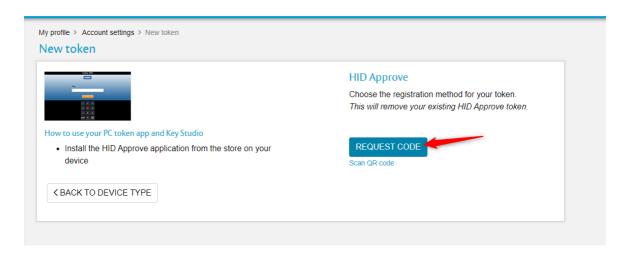


#### PC - method

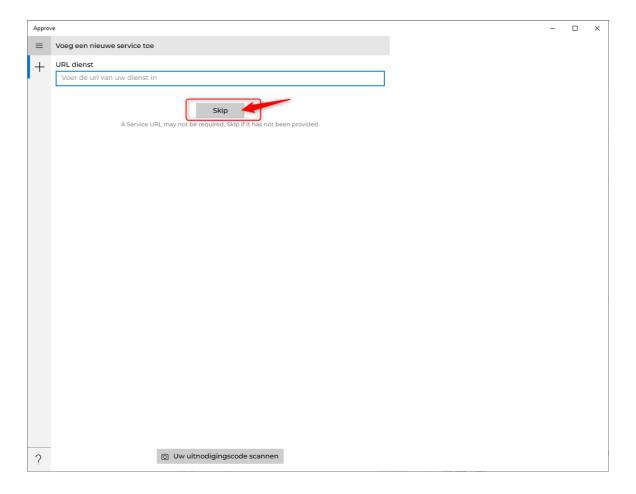
If you click the computer screen icon you can choose to scan a QR code



### Or you can click on 'Request Code'

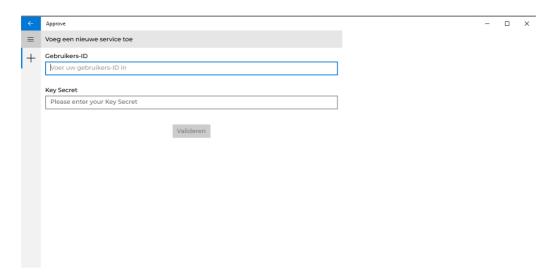


This request code is needed when the app HID Approve is installed on your pc . In the first screen you need to click 'SKIP'

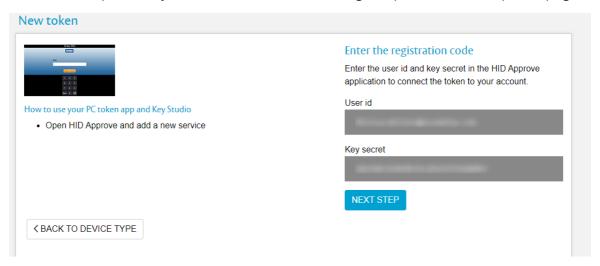


Now you need to fill in an user-ID and Key Secret .

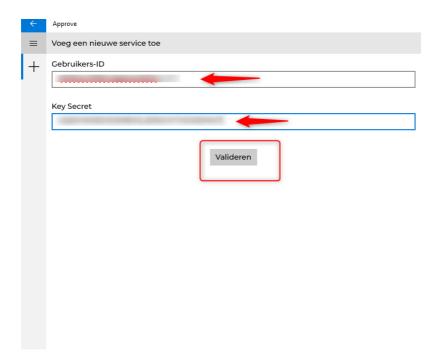
## 22 On-Boarding Process



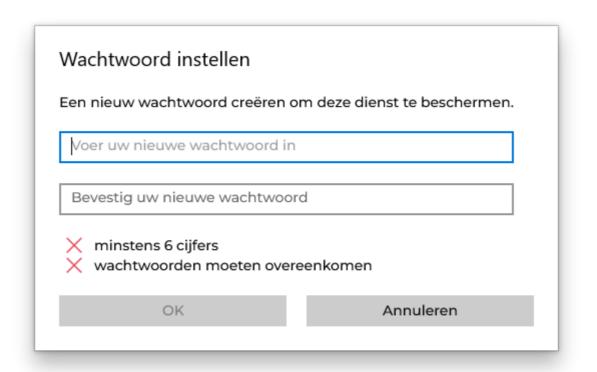
These are the previously obtained codes after clicking 'Requested code' in portal page.



