

Direct Access FAQs

1. Why can't I log in to my Direct Access Account?

- Please try accessing your account directly from www.datawatchsystems.com.
- Click on Client Tools.
- Click on the Direct Access icon. Save this point as your bookmark/favorite. (<https://d3000express.azurewebsites.net/>).
- If this does not solve your issue, please call 301-280-4310 or email the Card Key department at cardkey@datawatchsystems.com, and a representative can verify your account and ensure your password has not expired.

2. Is there a user guide for Direct Access?

Yes. Click on the **User Guides** button on the bottom left hand side of your welcome page. You can then download and save these documents to your hard drive for future reference. Alternatively, we can email you a copy in a Word document if you send an email request to cardkey@datawatchsystems.com.

3. Is there a video tutorial?

Yes. Please click on this link: <http://www.datawatchsystems.com/products/directaccess/tutorial/>

4. How do I create a new card?

- Click **Create New** in the Card Holder Search panel. In the Basic Card Info tab, fill in the required fields.
- Select **Address** if different from the one displayed, select the **Tenant**, and enter the card number.
- Enter the card holder name.
- Select **Valid From** and **Valid Thru** dates. Enter the **PIN** if applicable. (This will only be applicable if the card holder is required to use a keypad code to enter a certain area.)
- In the Access Level box use the drop down if applicable, or click on **Add Building**.
- Select the address and then click **AL1st** or **AL2nd** as required. (Not all accounts are set up with secondary access level capability. Please contact customerservice@datawatchsystems.com to get more information.)
- Select the access level needed and click **OK**. Repeat for any additional buildings.
- Enter any needed information under the Extra Card Info tab.
- Click the **Save New Card** button when you are finished.

5. How do I assign a secondary access level to a card?

- Locate the card you wish to modify using the Card Holder Search panel.
- Click **Edit**.
- Click on the box under **AL2nd**.
- Select the level you need and click **OK**. This can be done with one or several addresses.
- Choose the address you need (if that address is already providing an access level), or click **Add Building**.
- Then select the building you need, and then choose the access you need.
- Click **OK**.
- When you have added everything you need, click **Update Card** on the bottom left hand side.
- (Not all accounts are set up with secondary access level capability. Please contact customerservice@datawatchsystems.com to get more information.)

6. How do I delete a card?

- Locate the card you wish to delete using the Card Holder Search panel.
- Click on the box to the left of the tenant name.
- Click the **Delete** button.
- Select **OK** on the “Are you sure you want to delete the selected record(s)? pop up box.

7. Why is my card not working that I just activated? Possibilities include -

- Depending on the type of connection you have and the number of panels in question, Datawatch devices can take up to an hour to fully download. Accesses involving multiple buildings may take slightly longer.
- Please check that the activation includes an access level; if there is no access level, there will be no access.
- Please check the **Valid From** and **Valid Thru** dates.
- If the above are all correct, please call 301-280-4310 or email cardkey@datawatchsystems.com for any Card Key representative to troubleshoot.

8. How do I get a history report?

- Click on the **History** option from the **Navigation panel**.
- Choose **Location**, **Begin** and **End** time, **Sort By**, and then choose if you would like the report information **Ascending (ASC)** or **Descending (DESC)**.
- Select to run the history by tenant, by card, by name, by message, by panel or by door.
- The results can be exported to PDF, Word or Excel. Manipulate as needed in Word or Excel.
- Please bear in mind that the information provided may be restricted if the panels in your building have not yet “unbuffered” (provided the database with the information they are holding.) Most panels retain up to 800 transactions before they release history to the database.
- If you have missing information, please call 301-280-4310 or email cardkey@datawatchsystems.com.
- Alternatively, we can automate reports for you on a daily, weekly or monthly basis. For more information contact Card Key at 301-280-4310 or email cardkey@datawatchsystems.com.

9. How do I get a Card Holder Report?

- In the **Navigation panel**, click **Card Holder**.
- Fill out the card holder information as needed and click **OK** to spool the report.
- This can then be exported as necessary using the appropriate export button at the bottom of the screen.

10. Why don't access levels have links anymore?

- Access levels are no longer linked. Access levels that were previously linked to other addresses can still be added to any card. Those access levels need to be added using the **Access Level** drop down box on the card, not via the **Add Additional Buildings** button. When added in this fashion, all access levels at each included building will appear on the card. (Note: If you would like to add these access levels individually, use the **Add Additional Buildings** button.)
- New access level groups can still be created by our Card Key Department in order to add common combinations of building access levels to cards in one click rather than adding each individual building, and these will be numbered 10001 and higher. This allows every card to have the ability

to be unique, rather than having multiple cards bound by one access level group. Please email Card Key at cardkey@datawatchsystems.com with any access level requests.

11. What is the difference between **Deactivate** and **Delete**?

- If you **Delete** a card, the card is totally removed from the database.
- If you **Deactivate** a card, the access level is removed, the **Valid Thru** date changes to today's date, but the card number remains in the database. The card will not work, but an access level can be added as and when necessary to reactivate the card.
- When the card is reactivated, please ensure an access level is assigned and the **Valid Thru** date is in the future. This option allows you to keep inventory of all the cards you have, whether active or not.

12. What does **Replace** mean?

- Replace is a new feature. If a card is lost or no longer functions, and you wish to provide the card holder with a replacement card, click **Replace**.
- You will then need to fill in the new card number and click **OK**.
- This feature transfers all the details from the old card, **and** deletes the old card from the database.

13. What is D3000.Express?

D3000.Express is a downloadable database version of Direct Access. This replaces D3000.Lite, which is no longer compatible. This software has more capabilities than available on the web-based version. Your account user name and password are the same for Direct Access and Express. If you would like to try Express, it can be downloaded from this link:

D3000.Express:

<https://rciupdate.azurewebsites.net/download/D3000.Express.Setup.msi> for windows 64bit

https://rciupdate.azurewebsites.net/download/D3000.Express.Setup_x86.msi for windows 32bit

Please note: you will need to select **Yes** to uninstall Lite if installed on your computer. If you would like more information and a user guide for Express, please contact Card Key at 301-280-4310 or email cardkey@datawatchsystems.com.

14. Why can I only see some access levels when I go to activate a card for a particular tenant, when I used to see every access level in the building?

Access levels are now "owned" by one or more tenants. When activating or modifying cards belonging to a certain tenant, only the access levels pertaining to that tenant will be displayed. If you are unable to see all the access levels pertaining to the tenant in question, please contact us at 301-280-4310 or at cardkey@datawatchsystems.com to verify your account settings.