

User Guide



Getting Started with Housing Central

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Aims

The purpose of this document is to provide user instruction for using Housing Central to manage and monitor Residential building Door Entry and Access Control requirements using GDX systems.

Welcome

Housing Central is a cloud-based environment that monitors your Door Entry system with Access Control in a secure and easily accessible environment. Using the power of GDX Gateways allows you to manage multiple remote sites using IP-based or mobile connectivity.

- With remote system management, your system engineers and administrators can manage the site from any location or device with an internet connection.
- Our secure hosting of Housing Central looks after your most valuable asset – your database, by keeping it safe at all times.
- The cloud backup process ensures all data can be safely recovered, helping to maintain a smooth and uninterrupted system operation.
- Flexible connectivity with multiple connection methods via a GDX Gateway to your installed hardware and devices, including existing infrastructures such as 4G or IP Network.
- Your systems are available 24/7, helping you to stay in control.

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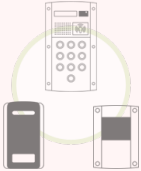
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i. Getting Started

1. Create new Properties



Then complete these tasks in any order...



- **Add Gateway & Hardware**
(up to 8 devices)



- **Add new Users, Operators, Staff and Keyholders**



ii. Find your data

Search property

This will look in all areas of the **Properties** module and display a list of any property that matches the search terms.

Type in the **SEARCH property** box and click **Submit** to perform the search when you are ready.

- Single letters, partial or whole words, and phrases are allowed.
- Upper- or lower-case letters are ignored.

To reset just click on the appropriate menu again in the left-hand panel.

Examples of search terms that would result in positive matches:

- "p": Any item that has the letter 'p' anywhere in the name.
- "pla": Any item that has the exact string 'pla' anywhere in the name.
- "place": Any item that has the exact word 'place' anywhere in the name.



Wildcards are not supported. The use of "*" or "?" in a search will make the system try and match that exact character!

Filter

The filter bar (above the main list) can reduce the number of list items you are viewing:

- Select filter values from drop-down boxes or
- Type in any of the filter boxes, then click **Apply** to see the results.

You can also type the initial letter of a word in the **drop-down filter** to jump to the first item beginning with that letter.

- Keep pressing the same letter to cycle through all entries that begin with that letter.

Click **Reset** at any time to reset the filters and display the full list again.

Sort

Use Sort Order to change the alphabetical order of the list the items.

- **Ascending** lists items from 'A' to 'Z' order.
- **Descending** lists items from 'Z' to 'A' order.



Click this icon to read additional information in a pop-up window.

1.0 Properties



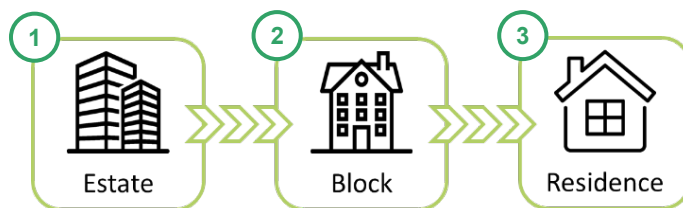
In this section you can create and manage all buildings, rooms or areas that may be used by Tenants and Staff.

When the main property structure is created you can use all of the other system tools to assign hardware, tenants, access permissions, staff and operators, and perform management tasks to monitor the health and activity of your Estate hardware.

You can also use the System tools provided to bulk import data. There are a variety of flexible CSV (comma separated value) formats that will let you add new records easily and quickly.

i. Property types

This is the order to follow to correctly create property assets.



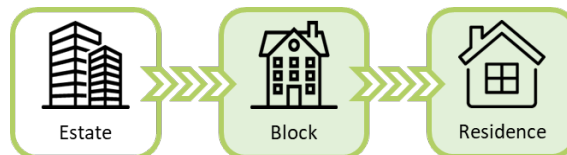
1. **ESTATES** — An Estate is a selected set of buildings that is part or all of your Social Housing system.
 - a. It is the top-level group where Blocks are associated.
 - b. One Estate can include one or more Blocks. These blocks could be at the same location, share a postcode or have shared attributes e.g., using a dial-up connection.
2. **BLOCKS** — A Block is typically a single building.
 - a. This group is created after the parent Estate and is the container for your Residences.
 - b. One Block is made up of one or more Residences.
3. **RESIDENCES** — Residences are apartments or flats where Tenants reside.
 - a. This group is created after the parent Block and is the container for your Tenants.
 - b. A Residence can be occupied by one or more Tenants.



