Quick guide for customer onboarding



Version 25/06/2025

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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.

G 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.

III 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.

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:

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.

******And more...**

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[™] 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.

CYLINDER 🗸		
NAME	CODE	EQUAL CLOSING
demo 1	🔒 COD.1	
DEMO 2	🔒 COD.2	
DEMO 3	🔒 COD.3	
	🔒 COD.4	
	COD.5	

• 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.

2 On-Boarding Process

2.1 Onboarding as a person

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)

[UAT] Assa Abloy MKS Invite for	Σ	Inbox ×
noreply@assaabloy.com		
Dear		
You have been invited by from company to the Assa Abloy Click <u>https://fe-a.integration.onemks.assaabloy.net/boarding?token=mrp1mHbRL</u>	MKS a pl0hX3	pplication. <u>tokcju</u> to complete the invite.

 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.

ASSA ABLOY K	Key Studio
--------------	------------

ASSA ADLOT Rey Studio 11					Trop English - Great Britain +
	0	2	3	0	
	Welcome				
	Velcome	to the Key Studio boa	rding process.		
	You are invited to become a member manage lockchart rights and key sub-	of . This entitles you to use the lo scriptions.	ckchart planner software. This application allows you	ir company to	
	You will need to use an app on yo app.	ur mobile device or on your pc to be ab	le to login secure. We will provide instructions to setu	up such an	
	REJECT INVITATION		START BOARDING	9 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)

0	0	3	0
Welcome			
Terms & condi	tions		
Please read and acc	ept our terms and conditions.		
Collection – The ((1) your name, en Use – We'll maint (i) provide, perform (ii) keep you inform (iii) keep you inform (iii) enforce our ng We may need to as the enterprise parties described By clicking the understand that	lata includes information such as: hall address and phone number; / be using the Data to: n, support and develop the Services; med about the Services, and hts. asas the Data to other companies within the A making it possible for You to use the Servic in the Privacy Policy. "ACCEPT" button You enter a legally bind you are obligated to follow the terms and co	SSA ABLOY group of companies, or to third es, our subcontractors and suppliers, or an ling agreement between You and ASSA A inditions stated in the Agreement.	parties such y other third ABLOY. You
REJECT			ACCEPT

 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.

After providing the details click to accept

0	0	0	0
Welcome	Account Details		
I already have an account		l am a new user	
If you already have an account for anoth group, you should use this account.	er company of the Assa Abloy	All fields are required, except phone.	
Email address		Last name	
		First name	
Password	Ŵ	Email address	_
LOG IN			
		Phone	
		Password	۰ (i)
		Repeat password	
		_	
		SAVE	

Your account has been registered.

GO TO PO	RTAL
-	

Select your profile

Login]
DELETE PROFILE	NEW PROFILE

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

Welcome,	
Email address	
the second s	
Password	
This field is required	۷
rno nota o requirea.	
I cannot login	
BACK	LOGIN
DAOK	LOGIN

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

ASSA ABLOY		δ _A Language / Currency
All products 🖌 Search		Category Search Logon ID
	DP DE WEBSHOP VAN ASSA ABLOY Belg Inlogen Registreren	Password Remember me Sign In Forgot password? Don't have an account? Register
Elinders vor elike torpassing.	Deursharzes Deurdrangers en gljarmysternen voor elke toepassing.	Standaard en veiligheidssloten van hoogwaardige kwaliteit.

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

Register		
Please provide the following information * denotes required fields		
Logon ID: *	Customer Account Number: *	0
Password: *	Verify password: *	
First name:	Last name: *	
Email: *	Phone number:	
Preferred language:		
United States English Remember me	*	
Accept marketing tracking		
Accept terms and conditions *		
Ik ben geen robot		
Submit Cancel		

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

Your registration was approved						
noreply@assaabloy.com	٢	\leftarrow Beantwoorden	Allen beantwoorden	\rightarrow Doorsturen	Ŵ	
Aan ¢						
Als er problemen zijn met de weergave van dit bericht, klikt u hier om het in een webbrowser te bekijke	n.					
						Γ
×						
ні						
Your user to access Abloy has been approved.						
Your login details are listed below:						
Username:						
To set up your password, please						
Copy the above username Follow the below link						
Paste the username or re-enter the username						
Select the Send me my validation code, this will send you a temporary code						
URL: https://store-ga.test.oneshop.azure.assaabloy.net/ResetPasswordGuestErrorView	?					
<u>catalogid=24951&state=forgetpassword&langid=-</u> 1						

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



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 : <u>https://keystudio.assaabloyopeningsolutions.com/auth/login</u> Enter Webshop Account name or Username and password. Make connection.

