



# System Installation & Operation Guide



HARDWARE INSTALLATION	
New System Setup.....	2
Customer Supplied Hardware.....	3
Cabinet Mounting & Alignment .....	4
Mounting System .....	5
Double Cabinet Setup .....	6
Key Panels .....	7
POWER AND NETWORK SET UP	
System Power .....	8
Establishing Communications .....	9
Connecting Using Wireless Connection .....	10

INITIAL SETUP	
Website Access .....	12
The Key Map .....	13
Adding & Removing Badges .....	14
Programming Fingerprints .....	15
SYSTEM USAGE	
Pulling a Key .....	18
Returning a Key .....	20
Changing Apt/Unit# .....	24
Editing Key Tags .....	25
Website Features .....	27
Vendor Key Receipts .....	33

## New System Setup

Congratulations on the purchase of your new HandyTrac Platinum Touch Key Control System! Double check that all system components and setup items listed below were received and that you have the customer supplied hardware available for the installation.

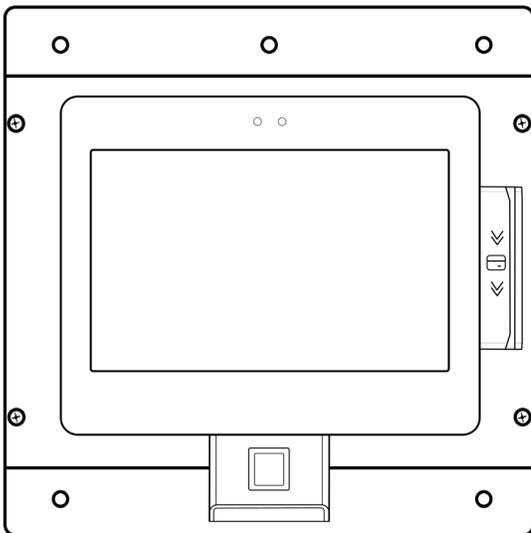
If you have any questions regarding this process, please contact a HandyTrac technician at 888-458-9994 or email [service@handytrac.com](mailto:service@handytrac.com).



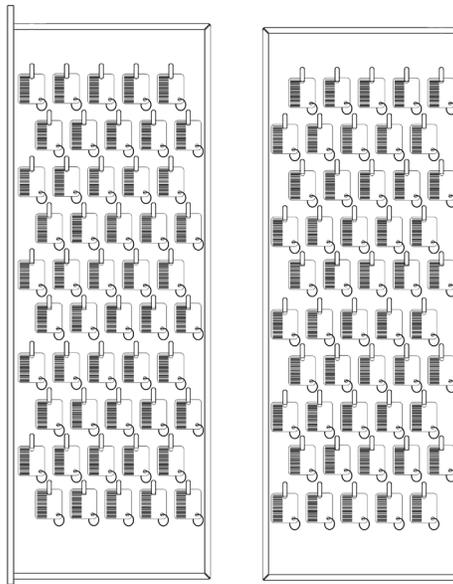
Scan to see a video walk-through of a HandyTrac system installation

### Your system includes:

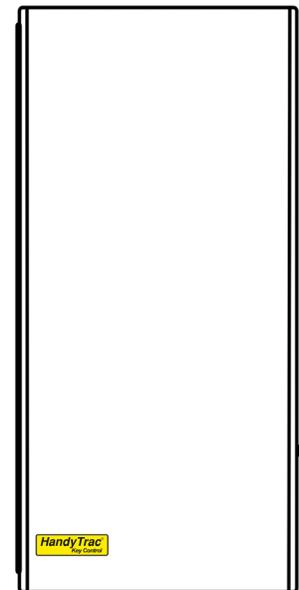
Touch system



Panels with assigned Keytags

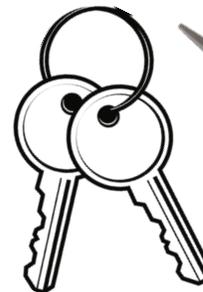
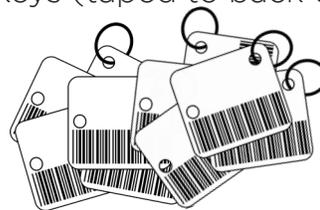
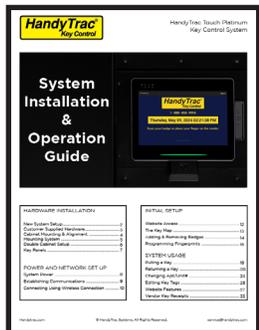


Cabinet(s)



**Setup Package Includes:** 1) Key Map 2) Installation and Operation Guide 3) Master Badge 4) Spare Keytags 5) Cabinet Keys (taped to back of cabinet) 6) Split Ring Pliers

Building	Unit	Hook	Tag
17	170A	A1	0051
12	126A	A2	0074
14	149A	A3	0076
20	200A	A4	0095
15	155A	A5	0053
15	158A	A6	0062
10	106A	A7	0092
10	105A	A8	0016
19	345	A9	0001
17	176A	A10	0019
18	182A	A11	0031
11	110A	A12	0045
15	157A	A13	0089
18	184A	A14	0041
16	167A	A15	0037
15	154A	A16	0038



## Hardware Supplied by Customer



1. Uninterruptible Power Supply (UPS)
  - Minimum rating of 450VA. Required as part system warranty. Provides surge protection and short-term backup battery power.
2. Mounting fasteners
  - Minimum 50 lbs load capacity for masonry, drywall, wood or metal studs.

## Tools Needed

1. Drill & Drill bits
2. Level
3. Phillips head screwdriver



## Internet Connection

Available Options:

1. Certified Wi-Fi Dual Band 2.4G/5G  
802.11 a/b/g/n/ac  
**OR**
2. Standard 10/100/1000 Mbps Ethernet  
(CAT5e ethernet cable not included)



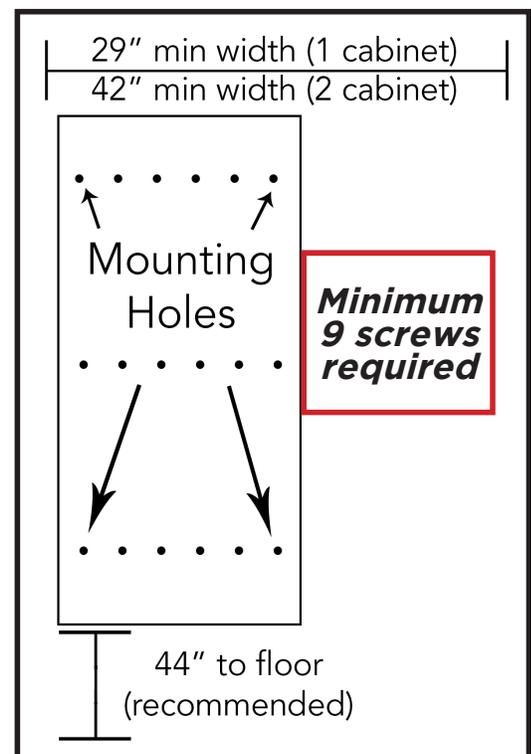
Familiarize yourself with these steps before you get started. The basic physical installation order is as follows:

1. Mount the cabinet on the wall.
2. Mount the HandyTrac Touch Platinum system keypad on the wall beside the cabinet.
3. Install second cabinet (if applicable)
4. Insert key panels in the cabinet(s).

**Do not place the manual backup keys inside the cabinet.**

## Mount the Cabinet

1. To achieve the recommended height, stack the system shipping box on top of the key cabinet shipping box. This will give you a platform 44" high.
2. Place the cabinet on top of the boxes, then place a level on top of the cabinet.
3. We strongly recommend attaching the cabinet to a stud. Align at least one (1) stud with one of the six (6) drilled mounting holes at the top of the cabinet.
4. Use a pencil to mark your holes. **A minimum of nine (9) screws** are required for mounting the cabinet to ensure proper plumb, squareness, and stiffness.
5. When all holes are marked, use screws that penetrate at least two (2) inches into the stud or wall anchors that are capable of holding at least 50 lbs. Follow the manufacturer's directions for all anchors.
6. Lift the cabinet into place and tighten all fasteners snug, but not fully. Place your level on top of the cabinet and check repeatedly as you tighten all of the fasteners.



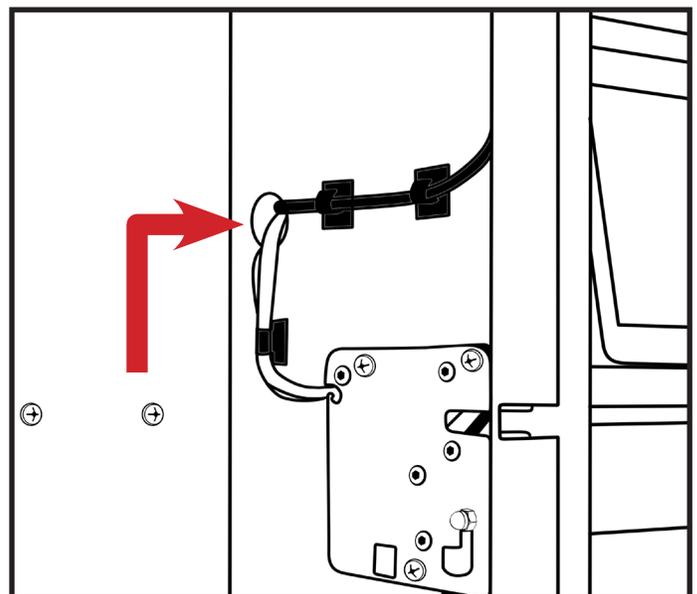
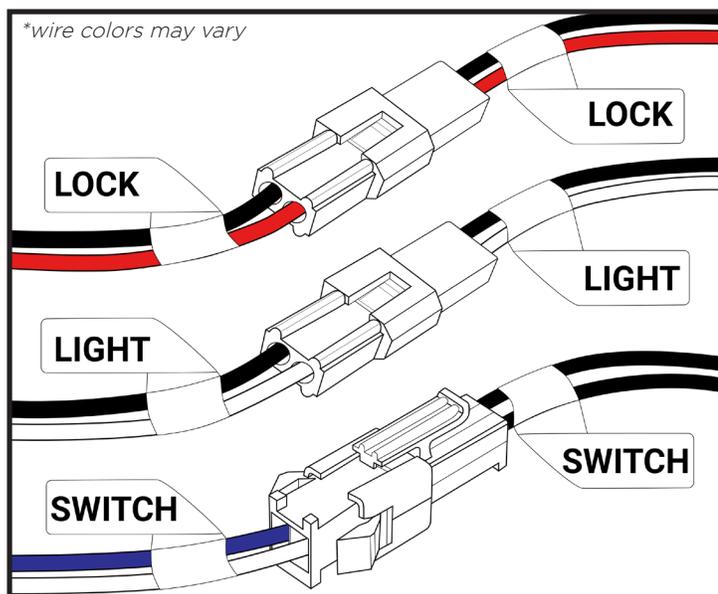
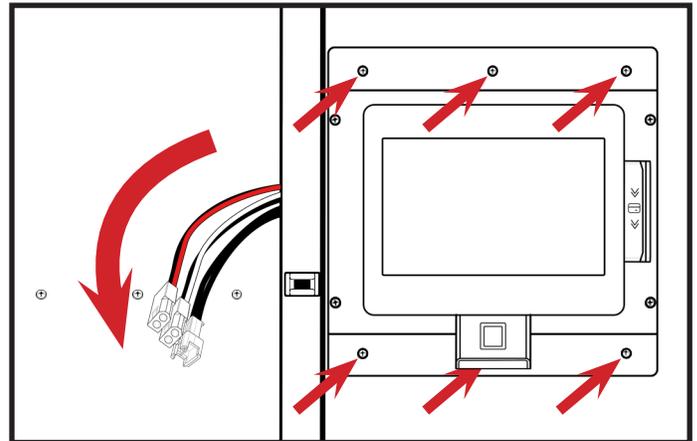
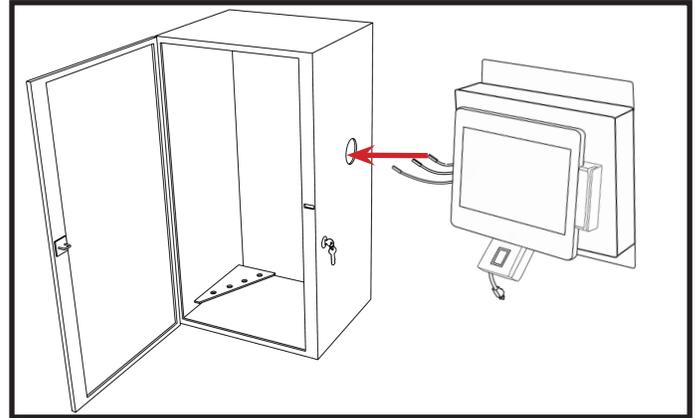
## Cabinet Alignment

Check the gap between door and door frame on all sides. If the gap is not uniform all the way around, the cabinet will have to be shimmed to compensate for the uneven wall surface.

- Use metal or plastic for shimming. Wood and rubber do not hold their shape well.
- If the door gap at top is greater than bottom, shim the top of the cabinet at right hand corner.
- If the door gap on the bottom is greater than the gap on the top, shim the bottom of the cabinet at the right hand corner.

