

MACE ADMIN PORTAL

software guide

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1 INTRODUCTION

MACE is an acronym for Mobile Access Control Enabler. It is a platform that allows any access control system to use smartphones as identifiers. The MACE Admin Portal is the Graphical User Interface (GUI) of the cloud-based MACE Server. It supports the allocation and revocation of Virtual MACE Credentials to companies or users.

The MACE Admin Portal can be addressed via the following URL: <https://mace.nedapaccess.com/>.

2 GETTING STARTED

When you want to use MACE for the first time, make sure that you follow the next six steps:

1. Log in to the MACE Admin Portal. Your login credentials will be sent to you per email once you have ordered access to the MACE Admin Portal [read more: [section 3.1](#)].
2. Create a Company Space by entering the customer’s name [read more: [section 3.3](#)].
3. Distribute Virtual MACE Credentials to the Company Space [read more: [section 3.3.1](#)].
4. (Optionally) create an administrator for the Company Space [read more: [section 3.3.3](#)].
5. Create a user by entering the user’s email address, first name and last name [read more: [section 3.3.2](#)].
6. Enroll a Virtual MACE Credential to a user [read more: [section 3.3.2](#)].
7. (Optionally) send a message to inform the user [read more: [section 3.3.2](#)].

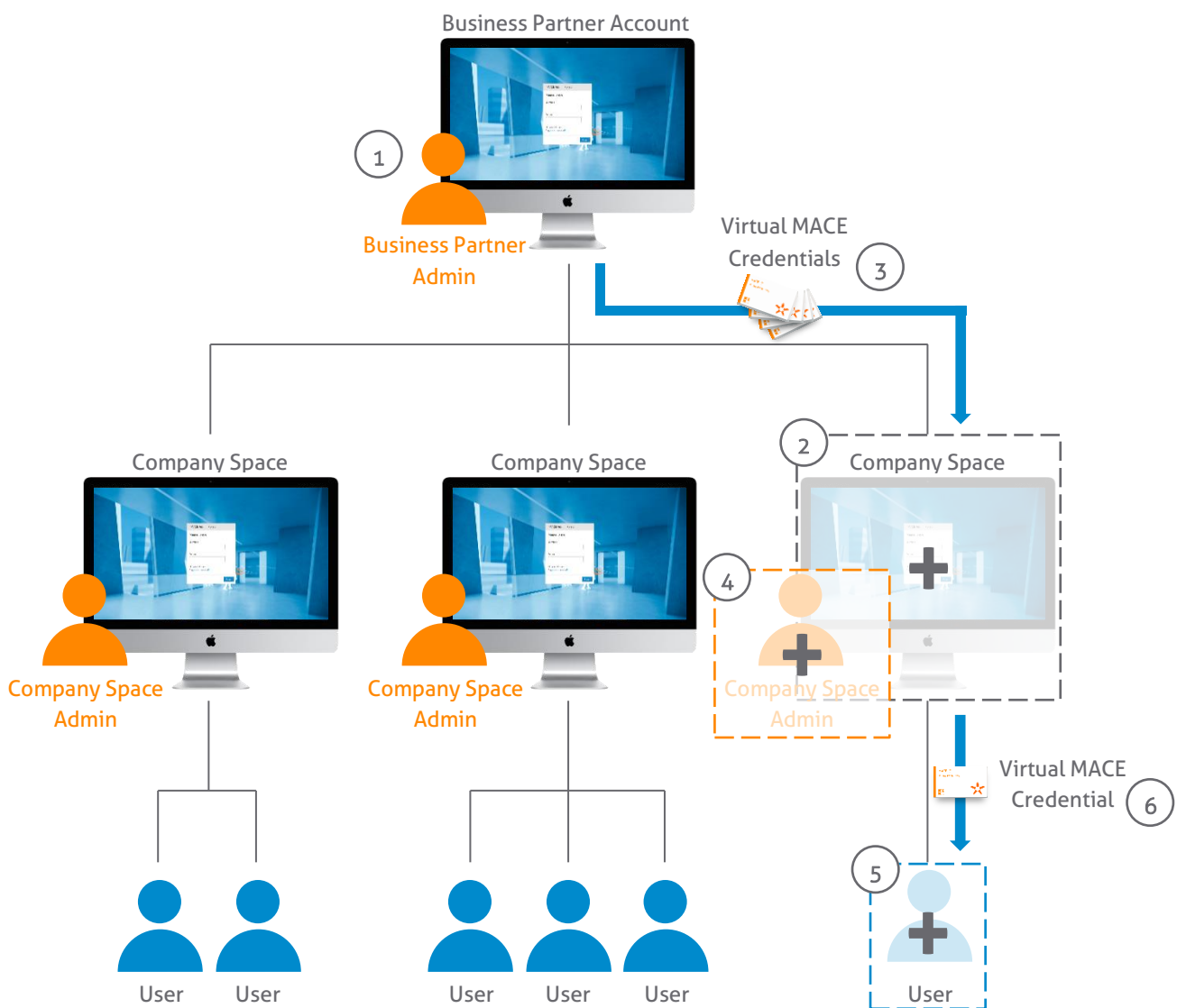


Figure 1 - Getting started with MACE.

3 MACE ADMIN PORTAL

This section of the software guide describes all functionalities and features that are available in the MACE Admin Portal. Depending on the enabled options and the type of your account (Business Partner or Company Space), menu items and features might be available or not.

* Note: as an administrator of a Company Space section 3.2 and 3.4 in this software guide can be skipped.

3.1 LOGIN

The login screen provides access to your account in the MACE Admin Portal. Your login details will be shared with you per email once access to the portal has been granted to you.

If you would like to change your password, or if you do not remember your password anymore, click on the 'Forgot your password?' link. An email will be sent to you including a link that enables you to change your password.

At the bottom of the login window a link to Nedap's privacy disclaimer can be found.

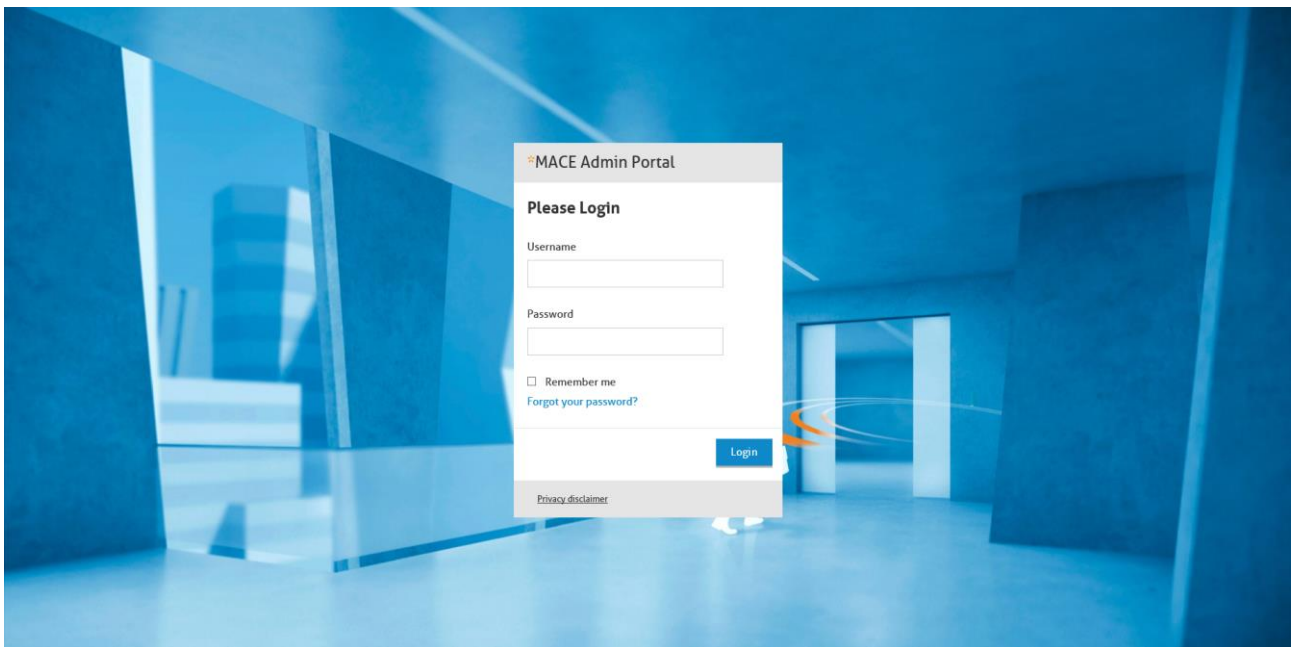


Figure 2 - Login screen.

* Note: the login credentials for the MACE Admin Portal can also be used to login to the MACE App.

