

# Quick guide for customer 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.

# 6 Version information

## **\*\*And more...\*\***

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

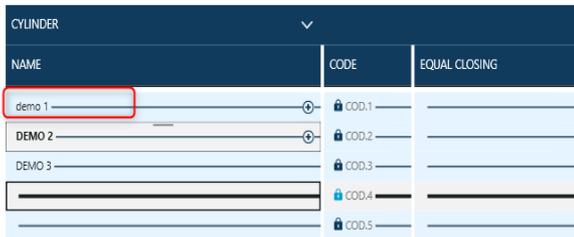
 The update to **\*\*version 2.0.9\*\*** will be rolled out on **\*\*Monday evening, 5 May 2025\*\***, and Key Studio will auto-update on launch.

## 1.3 Version 2.0.7 - March 30, 2025

### **New Key Studio™ Update now going live this weekend!**

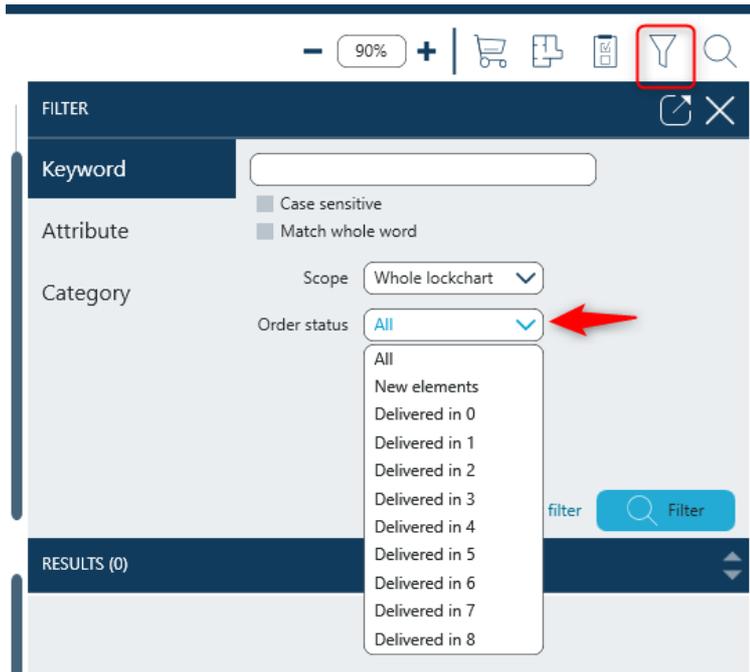
We're excited to roll out the latest release of Key Studio™, featuring two important updates designed to enhance your experience:

- 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.**

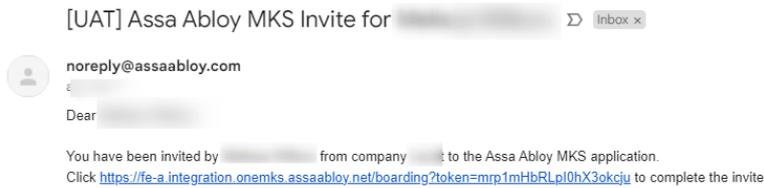
# 8 On-Boarding Process

## 2 On-Boarding Process

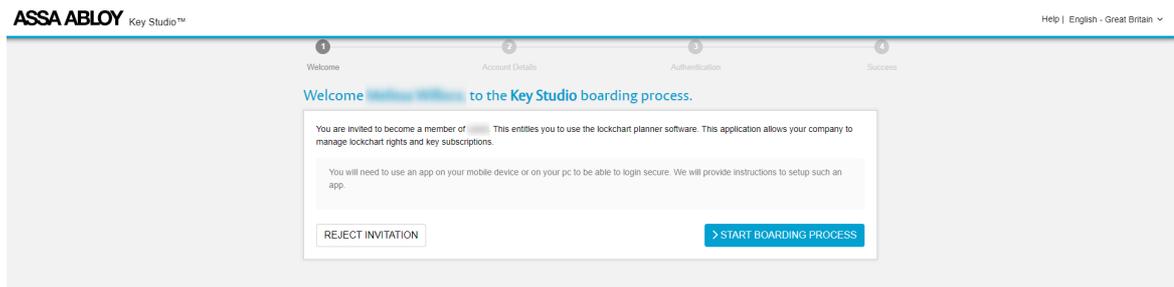
### 2.1 Onboarding as a person

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

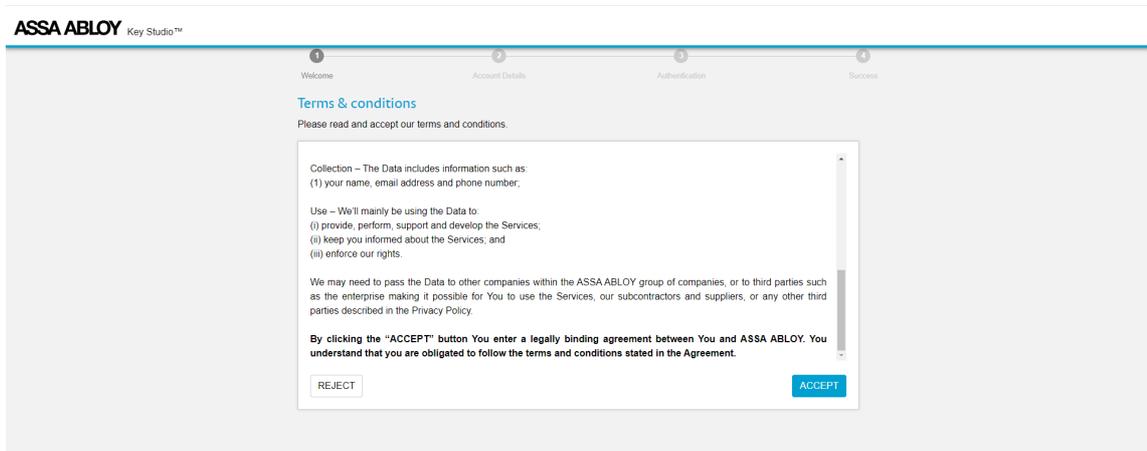
- Please find the email you have received for onboarding to Key Studio. Open the link in Google Chrome (or copy the link in the email and paste it in the address bar of Google Chrome)



- 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 on-boarding process.

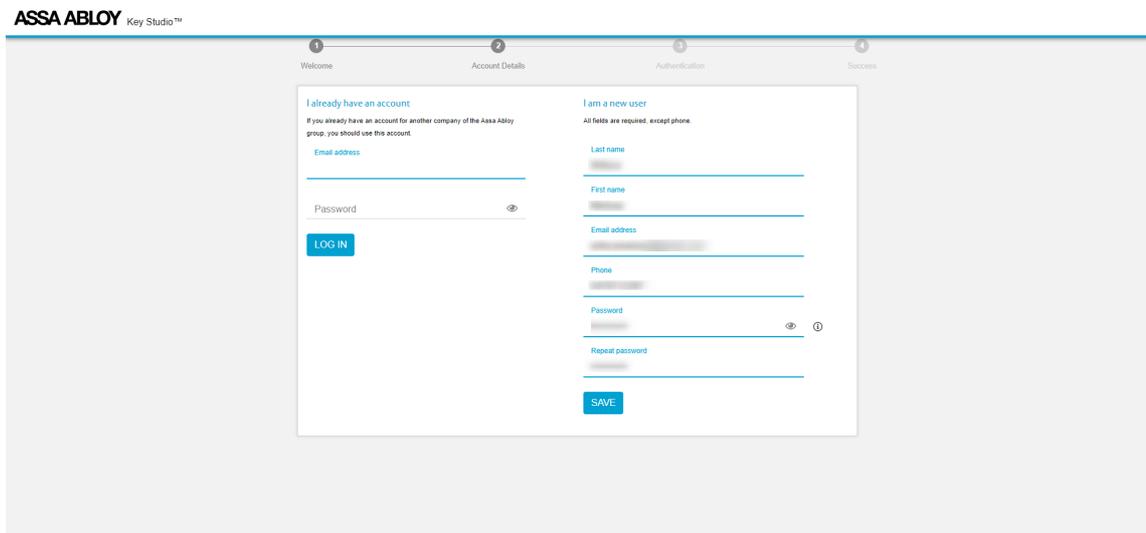


- After accepting click the ' START BOARDING PROCESS' button you will be taken to the terms and conditions. Please read this agreement carefully, if you are happy with the terms then you will be able to click ' ACCEPT' after scrolling down the entire document ( button becomes blue)

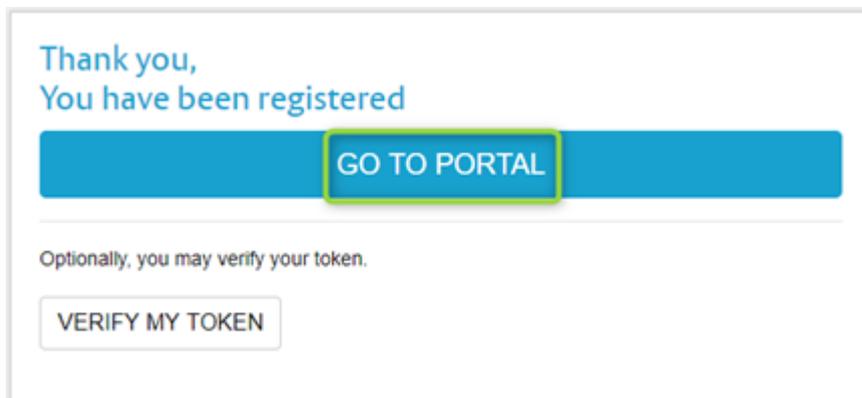


- After this point you will be able to use your existing credentials if you already have an ASSA ABLOY account.

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

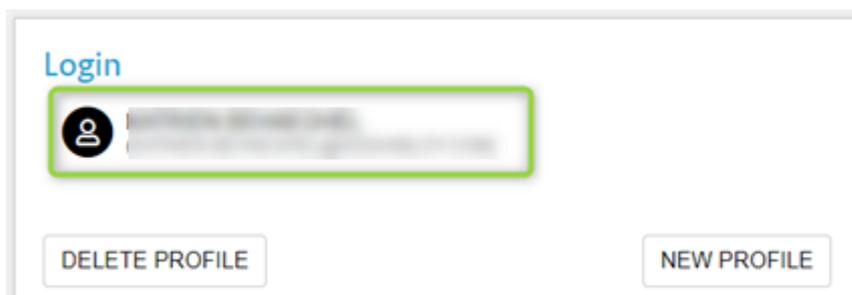


- Your account has been registered.



