

# SWITCH™ TECH

USER GUIDE



dormakaba Group



TURNING STANDARD KEYED LOCKS  
INTO SMART DIGITAL LOCKSETS

MECHANICAL MADE DIGITAL

A SIMPLE SWITCH  
A SMARTER LOCK

---

## SWITCH TECH SUPPORT

### Address

dormakaba Americas Headquarters  
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Indianapolis, IN 46250

### Web Page

<https://dhwsupport.dormakaba.com/hc/en-us>

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1-800-392-5209

For questions regarding the functionality of this integration, please contact [dhw.support.us@dormakaba.com](mailto:dhw.support.us@dormakaba.com) with the subject line: **Switch Tech - (question or issue encountered)**.



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The BEST logo is a trademark of dormakaba USA Inc.

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**T92180\_A May 2021**

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# SOFTWARE LICENSE AGREEMENT

## **Software License Agreement**

Refer to the End User License Agreement (EULA) when you first log in to the Switch™ Deck portal or the Switch™ App. If required, we can provide a copy of the EULAs upon request.

### **Contact:**

**dormakaba USA Inc. at (855) 365-2407**

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# WARRANTY

## **Warranty**

Refer to the BEST price list for warranty details when you install the Switch Tech software.

## **Contact:**

**dormakaba USA Inc. at (855) 365-2407**

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## FCC | IC CERTIFICATION

### FCC | IC Certification

#### **THIS DEVICE COMPLIES WITH PART 15 OF THE FCC RULES.**

##### **Operation is subject to the following two conditions:**

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for Class B Digital Device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined

by turning the equipment off and on, you can try to correct the interference by taking one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician or help.

#### **THIS DEVICE COMPLIES WITH INDUSTRY CANADA LICENSE-EXEMPT RSS STANDARD(S).**

##### **Operation is subject to the following two conditions:**

1. This device may not cause interference.
2. This device must accept any interference, including any interference that may cause undesired operation of the device.

---

## FCC | IC CERTIFICATION

This Class [B] digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

**CET APPAREIL EST CONFORME À LA NORME RSS  
INDUSTRIE CANADA EXEMPT DE LICENSE.**

**Son fonctionnement est soumis aux deux conditions suivantes:**

1. Cet appareil ne doit pas provoquer d'interférences.
2. Cet appareil doit accepter toute interférence, y compris les interférences pouvant causer un mauvais fonctionnement du dispositif.

Cet appareil numérique de la classe [B] respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.



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# SECTION 5

# Switch Tech Account Owner

## 5 SWITCH TECH ACCOUNT OWNER

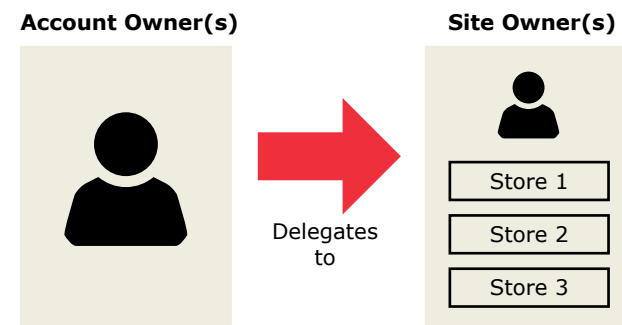
The most important Role needed to manage your Switch Tech system is an Account Owner. The Account Owner is typically the main Security resource for the Account and has access to all functionalities of the system. The Account Owner Role will be set up by your Switch Tech Service Provider as part of the initial set up of the system.

### 5.1 Overview of Switch Deck Portal

#### Account Owner

An Account Owner will have access to all the functionalities offered in the Switch Deck portal, including the creation of Sites and Site Owners as needed. The hierarchy of the Account Owner and Site Owner Roles are illustrated in the graphic below.

Figure 1 Hierarchy of Roles



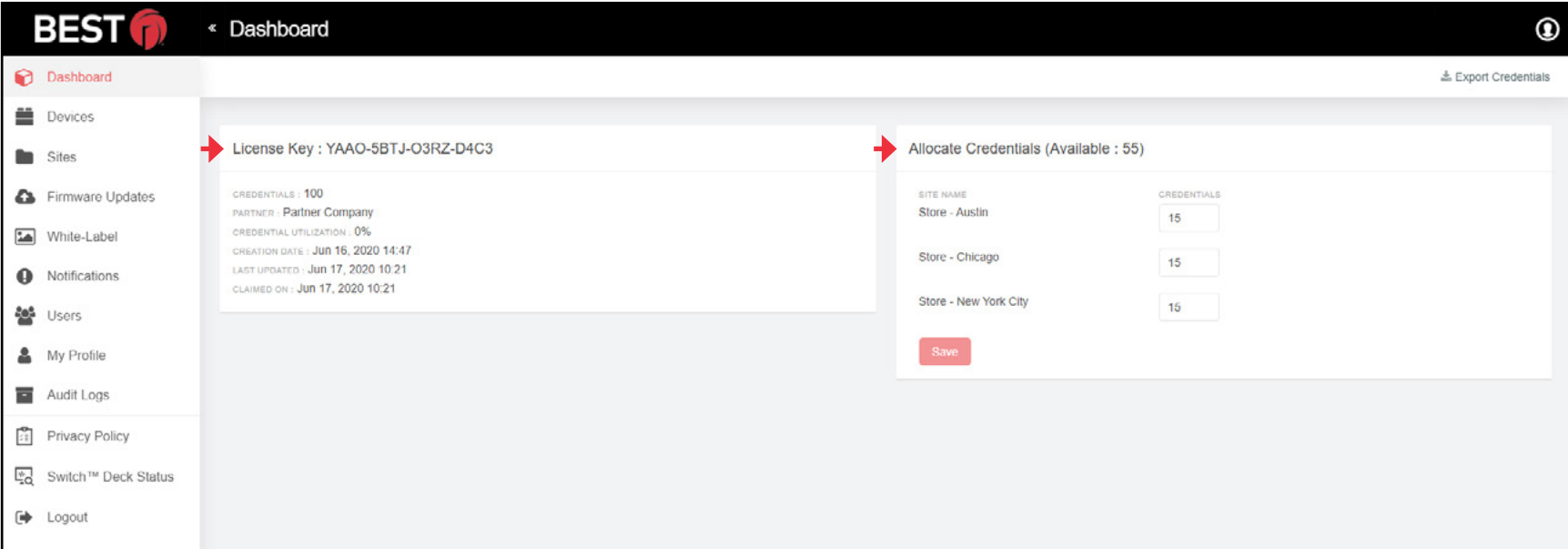
## 5 SWITCH TECH ACCOUNT OWNER

Switch Deck is the configuration portal for items that are not available for the Switch Tech solution in the ACS. Typically these configurations will be set and then the management of the system will be from the ACS. The primary exception to this is the Credentials and getting the Registration Tokens to distribute to Users.

### 5.2 Dashboard

The **Dashboard** status page includes two sections. Section one provides an overview of your System's License information, including the License Key, Credentials, Partner, Credential Utilization, Creation Date, Last Updated and Claimed On information. Section two allows you to manage and allocate your organization's Credentials.

Figure 2 Account Owner Dashboard



The screenshot displays the BEST Account Owner Dashboard. The interface includes a sidebar with navigation options: Dashboard, Devices, Sites, Firmware Updates, White-Label, Notifications, Users, My Profile, Audit Logs, Privacy Policy, Switch™ Deck Status, and Logout. The main content area is divided into two sections. The left section, titled 'License Key : YAAO-5BTJ-O3RZ-D4C3', provides details: CREDENTIALS : 100, PARTNER : Partner Company, CREDENTIAL UTILIZATION : 0%, CREATION DATE : Jun 16, 2020 14:47, LAST UPDATED : Jun 17, 2020 10:21, and CLAIMED ON : Jun 17, 2020 10:21. The right section, titled 'Allocate Credentials (Available : 55)', features a table for site-based allocation:

SITE NAME	CREDENTIALS
Store - Austin	<input type="text" value="15"/>
Store - Chicago	<input type="text" value="15"/>
Store - New York City	<input type="text" value="15"/>