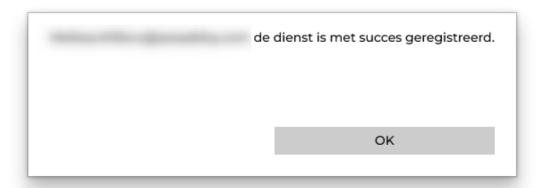
copy – paste these two in the app and click op validate



Please, enter your 6 digit new password and confirm your 6 digit password

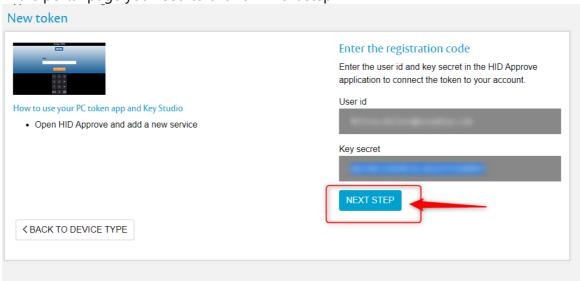


Click on OK

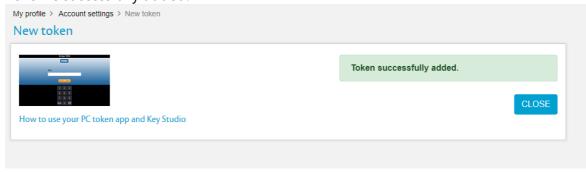


### Token is successfully registered

In the portal page you need to click on 'Next step'



#### Token is successfully added.

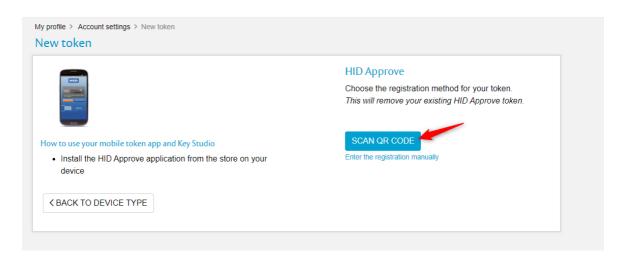


### **Mobile phone method**

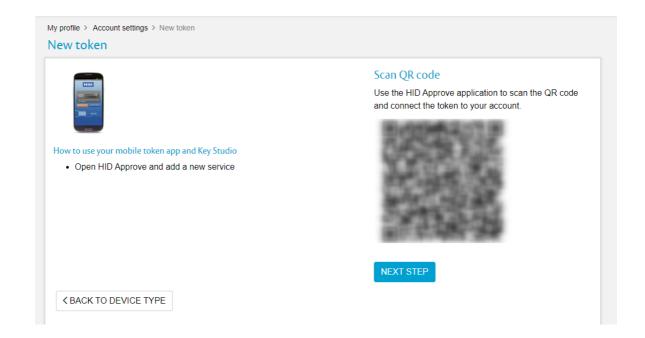
You have chosen to install the app on your mobile phone, click on icon

