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# About D3000.DirectAccess

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D3000.DirectAccess is a Web-based application that enables you to:

- View card holder records, and activate, modify and deactivate cards.
- Assign access levels to a card holder, and authorize a card holder to enter multiple buildings.
- View and add tenant records.
- View access levels.
- Pre-register visitors and edit or delete their records.
- View event history.



**Tip:** For many more administrative capabilities, consider using the PC-based DirectAccess Pro program.

## About this manual

This manual is organized in the following chapters:

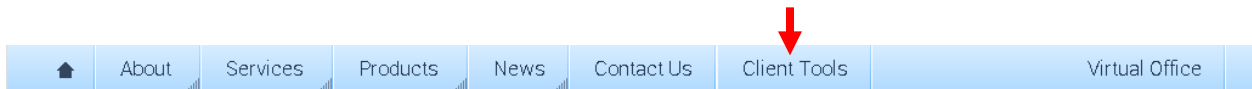
- “Getting started” shows how to log in, log out and perform several common operations.
- “Managing data” provides instructions for working with information accessible within DirectAccess.

# Getting started

---

## Log in to DirectAccess

1. Launch your Web browser.
2. Navigate to [www.datawatchsystems.com](http://www.datawatchsystems.com).
3. In the menu bar, click the **Client Tools** button.



4. In the **Client Tools** page, click **DirectAccess**.
5. In the **Log On** page:

### DIRECTACCESS LOGIN

---

[Home](#) [Contact Us](#) [Online Tools](#)

#### Log On

**Account Information**

User name


Password

Stay signed in • [Forgot password?](#)

- a. Enter your **User Name**.
- b. Enter your **Password**.

**Note:** Datawatch Systems issues user names and passwords. If you haven't received a user name and password, please contact the Datawatch Help Desk at [helpdesk@datawatchsystems.com](mailto:helpdesk@datawatchsystems.com).

- c. *To prevent having to log in again after 15 minutes of inactivity:* Activate the **Stay signed in** option.
- d. Click the **Log On** button.

 **Tip:** If you can't remember your password, click the **Forgot password?** link. In the **Recover Password** page, enter your **User Name**, then click the **Send** button. Your password will be sent to your e-mail address.

6. The main DirectAccess page is displayed:



**Navigation panel**

**Search panel**

**D3000-DirectAccess** Welcome DA.User! [ Log Off ] [ Change Password ]

**Card Holder Search**

Address: 4401 East West Hwy - D3000 Test Bld

Tenant: -ALL-

S/C: [ ]

Embossed: [ ]

First Name: [ ]


Last Name: [ ]

Sort By: Tenant ASC

Page Size: 20

Search Create New

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 **Note:** If you don't use DirectAccess for 15 minutes, it locks up to prevent unauthorized use. To continue using the program, click anything to display the **Log On** page, then log on again.

# Common operations

## Searching

Searching works very much the same in all search panels.

1. In the **Navigation** panel, click the kind of data you want to search. This displays the appropriate **Search** panel.
2. In the **Search** panel:
  - a. Select the **Address** (required in all search panels).
  - b. If the **Tenant** field is displayed, you can search across all tenants or select a specific tenant in the building.
  - c. Select or fill in other information you are looking for.
  - d. Use **Sort By** to control the initial sort order. Select **Asc** to set ascending sort order, or **Desc** to set descending sort order.
  - e. Select the **Page Size** (i.e., number of records to display at one time).
  - f. Click the **Search** button.

**Card Holder Search**

Address: 4401 East West Hwy - D3000 Test Bld

Tenant: -ALL-

S/C:

Embossed:

First Name:

Last Name:

Sort By: Tenant ASC

Page Size: 20

Search Create New

Fields displayed in this area depend on what kind of records you are searching

Search results are displayed in a table below the search panel.

## Working with search results

A successful search results in data organized in a table below the search panel.