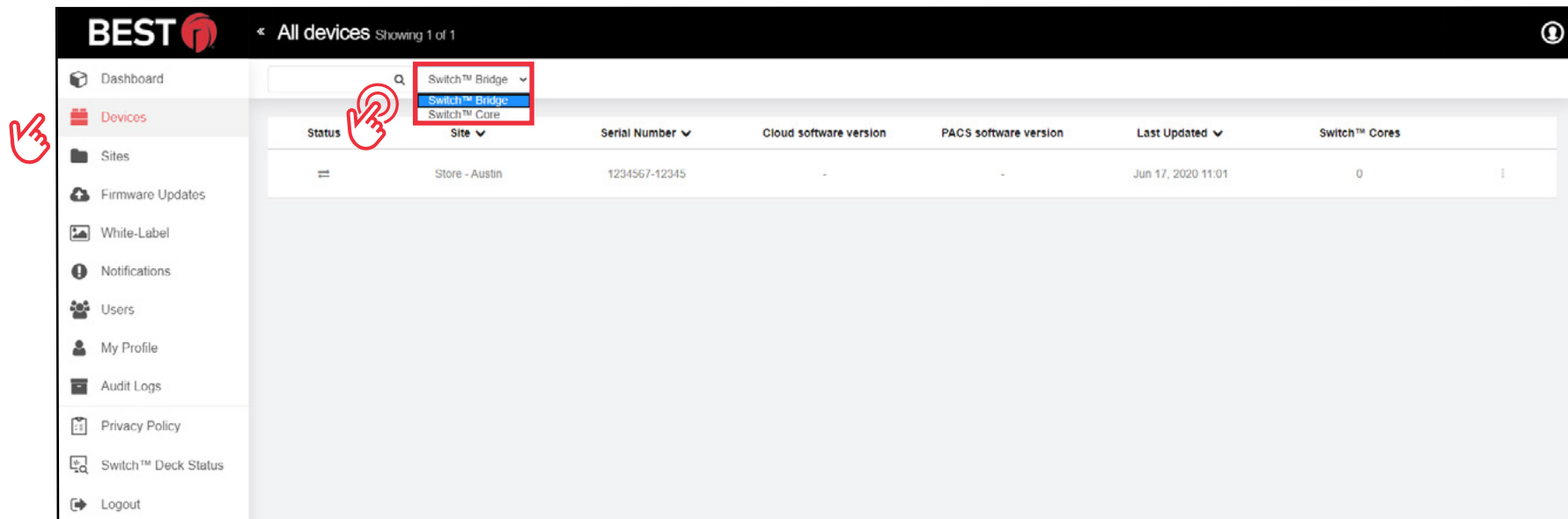
A 'Save' button is located below the table. A red hand icon points to the 'Dashboard' menu item in the sidebar.

## 5 SWITCH TECH ACCOUNT OWNER

### 5.3 Devices

- Under the **Devices** tab, you can view and manage devices that are currently available within your Account.

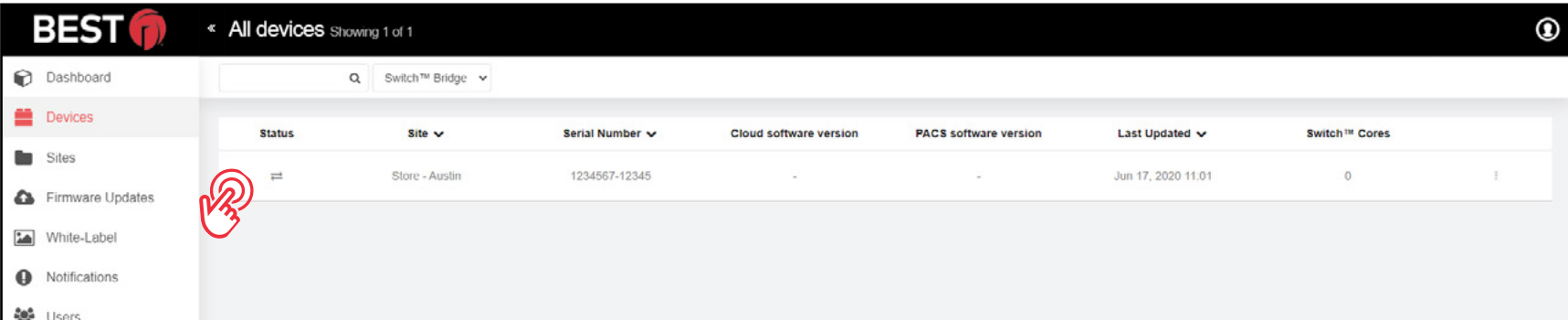
Figure 3 Devices Drop-down



- If needed, choose the device—**Switch Bridge, Switch Core or Switch Reader**—to filter items and find the device you want to manage more easily.

## 5 SWITCH TECH ACCOUNT OWNER

Figure 4 Devices Bridge

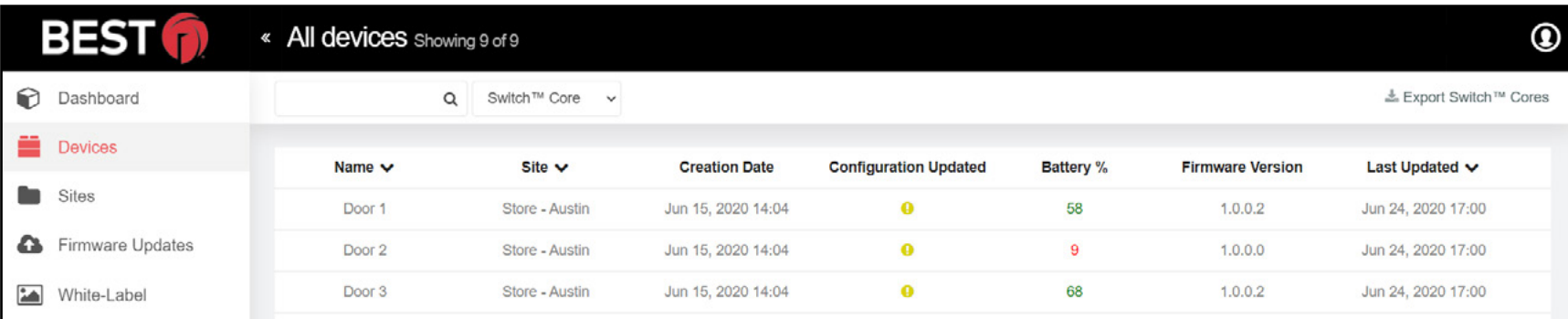


The screenshot shows the BEST dashboard interface. The top navigation bar includes the BEST logo, a back arrow, and the text 'All devices Showing 1 of 1'. A search bar and a dropdown menu for 'Switch™ Bridge' are visible. The left sidebar contains navigation options: Dashboard, Devices (highlighted with a red hand icon), Sites, Firmware Updates, White-Label, Notifications, and Users. The main content area displays a table with the following columns: Status, Site, Serial Number, Cloud software version, PACS software version, Last Updated, and Switch™ Cores. A red hand icon points to the 'Status' column header.

Status	Site	Serial Number	Cloud software version	PACS software version	Last Updated	Switch™ Cores
	Store - Austin	1234567-12345	-	-	Jun 17, 2020 11:01	0

- Select the **Status** button to view status of your device.

Figure 5 Devices Core



The screenshot shows the BEST dashboard interface. The top navigation bar includes the BEST logo, a back arrow, and the text 'All devices Showing 9 of 9'. A search bar and a dropdown menu for 'Switch™ Core' are visible. The left sidebar contains navigation options: Dashboard, Devices (highlighted with a red hand icon), Sites, Firmware Updates, and White-Label. The main content area displays a table with the following columns: Name, Site, Creation Date, Configuration Updated, Battery %, Firmware Version, and Last Updated. A red hand icon points to the 'Status' column header.

Name	Site	Creation Date	Configuration Updated	Battery %	Firmware Version	Last Updated
Door 1	Store - Austin	Jun 15, 2020 14:04	!	58	1.0.0.2	Jun 24, 2020 17:00
Door 2	Store - Austin	Jun 15, 2020 14:04	!	9	1.0.0.0	Jun 24, 2020 17:00
Door 3	Store - Austin	Jun 15, 2020 14:04	!	68	1.0.0.2	Jun 24, 2020 17:00

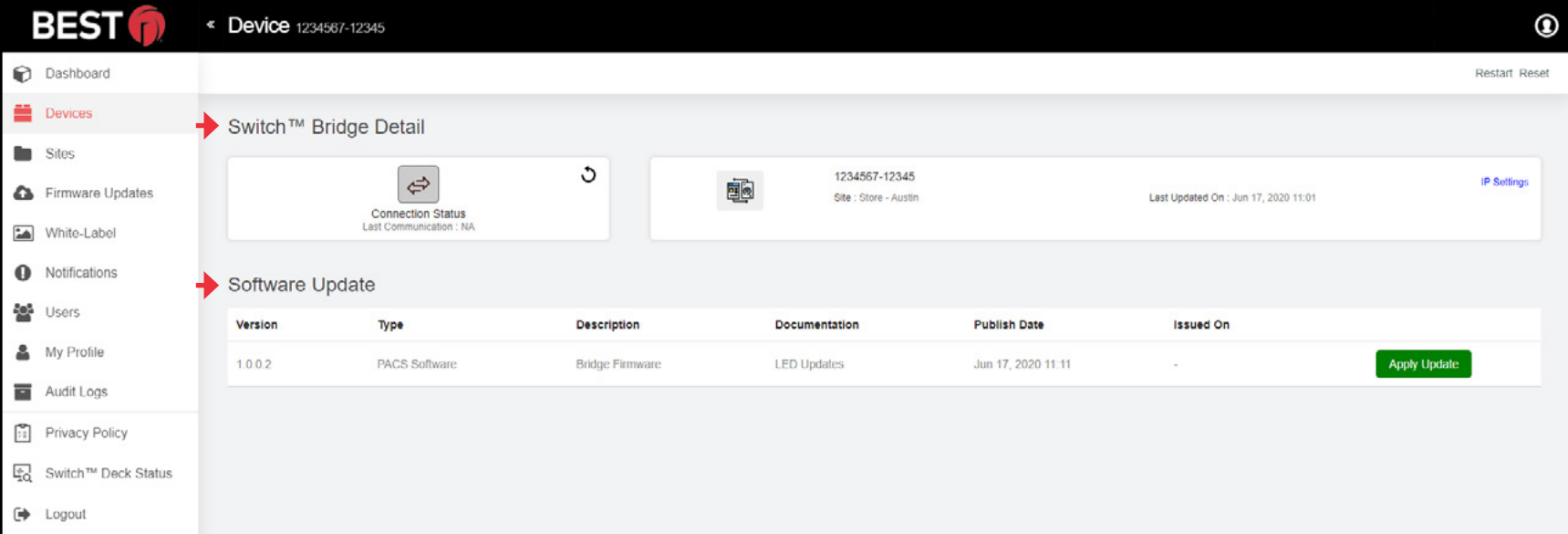
- Select the **Status** button to view status of your device.