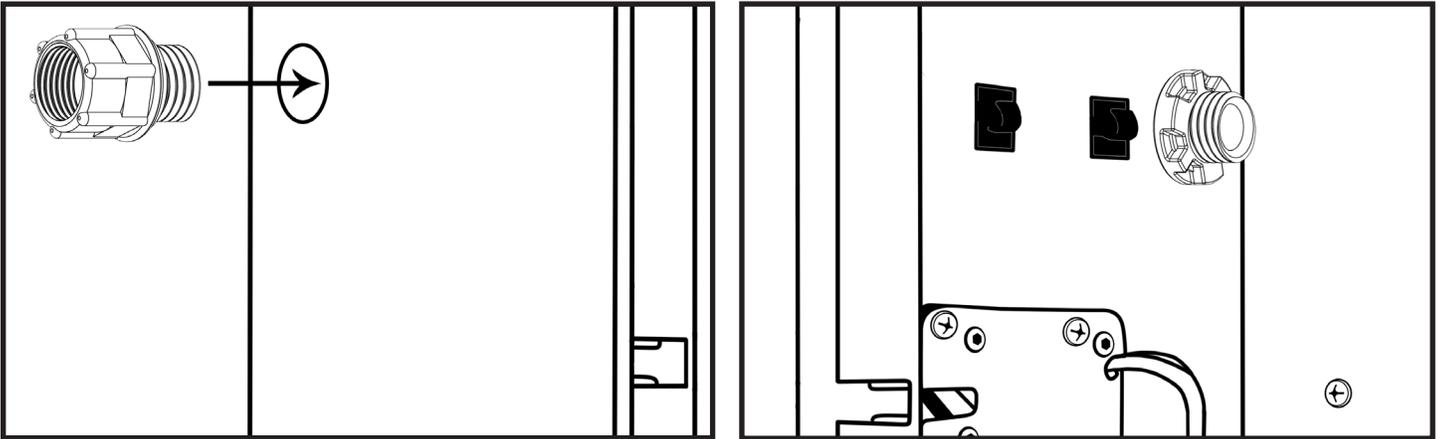
## Mount the HandyTrac PlatinumTouch

1. Hold the Touch keypad flush against the side of the cabinet. The Electronic Lock port on the side of the cabinet must be aligned with the electronic lock cables from the keypad.
2. Before mounting the keypad, gently feed the electronic lock cables through the electronic lock cable port on the right side of the key cabinet. Make sure all three cables are in good condition. Fasten the keypad to the wall with your mounting hardware.
3. Connect the electronic lock, light, and switch connectors inside the key cabinet. The ends of each connector are labeled.
4. Push extra cable lengths inside the main Touch console and snap the cables into the retaining clips on the inside of the cabinet. This prevents contact with the key panels during operation and protects the cables.

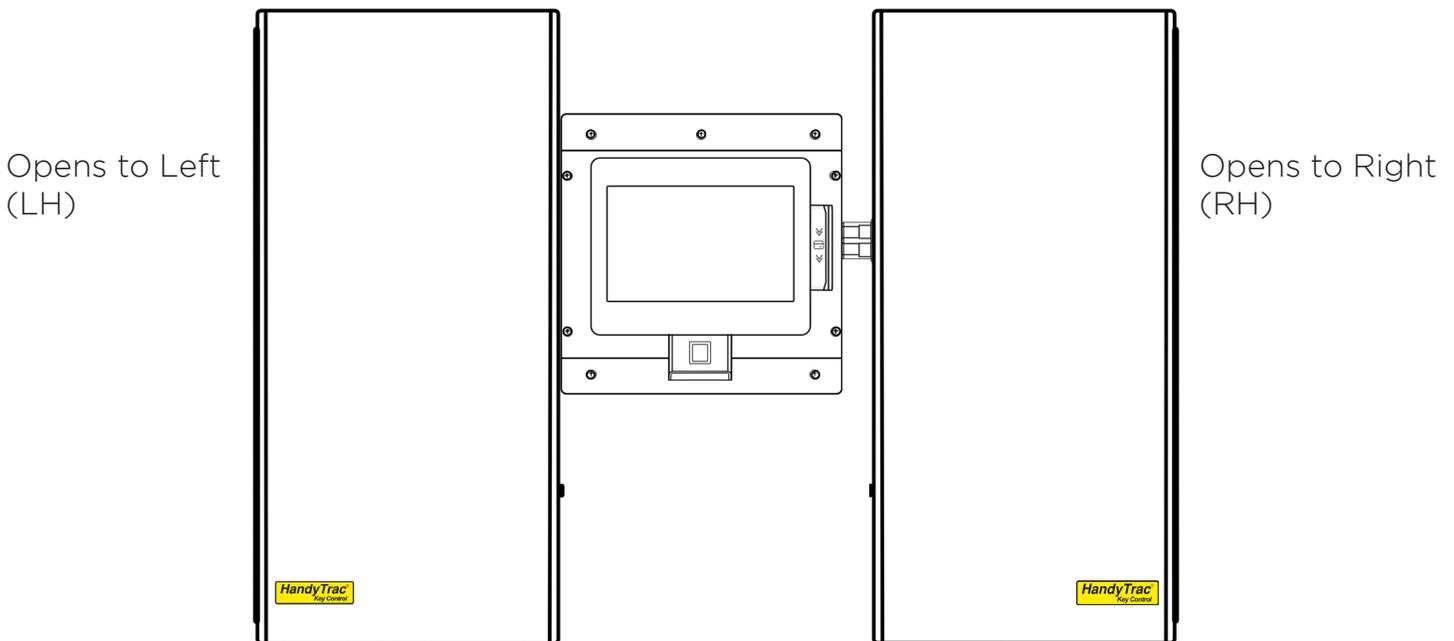


## Installation of Second Cabinet (if applicable)

Install the included spacer on the **outside** of the Right-Hand cabinet (marked RH). This will allow enough space for employees to comfortably scan keytags and also provide protection for the electronic lock and light wiring.

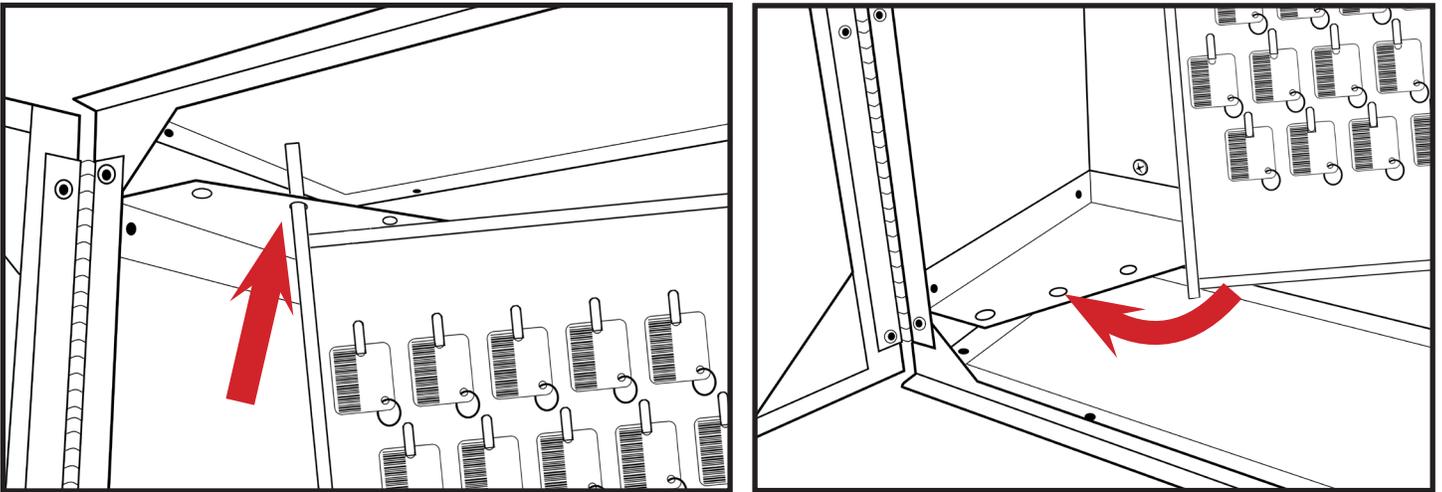


Insert the spacer through **outside** wiring hole. Thread on the included nut on the **inside** to secure in place.



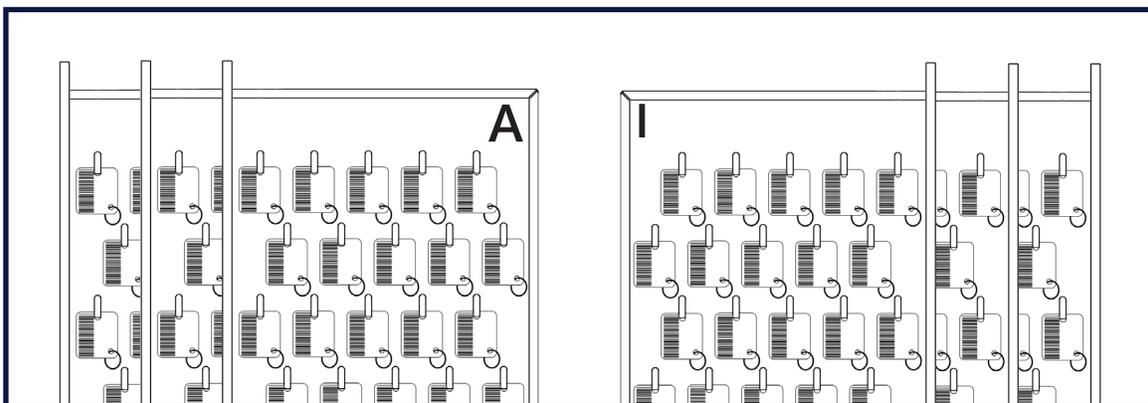
Mount the second cabinet the same as the first and feed the cables from the control box through the spacer. Connect the wiring the same as the first cabinet and clip down wires. HandyTrac recommends a “left-to-right” hardware mounting process.

## Insert the Key Panels



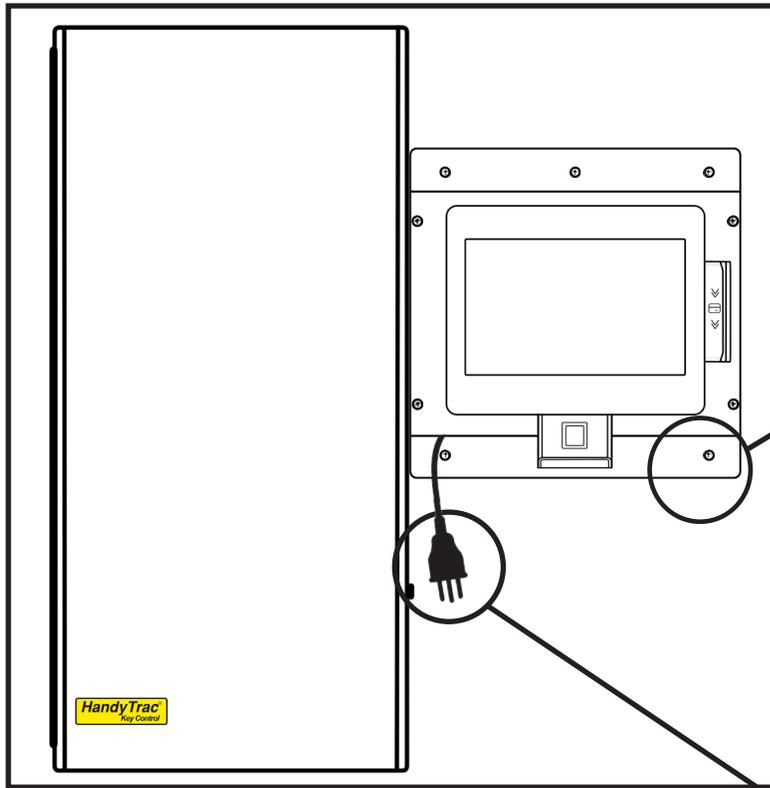
The panels should be placed in alphabetical order from front to back in the cabinet (AB/CD/EF/GH). Insert the top panel mounting pin in to a hole on the top key panel mounting bracket. Lift the panel up and pivot the bottom mounting pin into the corresponding hole in the bottom bracket. **Do not remove the tags from the hooks.**

## Multiple Cabinet Key Panels

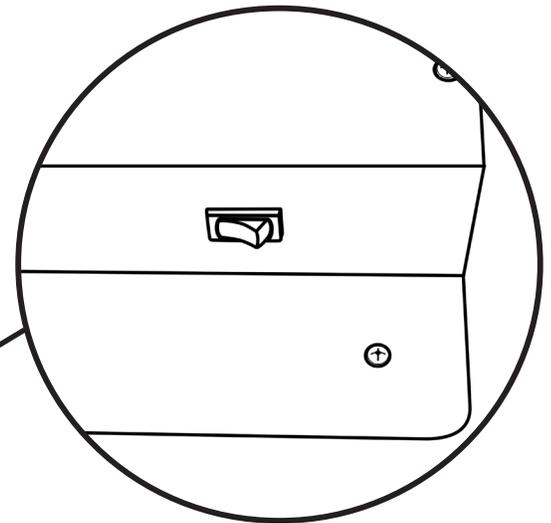


1. The panels that belong in each cabinet will be shipped in separate boxes according to the cabinet in which they need to be installed.
2. Larger systems (over 800 hooks) will contain additional labeling on the packaging to indicate which panels belong with each touchpad.
3. If you are unsure which panels belong in which cabinet, please contact HandyTrac Support at 888-458-9994.

