

**User manual**

**Key registration**



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## 1. Introduction

### 1.1. Some information regarding the security of master key system


We wanted to provide you with a few basic facts below regarding the security of our master key systems..

#### 1.1.1. What is a registered master key system?

A registered Kaba master key system is protected against unauthorised reordering of keys or cylinders by a security card. Only the person who is in possession of the security card can authorise an order or grant authorisation to additional people for the reordering of cylinders and keys, management of keys etc.

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

All new Kaba master key systems are supplied together with a security card, which, together with the previous functions, also enables the system owner to manage their master key system online and to generate repeat orders (possible via a specialist partner) online via the order system

Security card		Your personal security code:
Key-Plan/serial No	<input type="text" value="XXXXXX"/>	
Key No	<input type="text" value="123456"/>	
Group No	<input type="text" value="XX123456789"/>	
	<input type="text" value="XX"/>	

### 1.1.3. Basic group cards (BG.)

This security card is held by the proprietor and authorises all rights on the master key system.

### 1.1.4. Subgroup cards (SG.)

We send the subgroups to the system administrator (address according to the basic card registry office). The subgroup is only able to see and manage one part of the key.

The security card replaces the key registration certificate or the signature card. Systems that are protected by a key registration certificate or a signature card are not automatically switched to the security card. You can request this change from the specialist partner who is responsible for your site.  
<https://www.dormakaba.com/ch-en>



Please note: If more than one key registration certificate is available for this system, the transfer can only take place if all the other certificates are also transferred to the security card.

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### 1.1.5. Lost and found

We request that you send all found keys to the following address. Registered found keys will be returned to the owner immediately.

**dormakaba Schweiz AG**  
**Fundschlüssel**  
**Postfach**  
**8620 Wetzikon**

dormakaba does not pass on information regarding found keys. We are, however, obligated to disclose information regarding found keys to official bodies such as the police.

### 1.1.6. Ansprechpartner

Your contact partner with regard to security documents and the registration of your master key system is your specialist partner.

You will find the contact details for our specialist partners at <https://www.dormakaba.com/ch-en> **Specialist partner search** or on the **Registration portal on the Homepage**

## 2. Information regarding registration

### 2.1. Benefits of online registration

By registering your master key system via the online portal, you can configure the security settings of your master key system yourself. You decide who is allowed to repeat order keys and cylinders by handing out the access data. Thanks to the security settings, unauthorised people are not given any opportunity to order keys for your master key system.

In addition, you are able to authorise additional people, such as property owners, to manage keys from one part of the property/building project independently or together with you.

We are also able to return found keys for the system concerned directly and without time-consuming explanations to the registered owner of the system.

Moreover, you are able to print out key plans and key and cylinder lists free of charge (only possible with the basic group card).

### 2.2. Reordering keys

Repeat orders can only be placed by an authorised dormakaba specialist partner. The specialist partner can place their orders via the dormakaba extranet in the online order system.

In order for your specialist partner to place an order, they will need the key plan number and the card code of your master key system. If you have set an additional security element (questions/answers, password, TAN), you must, of course, inform your specialist partner of the information required.

We are able to deliver the material to a separate delivery address. However, invoicing must be carried out via your dormakaba specialist partner.

### 2.3. Procedure for a change of owner

In cases of a sale of the property, a change of ownership of the master key system must also take place.

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

If you have no internet access, your specialist partner can make the above-mentioned amendments for you.

## 3. Registration of master key systems

After installation of your master key system, you will receive a security card from your specialist partner, which will enable you to register your master key system online.

If you have no internet access, contact your specialist partner. They will gladly carry out registration of the system for you.

### 3.1. Registration portal access

You can access an information page online ([www.dormakaba.com/ch-en](http://www.dormakaba.com/ch-en) – Support – Key registration) which will provide you with initial information on the topic. By clicking the Key registration link, you will enter the actual registration system.

Please have the following documents to hand during registration:

- your personal security card
- one key from your master key system to verify the registered number
- the supplied security booklet to record the registered information. Please transfer all the information from the card, together with the stored information, to the security booklet or print out the data under 'Registration data printout'

## Universe Registration

## Welcome to dormakaba's key registration facility!

Please enter your key system number and card code and click on "Next".