- 

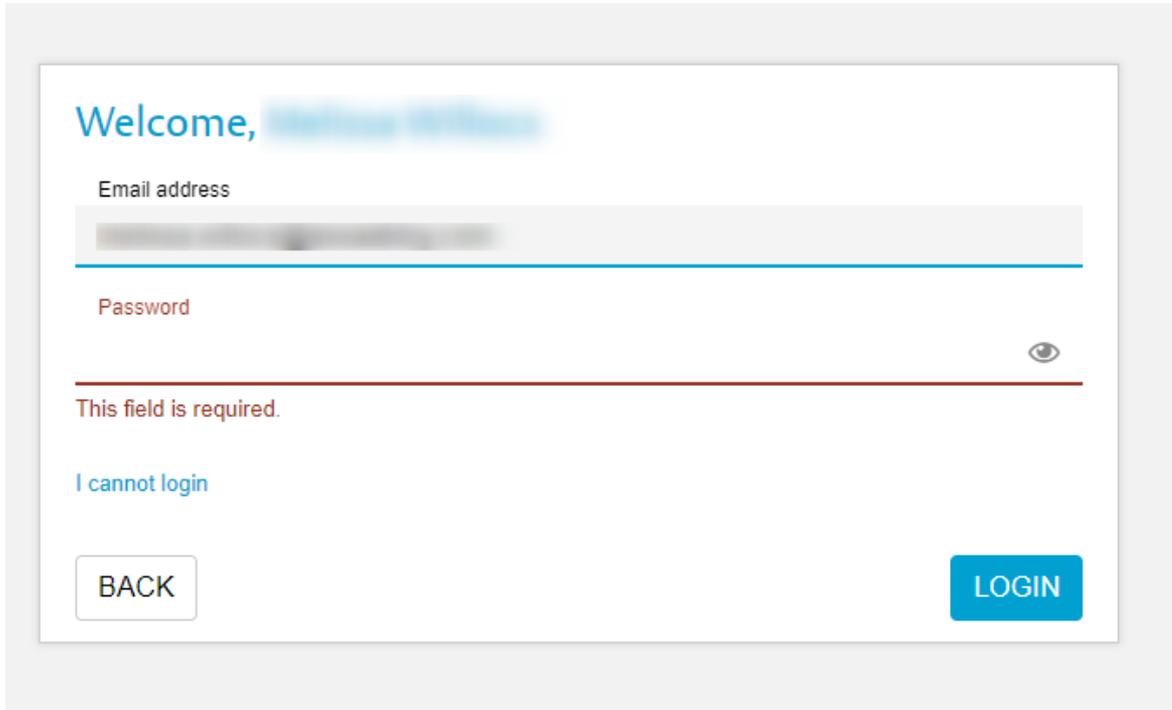
Select your profile



-

# 10 On-Boarding Process

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



Welcome, [blurred name]

Email address

Password

This field is required.

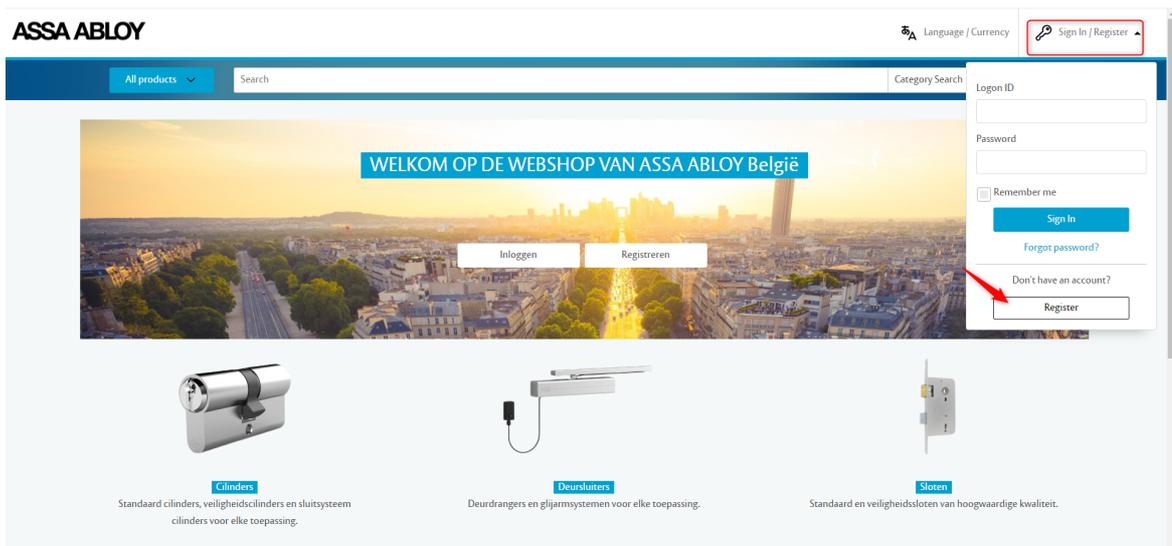
I cannot login

BACK 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



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: \*

Password: \*  Verify password: \*

First name:  Last name: \*

Email: \*  Phone number:

Preferred language:  
United States English

Remember me

Accept marketing tracking

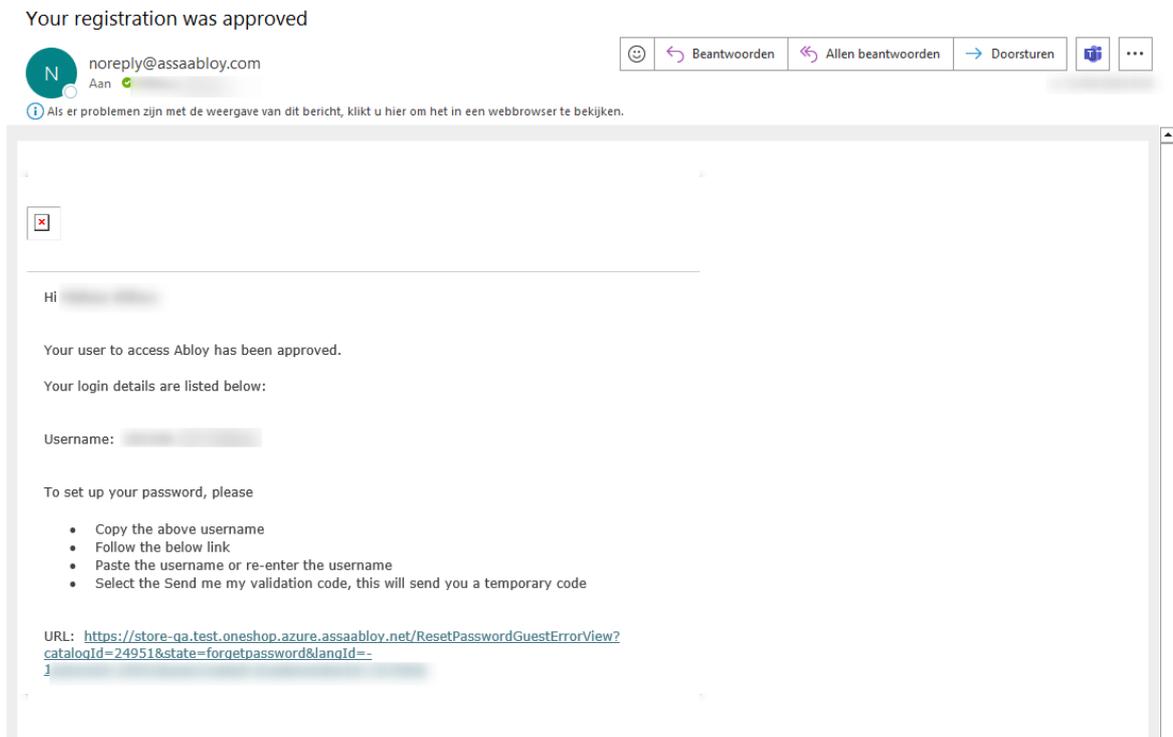
Accept terms and conditions \*

Ik ben geen robot 

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'.

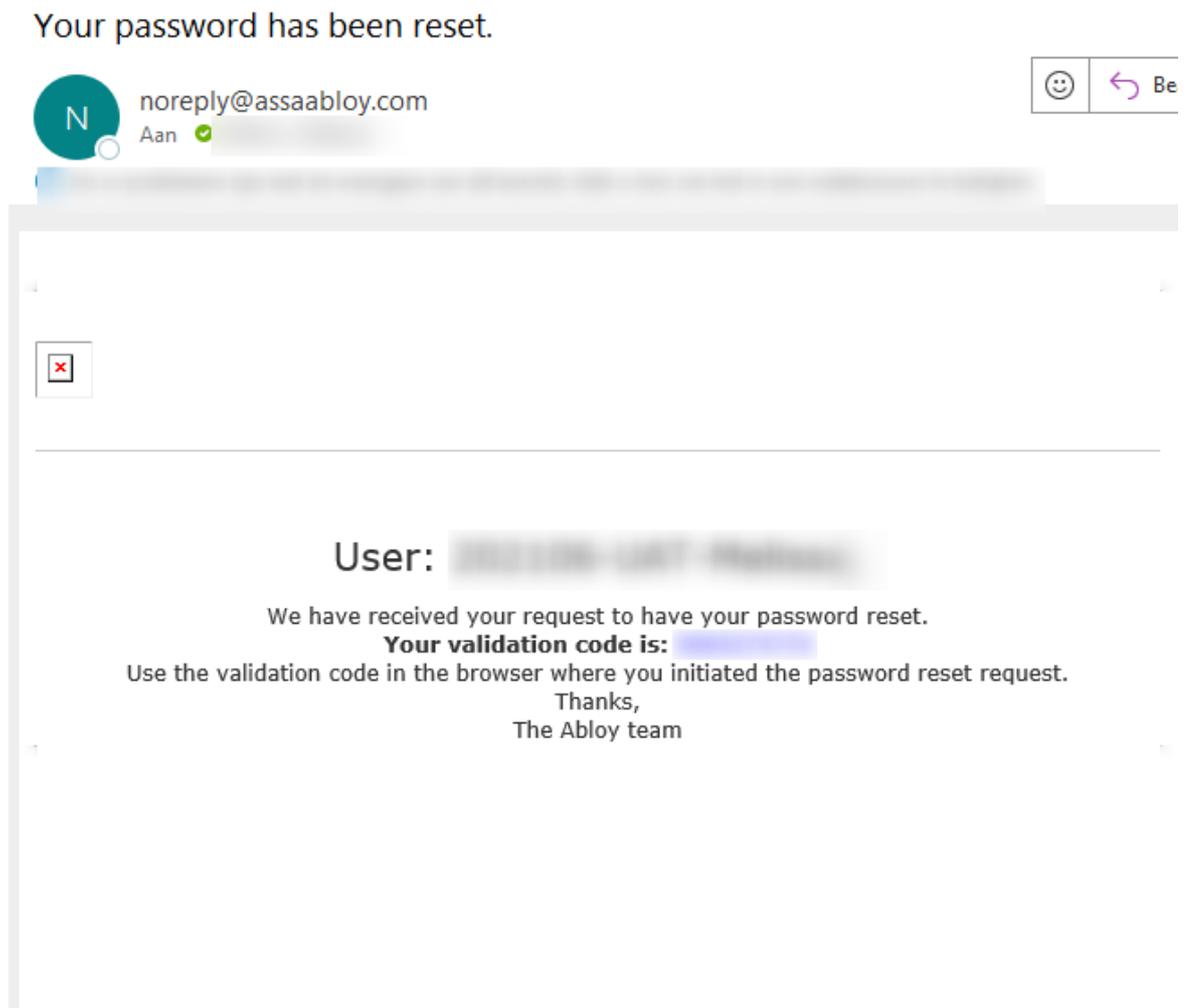
### 2.1.2 Register your OneShop User Account (Abloy)

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'

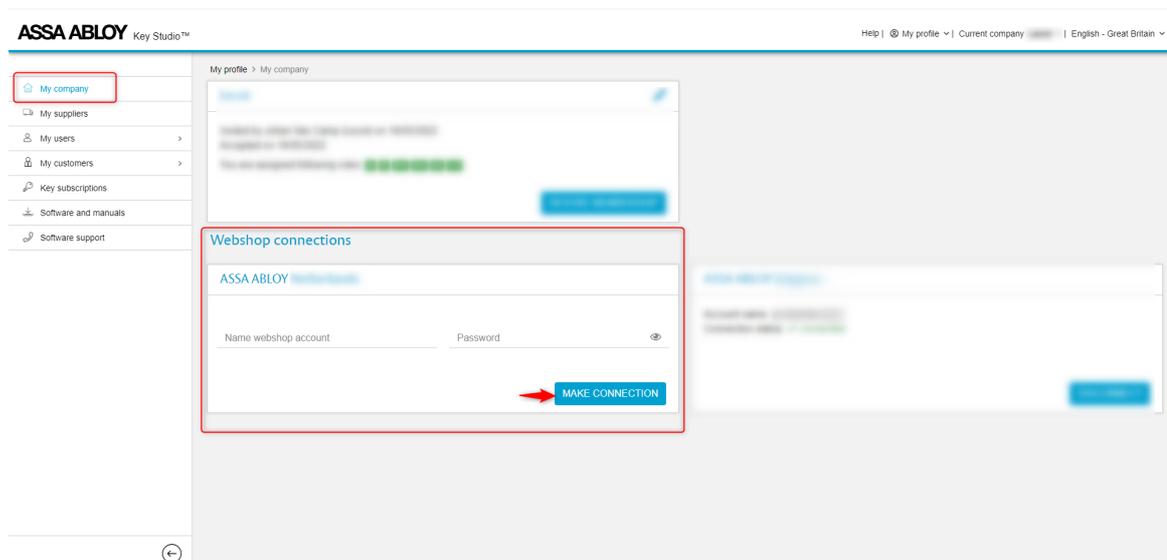
### 2.1.3 Connect your OneShop user account

After registering a OneShop user account, it must be connected.