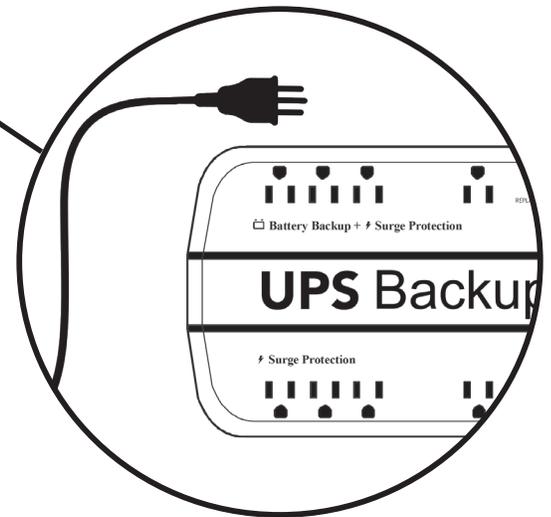
## System Power



**Power Switch**



**UPS Battery Backup**  
*(Customer Supplied)*



1. Plug the HandyTrac Touch power cable into a UPS Battery Backup. Be sure the HandyTrac Touch System is connected to a plug that includes both **Battery Backup** and **Surge Protection**.
2. Turn the system on using the **power switch** on the bottom-right of the Touch system.
3. If your system does not power on, check to make sure the battery is connected in your UPS battery backup and that it is powered on. Follow the manufacturer's installation and safety instructions for your UPS battery backup.

**NOTE: Your warranty will be voided if a UPS battery backup is not installed.**

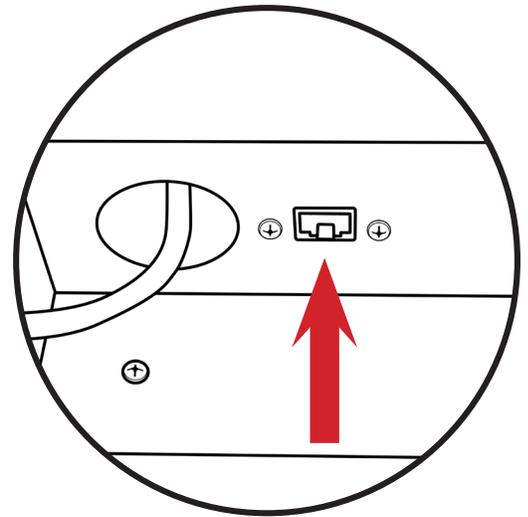
## Establishing Communications

The HandyTrac Touch system supports both wired and WiFi network connections. Only one connection type is needed for communication.

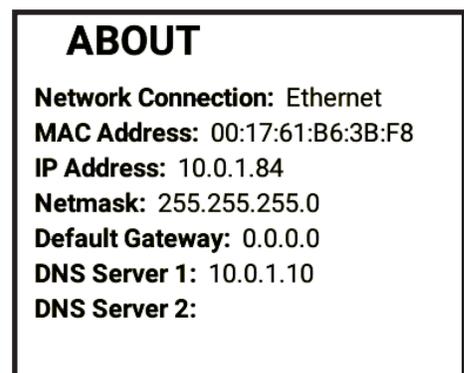
### Option 1: Wired Connection

1. An ethernet network cable can be connected to the ethernet network port located at the bottom-left of the system near the power cord. An ethernet cable does not need to be connected if you will be using a WiFi connection.
2. Once powered on, the system will display the main HandyTrac Touch system Time and Date screen. (*pictured below*)
3. If the wired connection is not active, you will receive a “No Network” popup notification. You may need to contact your network administrator if devices require approval.
4. You can test your connection by **tapping the HandyTrac logo** on the display one time.
5. You should receive a notification that says “Data Transfer was Successful.”

### Ethernet Network Port



**Note: Tapping on “About” in the top right corner will list network connection information.**

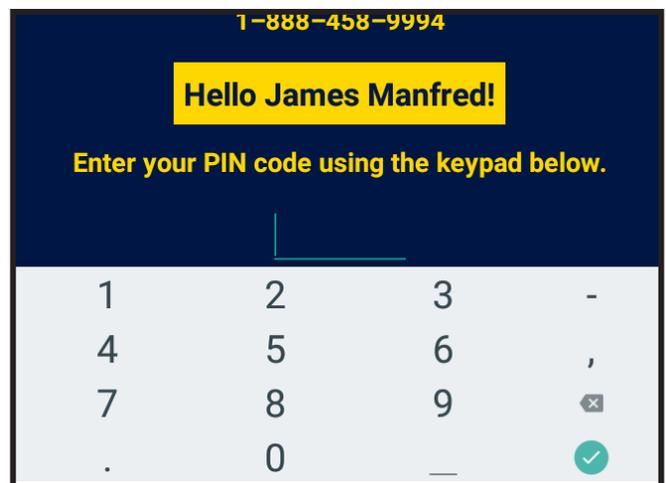
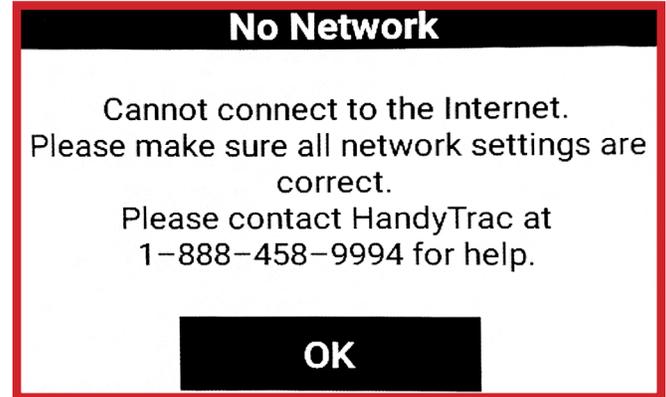
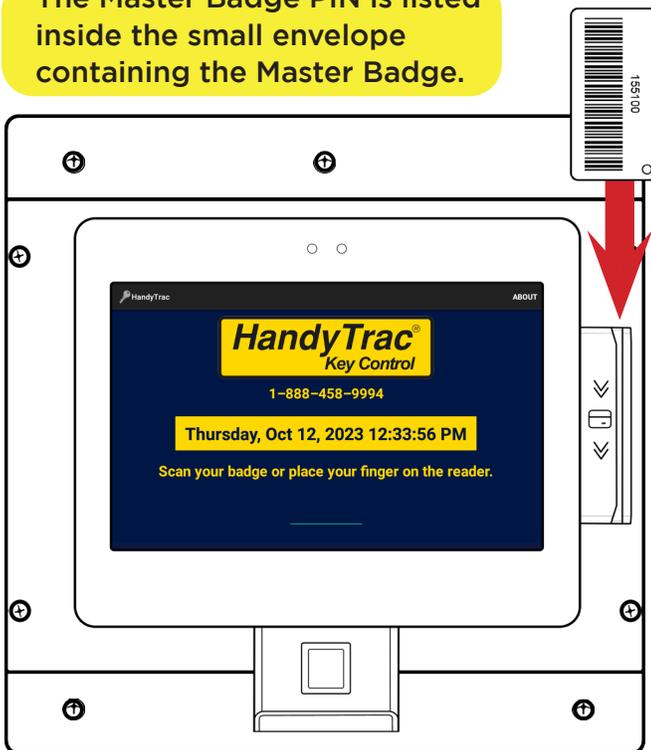


*\*Advanced network options are detailed on page 34*

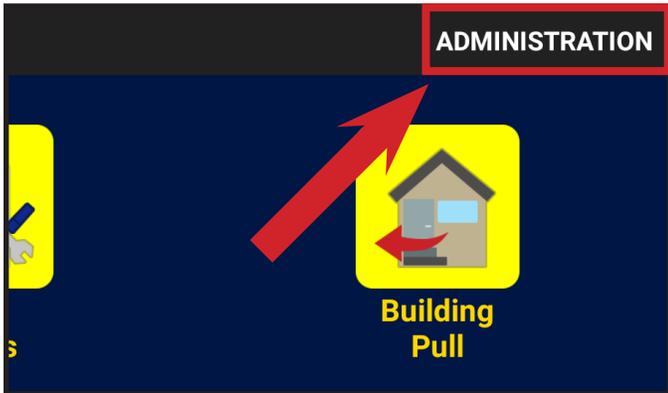
## Option 2: Wireless Network

1. If you have the “No Network” popup on the display, tap on “OK” to dismiss it to display the Time and Date screen.
2. Once the system is at the main Time and Date screen, sign in by scanning the Master Badge through the barcode reader on the right side of the system, then type in the PIN using the on-screen keyboard.
3. Make sure that the bar code is facing to the left when scanning the Master Badge through the barcode reader.

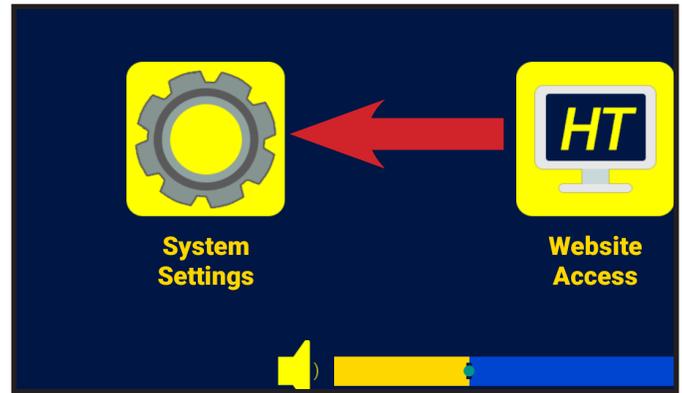
The Master Badge PIN is listed inside the small envelope containing the Master Badge.



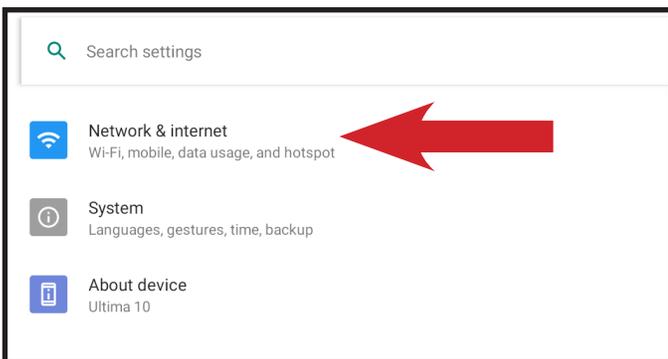
If you cannot locate the Master Badge, or if you have any issues signing in with the Master Badge, please call Technical Support for assistance at 1-888-458-9994.



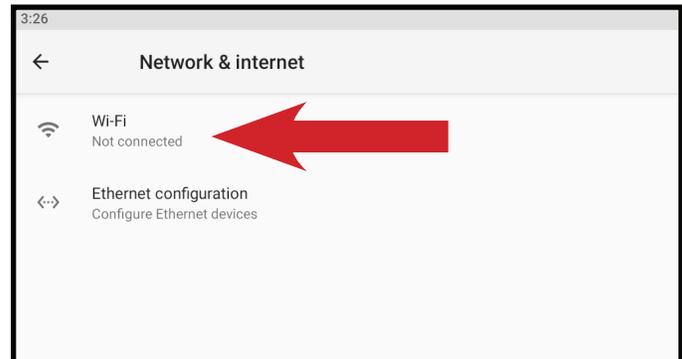
4. Tap “Administration” in the top right-hand corner of the touch screen.



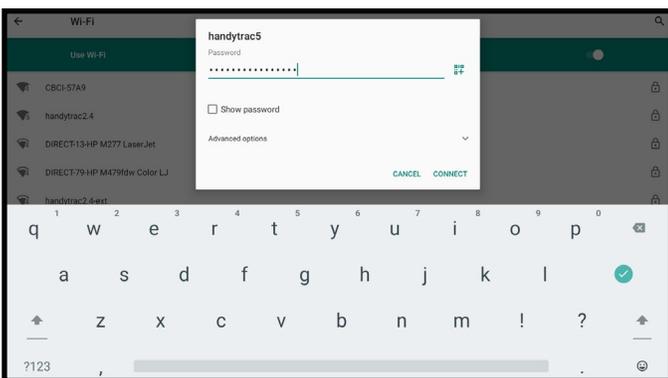
5. Tap the “System Settings” icon.



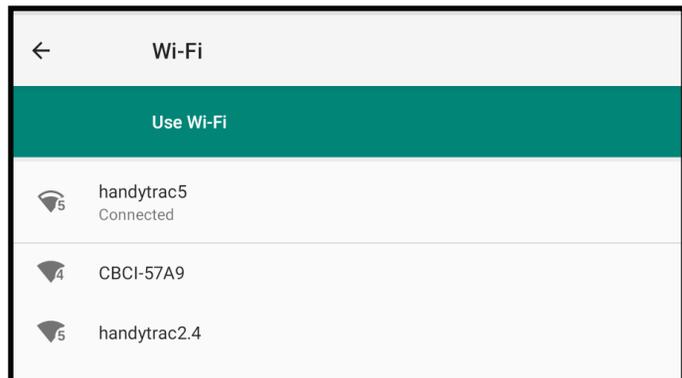
6. Select “Network & Internet” from the settings list.