3.2 HOME

After entering the correct credentials, the home screen will be shown. The home screen contains two elements: the 'Order History' and the 'Credential Overview'. As the name already implies, the 'Order History' shows a list of Virtual MACE Credential orders that are processed by Nedap Identification Systems. The 'Credential Overview' shows the sum of all ordered Virtual MACE Credentials (Total) and the number of Virtual MACE Credentials that is available for distribution to Company Spaces (Available) per Credential Format.

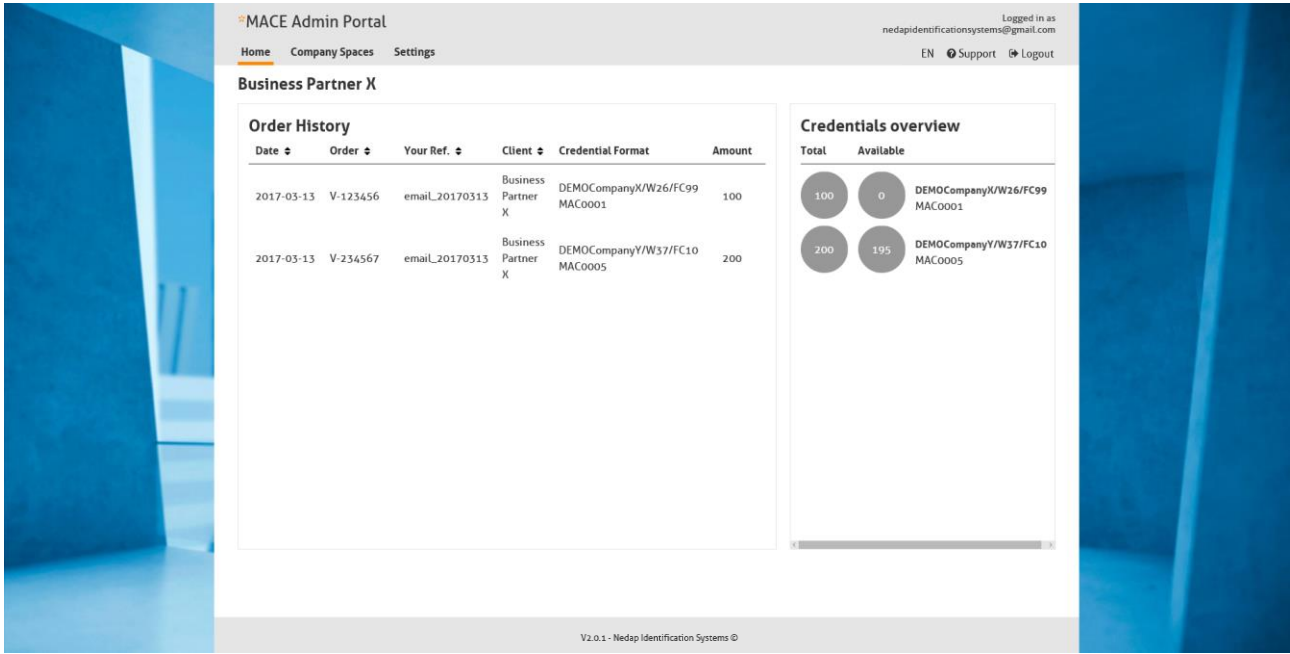


Figure 3 - Home screen.

3.3 COMPANY SPACES

In order to assign credentials to users, it is required to have one or multiple Company Spaces. An overview of your Company Spaces, their number of distributed credentials, i.e. the number of credentials that is allocated to the Company Space, and their number of available credentials, i.e. the number of credentials that a Company Space is able to enroll, are shown. The number of Company Spaces that is visible on one page can be set with the controller below the overview. A filter is available on the page to help you search for a specific Company Space. When more detailed information is required, you can enter a Company Space by clicking on the company's name.