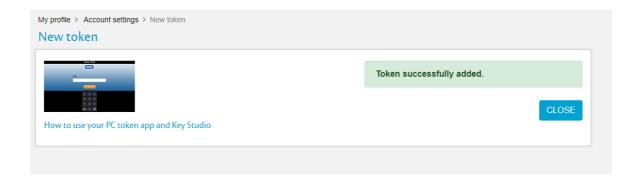


#### Now you can click on 'SCAN QR code'

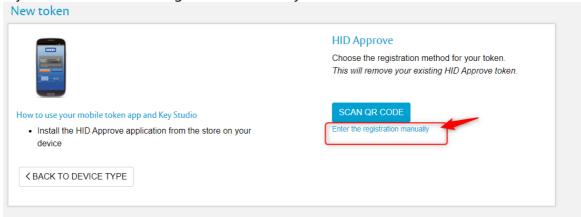


### Scan with your mobile phone the QR code and click on next

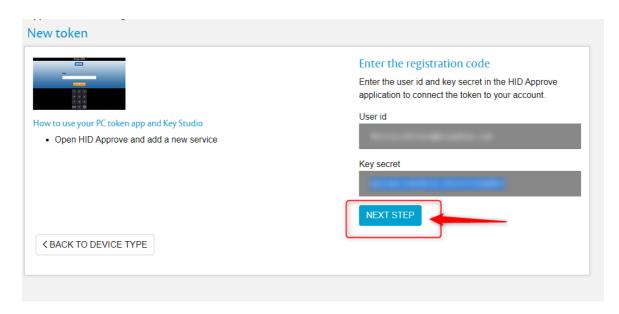




If you want to enter the registration manually, click then here



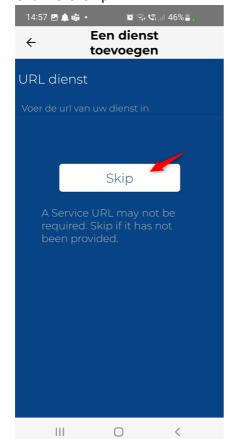
You will receive now an user-id and key Secret



on your mobile phone, you need to click on 'Enter invitation manually'



#### Click here 'Skip'



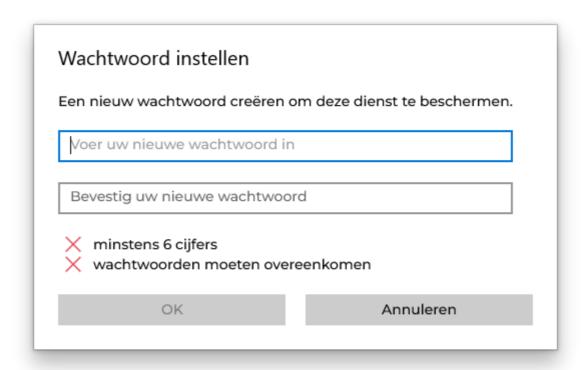
Enter here the User-ID and Key Secret you have received on your pc and click on

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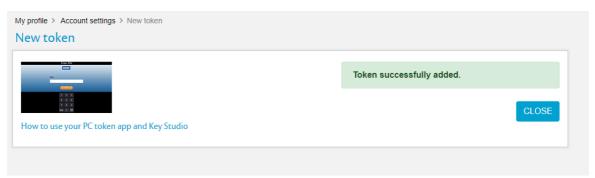
Validate.



select your 6 digit new password and confirm your 6 digit password and click on 'OK'



### your token is successfully registered



### 2.4 Onboarding as company

You should have received two emails from 'noreply@assaabloy.com'

- i. Your username for the platform
- ii. An invitation to become part of a company profile. In order to validate your account you are required to click on the provided hyperlink (single-use)

### 30 On-Boarding Process

Once you click on the URL from the invitation email you will be taken to the Key Studio™ Landing page and be able to either reject the invitation or start the onboarding process

- 2. After click the 'START BOARDING PROCESS' button you will be taken to the terms and conditions. Please read this agreement carefully, if you are happy with the terms then you will be able to click 'ACCEPT' after scrolling down the entire document (button becomes blue)
- 3. After this point you will be able to use your existing credentials if you already have an ASSA ABLOY account, if you are a new user then you can add your contact number and create your new password
- 4. Setup HID Approve authentication token, you are presented with several authentication methods to choose from, either; pc, HID Hardware token, or via the HID Approve App. You then need to follow the following steps to activate your token:
  - i. Entering the serial number and click 'Next' to generate a specific activation code, via the relevant below option:
    - i. If using your pc you will find the serial number displayed in the app.

      The HID Approve PC app can be installed from the Microsoft Store via this URL: <a href="https://apps.microsoft.com/detail/9nljbcbxclgm?hl=nl-nl&gl=BE">https://apps.microsoft.com/detail/9nljbcbxclgm?hl=nl-nl&gl=BE</a>
    - ii. If using the hardware token this is found on the back of the token iii. If using the app you will find this serial number presented in the app.
  - ii. Then your specific action code will be generated and displayed on the portal. Enter this activation code into your token and click 'Next' or 'Enter'. From this a registration code will be generated on your token.
  - iii. Finally,
- 5. Once you have created a password for your account you will be required to authenticate the account via the two-factor verification method
  - i. You will be brought to a landing page where you can select your desired authentication device; PC, mobile app, HID Approve pin device
  - ii. A token will be sent to your selected device
  - iii. Enter the displayed token on desktop screen to verify your account
- 6. Once this has been completed then you will have been successfully registered, click on the 'Go To Portal' button.
- 7. You will be asked to confirm whether you are already known to the system or not
- 8. Then you will need to create a new profile for Key Studio
  - i. In order to do this you need to enter the login credentials that you received previously (see above image)
  - ii. You can select the language in the drop down menu at the top right of the screen (shown in blue box)