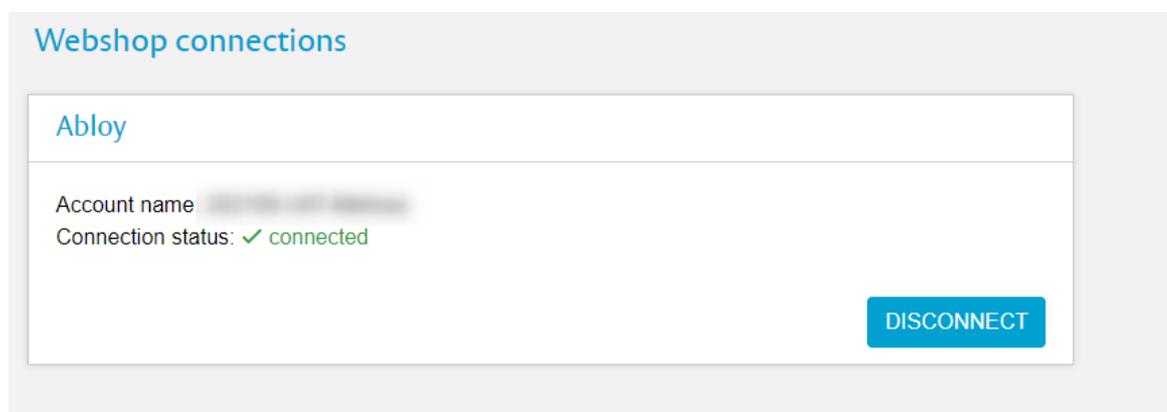
The connection can be made via the portal page :

<https://keystudio.assaabloyopeningsolutions.com/auth/login>

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



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



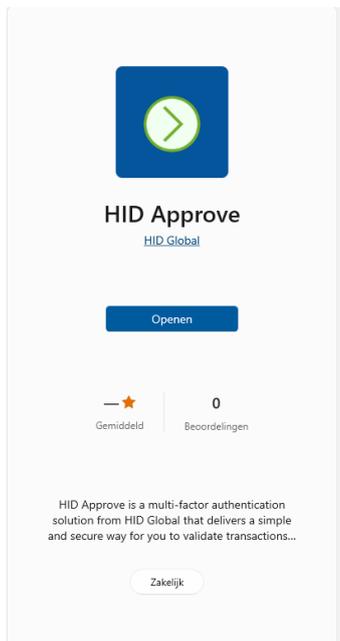
## 2.2 Activation of my HID approve token

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

# 14 On-Boarding Process

## Microsoft Store :



## Google Play Store:

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

## HID Approve

HID Global

100K+ Downloads | PEGI 3

Install on more devices



## Apple Store:

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

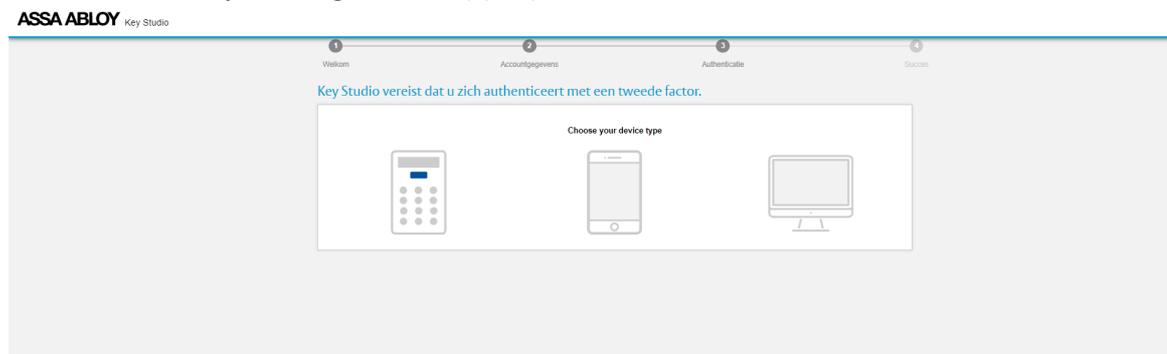


## HID Approve 4+

HID Global

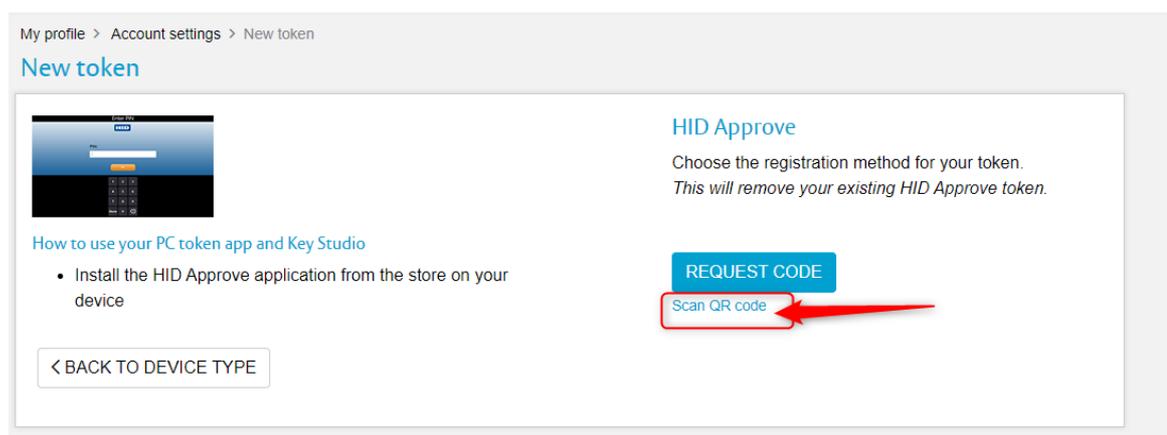
Free

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.

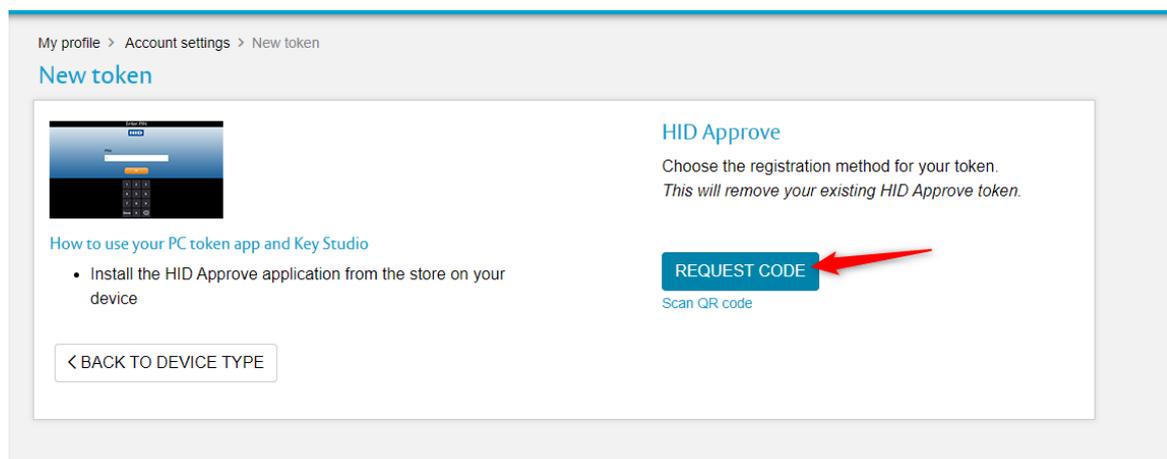


## PC - method

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



Or you can click on 'Request Code'



This request code is needed when the app HID Approve is installed on your pc .

# 16 On-Boarding Process

In the first screen you need to click 'SKIP'

Approve

Voeg een nieuwe service toe

+ URL dienst

Voer de url van uw dienst in

Skip

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

? Uw uitnodigingscode scannen

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

Approve

Voeg een nieuwe service toe

+ Gebruikers-ID

Voer uw gebruikers-ID in

Key Secret

Please enter your Key Secret

Validieren

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

### New token



How to use your PC token app and Key Studio

- Open HID Approve and add a new service

< BACK TO DEVICE TYPE

#### Enter the registration code

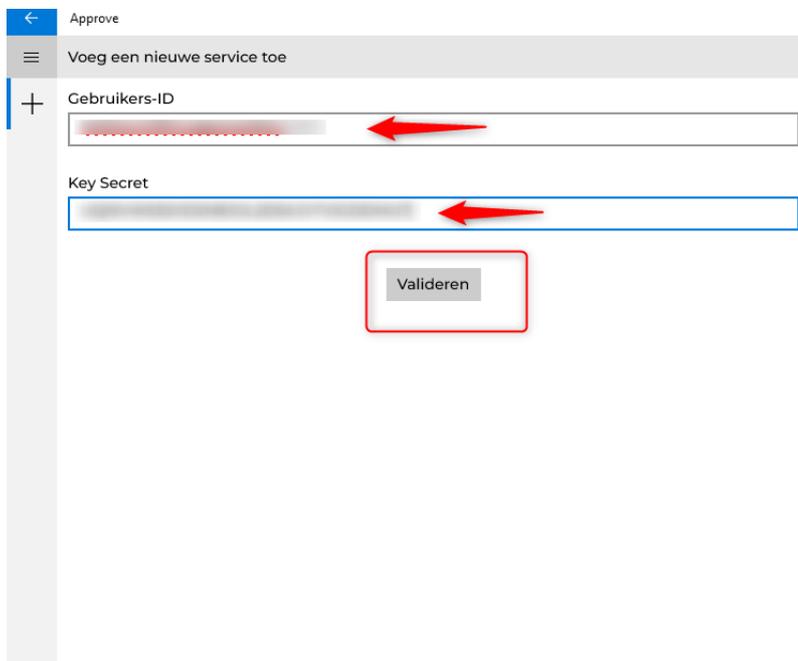
Enter the user id and key secret in the HID Approve application to connect the token to your account.

User id

Key secret

NEXT STEP

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



Approve

Voeg een nieuwe service toe

+ Gebruikers-ID

Key Secret

Valideren

## 18 On-Boarding Process

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

### Wachtwoord instellen

Een nieuw wachtwoord creëren om deze dienst te beschermen.