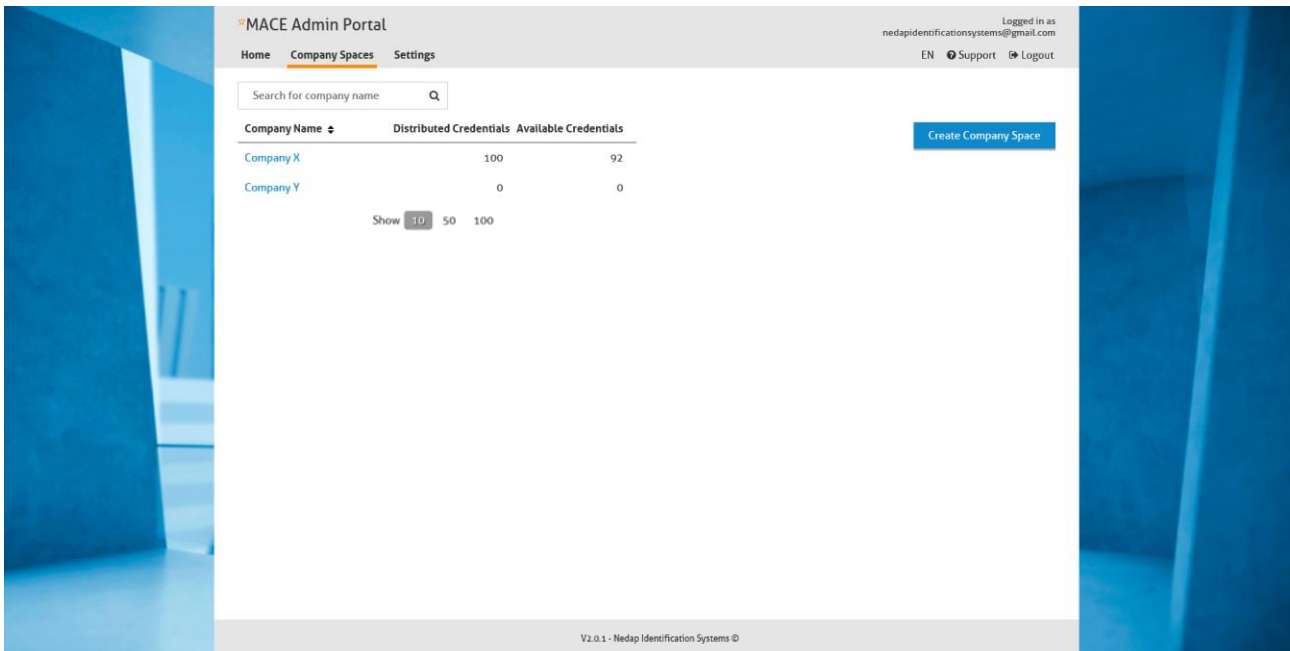


Figure 4 - Company Spaces screen.

Buttons on this page:

- **Create Company Space**: all it takes to create a Company Space is to enter the company's name.

* Note: make sure that you will be invoiced in December based on the usage of the Company Spaces throughout the year, as automatically monitored monthly in the MACE Admin Portal.

3.3.1 CREDENTIALS

After clicking on a company's name, the credential page of the Company Space will be shown. This page is also shown as a start screen for the portal users that are logged in as an administrator of the Company Space. The credential page shows two elements: the 'Distribution History' and the 'Distributed Credentials'. As the name already implies, the 'Distribution History' shows a list of Virtual MACE Credential distributions that are processed by Nedap's business partner. The 'Credential Overview' shows the sum of all distributed Virtual MACE Credentials (Total) and the number of Virtual MACE Credentials that is available for enrollment to users (Available) per Credential Format.