7. Select “Wi-Fi” from the network options.



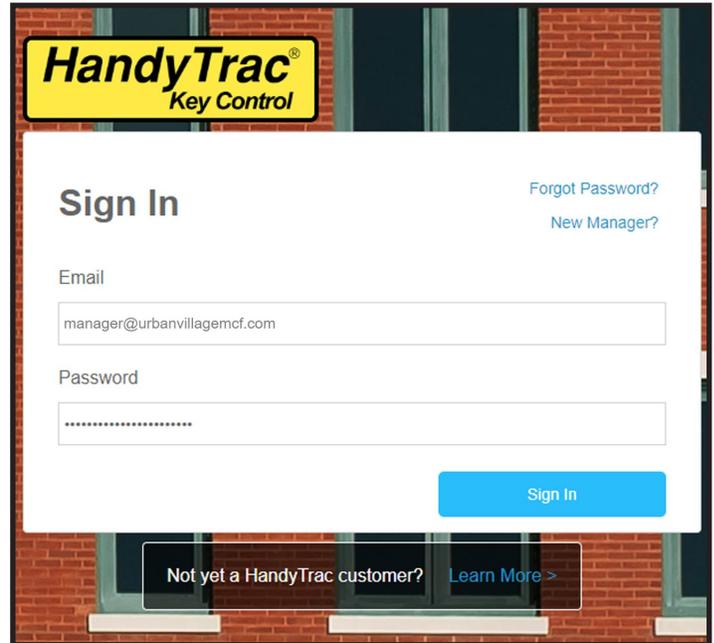
8. Make sure Wi-Fi is toggled “On,” then select your network from the list and enter your password when prompted. Passwords are case-sensitive.



9. The status will change to “Connected” when successful. “Saved” or “Authentication Problem” are errors.

## Website Access and Setup Checklist

1. Visit **HandyTrac.com** and click Sign In at the top right corner to access your HandyTrac account.
2. The “**New Manager?**” link on the Sign In page allows you to email us the necessary information for your new account setup.
3. If you were previously set up with access but you do not know your password, use the “Forgot Password?” link.
4. If required, Email **service@handytrac.com** or call **888-458-9994** and select Tech Support from the menu to speak with a HandyTrac Technician. A technician can create your account and answer any questions you may have about the new system setup process.



### Overview of Next Steps

1. Confirm all checklist steps
2. Match up keytags and keys according to the key map
3. Add employees on the website
4. Add fingerprints
5. Configure Keys Out Emails
6. Configure Website Alerts
7. Train staff on pulling and returning keys

### System Test Checklist

To test, log in to the HandyTrac keypad and request a key out using the Master Badge. (pg. 18 - Pulling a Key)

- ✓ Barcode Scanner reads badges
- ✓ Correct units are listed
- ✓ Door opens automatically when a unit is requested
- ✓ The keytag you are directed to is the correct keytag
- ✓ Transaction data is updated on the website

## Matching Up Keys Using the Key Map

A printed key map is included with a new system in the setup packet. Each keypad will have its own key map.

The key map **must** be used to match keys to tags as **unit and tag locations are random**. The key panels will ship pre-populated with key tags on the indicated hooks.

Building ↕	Unit ↕	Hook ↕	Tag ↕	Building ↕	Unit ↕	Hook ↕	Tag ↕	Building ↕	Unit ↕	Hook ↕	Tag ↕
17	170A	A1	0051	15	151A	A26	0070	17	178A	B1	0069
12	126A	A2	0074	16	163A	A27	0066	13	132A	B2	0014
14	149A	A3	0076	13	130A	A28	0043	18	188A	B3	0042
20	200A	A4	0095	11	112A	A29	0009	17	179A	B4	0056
15	155A	A5	0053	12	120A	A30	0017	13	137A	B5	0026
15	158A	A6	0062	12	129A	A31	0011	18	189A	B6	0072
10	106A	A7	0092	14	145A	A32	0068	14	147A	B7	0063
10	105A	A8	0016	17	175A	A33	0015	19	190A	B8	0090
19	345	A9	0001	13	135A	A34	0086	14	144A	B9	0035
17	176A	A10	0019	19	199A	A35	0034	18	187A	B10	0054
18	182A	A11	0031	16	169A	A36	0049	17	173A	B11	0036
11	110A	A12	0045	17	177A	A37	0082	19	198A	B12	0094
15	157A	A13	0089	12	123A	A38	0058	17	172A	B13	0027
18	184A	A14	0041	19	191A	A39	0018	16	164A	B14	0061
16	167A	A15	0037	11	113A	A40	0096	16	160A	B15	0052
15	154A	A16	0038	15	153A	A41	0084	11	116A	B16	0081
14	142A	A17	0029	14	140A	A42	0055	19	161A	B17	0005
10	191B	A18	0010	12	124A	A43	0007	10	161B	B18	0002
10	103A	A19	0073	13	131A	A44	0003	17	174A	B19	0087
15	150A	A20	0077	16	168A	A45	0057	10	107A	B20	0039
14	148A	A21	0048	11	114A	A46	0025	13	138A	B21	0044
12	127A	A22	0093	18	180A	A47	0047	14	141A	B22	0098
16	161A	A23	0030	16	166A	A48	0028	18	181A	B23	0080
19	194A	A24	0100	14	146A	A49	0075	19	193A	B24	0083
10	108A	A25	0060	19	195A	A50	0023	12	128A	B25	0024

Once keys are matched to tags, **shred** the printed key map. The key map will no longer accurately reflect your key locations once the system is in use. The key map changes continuously as you use the system, but the most up to date version is available on the website to authorized users. The key map should only be used in emergency situations where you cannot use the HandyTrac system, such as complete power loss.

*The key map depicted on this page is provided only as an example. Your key map will differ.*

## Adding an Employee Badge

1. On the website, under “Administration” at the top right, click on “Add/Edit Employee Badges” in the Actions panel.
2. Click on the blue Add Employee button.
3. Fill out the fields including name, the six-digit badge number, and create a four-digit PIN.
4. Choose an access level for the employee. Most staff will only need Employee Access to pull keys, but managers and administrators should have Master Access. Master Access allows editing units, tags, fingerprints, and website access (website login required).
5. Choose a language that is displayed to the employee when they sign in to the HandyTrac keypad. When done, **save** the new employee.
6. Once all your employees are added on the website, go to the HandyTrac system keypad and **tap on the yellow HandyTrac Logo one time**. This will force a communication and update the system with all current employees. (page 9)

## Editing or Removing an Employee Badge

1. To edit an employee badge, click “Edit” at the end of the line for the employee from the Active Employees list.
2. You can edit the Active status, badge number, PIN, access level, or language. You cannot change the name associated with a badge.
3. To remove an employee badge from the system, simply change the “Active” field to “No” and save. This will remove that employee’s access and free up the badge to be re-added with a new employee. If a fingerprint was set up, it will be deleted.

### Employee Badge | Add

Employee badges cannot be deleted, only deactivated once added.  
**Any changes made here will only become effective after the next datalog communication is run.**

Active \*

First Name \*

Last Name \*

Badge Number \*

PIN \*

Access Level \*

Language \*

**Note: It is critical that all employees using the HandyTrac system have their own badge and PIN. If badges and PINs are shared, the audit trail will not be valid.**

## Adding Fingerprints for Employees

*(Master Access is required.)*

Employees must be added on the website first. Once they are added to your Active Employees list, you can assign their fingerprint to their profile.

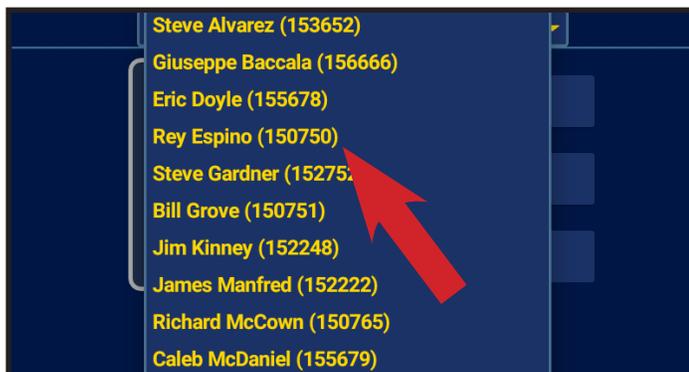
1. Make sure the employee is in the Active Employees list on the website.
2. Before logging in to the HandyTrac system, tap on the HandyTrac Logo on the screen **one time**. This will force a communication and update the system with all current employees.
3. You should receive a notification that says “Data Transfer was Successful.”



4. Sign in and tap on the word “Administration” in the top right corner.



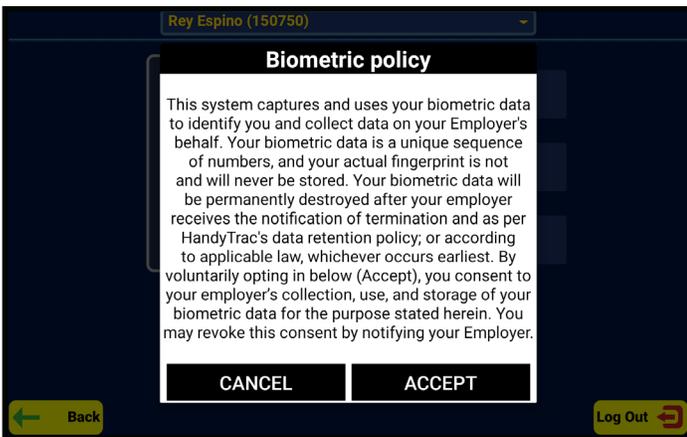
5. Tap “Fingerprint Setup” from the Administration menu.



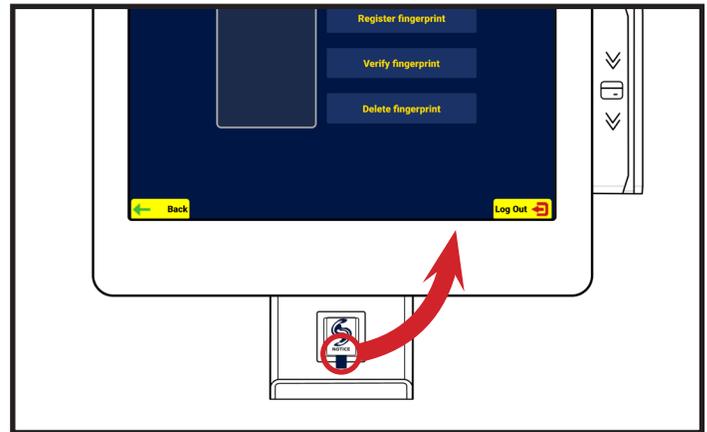
7. Select the employee whose fingerprint you want to set up from the list.



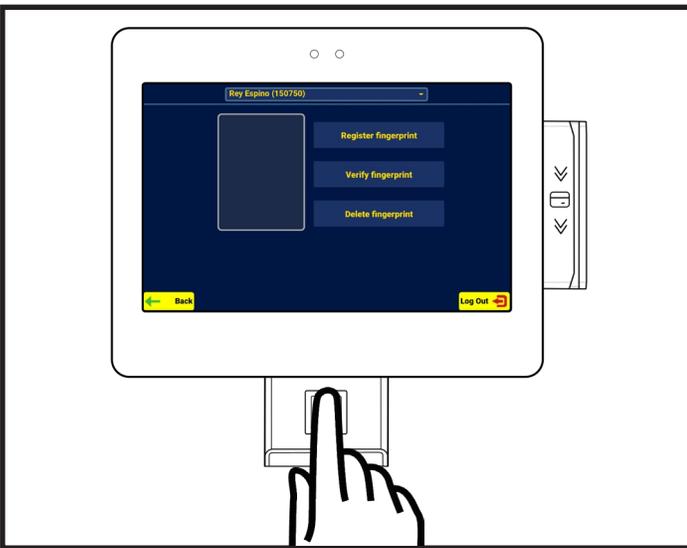
8. Once the appropriate employee is selected, tap on Register fingerprint.