Each property type, 'Estate,' 'Block' and 'Residence,' is used to group associated properties together in a simple structure, making it easier for administration and monitoring.

1.1 Estates

In this screen you can view and manage all of your Estates.



1.1.1 Add Estate

- Click **Add Estate** and fill in the **Details** page to create a new Estate.



Estate **Name** is required and must be unique.

You must create an **Estate** before you can add any **Blocks**.

Details Description is optional.

- **Name** is free text.
- **Description** is free text.
- Click the **Save** button to save the new details and return to the Estates list.
- Click **Save and Add Another** to save the new details and add an additional Estate.
- Click **Go To Estates** at any time to discard any unsaved record and return to the Estates list.

1.1.2 Edit (Estate)

To amend any details for an existing Estate, click the **Edit** button.



Estate **Name** cannot be changed after an Estate has been created.

Details

- Click the **Save** button to save the new details and return to the Estates list.

1.1.3 Delete (Estate)

To delete an Estate, click the **Delete** button.



You can only delete an **Estate** if it does not contain any **Blocks**.

1.2 Blocks

In this screen you can view and manage all of your Blocks.



1.2.1 Add Block

- Click **Add Block** and fill in the **Details** tabs to create a new Block.



Check the correct **Estate** is showing the drop-list.

A **Block** cannot be reassigned to another **Estate** after it has been created.



Block **Name** is required and must be unique.

Area Number is required and is used to connect to the Gateway.

You must create a **Block** before you can add any **Residences**.

Details

- **Description** is a free text field and can be used to add additional details such as, location, address, etc., to help identify this Block.
- **Estate** will default to the first Estate in the list – please check the correct Estate is selected.
- **Area Number** is a number from 1 to 255. You can type the number or use the increment/decrement arrows.

Block Areas

Can be used for other areas such as a laundry, car park, bin store, etc.

- Use Add Block Area to create a new area.
- To edit a Block Area name, type over an existing name
- Click the 'X' next to a Block Area name to delete it.
- Click the **Save** button to save the new details and return to the Blocks list.
- Click **Save and Add Another** to save the new details and add an additional Block.
- Click **Go To Blocks** at any time to discard any unsaved record and return to the Blocks list.

1.2.2 Edit (Block)

- Click the **Edit** button to amend any details for an existing Block.



A **Block** cannot be reassigned to another **Estate** when it has been created.

- Click the **Save** button to save the new details and return to the Blocks list.
- Click **Save and Add Another** to save the new details and add an additional Block.
- Click **Go To Blocks** at any time to discard any unsaved record and return to the Blocks list.

1.2.3 Delete (Block)

- Click the **Delete** button to delete a Block.



You can only delete a **Block** if it does not contain any **Residences**.

1.3 Residences

In this screen you can view and manage all your Residences.



1.3.1 Add Residence

- Click **Add Residence** and fill in the **Details** tabs to create a new Residence.



Residence **Name** is required and must be unique.

You must create a **Residence** before you can add any **Tenants**.

Details

- **Estate, Block** and **Block Areas** are drop-down lists for existing properties.
- **Name** is free text and will typically be the apartment number or name.
- **Additional Info** is free text.
- **Confidential Info** is free text and can only be seen by Administrators.

Handset

This tab is read only and shows the details of the connected handset.

Please contact your installer to clarify any details shown.

- Click the **Save** button to save the new details and return to the Residences list.
- Click **Save and Add Another** to save the new details and add an additional Residence.
- Click **Go To Residences** at any time to discard any unsaved record and return to the Residences list.

1.3.2 Edit (Residence)

- Click the **Edit** button to amend any details for an existing Residence.



A **Residence** cannot be reassigned to another **Estate** or **Block** after it has been created.

- Click the **Save** button to save the new details and return to the Residences list.

1.3.3 Delete (Residence)

- To delete a Residence, click the **Delete** button.



You can only delete a **Residence** if it does not contain any **Tenants**.

2.0 Hardware



In this section you can view and manage all of your GDX5 Door Entry installed equipment and handset connection information for residences.

All of the hardware including Gateways, Entrance Panels and Stand-Alone Readers are registered in a secure database. Each one is made available to the correct Residential Estate and can only be assigned during the installation using a unique serial number that is checked against the GDX cloud database.

i. Hardware types

1. **Gateways** — A Gateway is the portal that enables all data to be communicated between the first Line Card (on an installed Block) and GDX5 Housing Central system in the cloud.
2. **Hardware** — Details the physical devices that are part of the installation.
 - a. Entrance Panels are installed at the entry point to a building or secure area.
 - b. Stand Alone Readers (sometimes referred as Back Door Readers) can be used for to allow secure entry for anyone with a security credential.