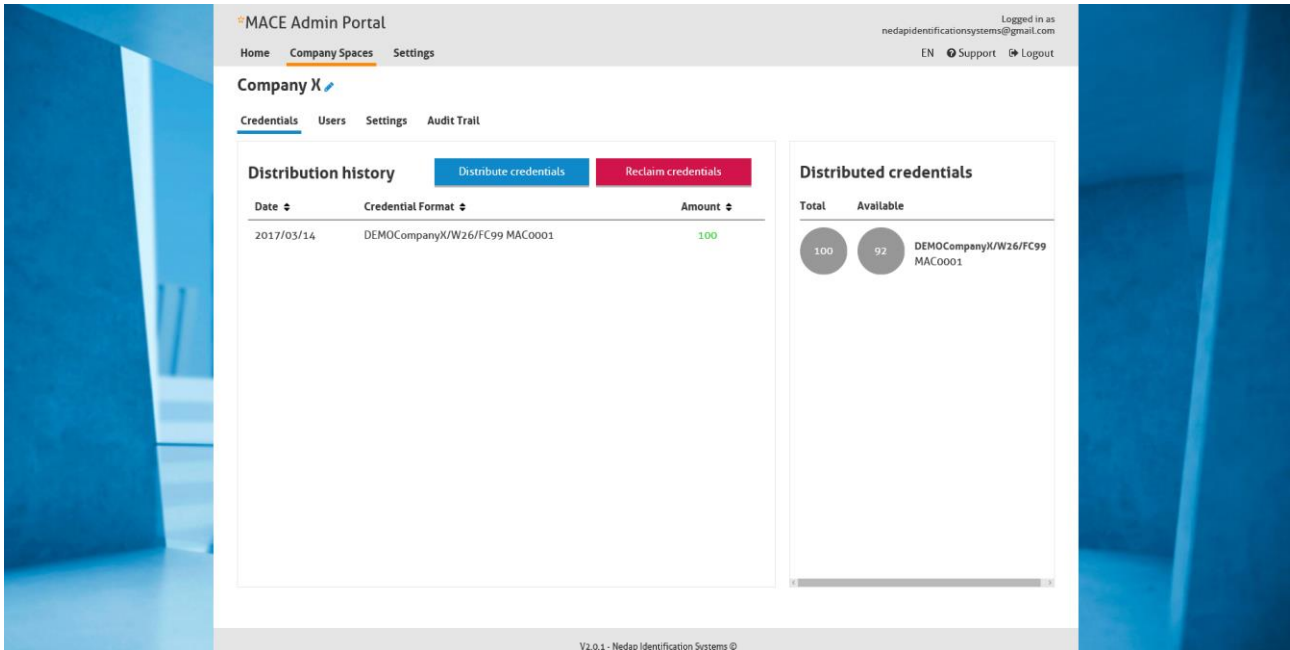


Figure 5 - Credentials page in a Company Space.

Buttons on this page:

- **Distribute Credentials:** business partners can distribute their ordered Virtual MACE Credentials to Company Spaces via this button. All it takes to do that is choosing the correct Credential Format and the number of credentials that should be distributed.
- **Reclaim Credentials:** business partners can reclaim Virtual MACE Credentials from Company Spaces via this button. All it takes to do that is choosing the correct Credential Format and the number of credentials that should be reclaimed. Credentials can only be reclaimed when they are not assigned to users.

* Note: in most cases, a Company Space has Virtual MACE Credentials of only one Credential Format. If that's not the case, please check for yourself whether this is correct.

3.3.2 USERS

In order to assign credentials to users, it is required to add users to your Company Space. An overview of your users and their credential status, i.e. the number of Virtual MACE Credentials that is assigned to the user and whether or not the user has activated these credentials, is shown. The number of users that is visible on one page can be set with the controller below the overview. A filter is available on the page to help you search for a specific user. A selection filter is also available to help you select the correct group of users on the current page.

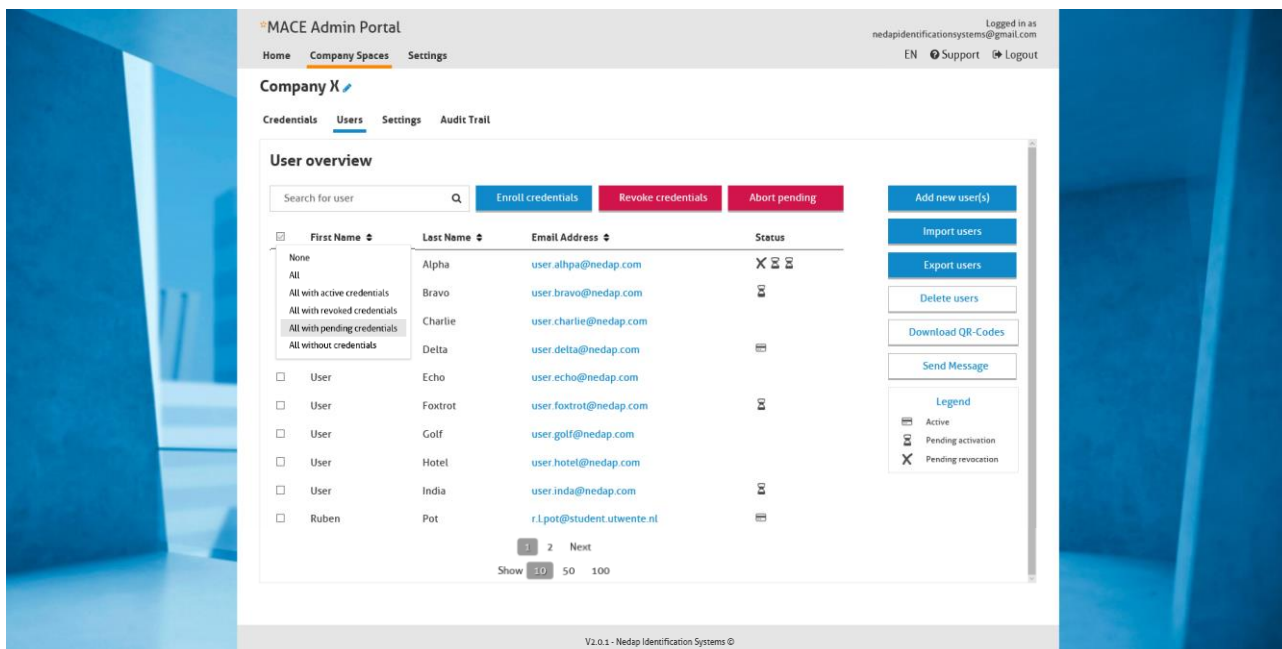


Figure 6 - Users page in a Company Space

Buttons on this page:

- **Enroll credentials:** triggers the assignment of a Virtual MACE Credential to the selected user(s). In the case that multiple badges of Virtual MACE Credentials with different Credential Formats have been distributed to a Company Space, the administrator has to choose the correct Credential Format per enrolment action. When one user is selected, the administrator can choose to enroll the first available credential within the badge or enter a specific ID-number. When multiple users are selected, the first available numbers will be chosen automatically. Optionally, the administrator can select an automatic revocation date and time. After confirming the enrollment the MACE Server will automatically assign the credential and create a verification code per enrolled credential.
- **Revoke credentials:** triggers the revocation of all credentials that belong to the selected user(s). Please specify whether you want to revoke the selected credential(s) immediately or at a specified date and time. When chosen for immediate revocation of the credential, it will receive the status 'pending revocation'. As soon as the user's phone has been connected to the internet or the 'maximum offline usage time' [read more: [section 3.3.3](#)] has been expired, the revoked credential is deleted from the user's phone and becomes available for enrollment again. When chosen for another revocation moment, the set revocation date and time will become available in the details of user page. After successfully revoking a 'pending activation' credential, it will become available for enrollment automatically, since it was never activated on any phone.
- **Abort pending:** when you are sure that a phone will never get online again or you don't see any harm in reusing this credential, this button allows you to manually change the status of the credential from 'pending revocation' to available for enrollment. Keep in mind that this function is not recommended for security reasons and not always necessary since pending revocation credentials will be revoked automatically after a limited amount of time.
- **Add new user(s):** all it takes to add users to your Company Space via this button is entering the user's email address, first name and last name. Use this button to create one or a few user(s).
- **Import users:** all it takes to add users to your Company Space via this button is entering the user's email address, first name and last name in the excel file, save it and import it in the MACE Admin Portal. The excel file

that should be used to import the users, including the saving instructions, can be downloaded from the portal. Use this button to create a large number of users.

- **Export users:** triggers the creation of a .CSV-file, including the user's first name, last name, email address, ID-number, credential and verification code.
- **Delete users:** triggers the removal of a user from the users overview of the Company Space. The user's MACE App account and its Basic MACE Credential won't be removed. Deleting a user is only possible when all of the user's credentials are revoked.
- **Download QR-Codes:** triggers the download of QR-codes that correspond to the credentials of the selected users.
- **Send Message:** allows to send messages to the selected user(s).

* Note: the 'Enroll credentials', 'Export users', 'Delete users', Download QR-Codes and 'Send Message' buttons only become active as soon as at least one user has been selected. The 'Revoke credentials' button only becomes active as soon as at least one user with a 'pending activation' or 'active' credential has been selected. The 'Abort pending' button only becomes active as soon as at least one user with a 'pending revocation' credential has been selected.

When clicking on the 'Send Message' button a new page appears. At the right of this page the selected users to which a message should be sent are visible. At the left three tabs are visible: 'QR-Code', 'Verification Code' and 'Custom message'. Two of these tabs include a predefined message that is shown in the text field. This message can be edited. While editing the text you might want to use the special objects that can be found at the top of the text field:

- **Text editor bar:** allows to format your text with default text editor options like 'bold', 'italic', 'underline', 'strikethrough', bullets and numbering.
- **Add username:** the first name and last name of the selected user will automatically be filled in while sending the message.
- **Add Company Space name:** the name of the Company Space from which the message is sent will automatically be filled in while sending the message.
- **Add QR-code:** the QR-code that corresponds to the credential(s) of the selected user(s) will automatically be filled in while sending the message.
- **Add verification code:** the verification code that corresponds to the credential(s) with the status 'pending activation' of the selected user(s) will automatically be filled in while sending the message. Sending a verification code to a user who has only activated credentials will result in a "-" at the place of the verification code, since no credentials need to be activated anymore.

Clicking on the 'Send' button sends the message to the selected users and automatically saves the edited message for the next time. An overview of the sent messages is not available in this version of the portal.