ASSA ABLOY Key Studio™		Help 🕲 My profile 🗸 Current company English - Great Britain 🗸
ASSA ABLOY Key Studio*	My profile > My company Webshop connections ASSA ABLOY Name webshop account Password	Help 🕲 My profile v Current company 🔰 English - Great Britain v
e		

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

Webshop connections	
Abloy	
Account name Connection status: ✓ connected	
	DISCONNECT

2.2 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



HID Approve 4+ HID Global

Free

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

My profile > Account settings > New token New token	
	HID Approve Choose the registration method for your token. This will remove your existing HID Approve token.
 How to use your PC token app and Key Studio Install the HID Approve application from the store on your device 	REQUEST CODE Scan QR code
< BACK TO DEVICE TYPE	

Or you can click on 'Request Code'

	HID Approve
	Choose the registration method for your token.
	This will remove your existing HID Approve token.
ow to use your PC token app and Key Studio	
 Install the HID Approve application from the store on your 	REQUEST CODE
device	Scan QR 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'

Appro	ve	-	×
≡	Voeg een nieuwe service toe		
+	URL dienst		
	Voer de url van uw dienst in		
	A Service URL may not be required. Skip if it has not been provided.		
?	O Uw uitnodigingscode scannen		

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

			_
÷	Approve	-	
≡	Voeg een nieuwe service toe		
1	Gebruikers-ID		
+	Voer uw gebruikers-ID in		
	Key Secret		
	Please enter your Key Secret		
	Valideren		

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

	Enter the registration code
	Enter the user id and key secret in the HID Approve application to connect the token to your account.
ow to use your PC token app and Key Studio	User id
Open HID Approve and add a new service	MILLION MALE AND A
	Key secret
	ACR. (881) 011108
	NEXT STEP

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

÷	Approve
≡	Voeg een nieuwe service toe
+	Gebruikers-ID
	Key Secret
	Valideren

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

en nieuw wachtwoord creeren or	n deze dienst te beschermer
Voer uw nieuwe wachtwoord in	
Bevestig uw nieuwe wachtwoord	3
Bevestig uw nieuwe wachtwoord	3
Bevestig uw nieuwe wachtwoord X minstens 6 cijfers X wachtwoorden moeten overe	enkomen

Click on OK



Token is successfully registered

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

New token	
How to use your PC token app and Key Studio • Open HID Approve and add a new service	Enter the registration code Enter the user id and key secret in the HID Approve application to connect the token to your account. User id
< BACK TO DEVICE TYPE	Key secret

Token is successfully added.

	Token successfully added.	
		CLOSE
low to use your PC token app and Key Studio		

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'

	HID Approve
	Choose the registration method for your token. This will remove your existing HID Approve token.
ow to use your mobile token app and Key Studio	SCAN QR CODE
Install the HID Approve application from the store on your device	Enter the registration manually
< BACK TO DEVICE TYPE	

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



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

	HID Approve
	Choose the registration method for your token.
	This will remove your existing HID Approve token.
ow to use your mobile token app and Key Studio	SCAN QR CODE
 Install the HID Approve application from the store on your device 	Enter the registration manually
< BACK TO DEVICE TYPE	

You will receive now an user-id and key Secret

	Enter the registration code
	Enter the user id and key secret in the HID Approve application to connect the token to your account.
 w to use your PC token app and Key Studio Open HID Approve and add a new service 	User id
	Key secret
	NEXT STEP
✓ BACK TO DEVICE TYPE	

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



 14:57
 ▲ ● ●
 Een dienst toevoegen

 CURL dienst

 Voer de url van uw dienst in

 Skip

 A Service URL may not be required. Skip if it has not been provided.

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

Validate.