- 9. If you already have a profile created then this will be displayed in the pop-up box. In order to access this profile then click on the text (shown in blue box below)
- 10.If you do not have a profile then you will need to set one up, click on 'New Profile' in order to do this
- 11. Only email addresses that have been approved will be accepted, please type in the username provided in the invitation email and the password that you created for the account
- 12. If your access credentials are not accepted then you will need to click on the 'I cannot login' text and then submit your email address. Instructions will be sent to your email address to validate your email again
- 13. If this is the first time logging into the portal you will be greeted by a user invitation to a particular company, click 'ACCEPT' to join the company
- 14. Once you have accepted the invitation or if this is not your first time logging in, your company membership details will be displayed. These detail the specific roles that have been assigned to you:

P – Production

PO – Place Orders

VO – View Orders

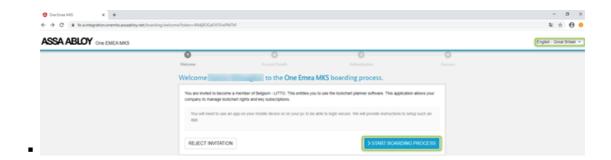
I – Customer Orders

15. Next step is to download the Key Studio™ software to your computer. To do so click on 'Software Download' to be taken to the software download page. Then click on the 'DOWNLOAD' button in order to initiate downloading ASSA ABLOY Key Studio™ software to your computer.

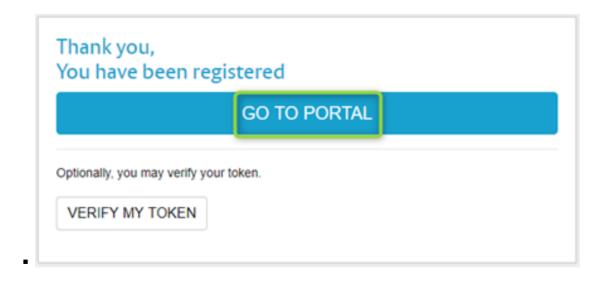
If you have any issues with this stage please click on the 'Software support' button and contact the support services.

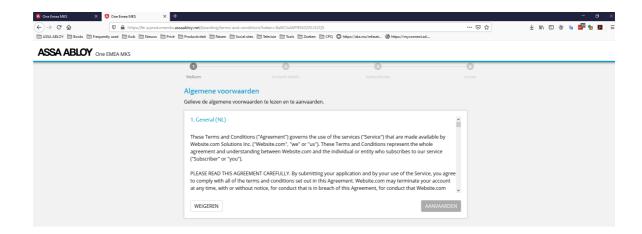
- 16. Once downloaded you need to launch the Key Studio™ programme. You will be greeted by the below login screen
- 17. As part of you invitation to a company profile you will have been provided with login credentials. You will need to use these in order to access the platform, click 'Add User' and then enter the credentials.
- 18. Once correctly logged in you will be greeted by the below dashboard





#### Extra screen



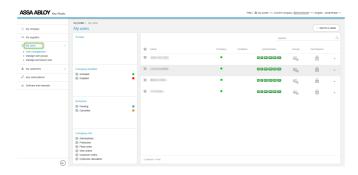


#### Assignment of access rights for external users 2.5

In the Portal Page you need to assign the access rights. Go to My users, you are presented with several methods to choose from, either User

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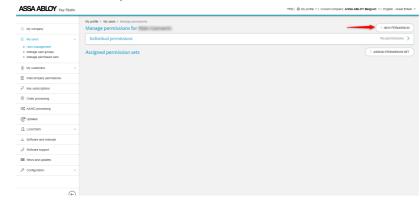
management, User groups or Permission sets.