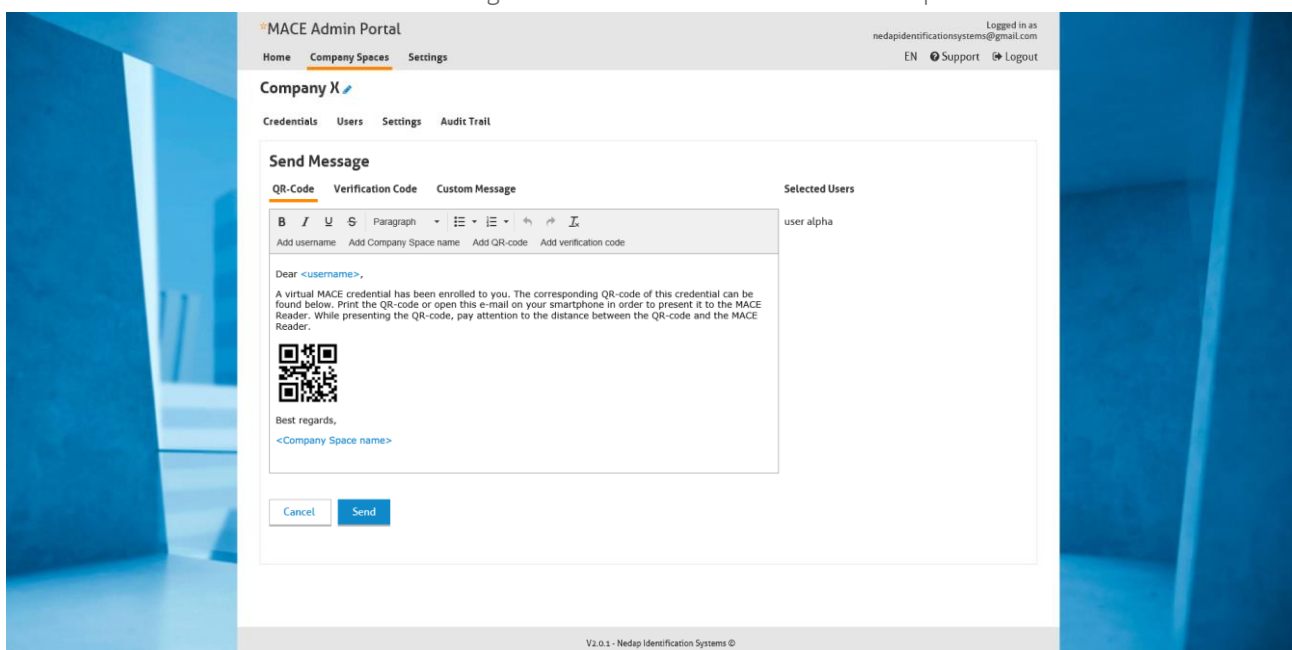


Figure 7 - Send message page in a Company Space.

When more detailed information of a user is required you can click on the user's email address. Besides the general information of a user (i.e. first name, last name and email address), an overview is shown of the credentials that are enrolled to the user. The overview contains the following information:

- **Device ID:** refers to the Device ID of the mobile phone on which the credential has been activated. The Device ID is automatically stored by the MACE Server as soon as the user has entered the verification code.
- **Credential:** this is the entire hexadecimal number that is sent by the phone to the reader.
- **ID-number:** this is only a part of the entire credential, shown in its decimal form. You can compare this ID-number with the number that is printed on conventional physical access control cards. This will also be the number that is presented on the virtual card in the user's MACE App.
- **Format:** this is a combination of the end-user name and the end-user code.
- **Verification code:** the verification code is only visible when the credential is pending activation.
- **Automatic revocation:** the MACE server will automatically revoke the credential at the set date and time. This date can be changed or set using the 'revoke' button.
- **Last connected:** at this moment the MACE App with activated credential was last connected to the MACE server.
- **Status:** refers to the status of the Virtual MACE Credential: pending activation, active or pending revocation.