- ✗ minstens 6 cijfers
- ✗ wachtwoorden moeten overeenkomen

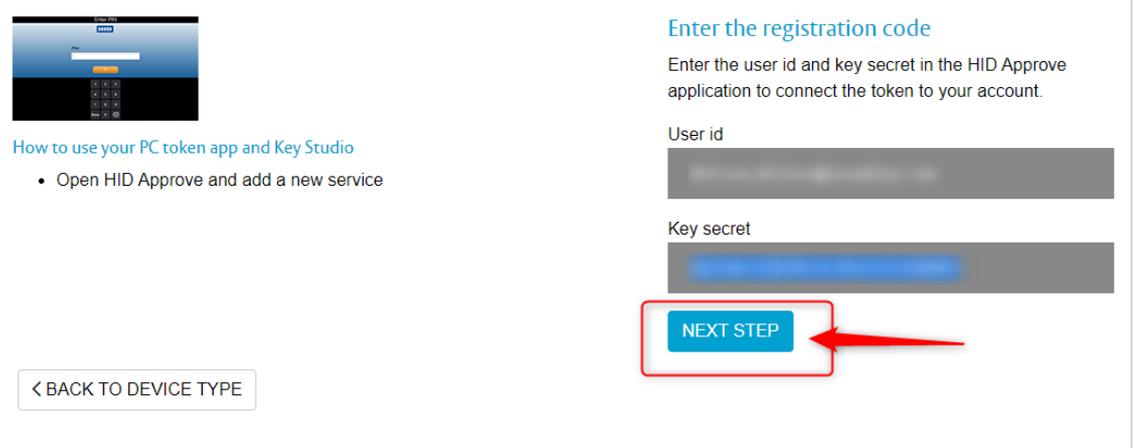
Click on OK

 de dienst is met succes geregistreerd.

Token is successfully registered

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

### New token



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

Key secret

**NEXT STEP**

< BACK TO DEVICE TYPE

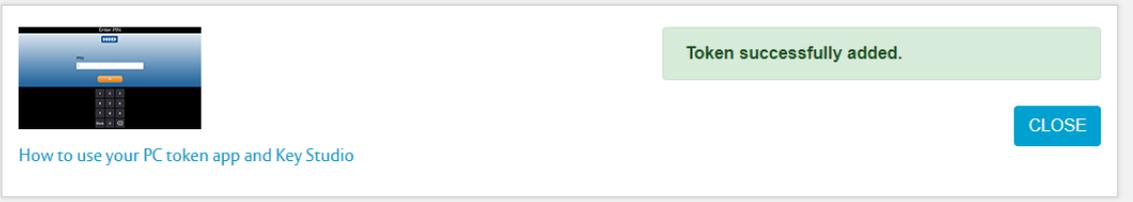
How to use your PC token app and Key Studio

- Open HID Approve and add a new service

Token is successfully added.

My profile > Account settings > New token

### New token



Token successfully added.

CLOSE

How 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



ASSA ABLOY Key Studio

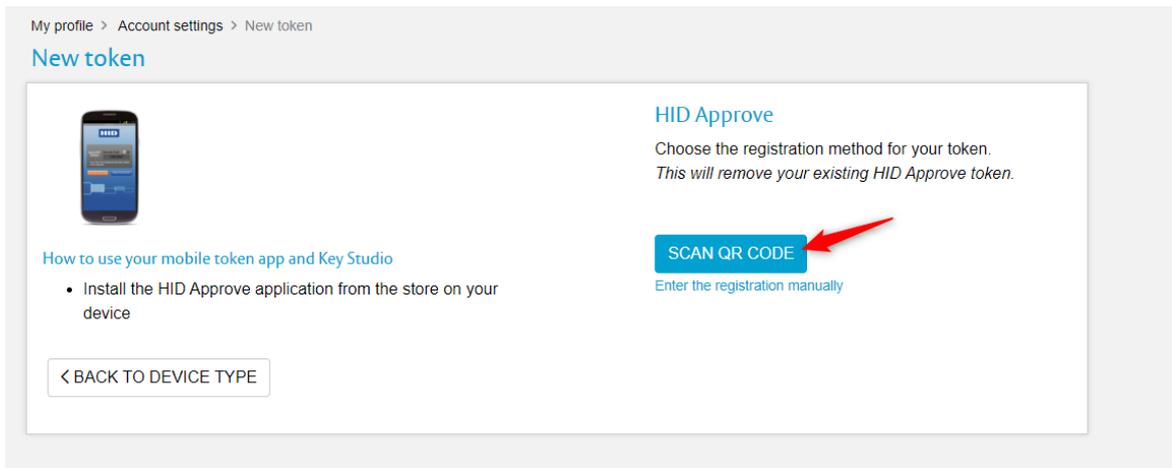
Token Account options Authenticate Success

Key Studio vereist dat u zich authenticceert met een tweede factor.

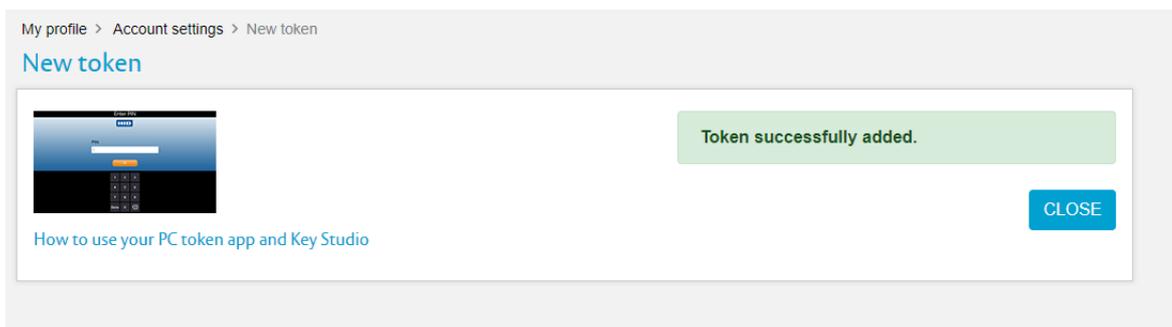
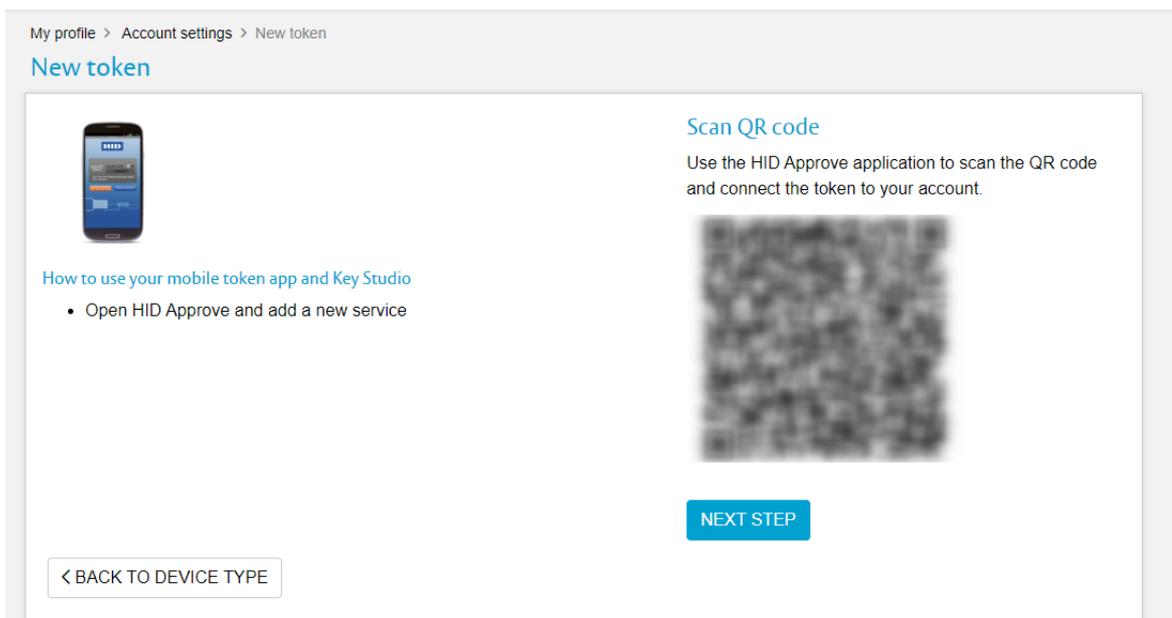
Choose your device type

Now you can click on 'SCAN QR code'

# 20 On-Boarding Process



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



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

New token



**HID Approve**  
Choose the registration method for your token.  
*This will remove your existing HID Approve token.*

**SCAN QR CODE**  
Enter the registration manually

**How to use your mobile token app and Key Studio**

- Install the HID Approve application from the store on your device

< BACK TO DEVICE TYPE

You will receive now an user-id and key Secret

New token



**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  
[Redacted]

Key secret  
[Redacted]

**NEXT STEP**

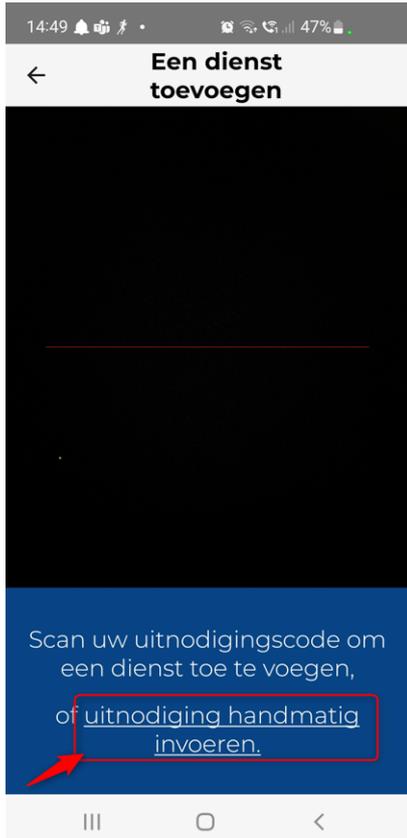
**How to use your PC token app and Key Studio**

- Open HID Approve and add a new service

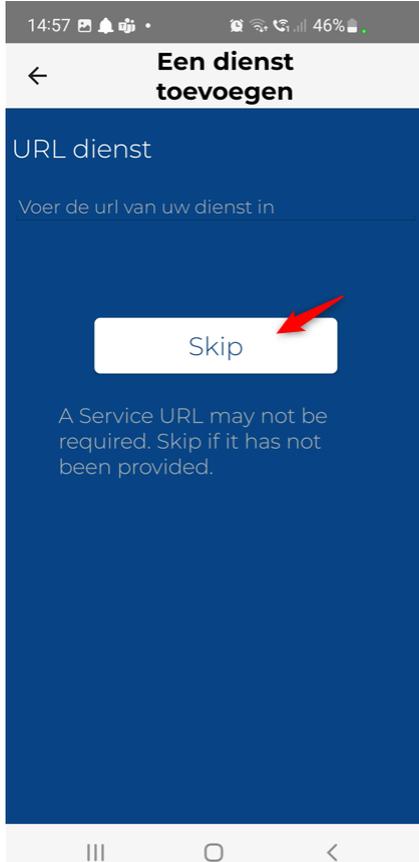
< BACK TO DEVICE TYPE

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

## 22 On-Boarding Process

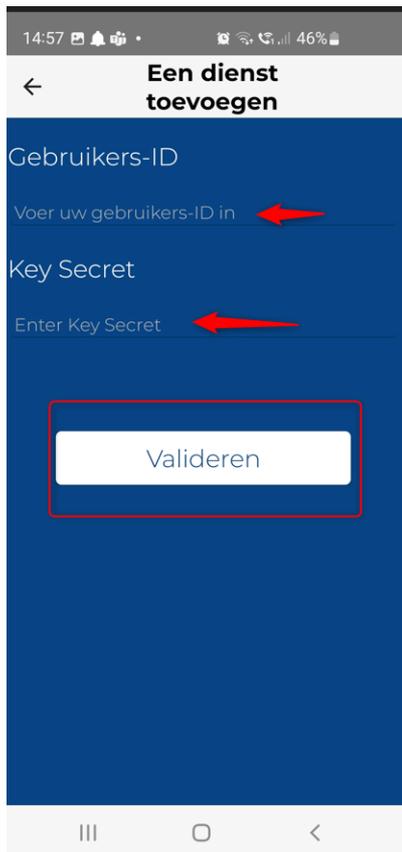


Click here 'Skip'



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

Validate.