## 5 SWITCH TECH ACCOUNT OWNER

The **Device status** page includes two sections:

- Section one provides Device Details, such as Connection Status and Serial Number.
- Section two allows you to manage and apply available updates if applicable.

Figure 6 Devices Status Bridge



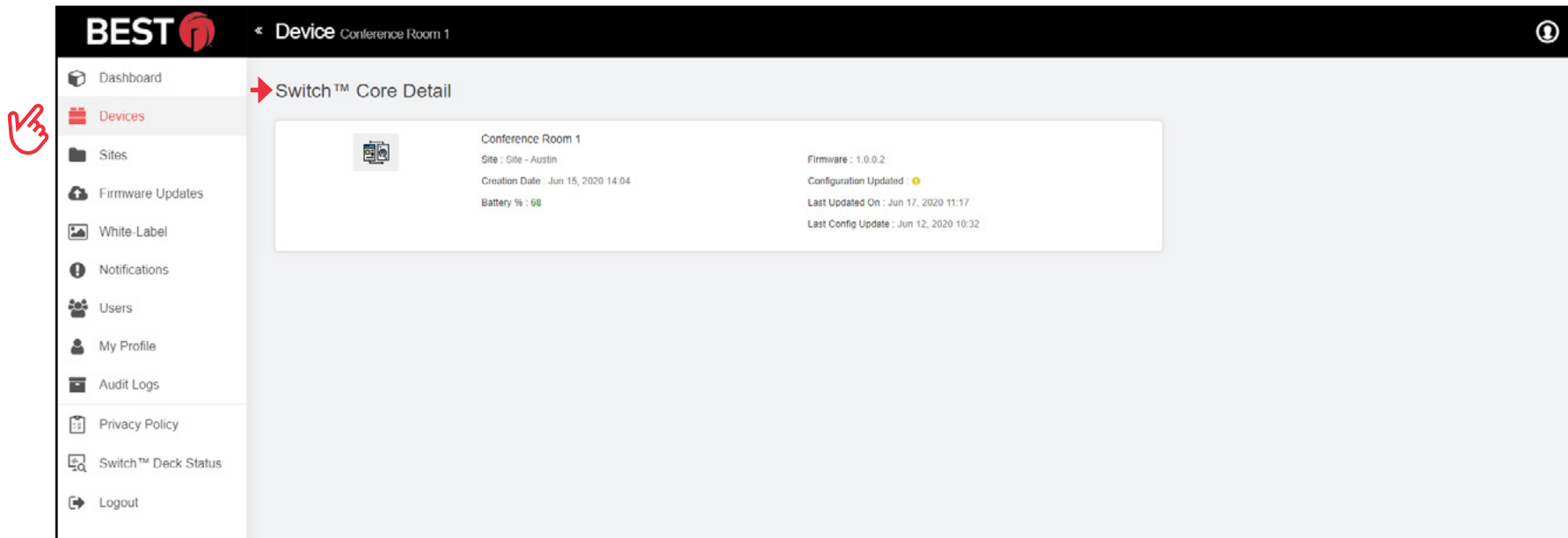
The screenshot displays the BEST Switch™ Bridge Detail page. The left sidebar contains navigation options: Dashboard, Devices (highlighted with a red arrow and a hand icon), Sites, Firmware Updates, White-Label, Notifications, Users, My Profile, Audit Logs, Privacy Policy, Switch™ Deck Status, and Logout. The main content area is titled "Switch™ Bridge Detail" and includes a "Restart Reset" link in the top right. Below the title, there are two summary cards: "Connection Status" (Last Communication: NA) and "1234567-12345" (Site: Store - Austin, Last Updated On: Jun 17, 2020 11:01, with an "IP Settings" link). Below these cards is a "Software Update" section with a table of available updates and an "Apply Update" button.

Version	Type	Description	Documentation	Publish Date	Issued On	
1.0.0.2	PACS Software	Bridge Firmware	LED Updates	Jun 17, 2020 11:11	-	<a href="#">Apply Update</a>



## 5 SWITCH TECH ACCOUNT OWNER

Figure 7 Devices Status Core



## 5 SWITCH TECH ACCOUNT OWNER

### 5.4 Setting Up Sites

- To add a new Site to your Account, click on the **Sites** tab, select **Add Site** and fill out the details needed.

Figure 8 Sites Tab

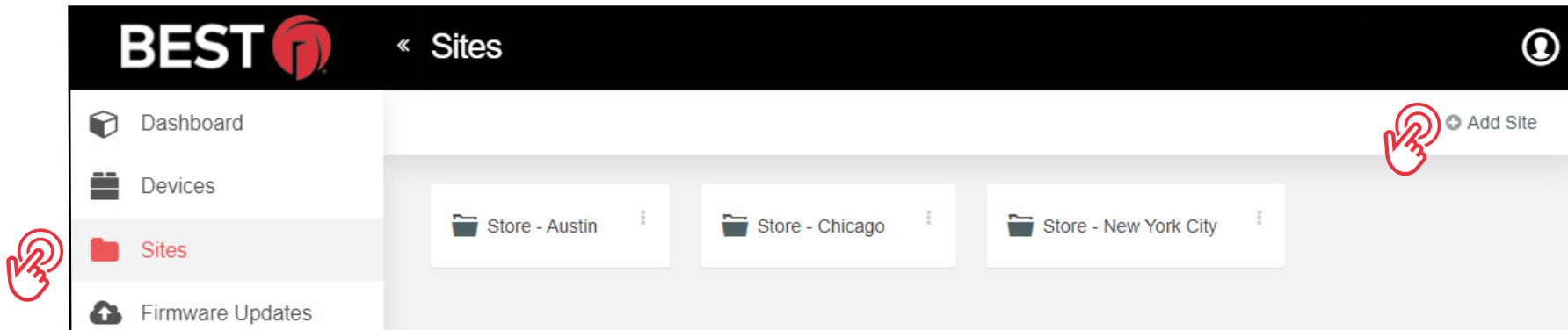
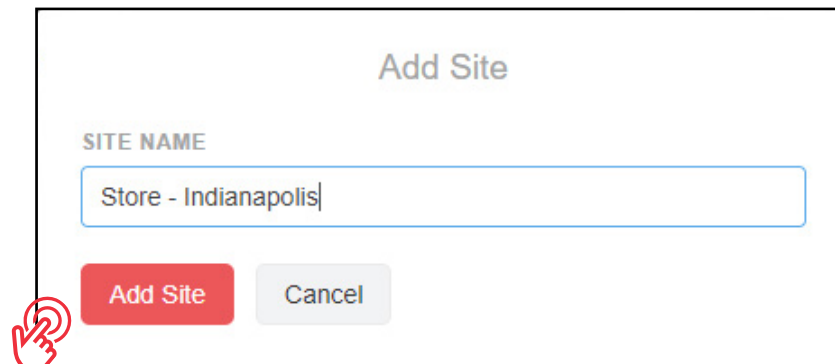


Figure 9 New Site

A screenshot of the 'Add Site' form. The title 'Add Site' is centered at the top. Below it is a label 'SITE NAME' followed by a text input field containing the text 'Store - Indianapolis'. At the bottom of the form are two buttons: a red 'Add Site' button and a gray 'Cancel' button. A red hand cursor points to the 'Add Site' button.