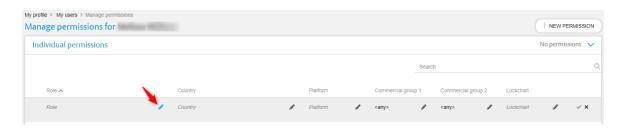
User management
 Setup the rights by person individual.
 Click on the icon 'Permissions'



### Click on '+ New permission'

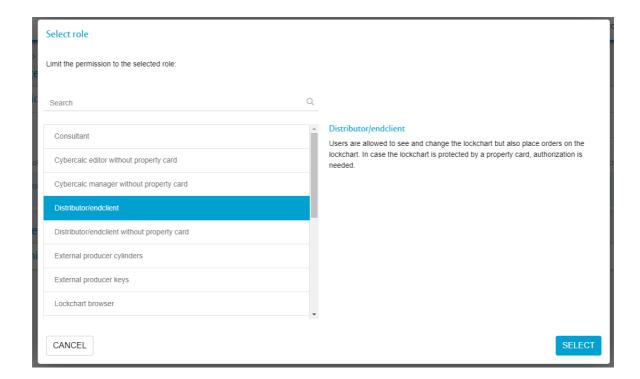


You can now add a role, by clicking on the pencil

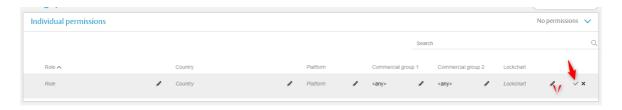


Select the role that you want to setup for your customer and click on select

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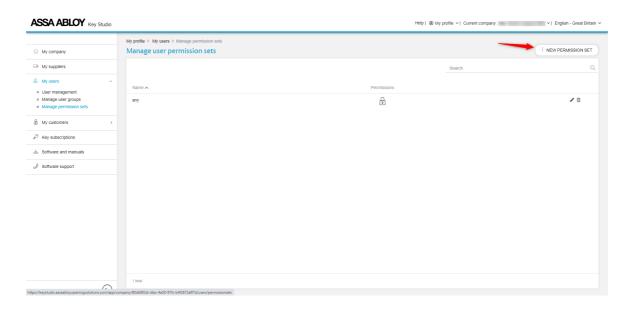
When the role is added you need to save it.



### 2. Manage permission sets

Create permission sets by manage user permission sets . A set can be assigned to a group or an individual person.

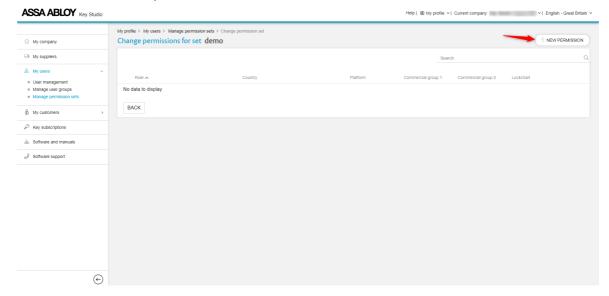
Give the permission set a name



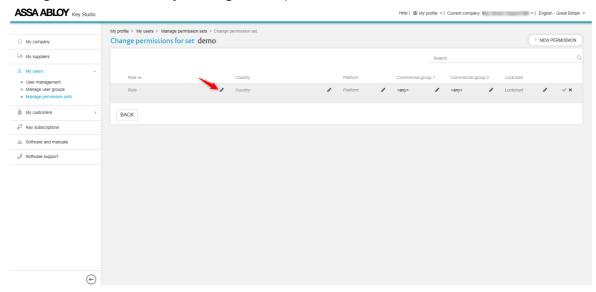
Add the permissions by clicking on the icon:



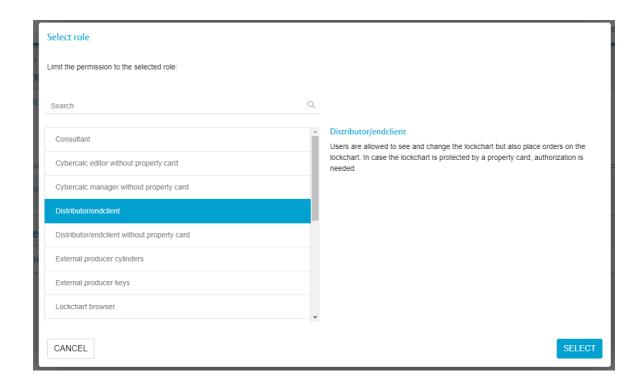
Click now on '+ new permisson '



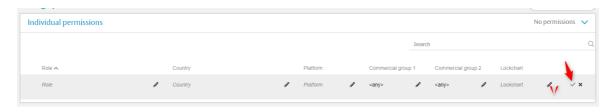
Changes can me made by clicking on the pencil.