**Note:** Features available in a table depend on the data category you searched.

Delete selected records

Click a column heading to sort by that column; click again to sort in opposite direction

Delete

	Tenant	S/C	Embossed	First Name	Last Name	Valid Thru	
<input type="checkbox"/>	Datawatch	99	12121	PATRICK	STARR	5/13/2061	<a href="#">Edit</a>   <a href="#">Replace</a>   <a href="#">Details</a>
<input type="checkbox"/>	Datawatch	99	56789	STEPHAN	TERAZON	3/18/2017	<a href="#">Edit</a>   <a href="#">Replace</a>   <a href="#">Details</a>
<input type="checkbox"/>	Datawatch	99	45678	MARYANN	CRABTREE	2/21/2063	<a href="#">Edit</a>   <a href="#">Replace</a>   <a href="#">Details</a>
<input type="checkbox"/>	Datawatch	99	84231	JERRY	JOHNSON	1/15/2069	<a href="#">Edit</a>   <a href="#">Replace</a>   <a href="#">Details</a>
<input type="checkbox"/>	Datawatch	99	11115	RICHARD	STARLING	3/13/2023	<a href="#">Edit</a>   <a href="#">Replace</a>   <a href="#">Details</a>
<input type="checkbox"/>	Datawatch	99	232323	GEORGE	REACHER	6/6/2079	<a href="#">Edit</a>   <a href="#">Replace</a>   <a href="#">Details</a>

1 2 3 4 5

[Export to Excel](#) | [Export to Word](#) | [Export to PDF](#)

Select page

Save or view data in another application

Edit record

Replace card

View Details

## Exporting data

1. Click the desired export format (Excel, Word or PDF) below the table.
2. In the export dialog:
  - Click **Open with** to view the data in the appropriate application.
  - Click **Save File** to save the data in the specified format.

## Selecting dates

1. Click in a date field. This opens the calendar, which shows three months..



2. If needed, click the previous month or next month arrows, or open the month list (above the left calendar), to select a different month.
3. Click the desired day of the month. The date will be entered in the date field.

## Changing your password

1. In the upper right corner, click **Change Password**.

Welcome [User]! [ Log Off ] [ **Change Password** ]

2. In the **Change Password** page:
  - a. Enter your **Current password**.
  - b. Enter the **New password**.
  - c. Enter the new password again in the **Confirm new password** field.
  - d. Click the **Change Password** button.

## Logging off

When you are finished using DirectAccess, click **Log Off** in the upper right corner.

Welcome [User]! [ **Log Off** ] [ Change Password ]



# Managing data

## Managing tenant data

### Viewing tenant records

1. In the **Navigation** panel, click **Tenant**.
2. Perform a search of tenant data.

**Tenant Search**

Address: 4401 East West Hwy - D3000 Test Bld

Sort By: Tenant ASC

Page Size: 20

[Search](#) [Create New](#)

To delete a Tenant, please contact the Help Desk at 301-280-4357

Tenant	Suite	Phone	Fax	
*	N/A			<a href="#">Edit</a>   <a href="#">Details</a>
ACCOUNTING	11TH FL			<a href="#">Edit</a>   <a href="#">Details</a>
ADMIRAL SECURITY SERVICES	1708			<a href="#">Edit</a>   <a href="#">Details</a>
ADMIRAL TRAINING ACADEMY 2	1705			<a href="#">Edit</a>   <a href="#">Details</a>
BCC PURPLE PAINTERS	1518			<a href="#">Edit</a>   <a href="#">Details</a>
BETHESDA MAGIC SUPPLY	1601			<a href="#">Edit</a>   <a href="#">Details</a>
DATAWATCH - BUSINESS DEVELOPMENT	1425			<a href="#">Edit</a>   <a href="#">Details</a>
DATAWATCH - DATA PROCESSING	1520			<a href="#">Edit</a>   <a href="#">Details</a>