9. Read and Accept the biometric data usage terms and conditions.



10. Make sure the protective film is removed from the fingerprint reader.



11. Place your finger on the reader.

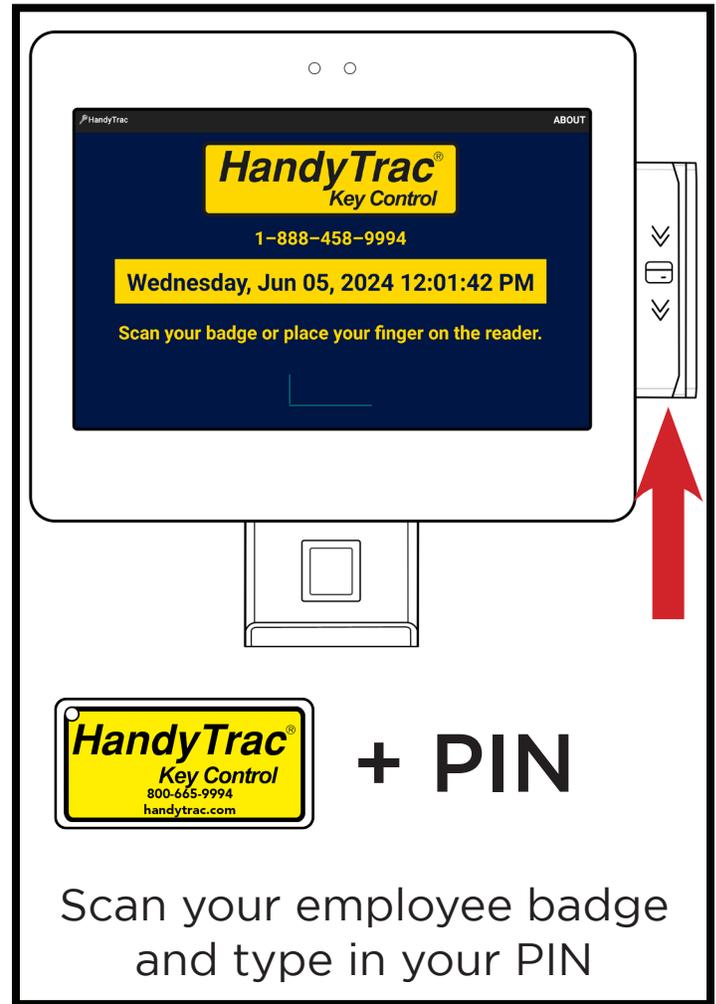
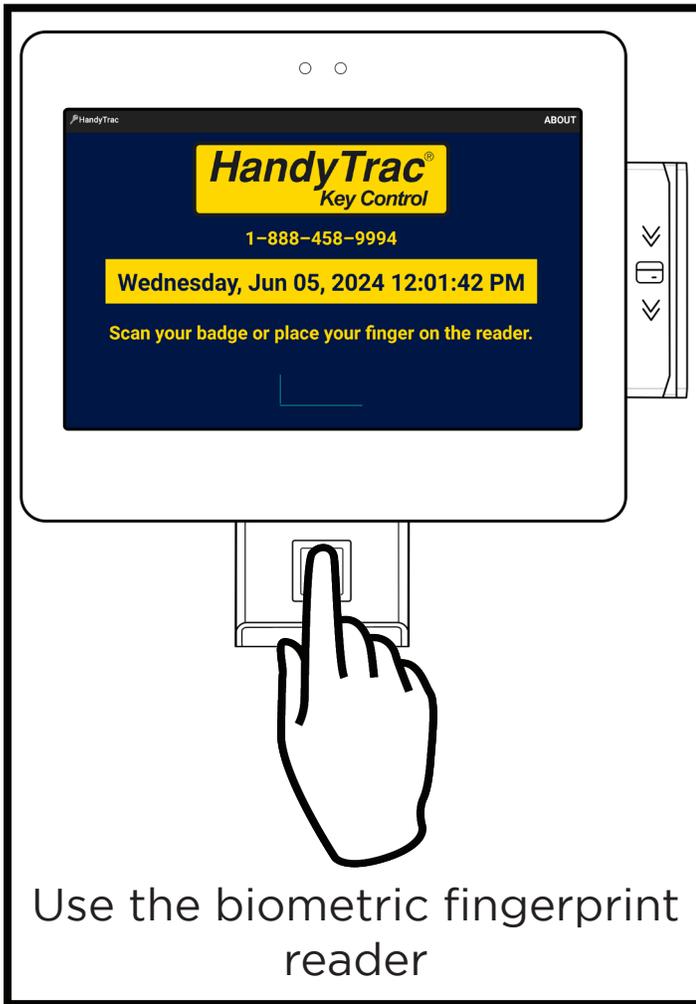


12. The system will chime and notify you of a successful read. **Repeat** until the system indicates the print is successfully registered. Place your finger on the reader the same way each time.

**Notes:**

- It is recommend you test your fingerprint access by logging out of the HandyTrac system and signing back in by placing your finger on the reader.
- Badges and PINs can still be used in the event a finger is cut or no longer reads properly.
- The fingerprint preview should display a well defined and even print.
- If you have shallow fingerprints, use a larger finger on a non-dominant hand.
- Fingerprints are deleted when an employee badge is deactivated.

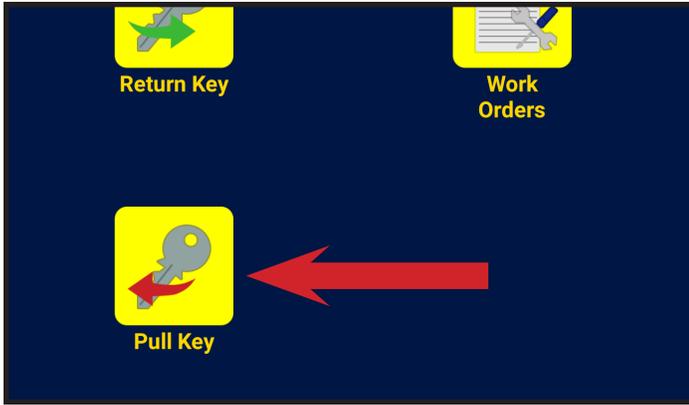
## Accessing the Platinum Touch System



The HandyTrac Platinum Touch system must be at the default **Time and Date** screen for an employee to gain access.

Any actions taken on the system, such as pulling or retuning a key, require an employee to be signed in to the system.

## Pulling a Key



1. Tap the “Pull Key” icon



2. Tap an Activity Code. Choosing an appropriate Activity makes your audit trail more accurate.



3. **Tap the unit** from the list. You can use the Search box to find units or, if you have buildings programmed, you can filter with the “All buildings” drop-down.



4. The system will electronically pop open the door and tell you where to find the unit key you requested. **Scan the key out** to verify it is the correct tag.



5. If you need multiple keys, continue to select units from the list.



6. Once you are finished pulling keys, **close** the cabinet door and tap **Log Out**.

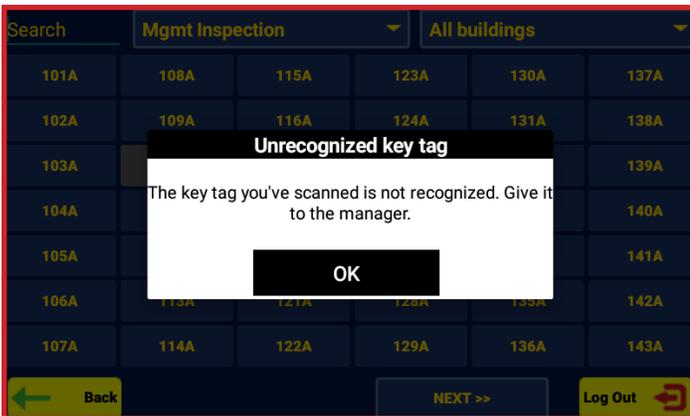
## Pulling a Key: Notes



If the Apartment/Unit# you are looking for is “grayed-out”, it has already been requested out or it is restricted. Tapping the unit will provide additional information.

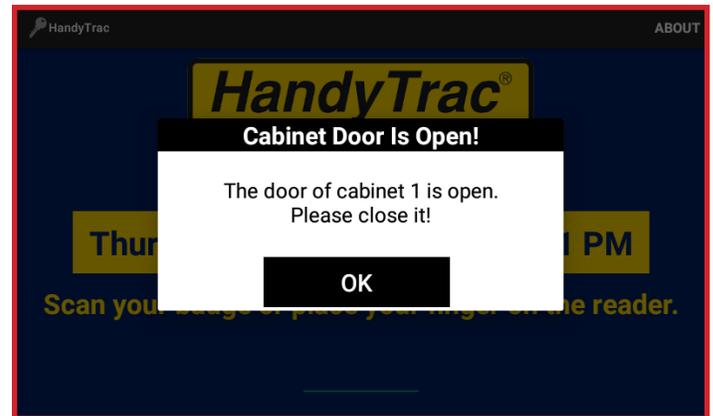


If you are requesting multiple keys for different purposes, you can change the activity code by tapping the current activity code at the top.



If you scan a keytag that is not assigned to a unit, it will be rejected. **Do not** place the keytag back in the cabinet as it does not belong in the system.

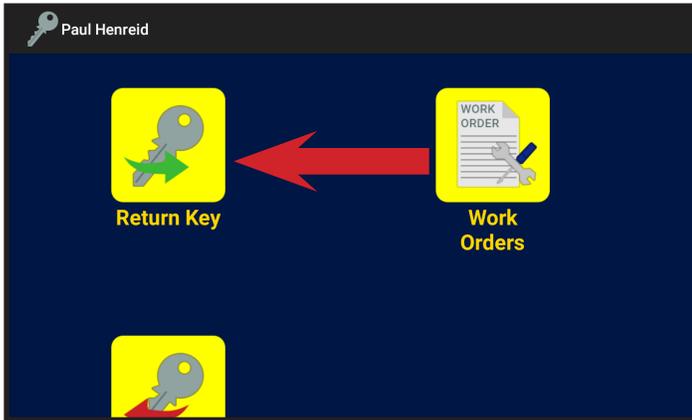
The “Search Key Tag Report” on the website can help with unknown key tag identification.



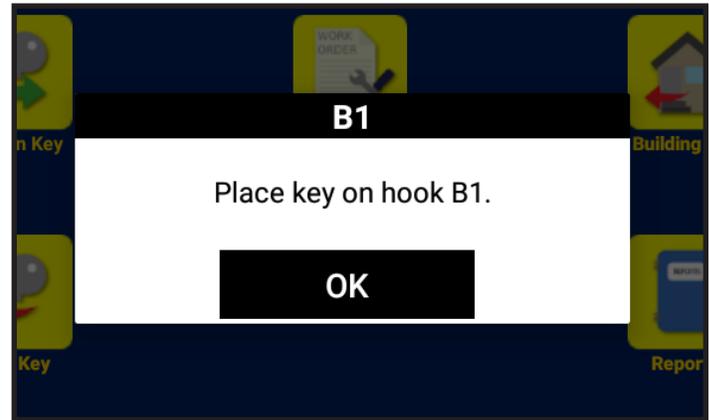
**Close** the door before logging out of the system. The cabinet door will only open **one** time per session. You will be automatically timed out after 60 seconds with no action.

These security measures help prevent employees from taking action under the login of a different employee.

## Returning a Key



1. Log in to the HandyTrac system.
2. Tap on Return Key.
3. **Scan** the keytag.



4. Place the keytag on the hook the system assigns. Scan all keys one after the other.
5. **Close** the cabinet door(s).
6. **Log Out** of the system.

---

## Key Rotation

When a key is returned to the system, it will be assigned to a **random** empty hook. Because of key rotation, printed key maps become inaccurate and should not be referenced once the system is used. This is a security measure to prevent memorization of key locations. The key map on the website is always updated with the new key locations and it is available at any time to authorized users once signed in. There is no “correct hook” location, only the location the system assigns to a tag when it is scanned.

## Occupied Hooks

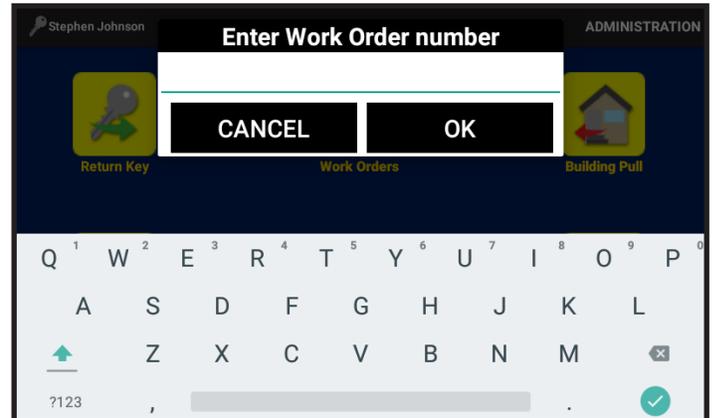
When a key is scanned in to the system it will be assigned to a random empty hook. If there is already a key on the hook, then that key **is on the wrong hook**.

Do the following to correct this error:

1. Remove the key that is on the hook.
2. Place the originally scanned key on the hook.
3. Scan in the incorrectly placed key as if it were a normal key return.
4. Place on assigned hook.
5. Repeat until all keys are returned to empty hooks if necessary.

## Work Order Key Pull

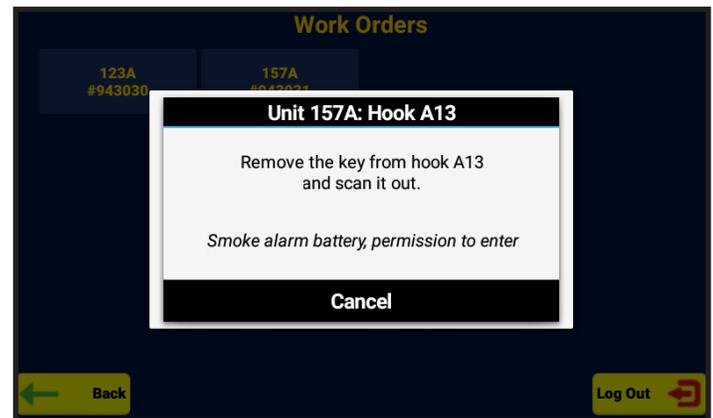
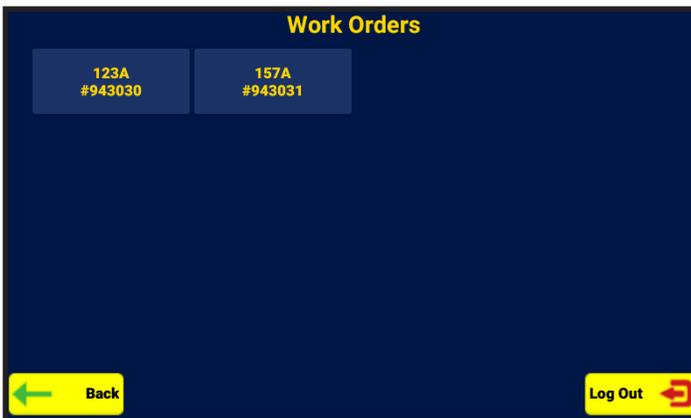
Work order numbers can be entered directly instead of selecting an Activity.



1. Log in to the HandyTrac system.
2. Tap the “Work Order” icon.

3. Type the work order number and tap OK.
4. Continue the key pull process as detailed previously. (page 18)

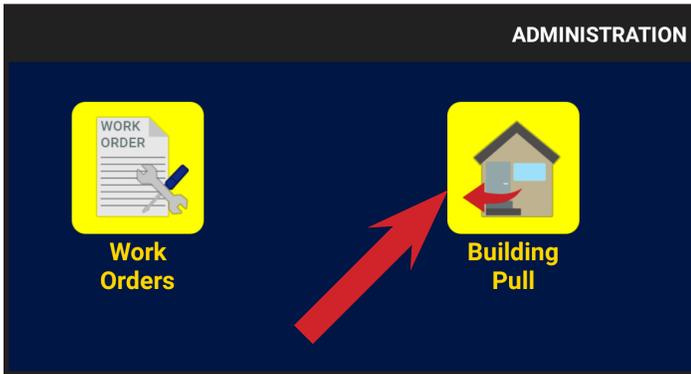
Work orders can be entered via 3rd party software integration. Contact HandyTrac Service to see if the Platinum Touch system is compatible with your 3rd party work order software.