Locking-system number / Serial locking:

Card code:

**Next »**



Then enter your master key system number and the card code and click Next.

The card code is located on the area of the card that must be scratched off.

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

The information is recorded so that we are able to return found keys to the correct owners, amongst other reasons.

## Universe Registration

## Owner's address

Please check your address and complete missing information. Click on "Save" to save your changes.

Group number:	BG00119885	First delivery date:	05.05.2004
Group name: *	<input type="text" value="Anlage RT Ost"/>		
Title:	<input type="text" value="Company"/>		
Company: *	<input type="text" value="dormakaba Schweiz AG"/>		
Contact: *	<input type="text" value="Testanlage Tem Ost"/>		
Street: *	<input type="text" value="KHTE"/>		
Post code / town: *	<input type="text" value="8620"/> <input type="text" value="Wetzikon ZH"/>		
Country:	<input type="text" value="Sweden"/>		
Telephone: *	<input type="text" value="044 931 62 40"/>		
Mobile phone no.:	<input type="text"/>		
Fax:	<input type="text"/>		
E-mail:	<input type="text"/>		

\* = Required fields

**« Back**

**Save**







Please note: If the group number on the card begins with BG, do not change the group name as the system number can be seen there. If you own a card with the group number SG, the group name must be changed as saving is not possible otherwise.

## 4. Homepage

You are now on the registration system homepage which is divided into three main topic areas. Personal data, the Security settings area and the Administration area. You will also find the address for your specialist partner in the bottom right.

### Welcome to the registration of the key system WA1102!

By means of the registration you can register as the owner and configure security settings. For orders, please contact the responsible dormakaba specialist partner.

 <p><b>Personal data</b></p> <ul style="list-style-type: none"> <li>• Owner's address</li> <li>• Management address</li> <li>• Object address</li> <li>• Print registration data</li> </ul>	 <p><b>Administration</b></p> <ul style="list-style-type: none"> <li>• Administrate groups</li> <li>• Show/delegate keys</li> <li>• Show cylinders</li> <li>• Download keyplan</li> </ul>
 <p><b>Security settings</b></p> <ul style="list-style-type: none"> <li>• Edit </li> </ul>	<p>Contact data of your specialist partner:</p> <p>Address: KSW Interne Aufträge</p> <p style="padding-left: 20px;">Im Hause Switzerland</p> <p>Telephone: 044 931 62 17</p> <p>Fax: 044 931 62 17</p> <p>E-mail:</p>

### 4.1. Personal data

In the personal data area, you are able to change the Proprietor and Administration and Object addresses. You also have the option to print out your registration data here



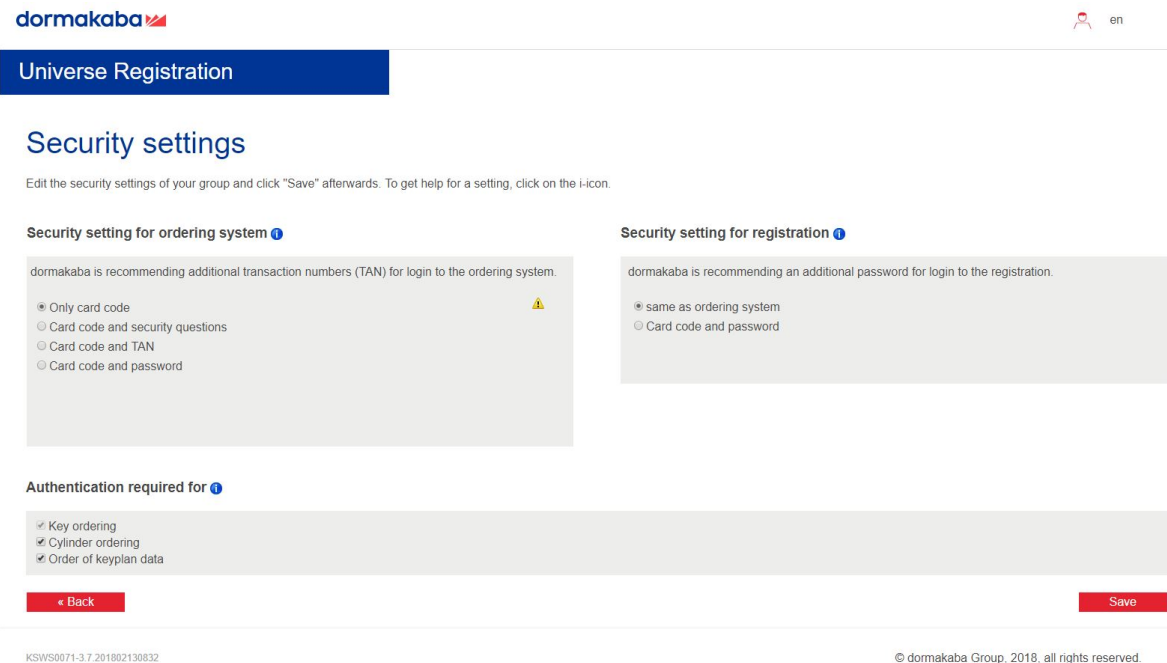
Please note: If the object address is changed, the data in the plan is also changed with Kaba.