14:57	' 🖻 🌲 🤖 🔹	í.	s 🙃 😋 4	16%
÷		Een di toevoe	enst egen	
Gebi	ruikers	-ID		
Voer	uw gebru	ikers-ID i		
Key S	Secret			
		Valider	ren	
		0		<

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

Vachtwo	oord instelle	en		
en nieuw	wachtwoord o	creëren om	deze dienst te besch	ermer
Voer uw	nieuwe wacht	woord in		
Bevestig	uw nieuwe wa	achtwoord		
Bevestig X minst X wacht	Bevestig uw nieuwe w minstens 6 cijfers wachtwoorden mo		nkomen	

your token is successfully registered

Vy profile > Account settings > New token		
New token		
	Token successfully added.	
		CLOSE
How to use your PC token app and Key Studio		

2.3 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)

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:
 - 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: <u>https://apps.microsoft.com/detail/9nljbcbxclgm?hl=nl-nl&gl=BE</u>
 - 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 'l 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

GO TO PORTAL
ally, you may verify your token.



2.4 Assignment of access rights for external users

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 management, User groups or Permission sets.

ASSA ABLOY Key Studio			н	io) @ My prime +) Current co	rpary. I	v ∼i brgish- Or	eat britain 🛩
Wy company	My profile > My users My users					+ INNTE	AUSER
My suppress	Groups			Search			
& My users ~		E Name	Company invitation	Administrator	Groups	Permissions	
Manage user prosps Manage permission sets		1 - Harrison - Harriso	•		49,	ŵ	~
$\hat{\mathbb{B}}$ Mycastones \rightarrow	Company member	1	•	860000	<i>4</i> 2 ₀	ŵ	v
P Key subscriptions	Disatient	1. march 1.	•		496	ŵ	
.4. Software and manuals			•	6600000	49,	ß	
	Invitacion Prestry Cancelled						
Ð	Company sele Anementrator Production Production Production Production Veck offers Configure offers Configure offers Cythematic catulation	Ø selected (& Mail					

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

Ø

Click on '+ New permission'

ASSA ABLOY Key Studio		Help Ø My profile ~ Current company: ASSA ABLOY Belgium ~ English - Great Britain ~
My company	Myprofile > My users > Manage permissions Manage permissions for	
& My users 🗸 🗸	Individual permissions	No permissions 🗦
User management Manage user groups Manage permission sets	Assigned permission sets	ASSYON PERMISSION SET
B My customers →		
Intercompany permissions		
eta . Key subscriptions		
Order processing		
SC KA/KD processing		
@ Updates		
<u>∩</u> Lockcharts →		
± Software and manuals		
al Software support		
ER News and updates		
\mathcal{P} Configuration \rightarrow		
e		

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

My profile > My users > Manage Manage permissions	permissions for										+ NEW PE	RMISSION
Individual permission	IS										No permiss	sions 🗸
							Searc	h				Q
Role A		Country		Platform		Commercial grou	ip 1	Commercial group	2	Lockchart		
Role		Country	a *	Platform	ø	<any></any>		<any></any>	6 19	Lockchart		~ ×

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

Select role	
Limit the permission to the selected role:	
Search	Q
Consultant	Distributor/endclient Users are allowed to see and change the lockchart but also place orders on the
Cybercalc editor without property card	lockchart. In case the lockchart is protected by a property card, authorization is needed.
Cybercalc manager without property card	
Distributor/endclient	
Distributor/endclient without property card	
External producer cylinders	
External producer keys	
Lockchart browser	•
CANCEL	SELECT

When the role is added you need to save it.

<u> </u>											
Individual permissions										No permission	ns 🗸
						Search					Q
Role A		Country		Platform	Commercial grou	ip 1	Commercial grou	p 2	Lockchart		
Role	1	Country	ø	Platform	<any></any>	1	<any></any>		Lockchart	<u>م</u> لاً ا	××

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

ASSA ABLOY Key Studio		Help (My profile	e 🗸 Current company. 🔍 V English - Great Britain 🗸
My company	My profile > My users > Manage permission sets Manage user permission sets		+ NEW PERMISSION SET
My suppliers		s	earch Q
 My users User management 	Name 🔺	Permissions	
Manage user groups Manage permission sets	any	٩	A (1)
My customers →			
\wp Key subscriptions			
.⊥ Software and manuals			
∂ Software support			
	1 total		

Add the permissions by clicking on the icon:

Click now on '+ new permisson '

ß

ASSA ABLOY Key Studio				Help 🕲 My profile 🗸	Current company:	✓ English	- Great Britain 🛩
My company	My profile > My users > Manage per Change permissions for	mission sets > Change permission set					ERMISSION
My suppliers				Sear	ch		٩
 My users User management 	Role A	Country	Platform	Commercial group 1	Commercial group 2	Lockchart	
Manage user groups Manage permission sets	No data to display						
My customers >	BACK						
Key subscriptions Software and manuals							
I Software support							
E							

Changes can me made by clicking on the pencil.