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## Adding a tenant record

1. Click **Create New** in the **Tenant Search** panel. This displays the **Create Tenant** form.

**Create Tenant**

Address

Tenant  ← Required field

Suite  ← Required field

Phone

Fax

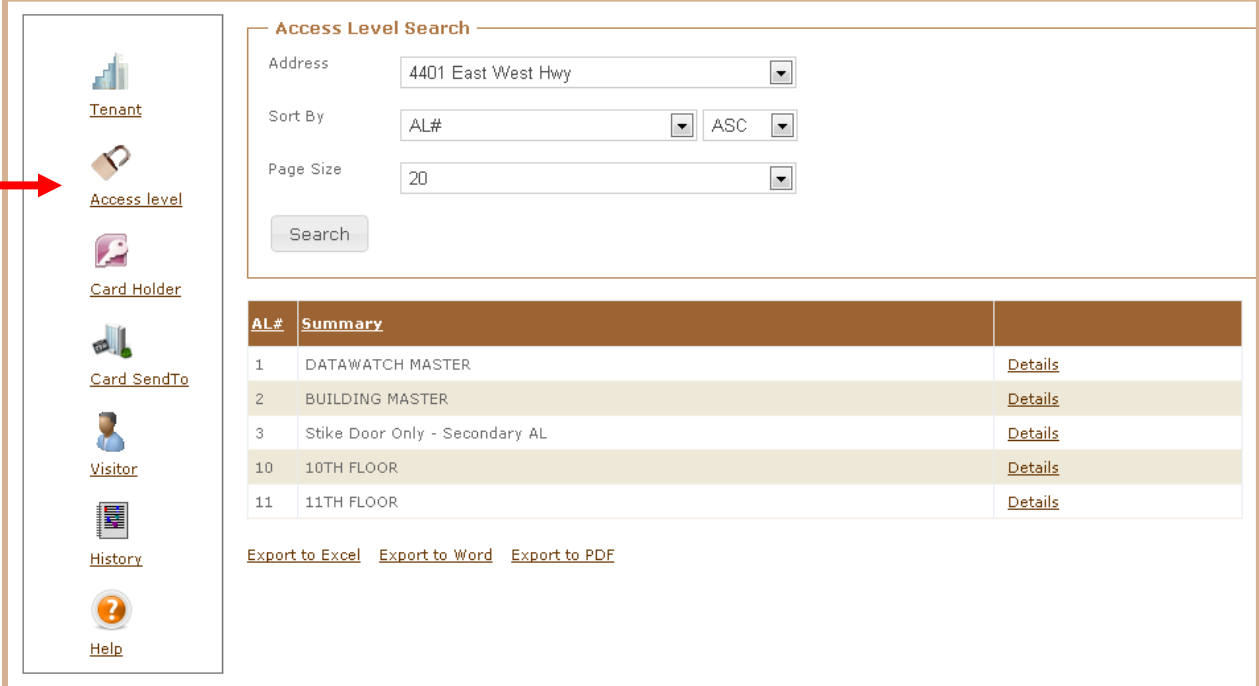
Federal holidays   
*Check this box if the tenant follows the federal holiday schedule*

2. Fill in the form.
  3. Click the **Save New Tenant** button.
- *To close the **Create Tenant** form without saving any entered data: Click **Cancel**.*

**Note:** You cannot delete tenant records. If a tenant must be removed from the tenant list, please contact Datawatch Systems' Help Desk at (301) 280-4357.

# Viewing access level data

1. In the **Navigation** panel, click **Access Level**.
2. Perform a search of access level data.



The screenshot shows a web application interface for viewing access level data. On the left is a navigation panel with icons and labels for 'Tenant', 'Access level', 'Card Holder', 'Card SendTo', 'Visitor', 'History', and 'Help'. A red arrow points to the 'Access level' option. The main content area is titled 'Access Level Search' and contains search filters: 'Address' (4401 East West Hwy), 'Sort By' (AL#), 'ASC', and 'Page Size' (20). A 'Search' button is present. Below the search filters is a table with columns 'AL#' and 'Summary', and a 'Details' link for each row.

AL#	Summary	
1	DATAWATCH MASTER	<a href="#">Details</a>
2	BUILDING MASTER	<a href="#">Details</a>
3	Stike Door Only - Secondary AL	<a href="#">Details</a>
10	10TH FLOOR	<a href="#">Details</a>
11	11TH FLOOR	<a href="#">Details</a>

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3. For slightly more information about an access level, click the **Details** link.