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



**Wachtwoord instellen**

Een nieuw wachtwoord creëren om deze dienst te beschermen.

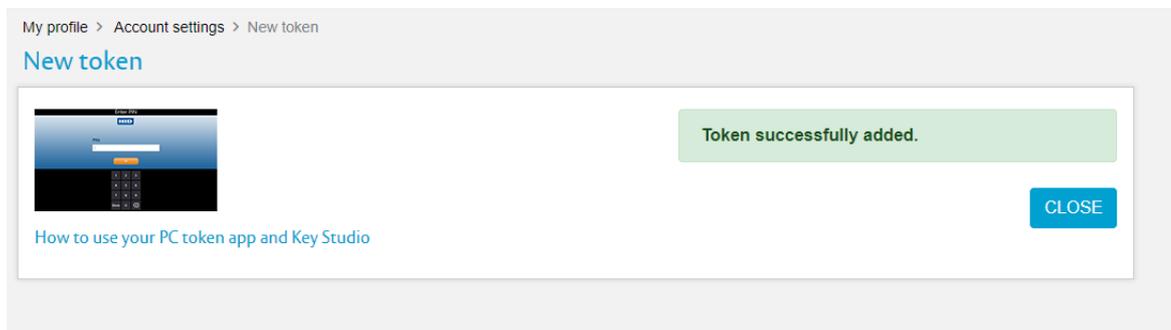
Moer uw nieuwe wachtwoord in

Bevestig uw nieuwe wachtwoord

- ✗ minstens 6 cijfers
- ✗ wachtwoorden moeten overeenkomen

OK Annuleren

your token is successfully registered



My 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'

- Your username for the platform
- 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)

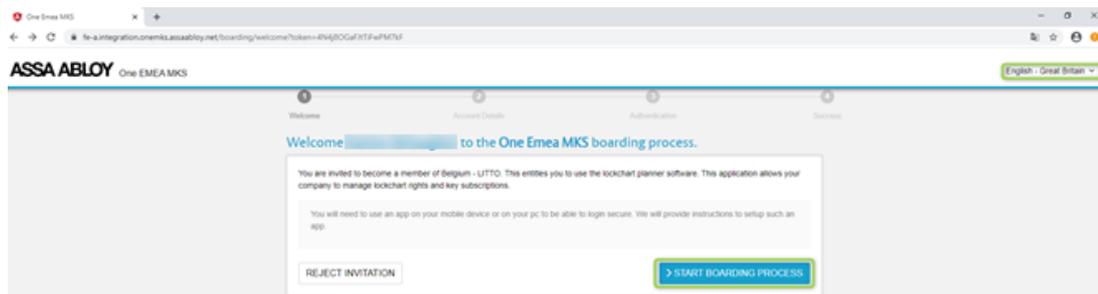
Once you click on the URL from the invitation email you will be taken to the Key Studio™ Landing page and be able to either reject the invitation or start the on-boarding process

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: <https://apps.microsoft.com/detail/9nljbcxclgm?hl=nl-nl&gl=BE>
    - 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)

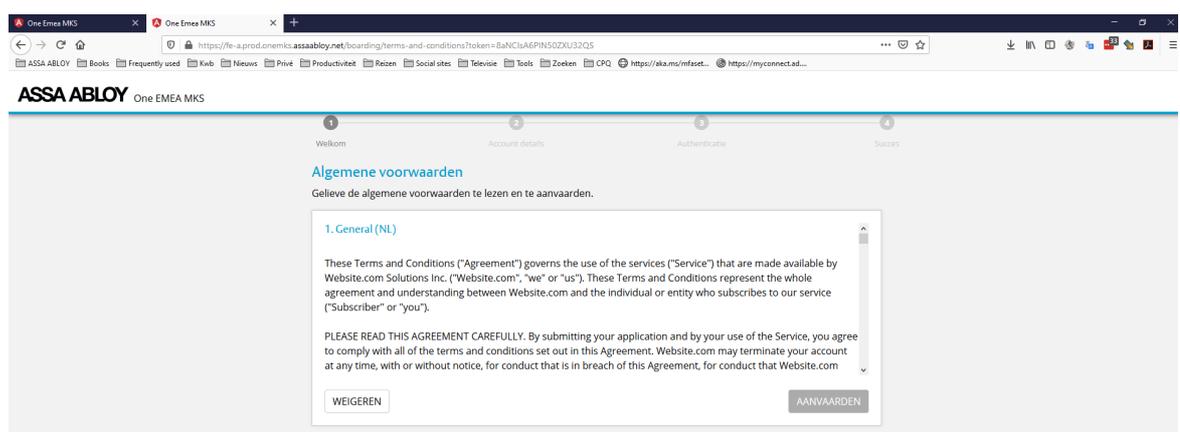
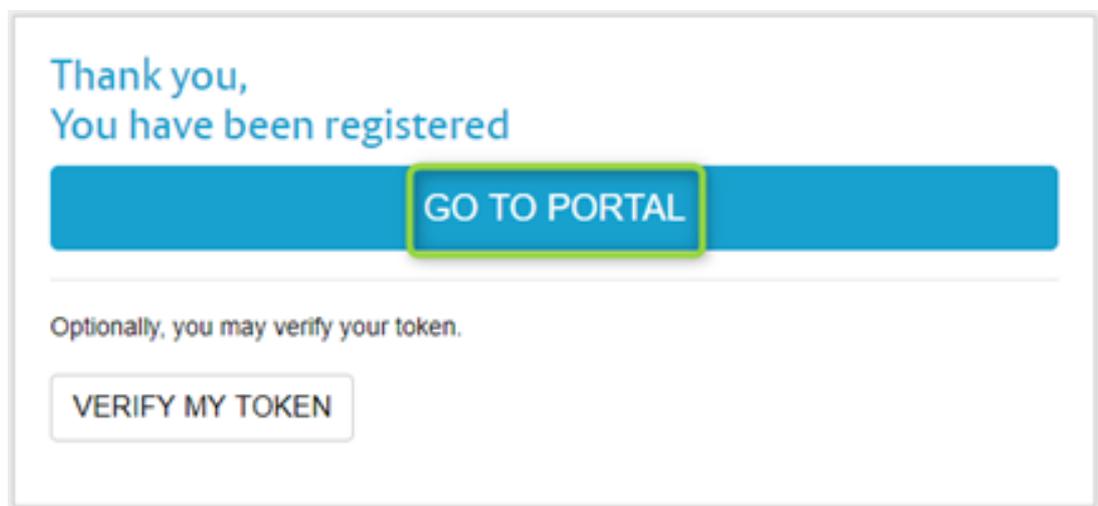
## 26 On-Boarding Process

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 your 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



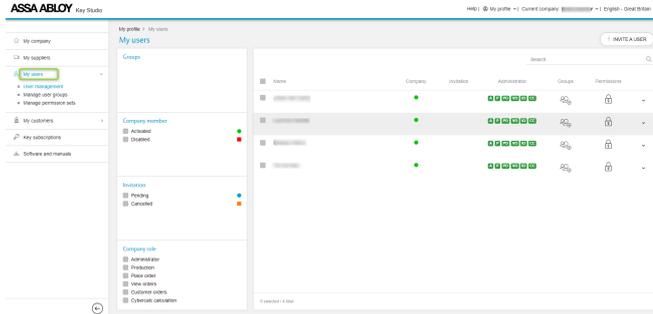
## 2.4 Assignment of access rights for external users

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

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management , User groups or Permission sets.



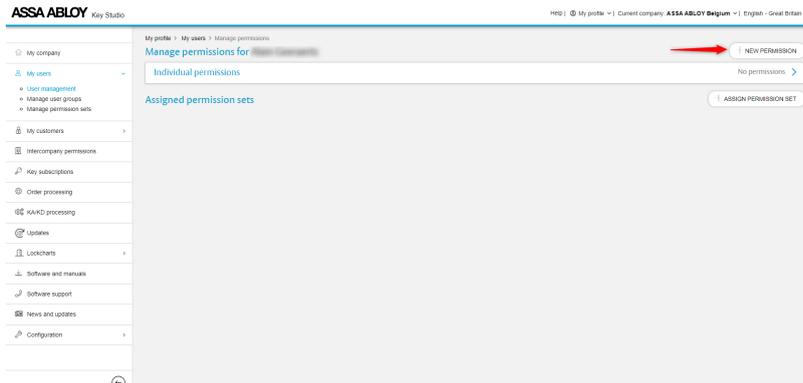
## 1. User management

Setup the rights by person individual.

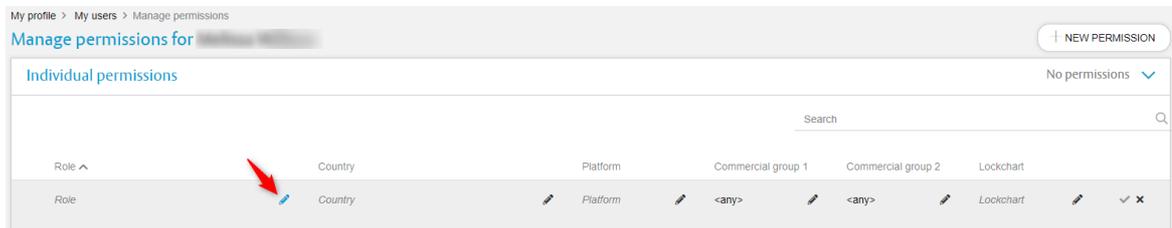
Click on the icon 'Permissions'



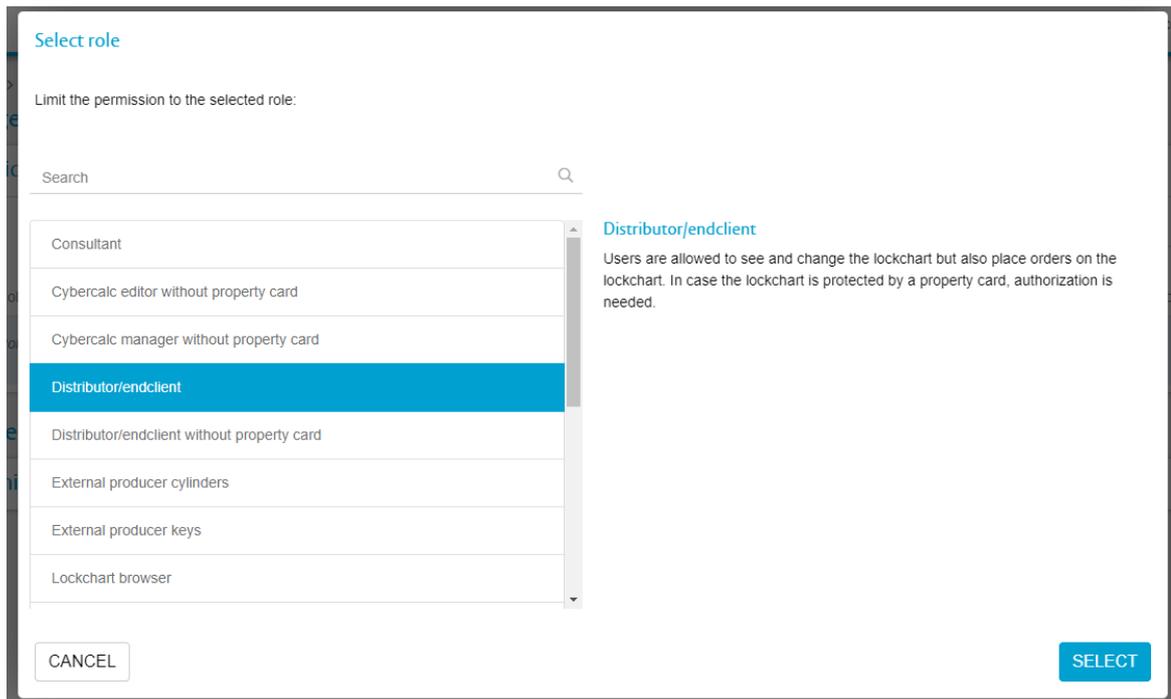
Click on '+ New permission'



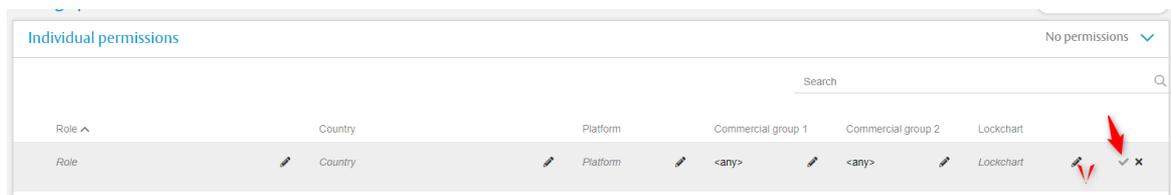
You can now add a role , by clicking on the pencil



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



When the role is added you need to save it.