**NOTE:** Once the Site is created, it will appear in your Dashboard screen.

## 5 SWITCH TECH ACCOUNT OWNER

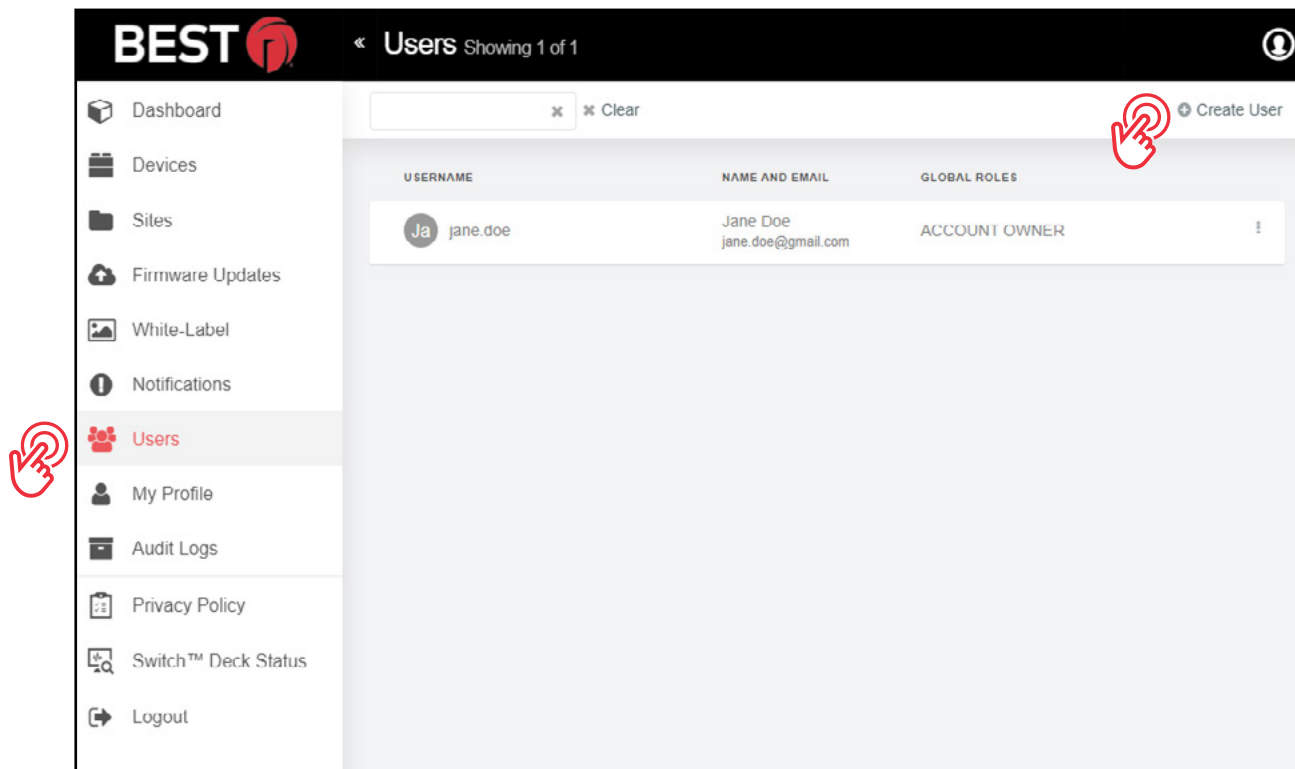
### 5.5 Setting Up Users

- To view and manage the Users that have access to the Switch Deck, select the **Users** tab.

**NOTE:** As an Account Owner, it is only possible for you to create fellow Account Owners or Site Owners.

- To create new Users, select **Create User** and provide the required information for the User Role and which Sites the User has access to.

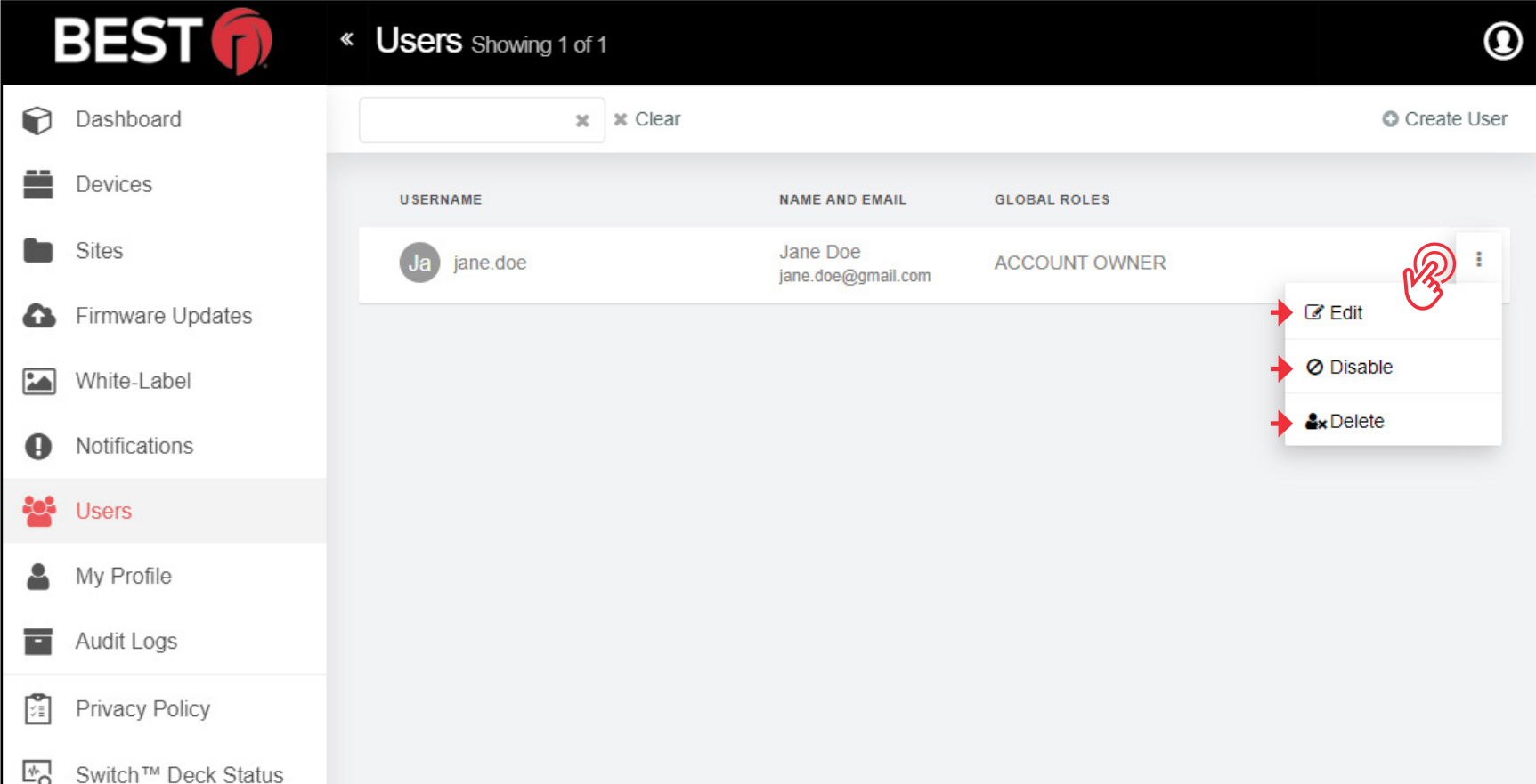
Figure 10 Users Tab




## 5 SWITCH TECH ACCOUNT OWNER

- You can also edit, disable or delete Users by selecting the **icon** on the right.

Figure 11 Editing a User



The screenshot displays the BEST user management interface. On the left is a navigation sidebar with the 'Users' option highlighted. The main content area shows a table with one user entry. A context menu is open over the user entry, showing 'Edit', 'Disable', and 'Delete' options. A red hand cursor is pointing at the menu icon in the table row.

USERNAME	NAME AND EMAIL	GLOBAL ROLES
 jane.doe	Jane Doe jane.doe@gmail.com	ACCOUNT OWNER

Context menu options:

- Edit
- Disable
- Delete

## 5 SWITCH TECH ACCOUNT OWNER

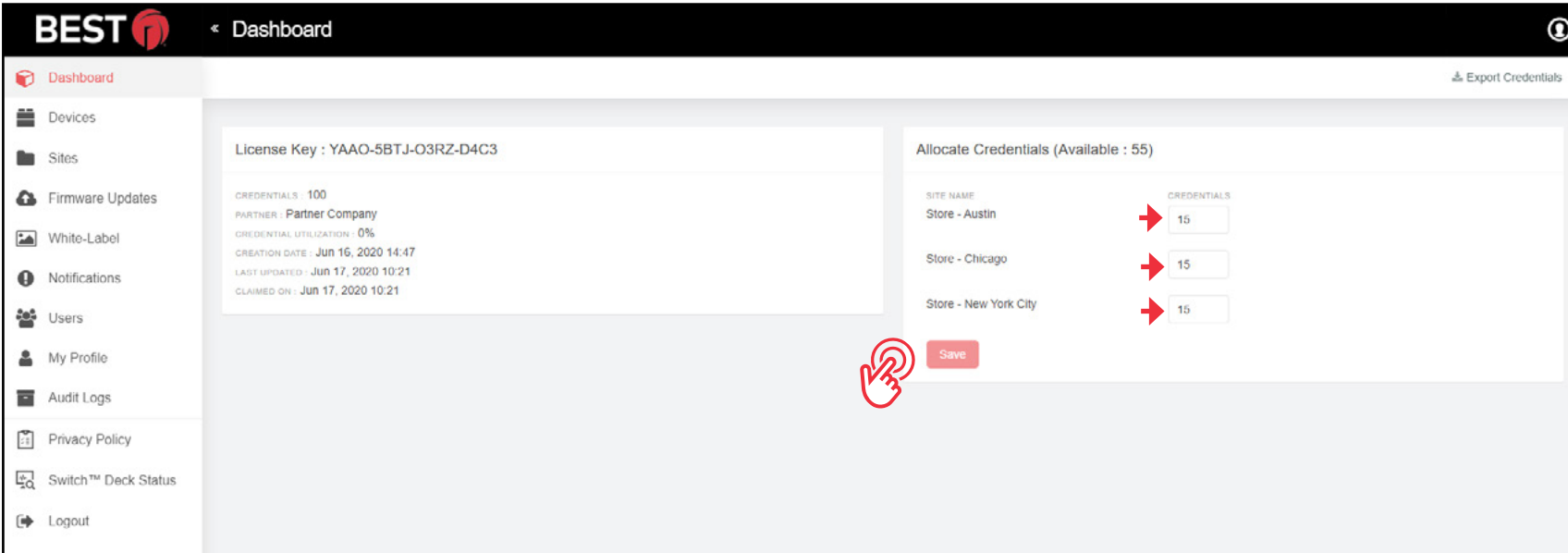
### 5.6 Allocating Credentials to a Site

Allocating Credentials to each Site is done through the Dashboard screen visible when you first logged into Switch Deck.