2.1 Gateways

In this screen you can view and manage all your Gateways.

2.1.1 Add Gateway

- Click **Add Gateway** and fill in the **Details** tabs to create a new Gateway.



Serial Number, Name and Estate are required.

Details

- **Serial Number** will be provided by your installer.
- **Name** is free text and must be unique.
- **Description** is free text.
- **Estate** is selected from a drop-down list.

If the Estate is not in the list:

- Click **New Estate** and fill in the details.
- Click the **Save** button to save the new details and return to the Gateways list.
- Click **Save and Add Another** to save the new details and add an additional Gateway.
- Click **Go To Gateways** at any time to discard any unsaved record and return to the Gateways list.

2.1.2 Edit (Gateway)

To amend the **Name** or **Description** details for an existing Gateway, click the **Edit** button.



A **Gateway** cannot be reassigned to another **Estate** after it has been created.

- Click the **Save** button to save the new details and return to the Gateways list.

2.1.3 Delete (Gateway)

- Click the **Delete** button to delete a Gateway.



You can only delete a Gateway if it is not associated with a Block.

2.1.4 Set Password (Gateway)

Type in the password for the Gateway.



The default password is the serial number of the **Gateway**.
If you wish to use a different password, this must be changed on the Gateway's webpage as well.

- Click the **Save** button to save the new details and return to the Gateways list.
- Click **Go To Gateways** at any time to discard any unsaved record and return to the Gateways list.

2.1.5 List Hardware (Gateway)

- Click this link to open the **Hardware** screen – see **Hardware (equipment)** below.



This list will be filtered for the selected **Gateway**.

2.2 Hardware (equipment)

In this screen you can view and manage all your Hardware.

Hardware Name	User defined name for the hardware.
Gateway	The Gateway this hardware is associated with.
Hardware Type	Confirmation of the hardware device e.g., GDX5 Entrance Panel.
Hardware ID	The identification number of the hardware.
Access	Specifies the area this hardware controls access for.
State	Indicates the status of the Gateway and Controller this hardware is associated with.

2.2.1 Add (Hardware)

- Click **Add Hardware** and fill in the **Details** tabs to create a new Hardware device.



Serial Number and **Name** are required.

- Click the **Save** button to save the new details and return to the Hardware list.
- Click **Go To Hardware** at any time to discard any unsaved record and return to the Hardware list.

- Details**
- **Serial Number** will be provided by your installer.
 - **Name** is free text and must be unique.
 - **Location** is free text.



Remember to **Edit** the Hardware and add required access details for the Area & Door in the **Door** tab.

2.2.2 Download (Hardware)

- Click **Download** to send all system access programming to the Entrance Panel or Reader.

2.2.3 Edit (Hardware)

- Click **Edit** to amend any details for existing Hardware.
- Click the **Save** button to save the new details and return to the Hardware list.
- Click **Go To Hardware** at any time to discard any unsaved record and return to the Hardware list.



Name is required.

- Details**
- **Serial number** is read-only.
 - **Name** is free text and must be unique.
 - **Location** is free text.
 - **Gateway** is selected from a drop-down list.

- Door**
- **Estate** is read-only.
 - **Block** can be selected from the drop-list.
 - **Block Area** can be selected from the drop-list if used.
 - Click **New Block** if you need to create a Block that is not in the drop-list.
 - **Door Number** will be provided by your installer.

2.2.4 Delete (Hardware)

- Click the **Delete** button to delete a Hardware device.



Hardware can be deleted even when it is associated with a Gateway.

2.3 Handsets (if present)

In this screen you can view and manage all your handset line connections to your Residences.



Please consult with your installer before making changes.

This is a record of the physical handset line connection from an Entrance Panel to the residence and may not work as expected if changed.

2.3.1 Edit Handsets

- Click **Edit** to open the Block Handsets management section.
- Click **Export to CSV** to download a file with Block, Line Card, Slot and Residence details.

To assign a Residence to the **Line Card Slot**:

- Select a Residence from the drop-list.
Your installer will confirm which Residence is physical to which Line Card and Slot number.

To add a Line Card:

- Click **Add Line Card**
- Assign a Residence from the drop-list for the appropriate **Line Card Slot**.



The number of populated **Slots** will depend on the total number of **Residences**.

- A Slot can only be connected to ONE Residence.
- A Residence can only be assigned ONCE.
- The system will warn you when you attempt to save if a Residence has been assigned more than once.