# Managing card holder data

## Viewing card holder records

1. In the **Navigation** panel, click **Card Holder**.
2. Perform a search of card holder data.

The screenshot shows a web application interface for managing card holder data. On the left is a vertical navigation panel with icons and text links: Tenant, Access level, Card Holder (highlighted with a red arrow), Card SendTo, Visitor, History, and Help. On the right is the 'Card Holder Search' form, which includes the following fields and controls:

- Address: 4401 East West Hwy
- Tenant: -ALL-
- S/C: (empty text field)
- Embossed: (empty text field)
- First Name: (empty text field)
- Last Name: (empty text field)
- Sort By: Tenant (dropdown), ASC (dropdown)
- Page Size: 20 (dropdown)
- Buttons: Search, Create New

## Viewing a card holder's data details

For the card holder, click **Details** at the right side of the search results table. This displays the **Card Holder Detail** panel.

**Card Holder Detail**

Address	4401 East West Hwy	
Tenant	Datawatch	
Sitecode	99	CustInfo1
Embossed	12121	CustInfo2
Encoded	12121	CustInfo3
Card Type	HID PROX (26)	CustInfo4
First Name	PATRICK	CustInfo5
Last Name	STARR	CustInfo6
Valid From	5/13/2011	CustInfo7
Valid Thru	5/13/2061	CustInfo8
Pin	0	
FIPS	<input type="checkbox"/>	
Modified By	jdoe	
Modified At	10/04/2012 11:57 AM	

**Linked Addresses**

Linked Address	AL1st	AL2nd
4401 East West Hwy	2	0

Edit Deactivate this Card Back to List

- *To edit this card holder's data:* Click **Edit** (see “Changing a card holder record,” later in this section).
- *To deactivate this card:* Click **Deactivate this Card**.
- *To return to the search results:* Click **Back to List**.

## Adding a card holder record

1. Click **Create New** in the **Card Holder Search** panel. This displays the **Create Card Holder** form.

Basic Card Info    Extra Card Info

Address: 4401 East West Hwy

Tenant: Admiral Security

Sitecode: 0 ← Required field

Embossed: 0 ← Required field

Access Level: N/A

Access Level Details

<input type="checkbox"/>	Address	AL1st	AL2nd
<input type="button" value="Add Building"/>			
<input type="button" value="Delete"/>			

First Name:

Last Name:  ← Required field

ValidFrom: 5/23/2013 ← Required field

ValidThru: 5/23/2023 ← Required field

Pin: 0 ← Required field

Modified By: J.Smith

Modified At: 05/23/2013 12:15 PM

2. In the **Basic Card Info** tab, fill in the form:

**Note:** Fields are required unless otherwise noted.

- a. Select the **Address**, if different from the one displayed.
- b. Select the **Tenant**, if different from the one displayed.
- c. Enter the appropriate **Sitecode**.
- d. Enter the card's **Embossed** number.
- e. Enter the **Encoded** number.
- f. Optional: Enter the card holder's **First Name**.
- g. Enter the card holder's **Last Name**.
- h. Select **Valid From** and **Valid Thru** dates.
- i. Enter the **PIN**.

3. In the **Access Level** box:

Access Level

N/A

Access Level Details

<input type="checkbox"/>	Address	AL1st	AL2nd
--------------------------	---------	-------	-------

Add Building Delete

- a. Open the list and click the desired access level. The selected access level is added to the **Access Level Details** list, as shown in this example:

Access Level

001 - DATAWATCH MASTER

Access Level Details

<input type="checkbox"/>	Address	AL1st	AL2nd
<input type="checkbox"/>	4401 East West Hwy	1	0

Add Building Delete

An access level specifies a building, a primary access level (AL1st) and a secondary access level (AL2nd).