When allocating Credentials, review the total number of available Credentials to help determine how to distribute your Credentials adequately.

**NOTE:** You cannot distribute more Credentials than what shows as available on the Dashboard screen. If you require more Credentials, please contact your Switch Tech Service Provider.

Figure 12 Account Owner Dashboard



The screenshot displays the BEST Account Owner Dashboard. The left sidebar contains navigation options: Dashboard, Devices, Sites, Firmware Updates, White-Label, Notifications, Users, My Profile, Audit Logs, Privacy Policy, Switch™ Deck Status, and Logout. The main content area is divided into two sections. The left section shows account details: License Key: YAAO-5BTJ-O3RZ-D4C3, CREDENTIALS: 100, PARTNER: Partner Company, CREDENTIAL UTILIZATION: 0%, CREATION DATE: Jun 16, 2020 14:47, LAST UPDATED: Jun 17, 2020 10:21, and CLAIMED ON: Jun 17, 2020 10:21. The right section is titled 'Allocate Credentials (Available : 55)' and contains a table with columns 'SITE NAME' and 'CREDENTIALS'. The table lists three sites: 'Store - Austin' with 15 credentials, 'Store - Chicago' with 15 credentials, and 'Store - New York City' with 15 credentials. A red arrow points to the '15' value in the 'Store - Austin' row. Below the table is a red 'Save' button, also indicated by a red arrow. A red hand icon points to the 'Dashboard' link in the sidebar, and another red hand icon points to the 'Save' button.

SITE NAME	CREDENTIALS
Store - Austin	15
Store - Chicago	15
Store - New York City	15

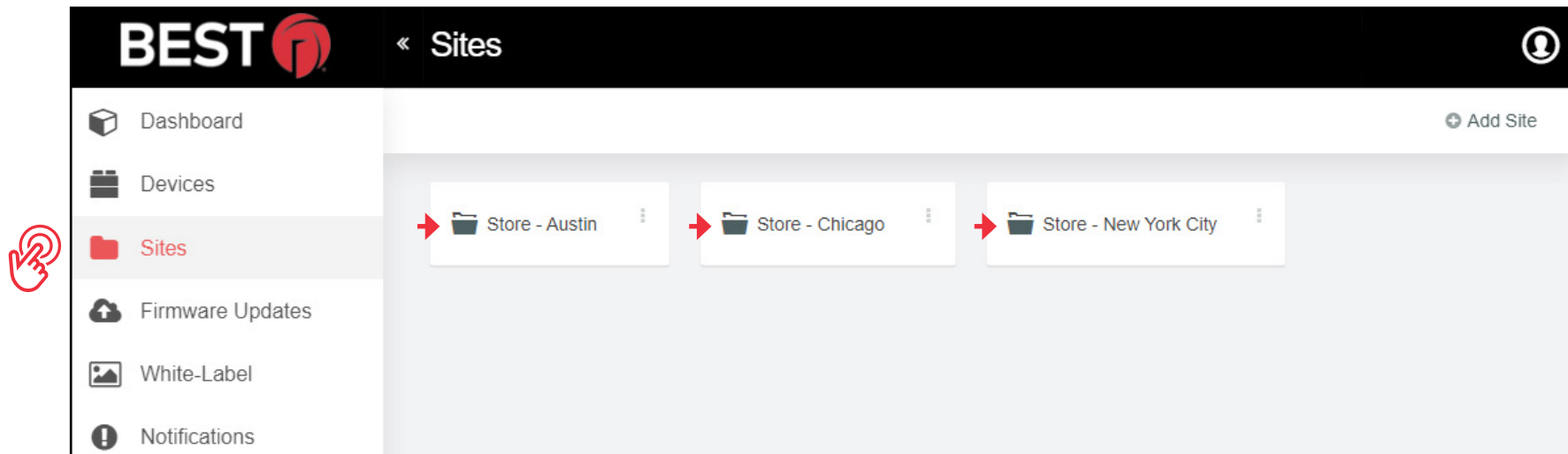
- Enter the **Site's Credentials**.
- Select the **Save** button.

## 5 SWITCH TECH ACCOUNT OWNER

### 5.7 Managing Credentials at a Site

- Once you have allocated the available Credentials to each Site, you can manage the Credentials at each Site by going to the **Sites** tab and selecting the appropriate Site you want to manage.

Figure 13 Sites Tab



## 5 SWITCH TECH ACCOUNT OWNER

### 5.7.1 Generating Credentials

When Credentials are generated, there are always two numbers created.

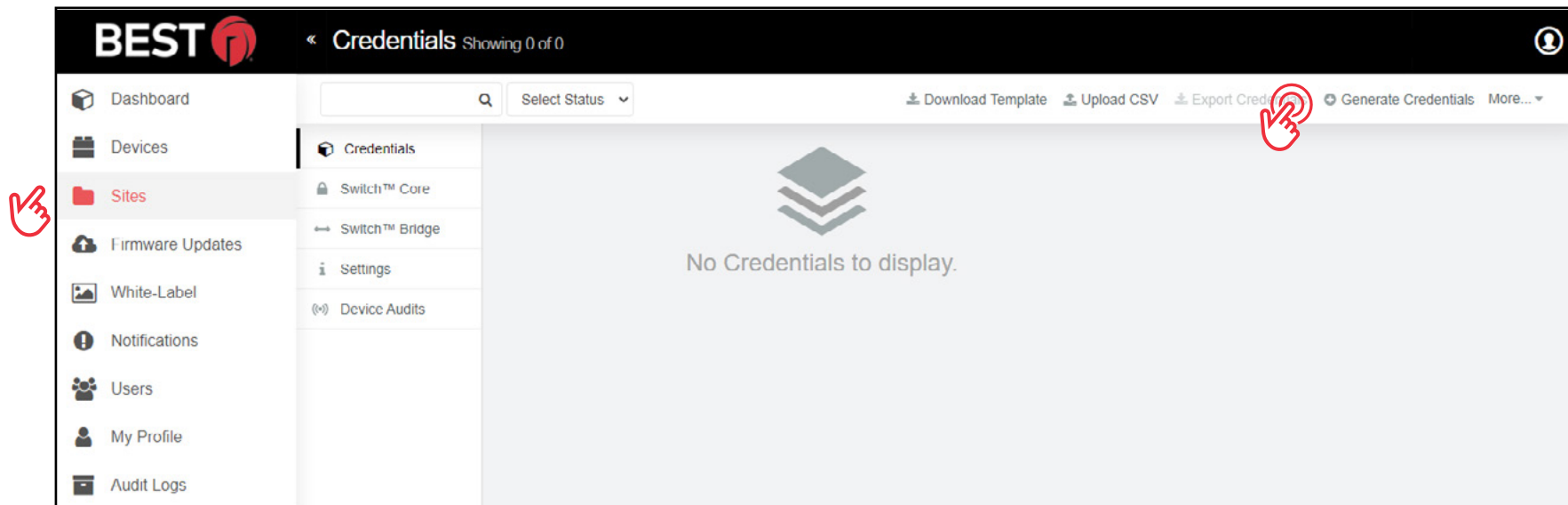
One is a Credential Number that is used to assign rights in your integrated ACS. See the **Appendix** for your specific ACS and for further instructions. Visit [BEST](#).



The other number is a random 16-character Registration Token used to register the Mobile Apps or Fobs to the specific Site. These numbers are linked in the cloud so that access rights created and assigned in the ACS are delivered to the appropriate Switch Mobile App or Switch Fob.

- To begin, select **Generate Credentials** at the top of the screen.

Figure 14 Generating Credentials



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## 5 SWITCH TECH ACCOUNT OWNER

- In the screen below, enter the number of **Credentials** you want to generate. The remaining Credentials you have available on your License is indicated.
- You will also need to select the **Starting Digit** of the Credential you are generating. The Starting Digit should be in reference to your integrated ACS. See the **Appendix** for your specific ACS and for further instructions.

Visit [BEST](#).