Slot Each Line Card can be connected to a maximum of 16 handsets.
The installer will physically connect the handset in a residence to the Line Card indicated.

Line Card The Line Card address, '0', '1', '2', etc., is managed automatically by the GDX system.

3.0 Keyholders

In this section you can administer any type of Keyholder e.g., a Resident, Staff member or visiting contractor.

3.1 Tenants

In this screen you can associate one or more **Tenants** with their **Residence**.

The main table displays the Residences available and can be filtered using the selection options above the table.

- Click **Tenants** to add or edit the Tenants for the selected residence.

Tenants

- **Principal Token** indicates the main Tenant Keyholder.
- **Tenant Name** is free text.
- **Key Code** is the assigned unique ID Key Code for the access control credential (fob, card).
- **Key Colour** is selected from a drop-list and can be used to record the colour of the fob clip.
- Select **Lost** to indicate this Key is lost.
The Key will be displayed in a different colour on the Event Report, if it is used.
- Select **Track Token** to display this Key in a different colour on the Event Report, if it is used.
- Select **Extra Access** to allow this Key to access other areas and residences.
E.g., allowing access for someone to enter a family member residence.
- Click **X** to cancel all changes.
- Click **Add Tenant** to create another Tenant record for the same Residence.

Access

Shows all areas that can be accessed by this Key.

- Select more areas to grant access over and above the default selection.
- Deselect areas to remove access.
- Click **Set Default Access** to reset the access to the default settings.

Extra Access

Additional areas can be selected to grant the Key Holder access to other secure rooms or facilities, when the **Extra Access** option is enabled in the Tenants tab.

- Click **Save** to confirm all changes and return to the Tenants list.
- Click **Go To Tenants** at any time to discard any unsaved record and return to the Tenants list.

3.2 Staff

In this screen you can manage all Staff records.

The main table displays all Staff details, which can be filtered using the selection options above the table.

3.2.1 Add Staff

- Click **Add Staff** and fill in the **Details** page to create a new staff record.



Last Name is required.

Details

- **Default Estate** is selected via the drop-list. This is used for Operator Privileges (system administration).
- **Last Name** is free text.
- **First Name** is free text.
- **Category** is selected from the drop-list if required (recommended).
- **Title** is free text.
- **Initials** is free text.
- **Department** is free text.
- Click **Go To Keyholders** at any time to discard any unsaved record and return to the Staff list.
- Click **Add Tenant** to create another Tenant record for the same Residence.

Address

Displays the full postal address of the Staff member if it has been completed.

- Fill in the required address details as required.

Keys

Shows any Keys associated with the Staff member.

- Click **Add Key** to add a new key to the Staff member.
- **Key Code** is required and is the unique ID code for the key.
- **Key Colour** is selected from the drop-list and optional.
We recommend using colours if a Staff member has multiple keys.
- Select **Lost** to indicate this Key is lost.
The Key will be displayed in a different colour on the Event Report, if it is used.
- Select **Track Token** to display this Key in a different colour on the Event Report, if it is used.
- Click **X** to cancel all changes and remove this row.

Access

Shows all areas that can be accessed by this Keyholder.

- Select more areas to grant access to this Key.
- Deselect areas to remove access.

- Click **Save** to confirm all changes and return to the Staff list.
- Click **Save and Add Another** to save the new details and add an additional Staff record.
- Click **Go To Staff** at any time to discard any unsaved record and return to the Staff list.

4.0 System (Tools)

These tools are used to monitor and report on system events, create system administrators and manage system data for Keyholders, staff and properties.

4.1 Events

In this section you can view and filter any events that have occurred by Tenants, Staff and Trades access for the **last 24 hours**.

Set the filter to the desired values:

- Click **Refine**
 - For a filter box with a drop-list, select a value from the options available
OR
Type a letter to jump to the first value that begins with that letter.
 - Type the same letter to cycle to the next value that also begins with the same letter.
- For text boxes type the required value into the box.
- Click **Apply** to see the results.
- Click **Cancel** to return the previous list.
- Click **Reset** to clear the filters and display the full list again.
- Click **Export to CSV** to download a CSV showing the contents current filtered view.

4.2 Operators

In this section you can view and manage the system Operators. Each Operator can be assigned permissions for any Estate.

- Click **Add New (Operator)** and fill in the **Details** tabs to create a new Operator.



E-mail, Operator Name and Staff Member are required.