Select the role that you want to setup for the group and click on select

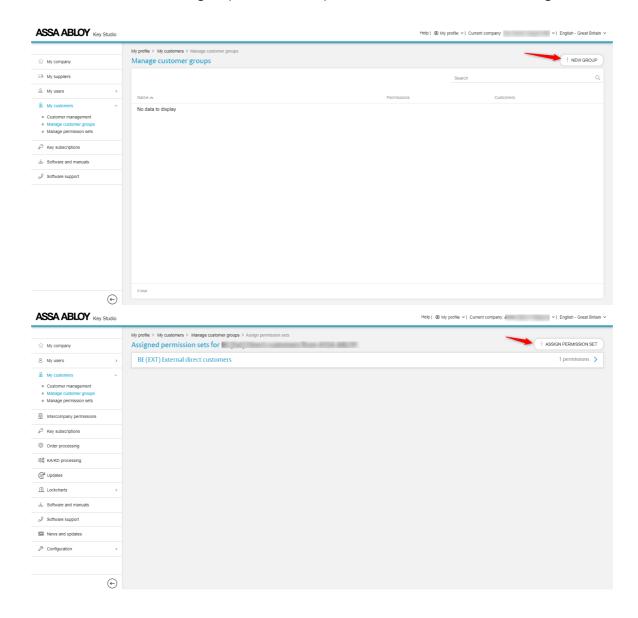


When the role is added you need to save it



### 3. Manage user groups

You can create customer groups, where the permission sets, users can be assigned.



### 38 Installation & updating the software

### 3 Installation & updating the software

## 3.1 Key Studio - Minimal PC Requirements

### **Operating System**

Windows 10 or higher (64-bit recommended)

#### **Processor**

Minimum: Intel i5 or equivalent AMD processor

Recommended: Intel i7 or higher for better performance

### Memory (RAM)

Minimum: 8 GB

Recommended: 16 GB for handling larger datasets and lockcharts

For Extreme Large Lockcharts: 32 GB or more is recommended to ensure smooth performance during intensive operations

### **Storage**

Minimum: 250 MB free disk space for application installation

Additional space required for offline catalogs and local lockchart files

SSD recommended for optimal performance

### **Display**

Minimum resolution: 1920x1080 for optimal user interface experience

#### Network

Stable internet connection required for license validation, auto-updates, lockchart synchronization and catalog data updates

### **Additional Requirements**

.NET Framework 4.8 or later

Firewall configuration may be needed to allow Key Studio connections

Administrator rights are required only for the initial installation

Application updates are handled automatically and do not require administrator privileges

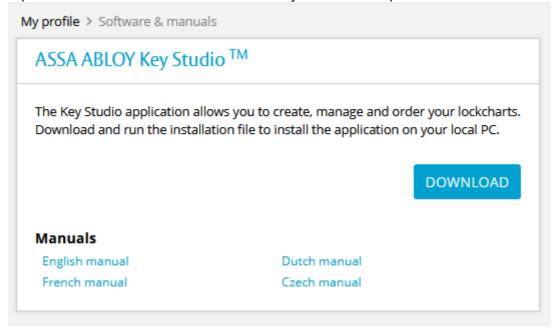
Recent Internet Browser (e.g., Microsoft Edge, Google Chrome, or Mozilla Firefox—latest two versions) for accessing the Key Studio portal, downloading the installer and reports, and managing user or company settings

### **Citrix/Virtualized Environments**

The application adapts its configuration when installed in Citrix environments to avoid session data loss.

### 3.2 Installation on windows environment

- Log on to the portal pages --> <a href="https://keystudio.assaabloyopeningsolutions.com">https://keystudio.assaabloyopeningsolutions.com</a>
- Click on the button 'Software and manuals'
  - Software and manuals
- Click on the button 'Download' in the area 'ASSA ABLOY Key Studio'. This area represents the client software to be run on your local computer



- Your browser will start downloading the installation file. This is an executable file that has to run on the computer.
- The software will start approx 30 seconds after execution of the downloaded installation file

### 40 Installation & updating the software

**Software updates:** New versions will automatically be downloaded and installed every time the software starts.

### 3.3 Installation on Citrix server

### Introduction

This guide provides detailed instructions for installing the Key Studio™ application on a Citrix server. Follow the steps below to ensure a smooth installation and configuration process.