Figure 15 Generate Credentials

Generate Credentials

NUMBER OF CREDENTIALS

→ (required)

REMAINING CREDENTIALS : 0

STARTING DIGIT

→ (required)

Create Cancel



## 5 SWITCH TECH ACCOUNT OWNER

### 5.7.2 Importing and Exporting Credentials

If you wish to import Credential information for the Site you are managing, select **Download Template**, fill out the CSV template, then select **Import Credentials** and upload the CSV file.

If you wish to export the Credential information for the Site you are managing for easier distribution and management, select **Export Credentials** and save the CSV file generated in your preferred folder.

### 5.7.3 Sending Credentials to the Switch Tech App





In order to use the Switch Tech App to unlock the Switch Core, a Registration Token must be provided to the Mobile User so it can be entered in the Switch Tech App.

- From the **Site** screen, select the desired **UNCLAIMED** Credential Number you wish to assign to the specific User as well as the Role this Mobile User requires. Mobile User Roles can be changed at anytime.
  - Mobile Users who only needs to operate the Switch Core and sync Switch Fobs, select the **User** Role.
  - For an Administrator Mobile User who requires additional Administrator functionalities, select the **Admin** Role.

**NOTE:** The Credential Number selected should correspond to the same User in your integrated ACS. See the **Appendix** for your specific ACS and for further instructions. Visit [BEST](#).



Figure 16 Credentials

CREDENTIAL NUMBER	REGISTRATION TOKEN	ROLE	LAST UPDATED	STATUS
<input type="checkbox"/> 60	➔ L997-GSCR-G7IY-A4CK 	USER 	Jan 21, 2020 17:29	  UNCLAIMED

For convenience, you can copy the Registration Token to your computer's clipboard and send it to the User, their manager or others by email.

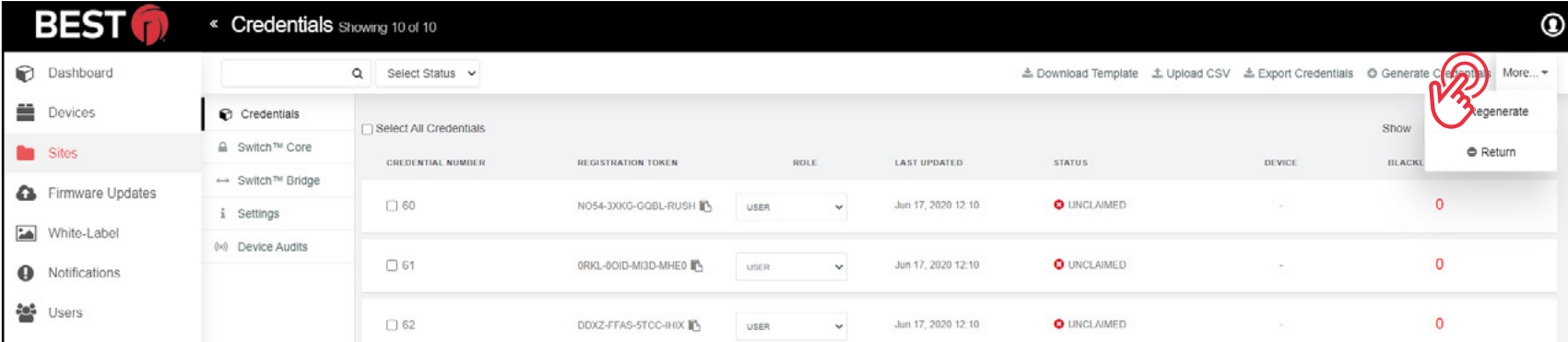
## 5 SWITCH TECH ACCOUNT OWNER

Switch Deck also allows you to export your Credentials into a spreadsheet so you can choose how you would like to distribute them. You could then track your usages or print out the Registration Tokens to hand them out to individuals. See "[5.7.2 Importing and Exporting Credentials](#)" for details.

### 5.7.4 Additional Credential Actions

In addition to generating, exporting and sending Credentials, there are more actions that are available for Account Owners.

Figure 17 Additional Actions



The screenshot shows the BEST Switch Tech interface. The main content area is titled "Credentials Showing 10 of 10". At the top right, there are several action buttons: "Download Template", "Upload CSV", "Export Credentials", "Generate Credentials", and "More...". A dropdown menu is open over the "More..." button, showing options: "Regenerate" and "Return". A red hand icon points to the "More..." button, and another red hand icon points to the "Regenerate" option in the dropdown. The table below has the following data:

CREDENTIAL NUMBER	REGISTRATION TOKEN	ROLE	LAST UPDATED	STATUS	DEVICE	BLACKLIST
<input type="checkbox"/> 60	NO54-3XKG-QOBL-RUSH	USER	Jun 17, 2020 12:10	UNCLAIMED	-	0
<input type="checkbox"/> 61	0RKL-00ID-M3D-MHE0	USER	Jun 17, 2020 12:10	UNCLAIMED	-	0
<input type="checkbox"/> 62	DDXZ-FFAS-STCC-IHIX	USER	Jun 17, 2020 12:10	UNCLAIMED	-	0

- To see the available options, select **More** at the top right of the **Credential** screen.

---

## 5 SWITCH TECH ACCOUNT OWNER

### 5.7.4.1 Regenerate

Once a claimed Registration Token is assigned to a mobile device, it must be regenerated in order to be reused with another mobile device.

#### For example:

- If a User changes their mobile device, the Registration Token will need to be regenerated and re-entered into the Switch Tech App on the new mobile device.
- If a Mobile User no longer needs access to the Site, the Registration Token can be regenerated and entered in the Switch Tech App for another Mobile Device User.

### 5.7.4.2 Return

The amount of Credentials available for creation is limited by the amount allocated to the specific Site. If too many Credentials have been generated, or were generated in error, you can delete the Credential and make it available to be generated again by selecting the Credential(s) in question and clicking **Return**.

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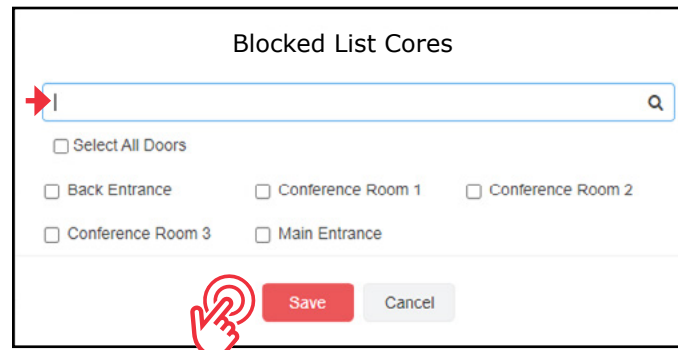
## 5 SWITCH TECH ACCOUNT OWNER

### 5.7.4.3 Blocked List

Switch Deck allows Account owners (or Site Owners) to Blocked List Credentials from specific cores or all cores. This means that the selected Credential will no longer be able to access any of the selected cores. Performing the Blocked List operation will result in a configuration update, therefore the Site Administrator will need to visit the core and apply the update in order for the Blocked List action to take effect.

- If you would like to stop the Credential from operating the Switch Core, yet you still want to know if the User is trying to access, select the **Credential** in question and select **Blocked List**.

Figure 18 Blocked List Cores



Blocked List Cores

Select All Doors

Back Entrance     Conference Room 1     Conference Room 2

Conference Room 3     Main Entrance

---

## 5 SWITCH TECH ACCOUNT OWNER

### 5.7.4.4 Activate

If you choose to remove a Credential from the Blocked List, select the **Credential** and select **Activate** to return to regular operation.

### 5.7.4.5 Perimeter Check-In

If you would like to require a User to use their Credentials at a Perimeter Check-In Readers before they can operate the Switch Core, select the **Credential** and select **Perimeter Check-In**.

## 5.8 Switch Bridge

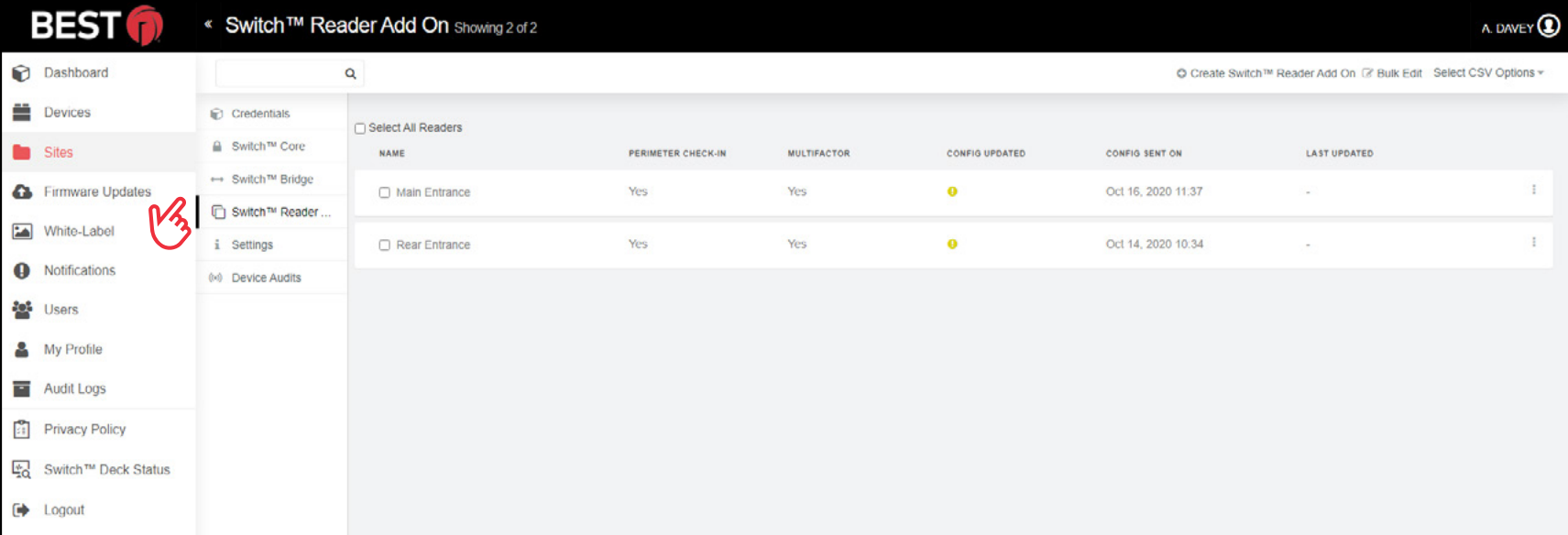
Switch Bridge is the device that is claimed to an Account and communicates between the ACS and the Switch Deck. Firmware Updates will be listed to this page to apply to the Switch Bridge. Configuration information, the IP Address that the DHCP server assigned for instance, is available on this page. See ["Figure 6 Devices Status Bridge"](#)