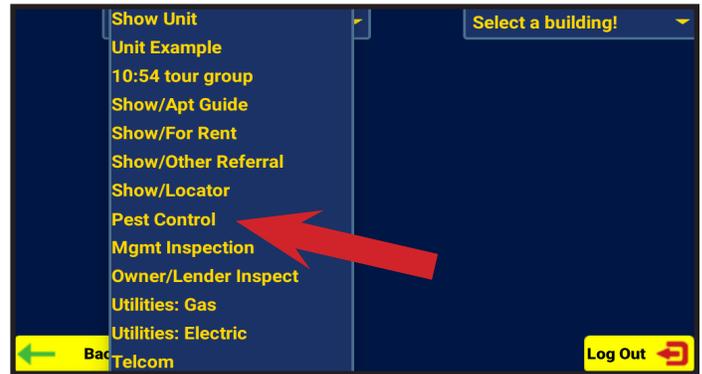
1. If a work order number has been assigned to an employee, the work orders will be listed when an employee selects the Work Order icon.

2. Selecting the work order will provide details of the work order and automatically request the unit key.
3. Complete the key pull process as detailed previously.

## Using Building Pull



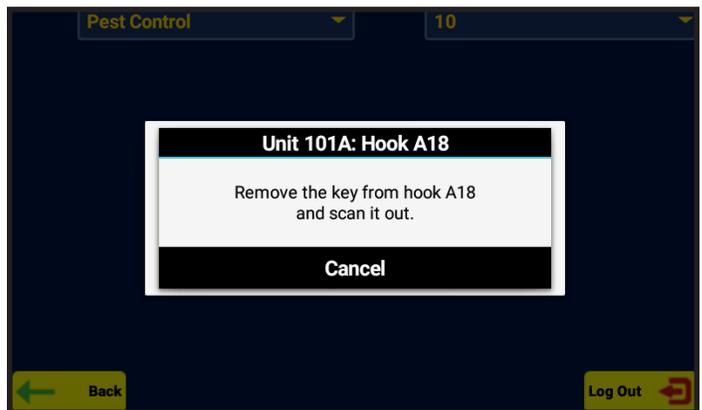
1. Log in to the Handytrac system and select the Building Pull icon.



2. Select the Activity that will be performed for the Building Pull.



3. Select a building from the list. The cabinet door will open and direct you to the first available key in the building.



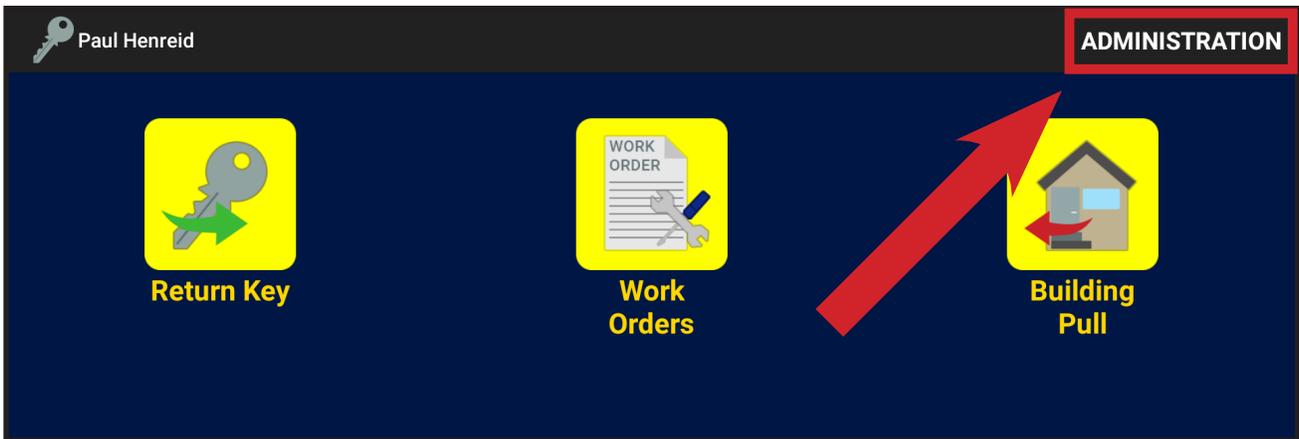
4. Remove the key for the unit and **scan the key out**. Once a key is scanned, the system will automatically provide the next key in the building. Continue pulling and scanning each unit until the building pull is complete.

### Notes:

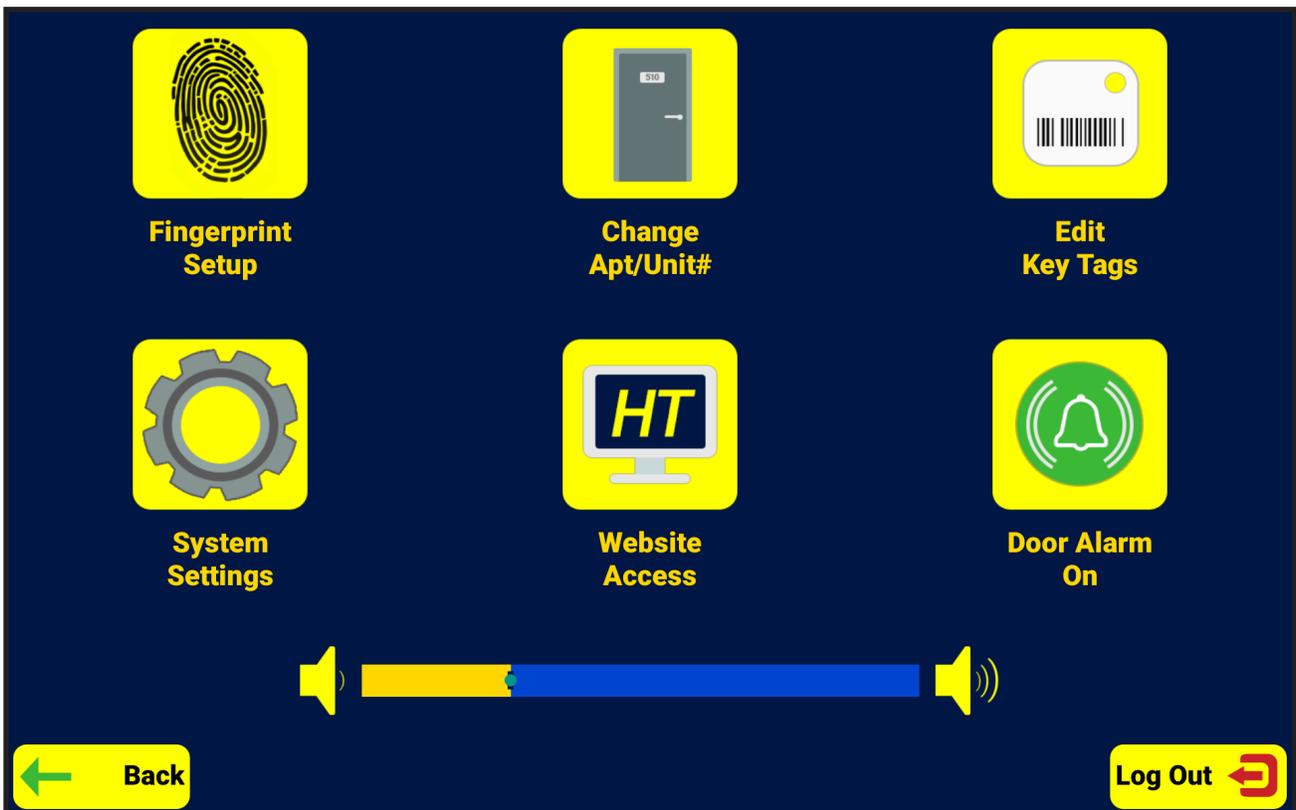
- If a key is not in the cabinet, tap "Cancel" to skip the unit and continue the Building Pull.
- If a key is already out or if it is restricted, the unit will be skipped.
- Buildings must be programmed in the system to use Building Pull.

## Administration Menu

*(Master Access is required)*



Sign in to the system using a Master Access, then tap “Administration” in the top right.



The Administration Menu includes a number of system functions and advanced settings. Specific administrative processes are detailed on the following pages.

## Changing Apt/Unit#

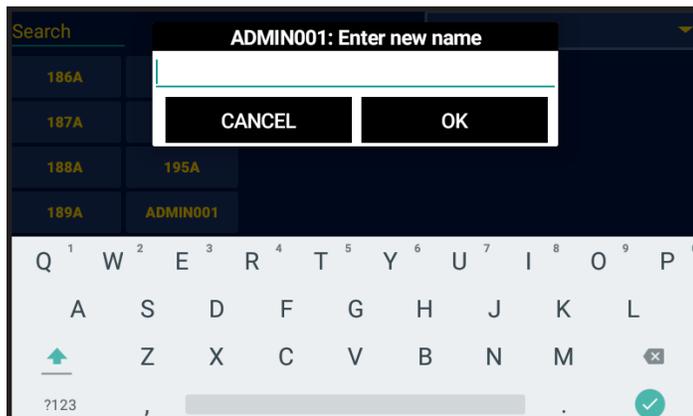
(Master access is required)



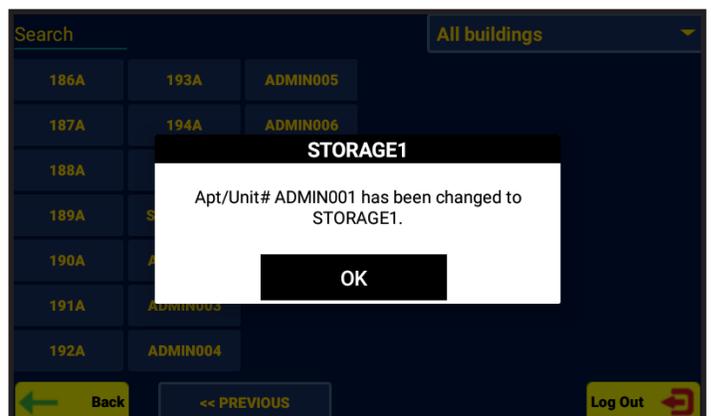
1. Under the Administration Menu, tap on Change Apt/Unit#.



2. You will see the full list of units and any extra locations, if available.



3. Tap on the unit and type in a new name using the on-screen keyboard.



4. The system will confirm the new name has been entered.

## Adding A New Unit

New units are added by replacing extra locations in the system. In general, extra locations are named ADMIN or XTRA. To add a new unit, you must do the following in this order:

1. Rename an extra location.
2. Replace the keytag as detailed on the following page, if required.

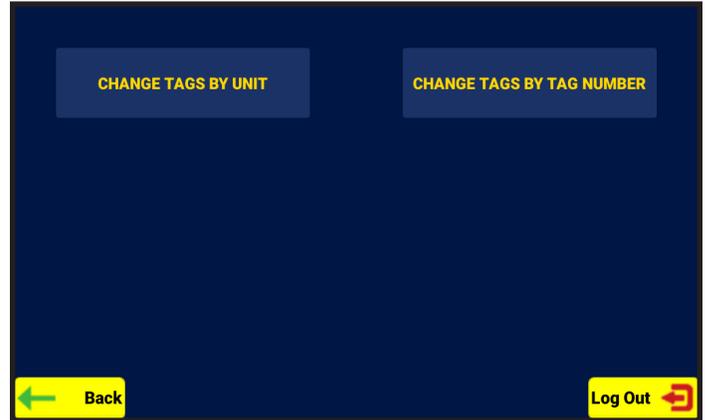
*If you need to add keys beyond what is currently in your system, it is possible to add additional hooks to the system by purchasing a System Expansion. Contact HandyTrac Service if you require a System Expansion.*

## Editing Key Tags

(Master access is required)