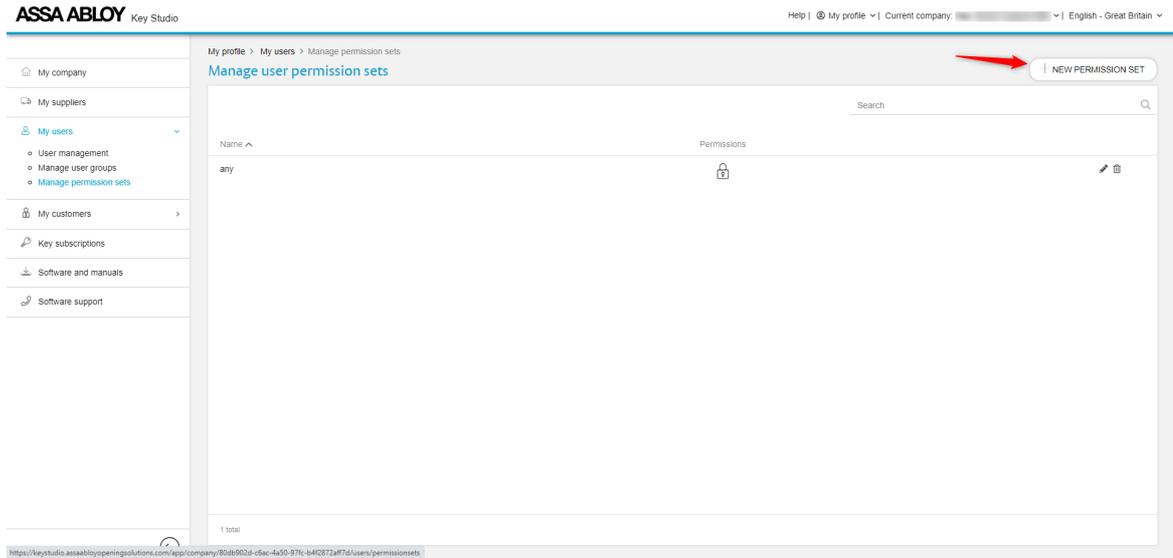


## 2. Manage permission sets

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

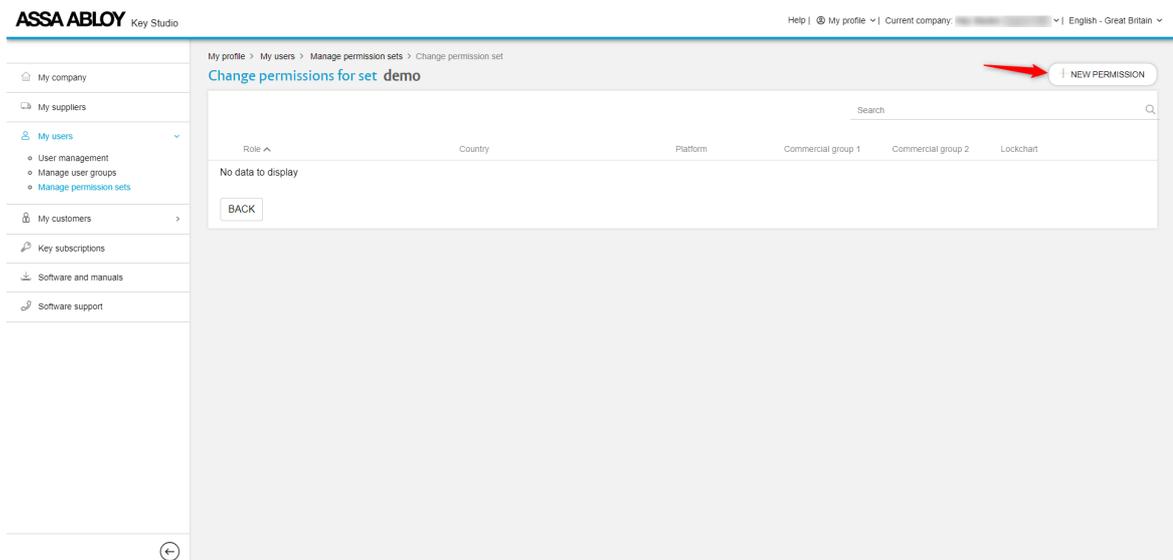
# 30 On-Boarding Process



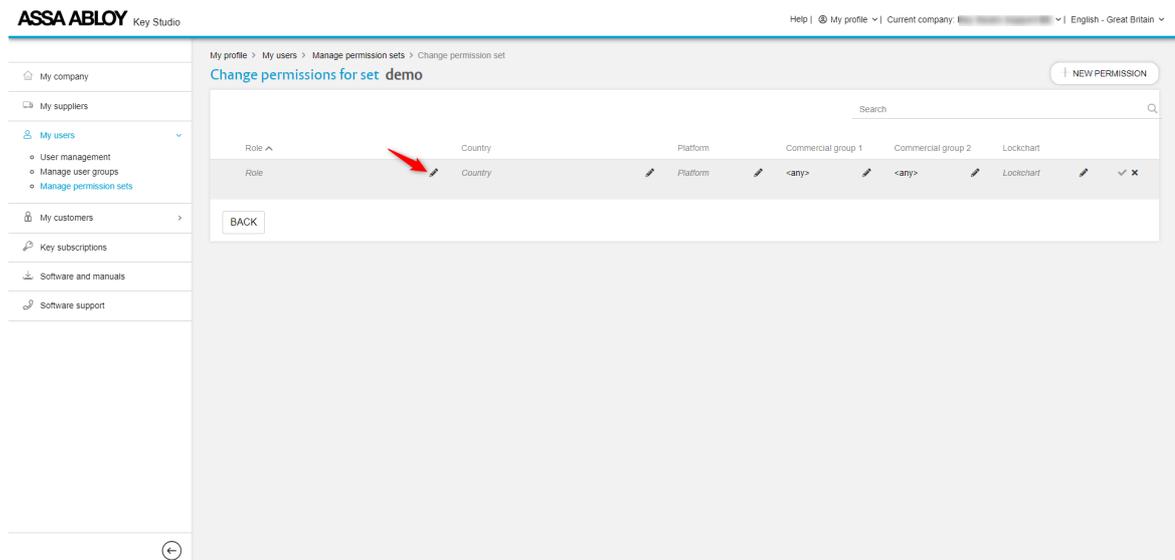
Add the permissions by clicking on the icon:



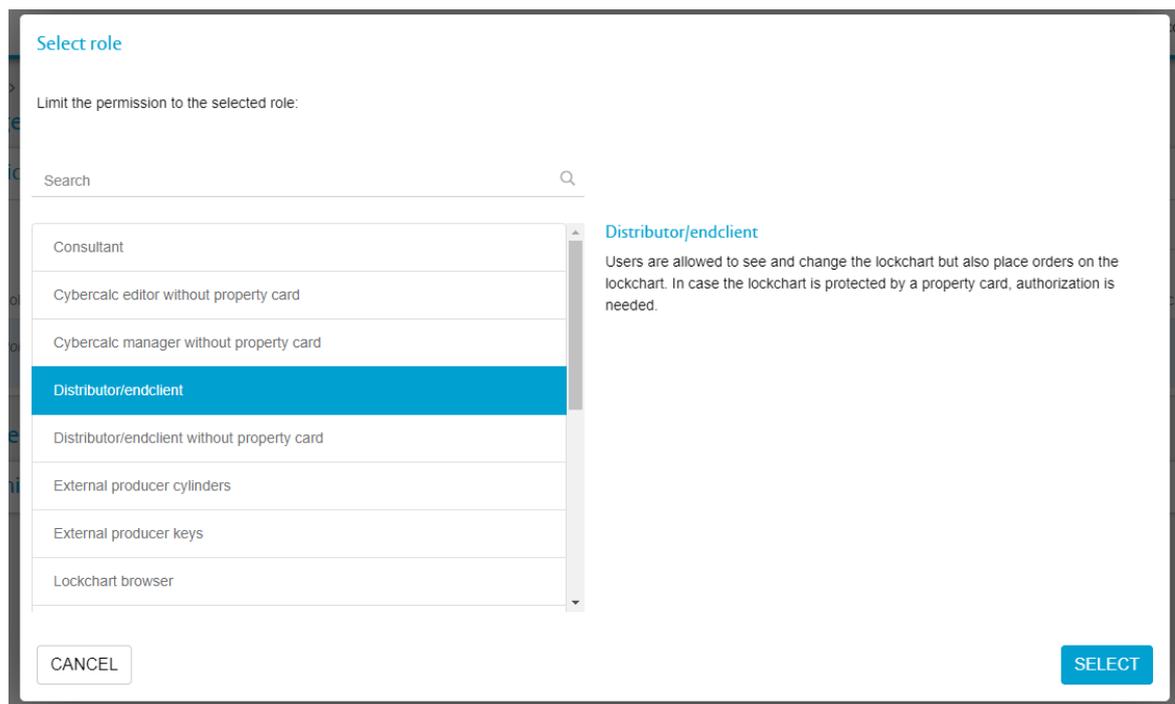
Click now on '+ new permission'



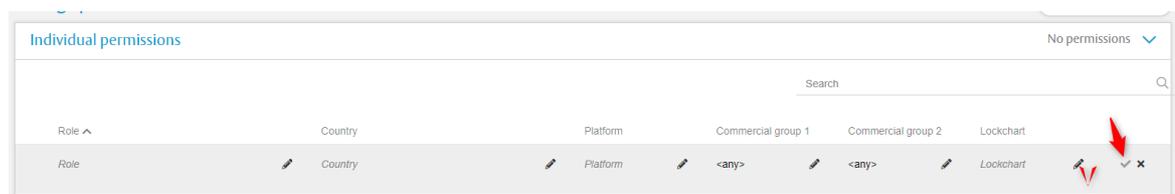
Changes can me made by clicking on the pencil.