## 5 SWITCH TECH ACCOUNT OWNER

### 5.9 Switch Reader

The dormakaba Switch Reader and Switch Add-On Reader allows the User to bring Switch Tech credentials to perimeter doors without losing existing RFID functionality. Readers can be added and configured in the Sites tab of Switch Deck.

Figure 19 Switch Deck Reader Account Owner



The screenshot shows the BEST Switch™ Reader Add On interface. The left sidebar contains navigation options: Dashboard, Devices, Sites (highlighted with a red hand icon), Firmware Updates, White-Label, Notifications, Users, My Profile, Audit Logs, Privacy Policy, Switch™ Deck Status, and Logout. The main content area displays a table of readers with columns: NAME, PERIMETER CHECK-IN, MULTIFACTOR, CONFIG UPDATED, CONFIG SENT ON, and LAST UPDATED. Two readers are listed: Main Entrance and Rear Entrance. Both have 'Yes' for Perimeter Check-in and Multifactor, and a yellow warning icon for Config Updated. The config sent on dates are Oct 16, 2020 11:37 and Oct 14, 2020 10:34 respectively. A red hand icon points to the 'Switch™ Reader ...' option in the left sidebar.

NAME	PERIMETER CHECK-IN	MULTIFACTOR	CONFIG UPDATED	CONFIG SENT ON	LAST UPDATED
<input type="checkbox"/> Main Entrance	Yes	Yes	⚠	Oct 16, 2020 11:37	-
<input type="checkbox"/> Rear Entrance	Yes	Yes	⚠	Oct 14, 2020 10:34	-

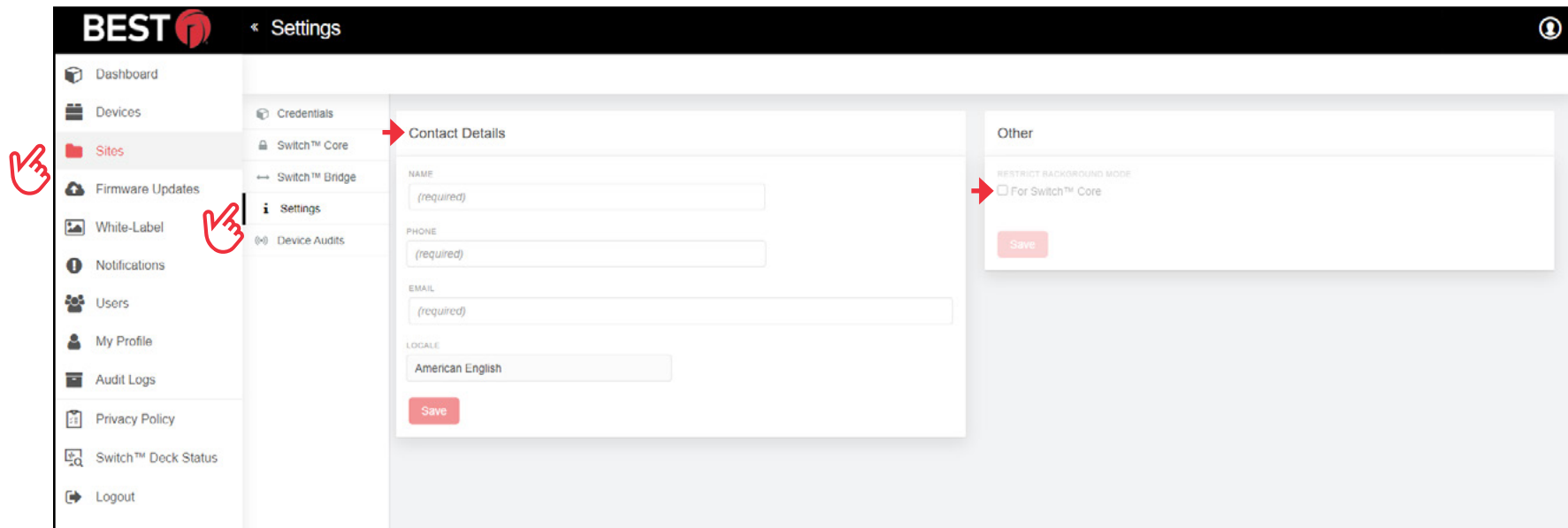
## 5 SWITCH TECH ACCOUNT OWNER

### 5.10 Settings

Each Site within the Account can have different information and settings specific to that Site.

- You can update **Contact Details** for the Site by entering new information and make changes to the available settings by clicking the checkboxes. See ["SECTION 7" Switch Tech App](#) for more details.

Figure 20 Site Settings



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## 5 SWITCH TECH ACCOUNT OWNER

### 5.11 Device Audits

In addition to your ACS, Switch Core audits can also be viewed in Switch Deck and are stored up to 30 days. Some of the more common audits can be seen in the table below.

Table 1 Device Audits

Event	Potential Cause
Battery Low	Core battery percentage is lower than 15%.
Battery Failure	
Battery Restored	Most likely to occur when a battery is replaced or the core is rebooted.
Access Granted	User is granted access to the core.
Access Denied	User is denied access to the core.
Access Denied - Credential Inactive	Current date is earlier than the credential's activation date in OnGuard. Or, Current date is earlier than the Access Level's activation date.
Access Denied - Credential Expired	Current date is later than the credential's deactivation date in OnGuard. Or, Current date is later than the Access Level's deactivation date.
Access Denied - Outside Schedule	User does not have access to the core at the current time.
Access Denied - Outside Holiday Schedule	User does not have access to the core at the current time, holiday is active.



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Access Denied - Device Locked	Access attempted while the Switch Core is in a Locked state.
Access Denied - No PIN Presented	No PIN provided when prompted by the Switch App. Request times out.
Access Denied - Incorrect PIN	Incorrect PIN provided by the user when prompted by the Switch App.
Access Denied - No Privilege	Improper access level has been assigned to the credential in OnGuard.
Access Denied - Time Not Set	
Factory Reset	
Set Time	
Initialized Failed - Invalid State	Admin attempted to run the Initialize a core that is not in Factory Mode.
Configured	
Configure Failed - Already Configured	Admin is attempting to apply a configuration file that is old or current.
Firmware Update	
Reboot	
Door Mode Overridden	
Door Mode Override Cleared	
Read Range Set	
Set Scan Duration	
Set LED Intensity	
Rebooted	
Installing - Disengaged	
Installing - Engaged	

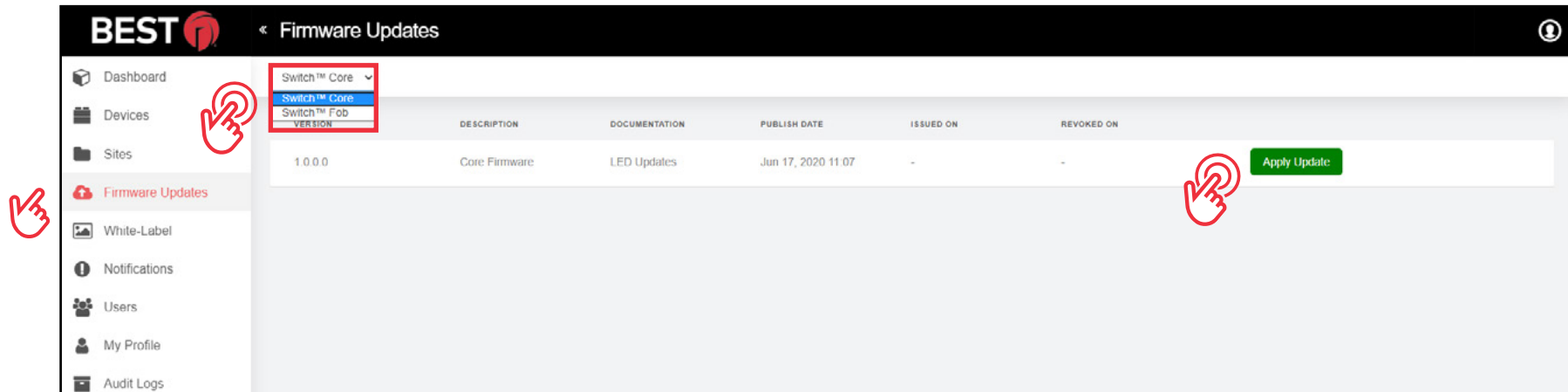
## 5 SWITCH TECH ACCOUNT OWNER

### 5.12 Firmware Updates

New Firmware versions are periodically made available for your Switch Tech products. All available Firmware Updates are listed under this **Firmware Updates** tab.