### **Prerequisites**

- Citrix Server environment (Citrix XenApp/XenDesktop)
- Administrative access to the Citrix server
- Internet access for downloading installation files

### **Installation Steps**

### **Download Key Studio™ Installer**

- Log on to the Citrix server.
- Navigate to the Key Studio<sup>™</sup> download page: [Key Studio<sup>™</sup> Download] (https://keystudio.assaabloyopeningsolutions.com).
  - Download the latest version of the Key Studio™ installer.

#### Run the Installer

- Locate the downloaded installer file and run it.
- Follow the on-screen instructions to complete the installation.

### **Detecting Citrix Environment**

- The installer will use Windows API to detect if it is being installed in a Citrix environment. It checks the `WTSClientProtocolType` using the `WTSQuerySessionInformation` function. If the value is `2`, it indicates an ICA session (Citrix).
- Additionally, the installer checks for the `FORCE\_CITRIX` environment variable. If this variable exists, the installer assumes it is in a Citrix session.

### **Citrix Specific Configuration**

- During installation, if Citrix is detected, the following actions will be performed:
- \*\*No Shortcut Creation:\*\* The installer will not create shortcuts to the application.
- \*\*Configuration Settings:\*\* An entry `CitrixEnabled` will be written in the application configuration settings.
- When the application starts, it will check for the `CitrixEnabled` flag. If set, it will store application data in the user's personal documents folder:
  - `SpecialFolder.MyDocuments`\EMEA\_MKS\prd

### **User Data Management**

- Ensure that the Citrix environment is configured to restore user-specific locations when starting the environment. This includes locations like:
  - `SpecialFolder.LocalApplicationData` (e.g., `C:

\Users\<username>\AppData\Local\`)

- `SpecialFolder.CommonDocuments` (e.g., `C:\Users\Public\Documents`)
- `SpecialFolder.StartMenu` (e.g., `C:\Users\<username>\AppData\Roaming`)

- `SpecialFolder.MyDocuments` (e.g., `C:\Users\<username>\Documents`)

### **Finalizing Installation**

- Complete the installation process by following any additional on-screen instructions.
- Verify that Key Studio<sup>™</sup> is correctly installed and configured by launching the application and ensuring it starts without errors.

### **Post-Installation**

- \*\*Testing:\*\* Run the application in the Citrix environment to ensure all functionalities are working correctly.
- \*\*User Access:\*\* Configure user access and permissions as required using the Citrix management tools.
- \*\*Support:\*\* For any issues during installation, refer to the support documentation or contact Key Studio™ support.

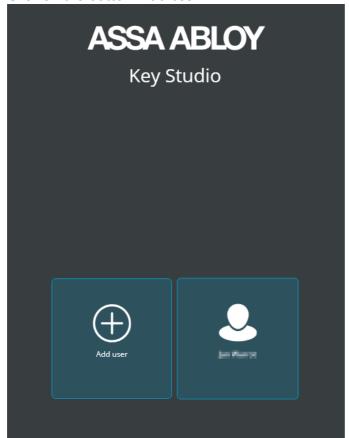
By following these steps, you should be able to successfully install and configure Key Studio™ on a Citrix server. For further assistance, consult the provided resources or contact support.

## 42 Using the software

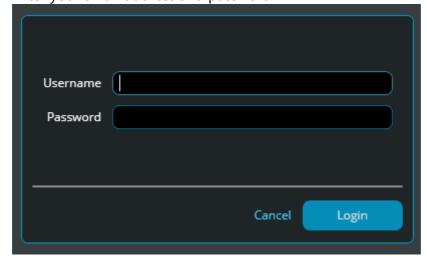
### 4 Using the software

### 4.1 First time on specific computer

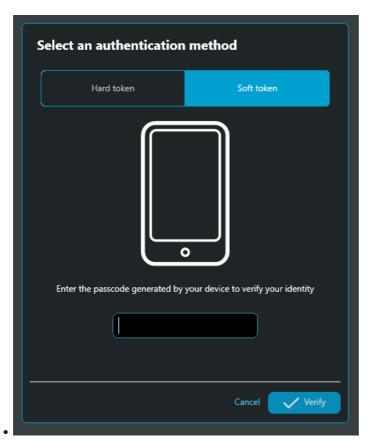
• Click on the button 'Add user'