- b. *To override the default primary or secondary access level for this card holder:*
- Click the button under **AL1st** or **AL2nd**.
  - In the **Select Access Level** dialog, click the desired access level, then click **OK**.
- c. *To add access to another building (not already included in original access level selected from drop-down list) for this card holder:*
- Click **Add Building**.
  - In the **Add Access Level Detail** dialog: Select the **Address**, select a primary access level (**AL1st**; click **Detail** for specifics), optionally select a secondary access level (**AL2nd**; click **Detail** for specifics), then click **OK**.
  - Repeat to enable this card holder to access other buildings.
- d. *To remove access to a building:* Click the checkbox next to that building, then click **Delete**.

4. In the **Extra Card Info** tab (shown below), fill in the appropriate information.

**Note:** Field labels will be different than shown here. These fields are customized by property managers to hold special data. Contact the Card Key Dept. at 301-280-4310 to customize fields.

The screenshot shows a web form with two tabs: 'Basic Card Info' and 'Extra Card Info'. The 'Extra Card Info' tab is active. Below the tabs are eight text input fields, each labeled 'CustInfo' followed by a number from 1 to 8. At the bottom of the form are two buttons: 'Save New Card' and 'Cancel'.

5. Click the **Save New Card** button.

- *To close the **Create Card Holder** form without saving any entered data: Click **Cancel**.*

## Changing a card holder record

1. For the card holder, click **Edit** at the right side of the search results table.

2. In the **Card Holder** form, change data as needed.

3. Click the **Update Card** button.

- *To close the **Edit Card Holder** form without saving any changed data: Click **Back to List**.*



## Replacing a card

This procedure enables you to quickly replace a card holder’s card without changing any other card holder data (such as name, access level, valid dates, etc.)

1. For the card holder, click **Replace** at the right side of the search results table. The displays the **Replace Card** form.

**Replace Card**

Address1 4401 East West Hwy

Tenant Datawatch

Sitecode  ← Required field

Embossed  ← Required field

Encoded

First Name PATRICK

Last Name STARR

2. Fill in the form.
3. Click **Replace Card**.

## Deleting a card holder record

1. For the card holder, click the checkbox to the left of the tenant’s name in the search results table. You can click more than one checkbox to delete multiple card holder records at one time, as shown in this example:

	Tenant	S/C	Embossed	First Name	Last Name	Valid Thru	
<input type="checkbox"/>	Datawatch	99	12121	PATRICK	STARR	5/13/2061	<a href="#">Edit</a>   <a href="#">Replace</a>   <a href="#">Details</a>
<input checked="" type="checkbox"/>	Datawatch	99	56789	STEPHAN	TERAZON	3/18/2017	<a href="#">Edit</a>   <a href="#">Replace</a>   <a href="#">Details</a>
<input type="checkbox"/>	Datawatch	99	45678	MARYANN	CRABTREE	2/21/2063	<a href="#">Edit</a>   <a href="#">Replace</a>   <a href="#">Details</a>
<input checked="" type="checkbox"/>	Datawatch	99	84231	JERRY	JOHNSON	1/15/2069	<a href="#">Edit</a>   <a href="#">Replace</a>   <a href="#">Details</a>
<input checked="" type="checkbox"/>	Datawatch	99	11115	RICHARD	STARLING	3/13/2023	<a href="#">Edit</a>   <a href="#">Replace</a>   <a href="#">Details</a>
<input type="checkbox"/>	Datawatch	99	232323	GEORGE	REACHER	6/6/2079	<a href="#">Edit</a>   <a href="#">Replace</a>   <a href="#">Details</a>

1 2 3 4 5

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2. Click the **Delete** button.
3. Confirm the deletion.

# Managing send to data

## Viewing send to records

1. In the **Navigation** panel, click **Card SendTo**.
2. Perform a search of send to data.

**Card Send To Search**

Send To Address: 4401 East West Hwy

Access Level: 003 - Stike Door Only - Secondary AL

S/C:

Embossed:

First Name:

Last Name:

Sort By: Address ASC

Page Size: 20

Search

Home Address	S/C	Embossed	First Name	Last Name	AL1st	AL2nd	
12345 Demo Building Way	5	12347	Jack	Thomas	3	0	<a href="#">Details</a>
12345 Demo Building Way	5	12346	Tom	Jones	3	0	<a href="#">Details</a>

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## Viewing send to details

For the card holder, click **Details** at the right side of the search results table. This displays the **Card Holder Send To Details** panel.