**NOTE:** In order to successfully deploy the Firmware to the devices, you will need to visit the devices.

Figure 21 Firmware Updates



- Select the **Type of Device** you wish to update. Once the Device selection has been made, Switch Deck will display all applicable Firmware Updates.
- Choose an applicable **Firmware Update** to deploy and select **Apply Update**.

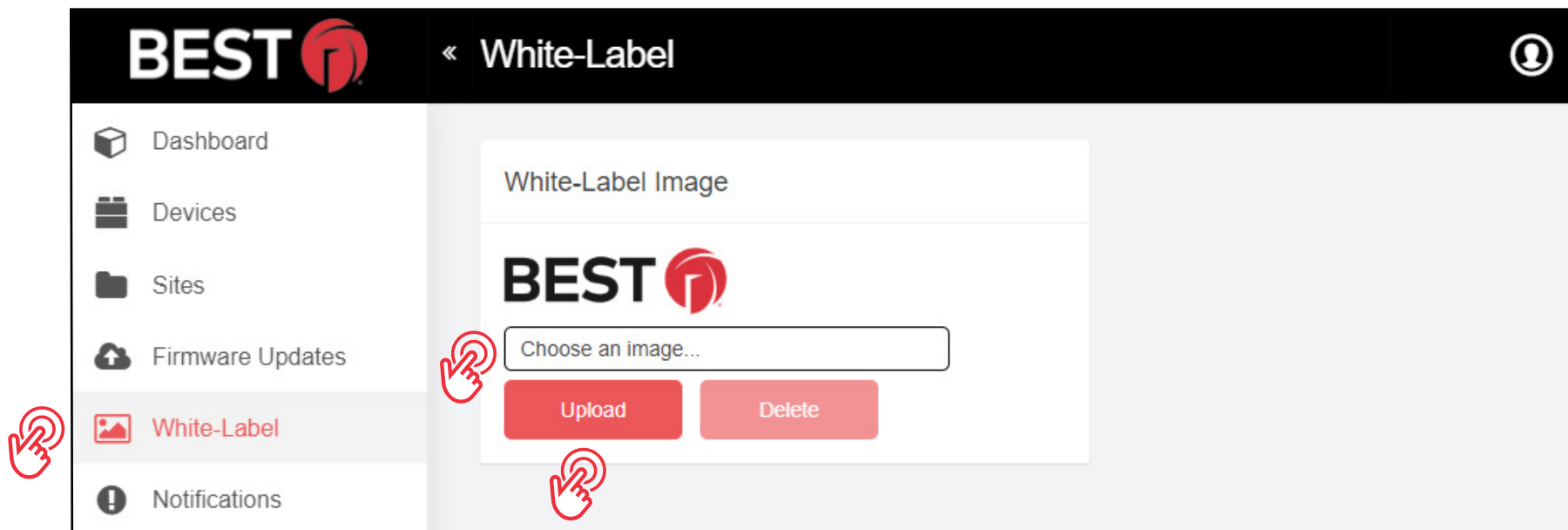
## 5 SWITCH TECH ACCOUNT OWNER

### 5.13 White-Label

Customize the Switch Mobile App experience for your organization by adding an image, icon or logo using the Switch Tech **White-Label** feature.

**NOTE:** If an image is uploaded using the **White-Label** feature, it will be deployed to all Switch Mobile App Users in all Sites within your Account.

Figure 22 White-Label



- Select the **White-Label** tab and click on **Choose an image**.
- Select your preferred image and click the **Upload** button.

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### 5.14 Notifications

Your Switch Tech system can send you Notifications for certain events that are affecting your system, to ensure you are adequately informed and can plan your system maintenance accordingly.

**NOTE:** Changes made to the **Notifications** tab only affect your own profile, not any other Users of Switch Tech.

Figure 23 Notifications Copy

Event Name	Subscribe Email	Subscribe SMS
SWITCH™ CORE - BATTERY CRITICAL	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SWITCH™ CORE - LOW BATTERY	<input checked="" type="checkbox"/>	<input type="checkbox"/>
SWITCH™ CORE - BATTERY MISSING	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- From the **Notifications** status page, you can choose from listed **events** and **subscribe** to get daily digest through Email and /or SMS.

## 5 SWITCH TECH ACCOUNT OWNER

### 5.15 My Profile

If you need to update or confirm your personal information, Use the **My Profile** tab to confirm or update your personal information.

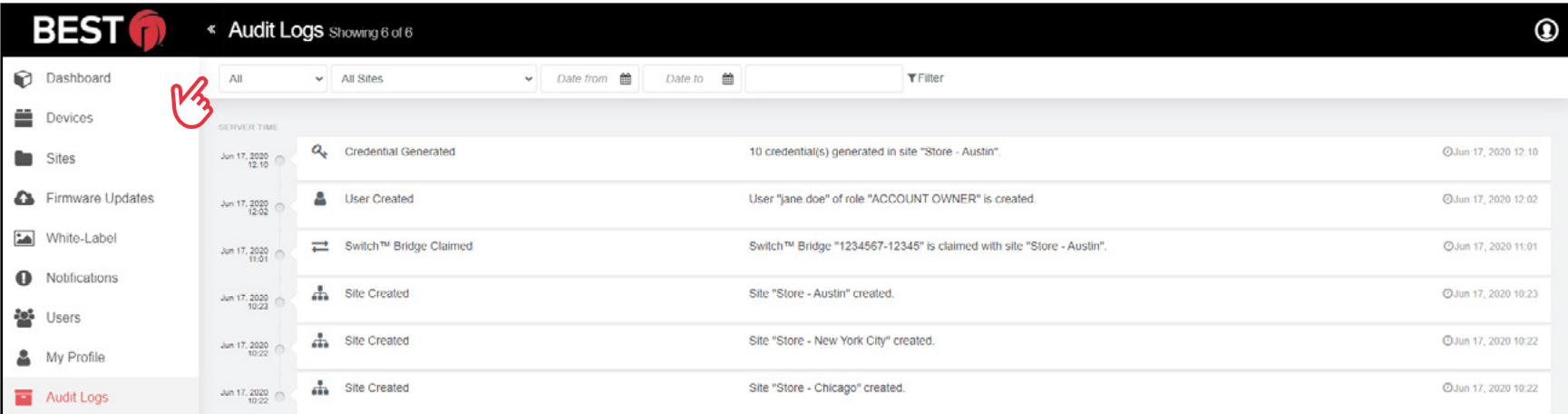
**NOTE:** User Name and Roles cannot be updated.

### 5.16 Audit Logs

The Audit Logs give you information about the activities happening on your Switch Tech system. If you require specific information to be found quickly, filter the logs by:

- Device or function
- Sites
- Date
- Name

Figure 24 Audit Logs



The screenshot displays the BEST Audit Logs interface. The top navigation bar includes the BEST logo, a back arrow, and the text "Audit Logs Showing 6 of 6". Below the navigation bar is a sidebar with menu items: Dashboard, Devices, Sites, Firmware Updates, White-Label, Notifications, Users, My Profile, and Audit Logs (highlighted in red). The main content area shows a list of audit logs with columns for date and time, an icon representing the event type, a description of the event, and a timestamp. A red hand icon points to the "Audit Logs" menu item in the sidebar.

SERVER TIME	Event Type	Description	Timestamp
Jun 17, 2020 12:10	Credential Generated	10 credential(s) generated in site "Store - Austin".	Jun 17, 2020 12:10
Jun 17, 2020 12:02	User Created	User "jane.doe" of role "ACCOUNT OWNER" is created.	Jun 17, 2020 12:02
Jun 17, 2020 11:01	Switch™ Bridge Claimed	Switch™ Bridge "1234567-12345" is claimed with site "Store - Austin".	Jun 17, 2020 11:01
Jun 17, 2020 10:23	Site Created	Site "Store - Austin" created.	Jun 17, 2020 10:23
Jun 17, 2020 10:22	Site Created	Site "Store - New York City" created.	Jun 17, 2020 10:22
Jun 17, 2020 10:22	Site Created	Site "Store - Chicago" created.	Jun 17, 2020 10:22

For questions regarding the functionality of this integration, please contact [dhw.support.us@dormakaba.com](mailto:dhw.support.us@dormakaba.com) with the subject line:  
**Switch Tech - (question or issue encountered).**