## 4.2. Security settings for order system

In this area, you are able to determine how access to the ordering system should be protected within the specialist partner portal. To be able to order components for your master key system, the specialist partner must, in future, log in with the security element you set for this area.

You have a choice between the following four security settings.



dormakaba  en

**Universe Registration**

### Security settings

Edit the security settings of your group and click "Save" afterwards. To get help for a setting, click on the i-icon.

**Security setting for ordering system** ⓘ

dormakaba is recommending additional transaction numbers (TAN) for login to the ordering system.

- Only card code ⓘ
- Card code and security questions
- Card code and TAN
- Card code and password

**Security setting for registration** ⓘ

dormakaba is recommending an additional password for login to the registration.

- same as ordering system
- Card code and password

**Authentication required for** ⓘ

- Key ordering
- Cylinder ordering
- Order of keyplan data

[← Back](#) [Save](#)

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### Only card code:

The specialist partner will log in using the master key system number and the card code.

### Card code/security questions:

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

### Card code/TAN:

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

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



Please note: We recommend that you generate a PDF document via the command. This can be stored electronically and subsequently forwarded to your specialist partner via email.

Once only one TAN number remains, you are not able to order any additional repeat keys. The system will display the message:  
Only one TAN available! Please use the group administration area to generate a new TAN list.

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

#### Card code/password:

You set a password. The specialist partner logs in using the master key system number and the card code, and must also enter the correct password.

### 4.3. Security settings for registration



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

### 4.4. Key plan downloads

Using the basic group card, you are able to download the key plan for the system concerned in PDF format and create new documents in this area.

## Download keyplan

You can download the locking matrix and the list of all keys and cylinders of keyplan **WA1102** in PDF.

File	Date
 WA1102_MTRX.pdf	02.11.2017 10:35
 WA1102_SZLT.pdf	02.11.2017 10:35

[Generate new documents](#)

[← Back](#)



Please note: We recommend that you initially create new documents so that you always have the current key plan data.

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## 5. Logout

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

## 6. FAQ Questions and answers

### 6.1. **Lost security card – what do I need to do?**

Please complete the application form for a new security card. You can obtain this application form from your specialist partner. The specialist partner can find this form in the extranet [www.dormakaba.com/ch-en](http://www.dormakaba.com/ch-en) Support – Downloads – Form 'Keyword: Security card'.

### 6.2. **Lost TAN-List**

See point 6.1

### 6.3. **Forgotten password**

See point 6.1

### 6.4. **Forgotten answer to security question**

See point 6.1

**dormakaba Schweiz AG**

Mühlebühlstrasse 23  
CH - 8620 Wetzikon

Tel. 0848 / 85 86 87

Fax. 044 / 931 63 85

**dormakaba Suisse SA**

Chemin de Budron A 5  
CH - 1052 Le Mont-sur-  
Lausanne

Tel. 0848 / 85 86 87

Fax. 021 / 637 43 33

**dormakaba Schweiz AG**

Hofwissenstrasse 24  
CH - 8153 Rümlang

Tel. 0848 / 85 86 87

Fax. 044 / 818 91 91

**Internet:**

[www.dormakaba.com/ch-en](http://www.dormakaba.com/ch-en)

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