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



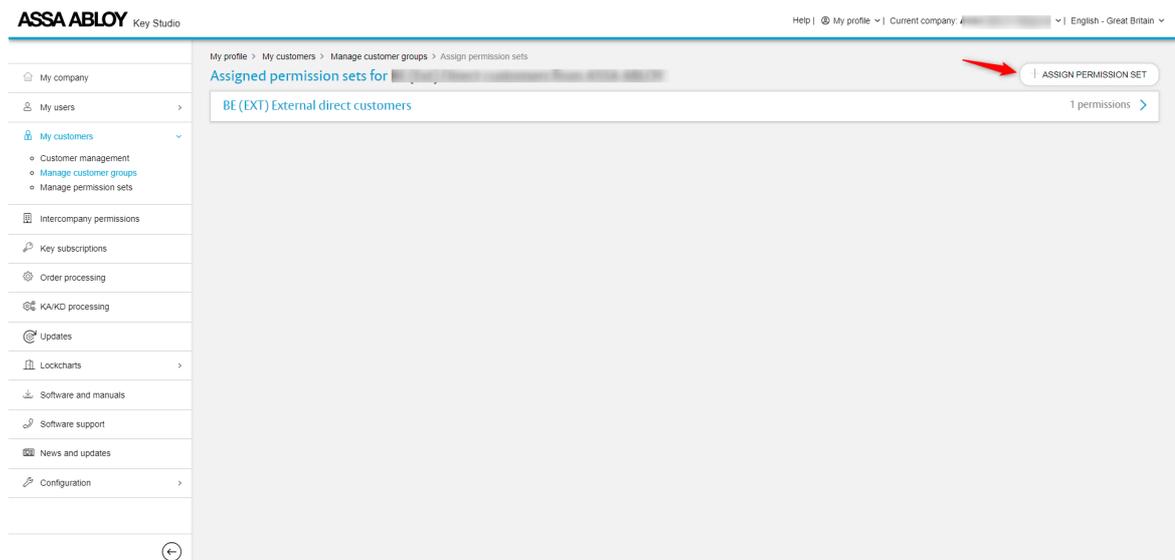
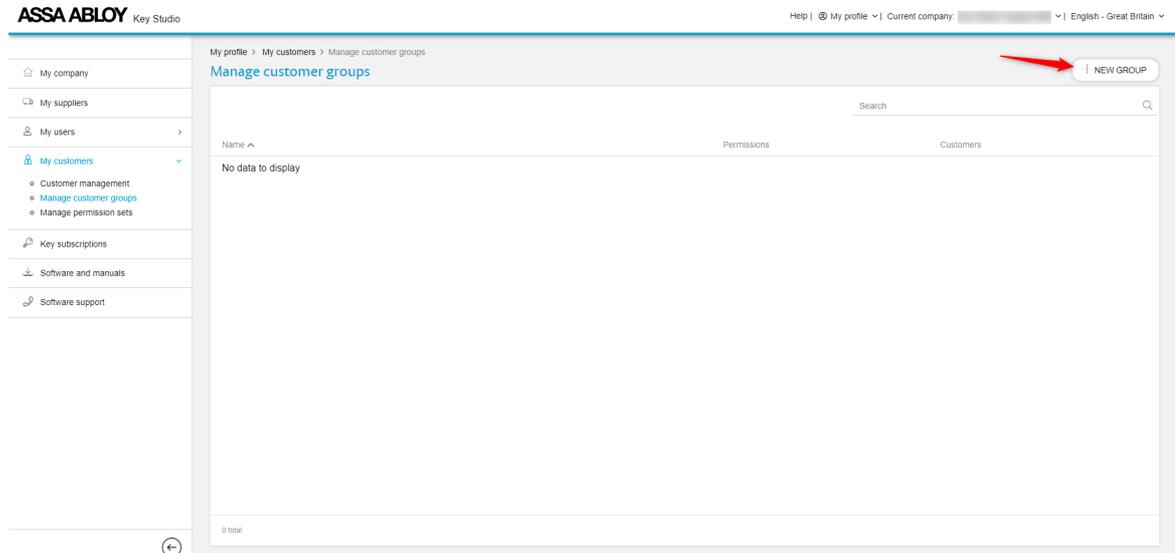
When the role is added you need to save it



# 32 On-Boarding Process

## 3. Manage user groups

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



## 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

## 34 Installation & updating the software

Administrator rights are required only for the initial installation

Application updates are handled automatically and do not require administrator privileges

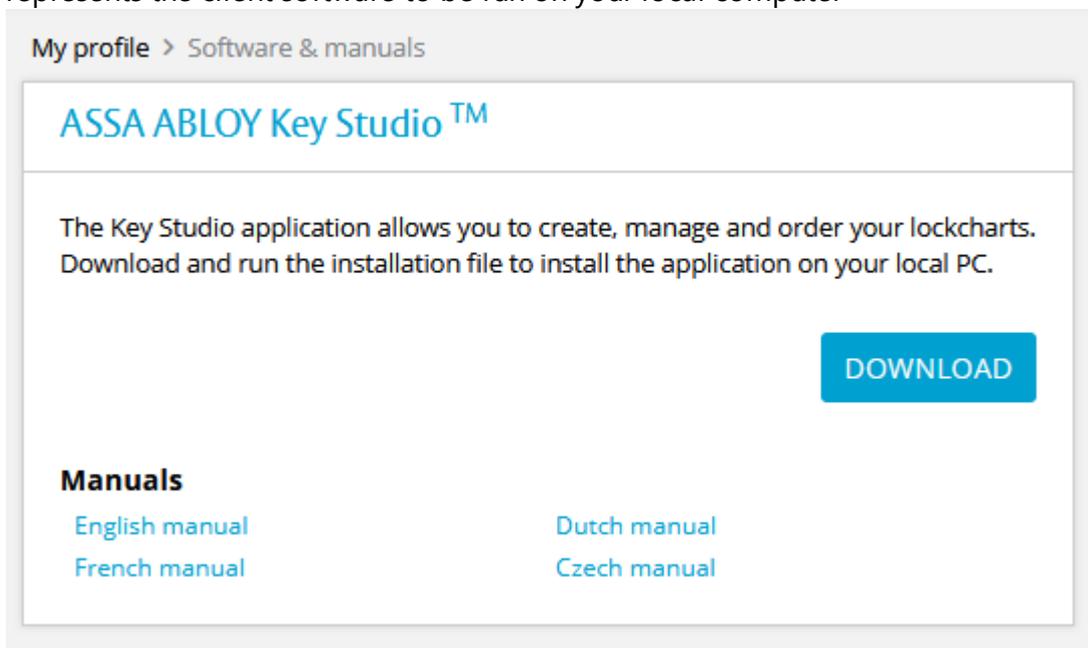
Recent Internet Browser (e.g., Microsoft Edge, Google Chrome, or Mozilla Firefox—latest two versions) for accessing the Key Studio portal, downloading the installer and reports, and managing user or company settings

### 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 --> <https://keystudio.assaabloypopeningsolutions.com>
- 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] (<https://keystudio.assaabloysolutions.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 `WTSClntProtocolType` 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\\AppData\Local\`)
  - `SpecialFolder.CommonDocuments` (e.g., `C:\Users\Public\Documents`)
  - `SpecialFolder.StartMenu` (e.g., `C:\Users\\AppData\Roaming`)

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- `SpecialFolder.MyDocuments` (e.g., `C:\Users\\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**

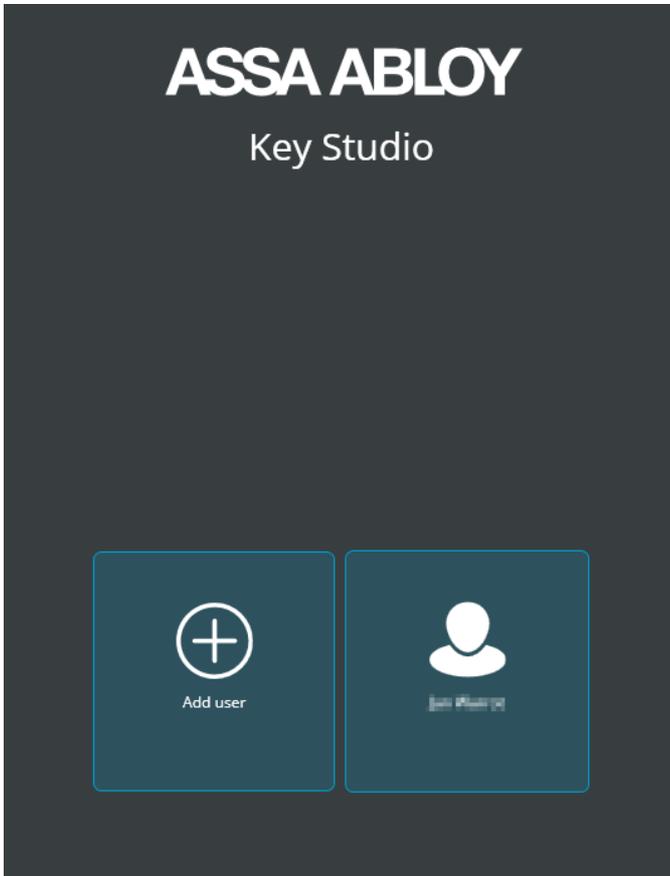
- **Testing:** Run the application in the Citrix environment to ensure all functionalities are working correctly.
- **User Access:** Configure user access and permissions as required using the Citrix management tools.
- **Support:** For any issues during installation, refer to the support documentation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

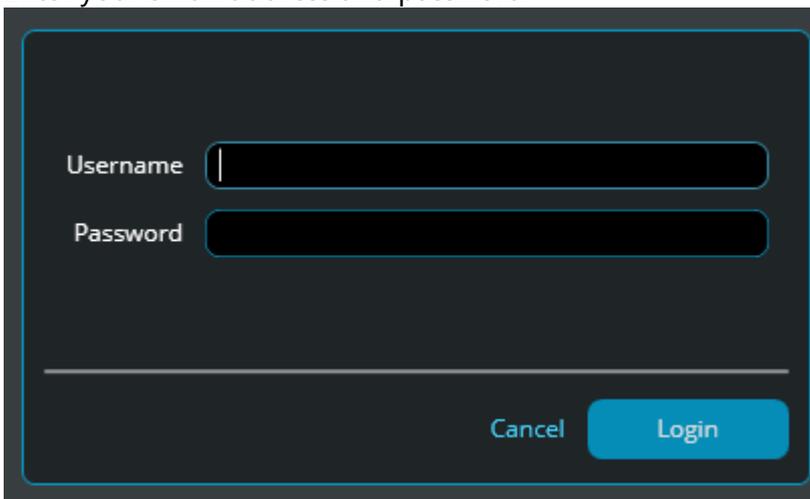
## 4 Using the software

### 4.1 First time on specific computer

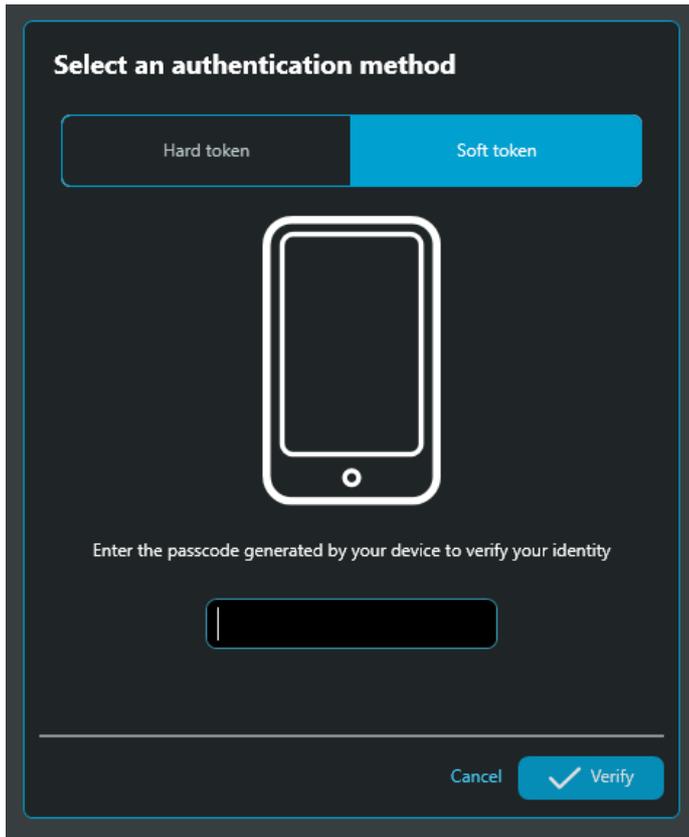
- Click on the button 'Add user'