ASSA ABLOY Key Studio				Help 🕲 My	profile 🛩 Current company: (to their regard th	✓ English - Great Britain ✓
My company	My profile > My users > Manage permission set Change permissions for set de	 Change permission set 				(+ NEW PERMISSION
My suppliers					Search		Q
 My users User management Manage user groups 	Role A Role	Country Country	Platform	Commercial gro	oup 1 Commercial grou	p 2 Lockchart	∮ √×
Manage permission sets My customers	BACK						
Key subscriptions Software and manuals							
I Software support							
Œ)						

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

Select role		
Limit the permission to the selected role:		
Search	ζ	
Consultant	^ I	Distributor/endclient
Cybercalc editor without property card	l r	needed.
Cybercalc manager without property card		
Distributor/endclient		
Distributor/endclient without property card		
External producer cylinders		
External producer keys		
Lockchart browser	-	
CANCEL		SELECT

When the role is added you need to save it

U .												
Individual permissions											No permissi	ons 🗸
							Search	ı				Q
Role 🔨		Country		Platform		Commercial gro	up 1	Commercial grou	p 2	Lockchart	1	
Role	1	Country		Platform	1	<any></any>	ø	<any></any>		Lockchart	٩v	××

3. Manage user groups

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

ASSA ABLOY Key Studio		н	Help (3) My profile ~ Current company.	✓ English - Great Britain ✓
	My profile > My customers > Manage customer groups		_	
My company	Manage customer groups			+ NEW GROUP
My suppliers			Search	Q
A My users →				
🖞 My customers 🗸 🗸	Name A	Permissions	Customers	
Customer management Manage customer groups	no uaa lo uispray			
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 Software and manuals 				
Software support				
	0 total			
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	My notifie > My distance > Manane distance arguine > Assing parmission sate			
My company	Assigned permission sets for			+ ASSIGN PERMISSION SET
≗ My users >	BE (EXT) External direct customers			1 permissions >
🖞 My customers 🗸 🗸				
Customer management				
Manage customer groups Manage permission sets				
Intercompany permissions				
${\cal P}$ Key subscriptions				
Order processing				
18∰ KA/KD processing				
@ Updates				
A Lockcharts				
. ▲ Software and manuals				
2 News and updates				
G				

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 --> <u>https://keystudio.assaabloyopeningsolutions.com</u>
- 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

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[™] download page: [Key Studio[™] Download] (<u>https://keystudio.assaabloyopeningsolutions.com</u>).

- 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`)

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- `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[™] 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.

4 Using the software

4.1 First time on specific computer

• Click on the button 'Add user'



• Enter your email address and password

Username Password		
	c	Cancel Login

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

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Select an authentication	n method
Hard token	Soft token
Enter the passcode generated by	your device to verify your identity
	Cancel Verify

4.2 On computer with existing user profile

• Click on the button with your name



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

Select an authentication method	
Hard token Soft token	
Enter the passcode generated by your device to verify your i	identity
Cancel	Verify

5 Web portal pages

The Key Studio[™] portal pages can be accessed by browsing to following URL: <u>https://keystudio.assaabloyopeningsolutions.com</u>

5.1 Access to the Key Studio[™] portal website

The portal pages for Key Studio[™] can be found by browsing to <u>https://keystudio.assaabloyopeningsolutions.com</u>

ASSA ABLOY Key Studio	English - Great Britain 🗸
	N
Login	13
DELETE PROFILE NEW PROFILE	

• 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

- \circ 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 • Click on the link 'I cannot login'

Welcome,	
Email address	
Password	
	¢
I cannot login	
ВАСК	LOGIN

Email address	

Follow the procedure for authentication problems

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