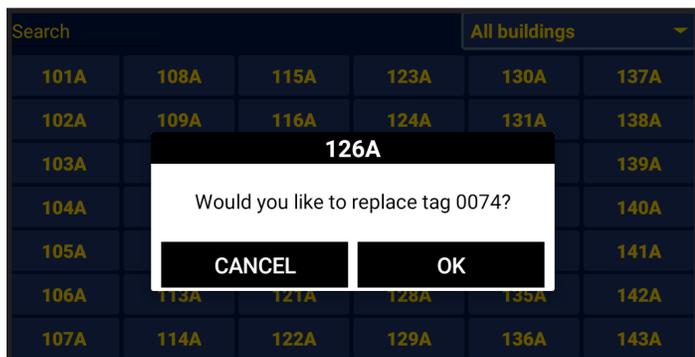


1. Under the Administration Menu, tap on “Edit Key Tags.”

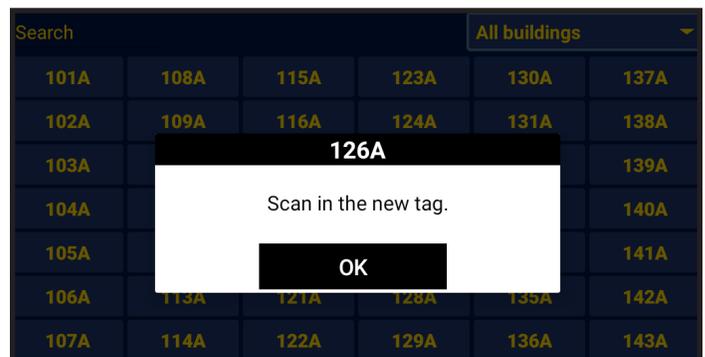


2. You have the option to change a tag based on the Unit **OR** Tag Number.

### Change Tags By Unit

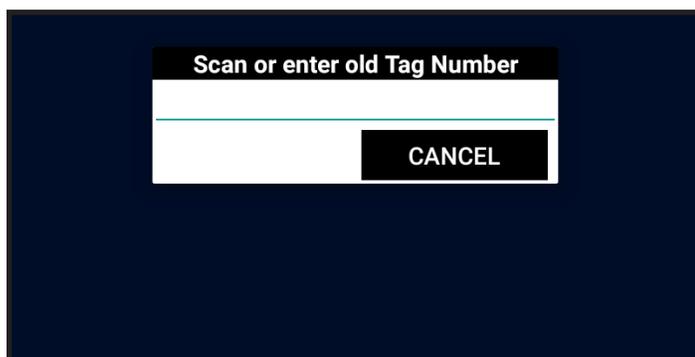


3. To edit based on **UNIT**, select the unit from your list and confirm you wish to replace the existing key tag.

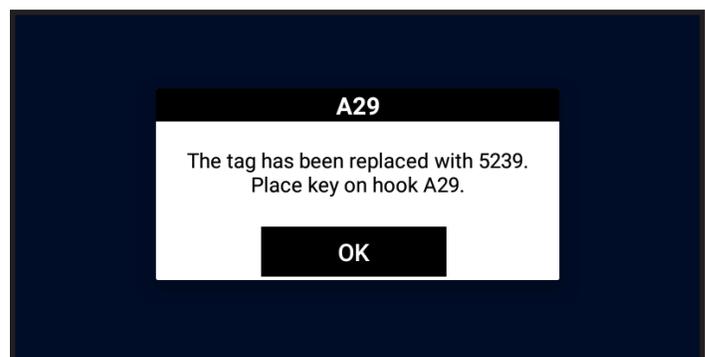


4. Scan your new tag. The system will open the door and assign the tag to a hook.

### Change Tags By Tag Number



3. To edit based on **TAG NUMBER**, scan or type the old tag number.



4. Scan your new tag. The system will open the door and assign the tag to a hook.

## On System Reports

### Keys out report 06/09/22 04:27 PM

**THESE KEYS ARE OUT:**

Employee	Building	Unit	Activity	Date	Time
Stephen Johnson		AAR11	Show/Other Referral	06/09/22	04:16 PM
Sub Total: 1					

**THESE KEYS HAVE BEEN REQUESTED, BUT NOT SCANNED:**

Employee	Building	Unit	Activity	Date	Time
Stephen Johnson	1	26	Show/Other Referral	06/09/22	04:16 PM
Sub Total: 1					

END OF REPORT

**Back**
**Log Out**

The **Keys Out Report** is available to all employees when they log in to the HandyTrac Platinum Touch system. Master Access or website access are not required to view this on-system report.

### Transactions 06/28/22 03:54 PM

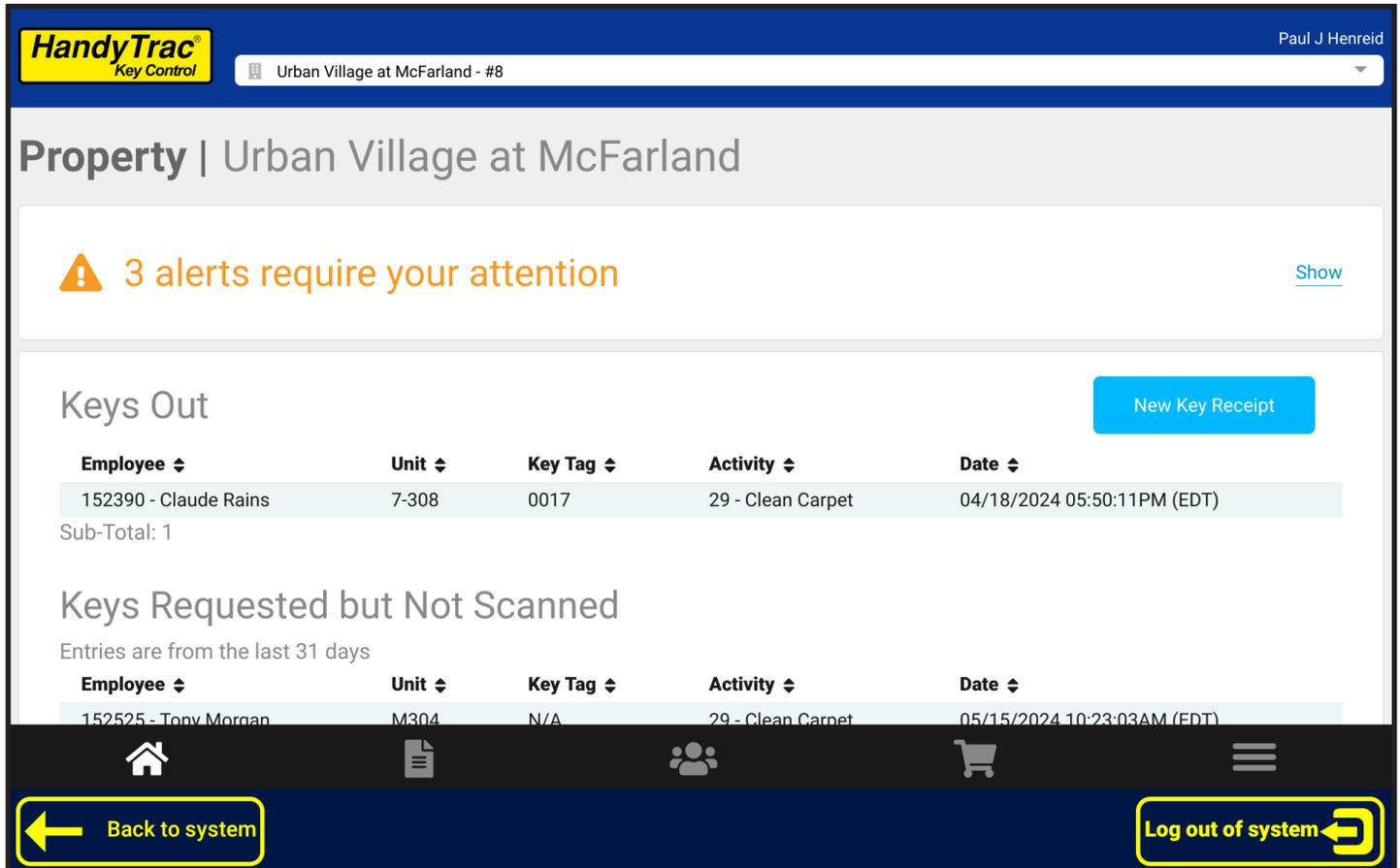
**DATE RANGE:** 06/28/22 - 06/28/22

Employee	Unit	Key Hook	Key Tag	Activity	Exception	Date	Time
Stephen Johnson				EXCEPTION	Timed Out	06/28/22	10:55 AM
Stephen Johnson	AAR11	A40	9413	Return Key		06/28/22	11:45 AM
Stephen Johnson	AAR11	A40	9413	Return Key		06/28/22	11:46 AM
Stephen Johnson				EXCEPTION	Timed Out	06/28/22	11:47 AM
Stephen Johnson				Building Pull		06/28/22	01:37 PM
Stephen Johnson				EXCEPTION	Timed Out	06/28/22	01:38 PM
Stephen Johnson				Building Pull		06/28/22	01:39 PM
Stephen Johnson	1 (2)	A37		Show/For Rent	No Scan	06/28/22	01:39 PM
Stephen Johnson				EXCEPTION	Timed Out	06/28/22	03:50 PM
Stephen Johnson	AAR11	A40	6676	Return Key		06/28/22	03:52 PM
Stephen Johnson			0858	Return Key	Tag Not In System	06/28/22	03:52 PM

**Back** **From:** 06/12/24 **To:** 06/12/24 **Search report**
**Log Out**

The **Transactions Report** is available to those with Master Access. Website access is not required to view this on-system report.

## Website Features and System Management



The screenshot displays the HandyTrac Platinum Touch website interface. At the top, the user is logged in as Paul J Henreid. The current property is 'Urban Village at McFarland - #8'. A notification banner indicates '3 alerts require your attention'. Below this, the 'Keys Out' section shows a table with one entry: Employee 152390 - Claude Rains, Unit 7-308, Key Tag 0017, Activity 29 - Clean Carpet, and Date 04/18/2024 05:50:11PM (EDT). A 'New Key Receipt' button is visible. The 'Keys Requested but Not Scanned' section shows one entry: Employee 152525 - Tony Morgan, Unit M304, Key Tag N/A, Activity 29 - Clean Carpet, and Date 05/15/2024 10:23:03AM (EDT). The bottom navigation bar includes icons for Home, Reports, Users, Shopping Cart, and Menu. Two buttons are highlighted with yellow boxes: 'Back to system' and 'Log out of system'.

In addition to being accessible from any computer or smart device, the HandyTrac Platinum Touch allows easy access to [www.handytrac.com](http://www.handytrac.com) **directly from the touch interface**. After signing in to the HandyTrac website with your credentials, you can manage all the major aspects of your system including reports, alerts, email notifications, and employee access.

1. The Dashboard provides the most important information at a glance, including any configured alerts and your Keys Out report.
2. The bottom navigation bar gives quick access to the following major website features: All reports, employee badge management, supply orders, and system administration.
3. To access the HandyTrac website from the Platinum Touch interface, a Master Badge is required in addition to a website login.

*The website features detailed in this guide are for users with **full** website permissions.*

## Reports

The HandyTrac system includes many reports to help you manage your system.



← Back To Urban Villas (Property)

### Reports | Keys Out Report

Select Report

- Keys Out Report
- Report by Unit
- Report by Activity
- Report by Employee
- Custom Report
- Search Key Tag
- Exception Report
- Transactions
- Empty Hook Report

#### Keys Out 🖨️

Employee ↕	Unit ↕	Key Tag ↕	Activity ↕	Date ↕
150987 - Larry Kratz	107	1050	13 - Mgmt Inspection	06/23/2022 02:33:31PM (EDT)
150987 - Larry Kratz	15	0133	13 - Mgmt Inspection	06/23/2022 02:32:20PM (EDT)
Sub-Total: 2 Record Count: 2				

Cancel

1. **Keys Out Report** - Displays the list of keys that are currently out of the system. The Keys Out report is a real-time report only. There is no date range search option.
2. **Report by Unit** - Display all the transactions for a specific unit or units for a selected date range.
3. **Report by Activity** - Display all the transactions for a specific activity for a selected date range.
4. **Report by Employee** - Display all the transactions for a specific employee for a selected date range.
5. **Custom Report** - Combine Activity, Unit, and Employee criteria to create a custom report for a selected date range.
6. **Search Key Tag** - Find all transactions for a keytag, even if it is no longer active in the system. This report is useful if a key tag is not recognized when scanned.
7. **Exception Report** - Display transactions that have exceptions. Exceptions include No Badge, No Scan, Time Out, Incorrect PIN, Invalid Employee, and Keyset to Manager.
8. **Transactions** - View all transactions for a selected date range.
9. **Empty Hook Report** - Display a current list of hooks that are supposed to be empty. If a key was returned to an incorrect location, it is often located on a hook that should not have a key.

## Alerts

**(1) Alert Description** ⌵

Alert Description	Employee	Unit	Key Tag
Key Out - 6 Days 20 Hours	150987 - Larry Kratz	15	0133
Key Out - 6 Days 20 Hours	150987 - Larry Kratz	107	1050
Inactive Employee - 303 Days 18 Hours	157890 - Steve Alvarez		

**Property Notification Emails (2)**

**First Keys Out Email Recipients**

phenreid@urbanvillagemcf.com ✕

sgreenstreet@urbanvillagemcf.com ✕

Type an email address

**Send Time**

 ⌵

**Time Zone**

 ⌵

---

**Second Keys Out Email Recipients**

plorre@urbanvillagemcf.com ✕

Type an email address

**Send Time**

 ⌵

**Time Zone**

 ⌵

---

**Door Alarm Email (3)**

phenreid@urbanvillagemcf.com ✕

Type an email address

Save Email Preferences

*Make sure 'noreply@handytrac.com' is added to your organization as an approved sender.*

**Property Alert Settings (4)**

**Keys Out Alert**

Display an exception on the dashboard when the following number of days have elapsed since a key was checked out

**Last Communication**

Display an exception on the dashboard when a property's HandyTrac datalog unit has not successfully communicated its audit history to HandyTrac's servers after this many days

**Inactive Employee**

Display an exception on the dashboard when any badges go unused this many days

Save Alert Preferences

---

**Key Activity Emails (5)**

Add Alert

Time	Description	Actions
5:30:00 PM	Storage unit access alert	<a href="#">Edit</a>
5:00:00 PM	Key Tag Edit Alert	<a href="#">Edit</a>

1. **Alerts** - Current alerts will always be displayed at the top of the page.
2. **Property Notification Emails** - Allows you to configure recipients and times of emails. Keys Out emails can be sent up to twice per day, each to multiple recipients.
3. **Door Alarm Emails** - Email notifications when a cabinet door is left open or is opened without a valid login to the HandyTrac Touch system.
4. **Property Alert Settings** - Allows configuration of alerts to display on your Home page.
5. **Key Activity Emails** - Custom emails can be created to track specific key activities.