- Enter your email address and password

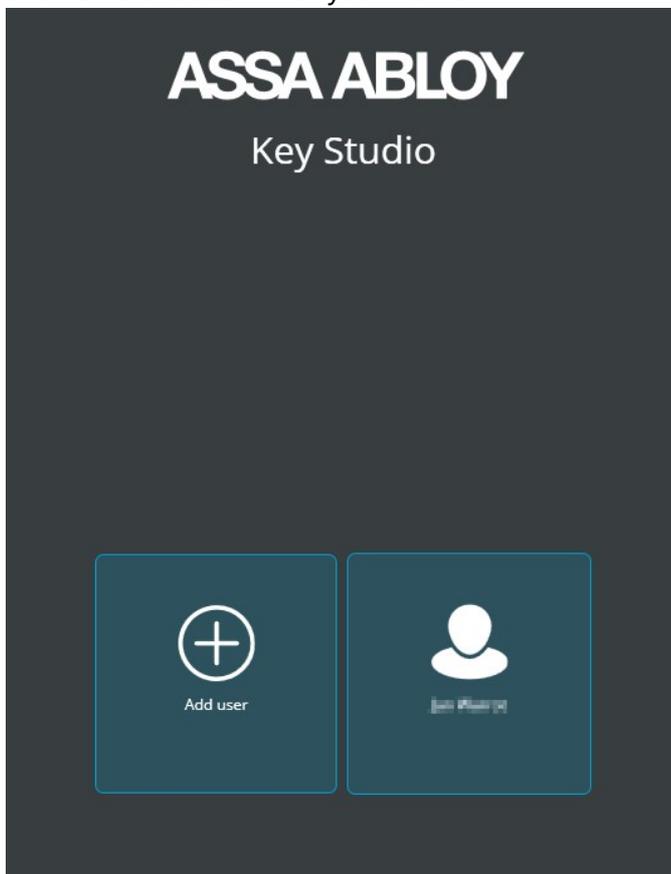


- If applicable: Provide the additional security code from your HID Approve token

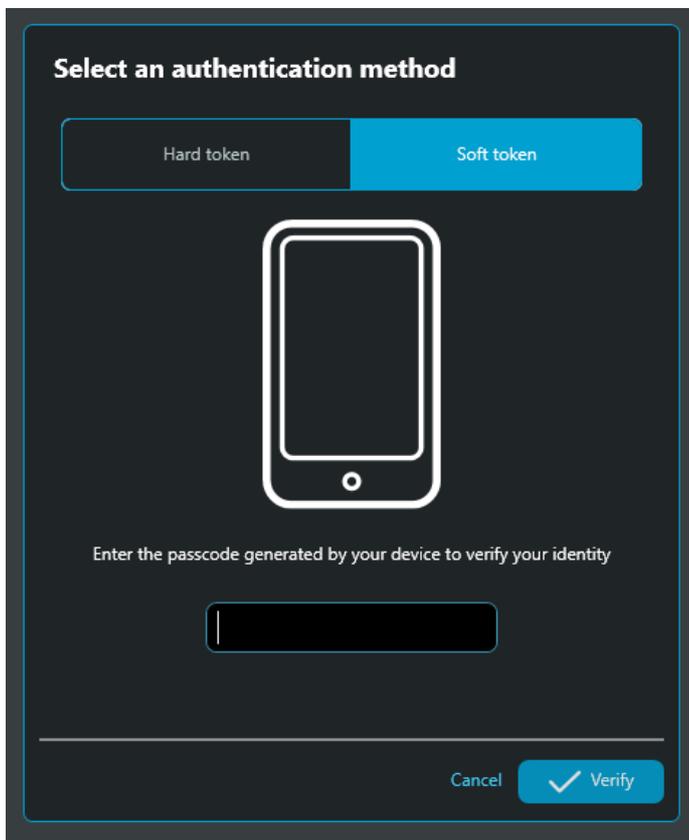


### 4.2 On computer with existing user profile

- Click on the button with your name



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

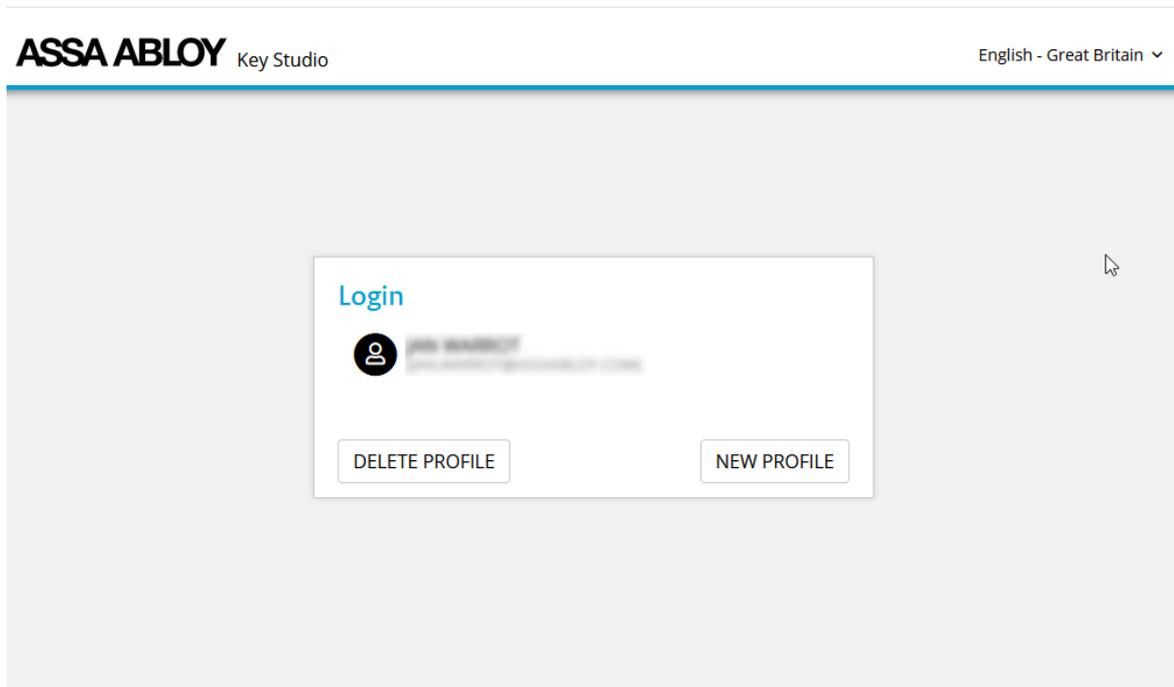


## 5 Web portal pages

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

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

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



- 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

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

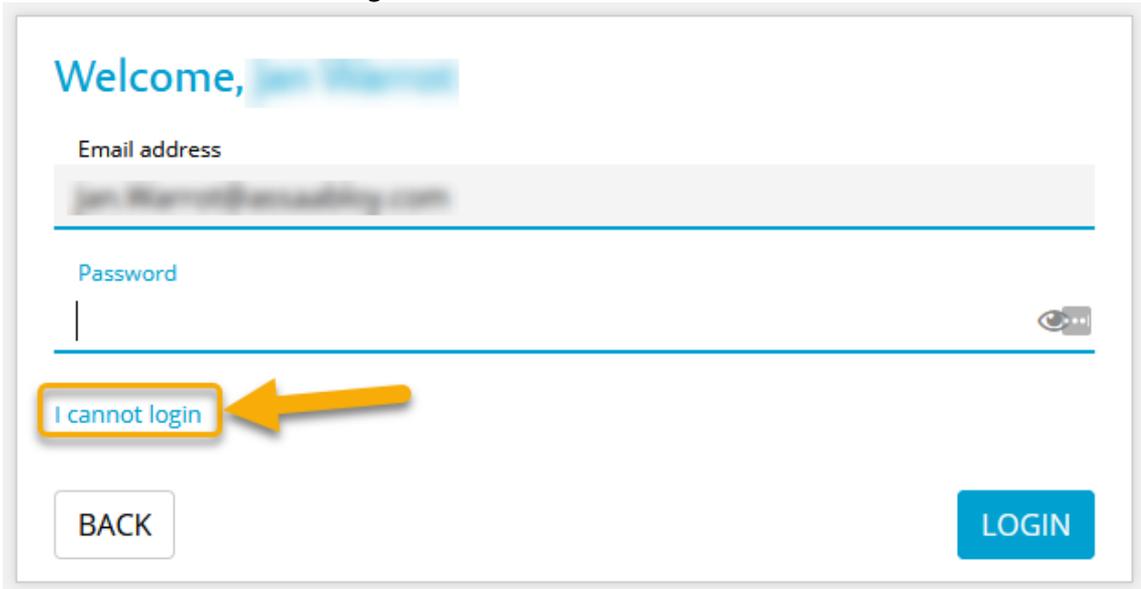
### 5.2 Forgot password

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'

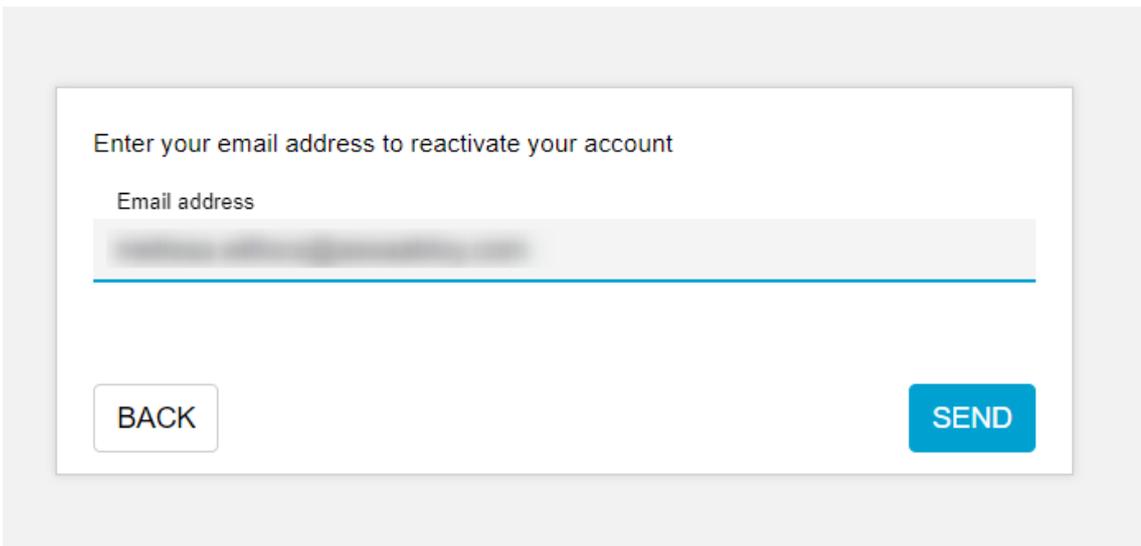


>Welcome, [jan.klaassen](#)

Email address

Password

[I cannot login](#)



Enter your email address to reactivate your account

Email address

- Follow the procedure for authentication problems



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