• Enter your email address and password

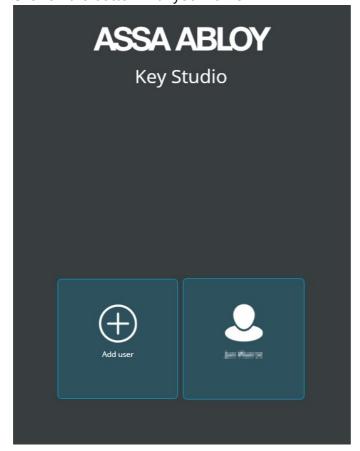


• If applicable: Provide the additional security code from your HID Approve token



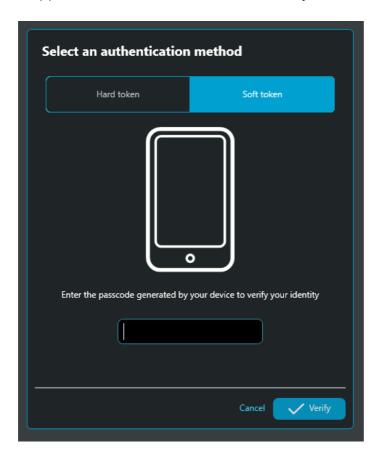
### 4.2 On computer with existing user profile

• Click on the button with your name



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- Enter password
- If applicable: Provide the additional security code from your HID Approve token

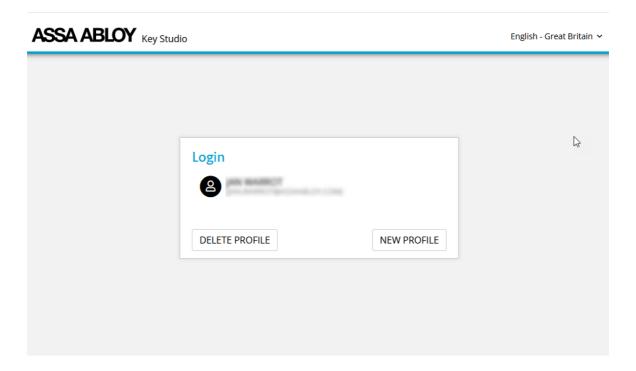


### 5 Web portal pages

The Key Studio<sup>™</sup> portal pages can be accessed by browsing to following URL: <a href="https://keystudio.assaabloyopeningsolutions.com">https://keystudio.assaabloyopeningsolutions.com</a>

### 5.1 Access to the Key Studio™ portal website

The portal pages for Key Studio<sup>™</sup> can be found by browsing to <a href="https://keystudio.assaabloyopeningsolutions.com">https://keystudio.assaabloyopeningsolutions.com</a>



• Language of the site can be set by the drop down on the upper right

The site will remember your user profile. This is per individual browser & computer that you use.

Every individual user profile is presented by a button that shows user name and email. Use this button to logon to the system

- o Use "New user" to add a new user profile
- o Remove a profile by clicking 'Delete profile"

### 5.2 Forgot password

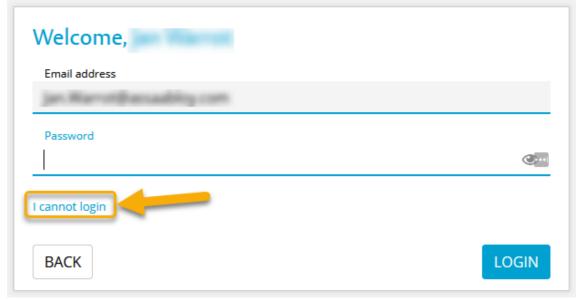
In case of forgotten password or difficulties with the Two factor authentication:

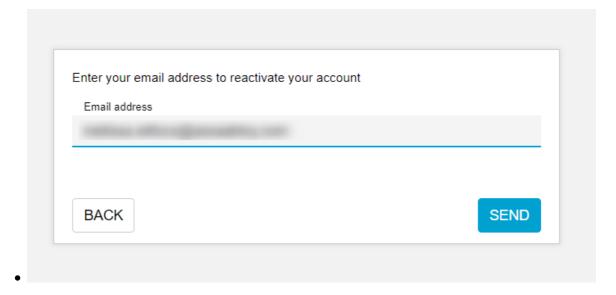
Troubleshooting authentication

 Using your browser, go to the main authentication page; https://keystudio.assaabloyopeningsolutions.com

## 46 Web portal pages

• Click on the link 'I cannot login'





Follow the procedure for authentication problems

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