**Card Holder Send To Detail**

Send To Address 4401 East West Hwy - D3000 Test Bld

Home Address 12345 Demo Building Way

S/C 5

Embossed 12347

First Name Jack

Last Name Thomas

AL1st 3

AL2nd 0

[Back to List](#)

- *To return to the search results:* Click **Back to List**.

# Managing visitor data

## Viewing visitor records

1. In the **Navigation** panel, click **Visitor**.
2. Perform a search of visitor data.

The screenshot displays the 'Visitor Search' interface. On the left is a navigation panel with icons and links for Tenant, Access level, Card Holder, Card SendTo, Visitor (highlighted with a red arrow), History, and Help. The main content area is titled 'Visitor Search' and contains several search filters: Address (4401 East West Hwy - D3000 Test Bld), Tenant (-ALL-), First Name, Last Name, Sort By (Tenant, ASC), and Page Size (20). There are 'Search' and 'Create New' buttons. Below the filters is a 'Delete' button and a table of visitor records. The table has columns for Tenant, First Name, Last Name, Valid Thru, Begin, and End. One record is shown for Peter Summers with a valid thru date of 6/6/2079. There are 'Edit' and 'Details' links for this record. At the bottom, there are links for 'Export to Excel', 'Export to Word', and 'Export to PDF'.

Tenant	First Name	Last Name	Valid Thru	Begin	End	
*	Peter	Summers	6/6/2079	0000	2400	<a href="#">Edit</a>   <a href="#">Details</a>

## Viewing a visitor's data details

For the visitor, click **Details** at the right side of the search results table. This displays the **Visitor Details** panel.

**Visitor Details**

Address	4401 East West Hwy - D3000 Test Bld
Tenant	*
First Name	Peter
Last Name	Summers
Authorized Area	N/A
Password	
Special	
Valid From	7/29/2010
Valid Thru	6/6/2079
Begin	0000
End	2400
Scheduled	<input type="checkbox"/>

[Edit](#) [Back to List](#)

- *To edit this visitor's data:* Click **Edit** (see “Changing a visitor record,” later in this section).
- *To return to the search results:* Click **Back to List**.

## Adding a visitor record

1. Click **Create New** in the **Visitor Search** panel.

**Create Visitor**

Address

Tenant

FirstName

LastName  ← Required field

Authorized Area  ← Required field

Password

Special

ValidFrom  ← Required field

ValidThru  ← Required field

Begin  ← Required field

End  ← Required field

Scheduled

2. In the **Create Visitor** form, fill in each field.
  3. Click the **Save** button.
- *To close the **Create Visitor** form without saving any entered data:* Click the **Close** button.

## Changing a visitor record

1. For the visitor, click **Edit** at the right side of the search results table.
  2. In the **Edit Visitor** form, change data as needed.
  3. Click the **Save** button.
- *To close the **Edit Visitor** form without saving any changed data:* Click the **Cancel** button.

## Deleting a visitor record

1. For the visitor, click the checkbox to the left of the tenant's name in the search results table. You can click more than one checkbox to delete multiple visitor records at one time.
2. Click the **Delete** button.

# Reviewing event history

1. In the **Navigation** panel, click **History**.
2. Use form fields to limit the search's scope.
3. Use the tabs to search by tenant, card, name, etc.
4. Click the **Search By...** button.

The screenshot shows a web interface for searching event history. On the left is a navigation panel with icons and labels for Tenant, Access level, Card Holder, Card SendTo, Visitor, History, and Help. A red arrow points to the 'History' option. The main area is titled 'History Search' and contains several input fields: Address (4401 East West Hwy), Search Location (Selected Building), Begin (5/22/2013), End (5/23/2013), Sort By (Address), and Page Size (20). Below these fields is a row of tabs: By Tenant, By Card, By Name, By Message, By Panel, and By Door. The 'By Tenant' tab is active. Underneath the tabs is a 'Tenant' dropdown menu set to '-ALL-' and a 'Search By Tenant' button.