## Service

### Support Guides



Replace Keytags



Add New Unit



Edit Unit Names



Manage Employees



Fingerprint Setup



Building Pull



Setup Wifi



Clearing Reports



Full System Guide (PDF)

Email Technical Support

The Service section includes support materials such as how-to guides and a digital copy of the most up to date HandyTrac Touch User Guide.

## Supplies

Quantity	Description
<input type="text"/>	10 KEYTAGS WITH RINGS / Replace lost or damaged Key Tags in the system
<input type="text"/>	25 KEYTAGS WITH RINGS / Replace lost or damaged Key Tags in the system
<input type="text"/>	50 KEYTAGS WITH RINGS / Replace lost or damaged Key Tags in the system
<input type="text"/>	100 KEYTAGS WITH RINGS / Replace lost or damaged Key Tags in the system
<input type="text"/>	5 EMPLOYEE BADGES
<input type="text"/>	10 EMPLOYEE BADGES
<input type="text"/>	KEY BINDER / Stores 15 Keys
<input type="text"/>	KEY BINDER / Stores 30 Keys

You can place Supplies orders directly on the website if you need additional keytags, badges, binders, and other items. The property will be invoiced for the total.

## Administration

### Administration | Urban Village at McFarland (Property)

#### Property Information (1)

Corporation Name Trend Management	Property Physical Address <b>510 Staghorn Ct.</b> <b>Alpharetta, GA 30004</b> <b>US</b>
Division Name Trend Management South	Property Billing Address <b>510 Staghorn Ct.</b> <b>Alpharetta, GA 30004</b> <b>United States of America</b>
Region Name North GA	Phone <b>678-990-2305</b>
Property Name <b>Urban Village at McFarland</b>	Property Time Zone <b>Eastern</b>
Property Code <b>TMS21</b>	
Property Legal Entity/Ownership Name <b>Trend MGMT, LLC</b>	
Contact <b>Paul Henreid</b> <b>741-258-9630</b>	

#### Actions (2)

- [Key Map 1](#)
- [Key Map 2](#)
- [Add/Edit Employee Badges](#)
- [View Communications Status](#)
- [View Unit List](#)
- [Activity Codes](#)
- [Key Receipt Vendors](#)
- [Restrictions](#)
- [Property Unit Notes](#)
- [Resident Emails](#)
- [Edit Property Contact Information](#)

#### Property Site Logins (3)

[Add Site Login](#)

Name	Email	Access Level	Phone	Last Activity	Login Options
Gladys George	ggeorge@urbanvillagemcf.com	Manager	678-990-2305	03/05/2024 03:49PM	<a href="#">Edit</a>
Paul J Henreid	phenreid@urbanvillagemcf.com	Manager		06/12/2024 01:00PM	<a href="#">Edit</a>

The Administration menu includes many options for managing your system.

1. The property's current information such as management, ownership, billing, etc. is listed here. If this information needs to be updated, please email **service@handytrac.com**.
2. The Actions panel is where you can find many of the editable options and settings to better help you manage your system efficiently. Employee badge management, unit restrictions, key receipt vendor list, and resident email notifications are just some of the available options for your system.
3. Additional website users can be added under this Administration menu at the bottom of the page. The email address must be unique in the system. If access to multiple HandyTrac systems is required for a single user, please email **service@handytrac.com**.

## Actions

In addition to important items such as Key Maps and Employee Badges, the Actions panel includes the following advanced options:

[← Back To Urban Villas \(Property\)](#)

### Administration | Activity Codes

**Property Activities**

Show Unit		
Work Order		
Mgmt Inspection		
Utilities		
Pest Control	Work Order	

Editable Activity Codes so you can easily track key pull reasons that are specific to your property.

### Current Restrictions

[Lift Selected Restrictions](#)

Filter:

Badge Number	Name	Unit	Building
150987	Larry Kratz	40	H
150987	Larry Kratz	21	E
150987	Larry Kratz	11	C
152956	Chad Habegger	39	H
150987	Larry Kratz	44	I
152956	Chad Habegger	44	I
150987	Larry Kratz	ELECTRICAL	
152956	Chad Habegger	ELECTRICAL	
150987	Larry Kratz	CLUBHOUSE	

Employee restrictions prevent certain employees from requesting specific units.

### Property | Unit Notes

Property: Urban Villas

Filter:

Unit	Building	Notes	
13	C	Large Dog	Edit
6	B	Alarm Code "34228"	Edit
15	C		Edit
STORAGE			Edit
20	D		Edit
25	E		Edit
18	D		Edit

Unit Notes are displayed when a key is requested on the system to give important key specific information to an employee.

### Property | Resident Emails

Filter:

Unit	Building	Resident Email	Opt Out	
13	C	jmansfield@gmail.com	✓	Edit
6	B	dstevens54@hotmail.com		Edit
15	C	jennifer_gladstone@gmail.com		Edit
STORAGE				Edit
20	D			Edit
25	E			Edit
18	D			Edit
35	G	UGA_dawg_76@yahoo.com		Edit
40	H			Edit

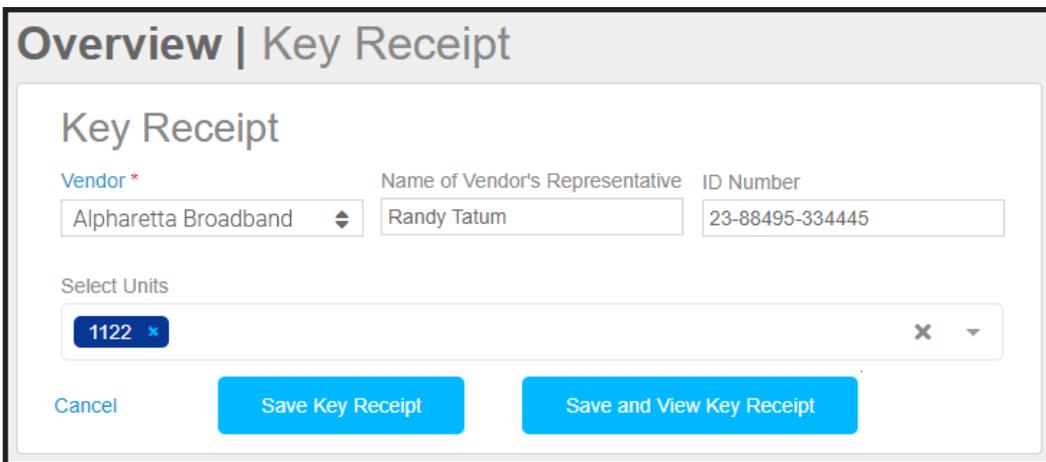
Resident Email notifications allow automatic resident notification when a key is requested out or returned.

## Key Receipts and Vendor Key Requests

Keys Receipts allow additional vendor information to be appended to your standard key transactions. A Key Receipt can be created for any key that is **currently** on your Keys Out Report. This information will be added to the existing key transaction.



1. Once signed on to handytrac.com with your login credentials, click the “New Key Receipt” button on the Keys Out report on your dashboard.

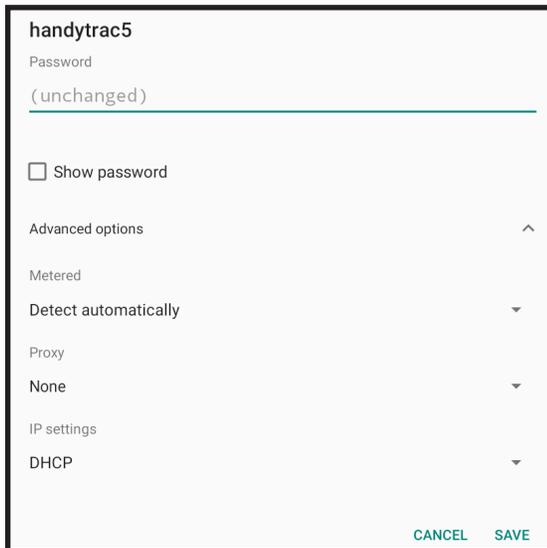


2. Select the vendor and unit. “Vendor’s Representative” and “ID Number” are optional but recommended fields. New vendors can be added by clicking the word “Vendor” and entering vendor names in the fields on the next page. Multiple units can be selected for each Key Receipt.

Employee	Unit	Key Hook	Key Tag	Key Pad	Activity	Key Receipt	Date
154287 - Jason Smith	1218	E28	0858	1	Telcom		04/03/2023 03:50:19PM (EDT)
154287 - Jason Smith	1011	E4	5239	1	Telcom		04/03/2023 03:50:32PM (EDT)
154287 - Jason Smith	1122	A41	5460	1	Telcom	<a href="#">View</a>	04/03/2023 03:51:21PM (EDT)

3. Key Receipts can either be saved or saved and viewed for printing and vendor signature. Saved receipts are always available in the transaction history on the website.

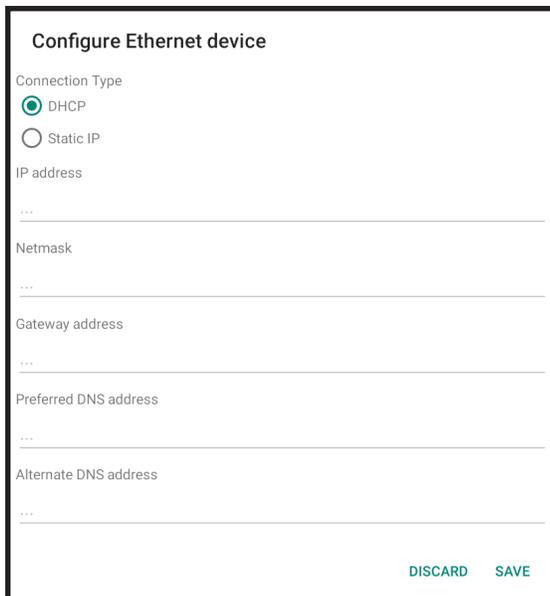
## Wireless Network: Advanced Options



- Tap the network name, then select the “pencil” icon at the top right to access Advanced Options. You can configure advanced network options such as Proxy and Static IP settings.
- HandyTrac recommends DHCP IP address reservation on the network rather than manually setting static IP information.
- Do not modify advanced options unless directed to by your helpdesk or internal IT.
- Some secure networks require specific device approval. Contact your internal IT or Network Administrator if required.

**NOTE: The HandyTrac system does not support on-system VPN login or additional guest network terms and conditions acceptance.**

## Wired Ethernet Network: Advanced Options



1. Select “Ethernet” from the settings list. *(page 11, step 6)*
  2. Select “Ethernet Configuration” for advanced ethernet networking options.
  3. Static IP information can be entered if required.
- HandyTrac recommends DHCP IP address reservation on the network rather than manually entering static IP information.
  - Do not modify advanced ethernet options unless directed by your helpdesk or internal IT team.

## Basic Maintenance and Upkeep Checks

- The HandyTrac system must be operated in an indoor environment and utilize a functioning Uninterruptible Power Supply (UPS). The HandyTrac system must be connected to the “Surge+Battery” power plug.
- A 600 VA UPS will provide ~2.5 hours of backup power. HandyTrac recommends powering off the system if you will be without power for an extended period of time and only use the system when absolutely necessary.
- The system must be installed and operated in a room reasonably free of dust and air particles; e.g. separate from a key cutting machine, woodwork, and other adverse activities.
- Temperature should not exceed 120° F or drop below 32° F.

### Daily:

- During standard operation, observe for any components or functionality concerns and contact HandyTrac Technical Services for assistance at 888-458-9994 if needed.
- Date and Time should be ticking and correct on Touchpad display.
- Ethernet cable should be connected at all times to the Touchpad. (if applicable)
- Barcode scanner should recognize badges and keytags.
- Touchscreen selections should be responsive and accurate.
- Fingerprint reader should illuminate and reliably recognize fingerprints.
- Electronic lock should automatically open the door when requesting and returning keys and securely lock back in place when the door is closed.

### As needed:

- Check cabinet square and door gap for proper door clearances.
- Check cabinet level and plumb for proper function and clearances.
- Inspect system for worn, damaged, or unserviceable key tags and replace as needed.
- Use a microfiber cloth to remove dust particles and oils from fingerprint reader.
- Review “Active Employee” list to ensure only authorized users are active and that badges are correctly assigned. Deactivate any staff that are no longer at the property.
- Update email report notifications and alerts to make sure necessary staff are notified of important key control information.
- Door alarm should trigger if a door is open when not signed in to the system.

### Semi-annually:

- Inspect connections to ethernet and power for disconnection, fraying, or other conditions that may cause connection failure or risk.
- Use a microfiber cloth to remove dust particles from scanner.
- Audit the system for irregularities with any keytags (marked, damaged, missing) and replace as needed.
- Ensure cabinet backup keys are accessible to management staff in case of power outage. Along with a copy of the Key Map to find locations, these backup keys are the only way to access your unit keys in the event of a power outage.

## Need Some Help?

HandyTrac technicians are available to answer your questions and guide you through anything you may need.

Email **service@handytrac.com** or Call 888-458-9994 and choose option #3 for Technical Support.



The HandyTrac app is available for both iOS and Android!

Search for “HandyTrac” in the App Store.



## HandyTrac Systems

510 Staghorn Ct.  
Alpharetta, GA 30004  
Phone: 678-990-2305

## Hours of Operation:

Monday - Friday  
8:30AM - 6:30PM Eastern  
24/7 Emergency Callbacks



The HandyTrac website and system are routinely updated with new features and improvements.

To find the most up to date version of this manual, scan the QR code with your smartphone, or visit:

[www.handytrac.com/guides/HT-Platinum-Touch-Guide.pdf](http://www.handytrac.com/guides/HT-Platinum-Touch-Guide.pdf)