Details

- **E-mail** should be valid e-mail for this operator.
- **Operator Name** is free text.
- **Staff Member** must be completed.
- To select an existing **Staff Member**:
 - Click **Select** to open the Staff filter list.
 - Type all or part the **Last Name** and/or **First Name**.
 - Click the **Check box** next to the required staff member.
 - Click **Apply** to confirm the selection.
 - Click **Cancel** to abandon the search and return to the New Operator section.
- To create a new staff member:
 - Click **Add** and fill in the required details for a new **Staff Member**.
 - Click **Add** to save the details.
 - Click **Cancel** to abandon the process and return to the New Operator section.

4.3 Reports

In this screen you can view and filter any system reports for any time period.

- Reports**
- Select “All” to run all reports
OR
Select a report from the drop-list.
- Filter**
- Use the **Check box** to select the required filter options.
 - Click **Select All** to choose all filters available.
 - Click **Clear All** to remove all selected filter options.
- Click **Run** to generate the report.

Viewing the report:

- Click **Refine**
 - For a drop-list filter box select a value the drop-list
OR
Type a letter to jump to the first value that begins with that letter.
 - Type the same letter to cycle to the next value that also begins with the same letter.
- For text boxes type the required value into the box.
- For date-entry boxes select the required date using the calendar selection.
- Click **Apply** to see the results.
- Click **Cancel** to return the previous list.
- Click **Reset** to clear the filters and display the full list again.
- Click **Export to CSV** to download a CSV showing the contents current filtered view.

4.4 System

These tools will help to administer system data.

4.4.1 Categories

In this screen you can view and manage Categories that are assigned to Staff member user profiles.

- Click **Add** to open the new Category section.
- Click **Save** to create the new Category.
- Click **Delete** to remove a category.
- Click **Back to system menu** to return to the main System section.



A category will not be deleted if it is in use in a Staff profile.

4.4.2 Service Log

In this screen you can manually add a simple text record of any event that is not automatically generated or captured by the system. E.g., a visit by a maintenance crew, a 3rd-party inspection visit, etc.

Existing notes can be filtered using the **From** and **To** date selections in the filter bar.

- Select the start date using the **From** calendar button.
- Select the end date using the **To** calendar button.
- Click **Apply** to filter the list of existing logs.
- Click **Reset** to clear the filters and display the full list of logs.
- Click **Add New Entry** to create a new Service Log.
- Click **Back to system menu** to return to the main System section.



The maximum **Service Log** length is 1024 characters.

A **Service Log** cannot be edited once it has been saved.

The date and time of the log is the date and time the log is created.

4.4.3 Import Data

In this screen you can import multiple records in one CSV file.

Select the required import file type:

- Estates
- Blocks
- Tenants
- Staff
- Handsets

Follow the on-screen instructions to create the file. There is also an example provided (in red) for assistance.

- Click **Browse** to locate the file.
- Click **Import** to upload the file into Housing Central.
- Click **Back to system menu** to return to the main System section.

4.4.4 Bulk Add Tenants

In this screen you can add single or multiple Tenant records at once.



All of the fields are required.

- Select the values from the drop-list:
 - Estate
 - Block
 - Residence
- Enter the **Key Code**.
- Enter the Resident **Name**.
- Click **Delete** to remove one row from the list.
- Click **Add Tenant record** to add a new row with the SAME Estate, Block and Residence selection automatically. You can change these details if required.
- Click **Add All Tenants** to save all the new Tenant records.
- Click **Back to system menu** to return to the main System section.

4.4.5 Bulk Add Staff

In this screen you can add single or multiple Staff records from the same input section.



Key Code is required.

- Select Estate from the drop-list.
- Enter the **Key Code**.
- **Enter Last Name** (optional).
- **Enter First Name** (optional).
- Click **Delete** to remove one row from the list.
- Click **Add Staff record** to add a new blank row with the SAME Estate selected. You can edit this if required.
- Click **Add All Staff** to save all the new Staff records.
- Click **Back to system menu** to return to the main System section.

4.4.6 Activity

In this screen you can view all system administration audit trail.



Key Code is required.

Existing records can be filtered using any combination of **From**, **To**, **Operator Name** and **Description** selections in the filter bar.

- Select the start date using the **From** calendar button.
- Select the end date using the **To** calendar button.
- Enter the **Operator Name**.
- Enter the **Description**.
- Click **Apply** to filter the list of existing logs.
- Click **Reset** to clear the filter options and display the full list.
- Click **Previous**, **Next** or a **page number** to move to a page.
- Click **Back to system menu** to return to the main System section.
- Click **Home** to return to the main Housing Central page.