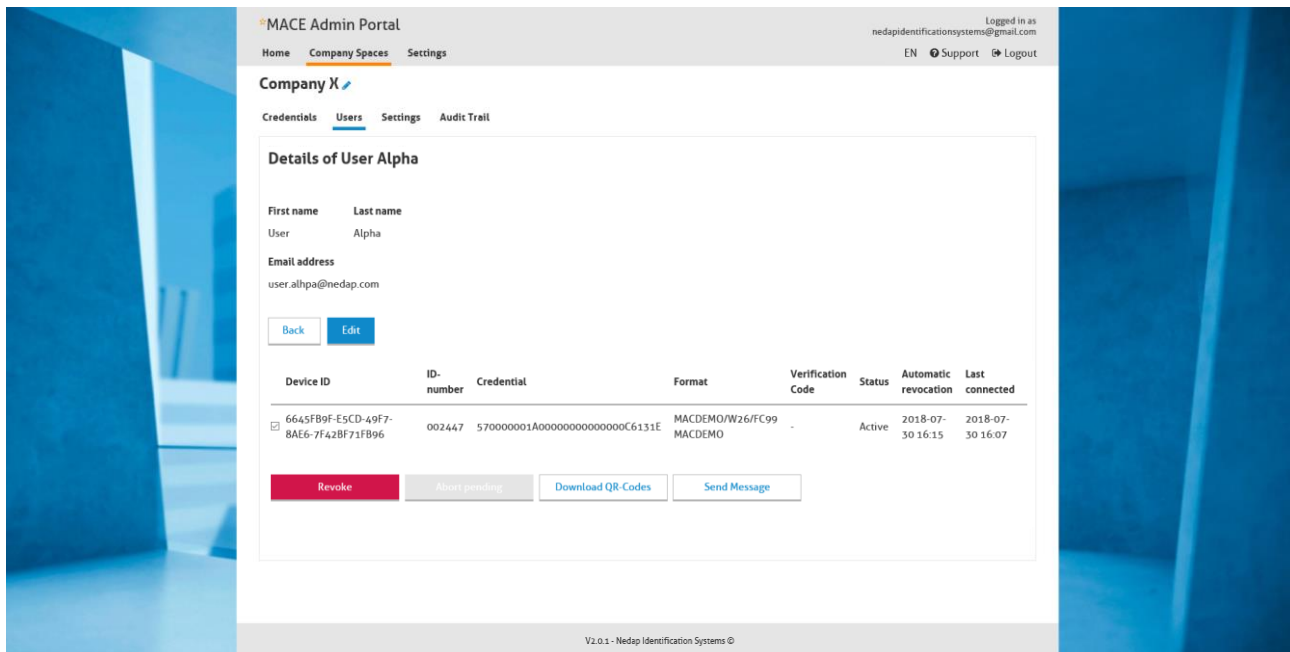


Figure 8 - Details of Users page in a Company Space.

Buttons on this page:

The usage of the first two buttons on this page is quite straightforward. Therefore, only three buttons are explicitly mentioned here:

- **Enroll:** triggers the assignment of a Virtual MACE Credential to the user. In the case that multiple badges of Virtual MACE Credentials with different Credential Formats have been distributed to a Company Space, the administrator has to choose the correct Credential Format per enrolment action. The administrator can choose to enroll the first available credential within the badge or enter a specific ID-number. Optionally, the administrator can select an automatic revocation date and time. After confirming the enrollment the MACE Server will automatically assign the credential and create a verification code per enrolled credential.
- **Revoke:** triggers the revocation of the selected credential(s). Please specify whether you want to revoke the selected credential(s) immediately or at a specified date and time. When chosen for immediate revocation of the credential, it will receive the status 'pending revocation'. As soon as the user's phone has been connected to the internet, the revoked credential is deleted from the user's phone and becomes available for enrollment again. When chosen for another revocation moment, the set revocation date and time will become available in the details of user page.
- **Abort pending:** triggers the change in status from 'pending revocation' to 'available' for re-enrollment. Using this button is only necessary whenever the MACE App on the user's phone will never be connected to the internet again.
- **Download QR-Codes:** triggers the download of the QR-codes that correspond to the selected credential(s).
- **Send Message:** allows to send messages to the user.

* Note: the 'Download QR-Codes' button only becomes active as soon as at least one credential has been selected. The 'Revoke' button only becomes active when at least one credentials has been selected with the status 'pending activation' or 'active'. The 'Abort pending' button only becomes active whenever one or more credentials have been selected with the status 'pending revocation'. The user's first name and last name can be edited at any moment. The user's email address can only be edited as long as the email address is not used for registration in the app.

3.3.3 SETTINGS

The Company Space's settings page shows two elements: 'Edit Company Space' and 'Pass template'. The 'Pass template' element allows administrators to customize the virtual card that is presented on the users' phones after assigning them a Virtual MACE Credential:

- **Text on pass:** refers to the card name that is shown on top of the virtual card. It has a maximum length of 24 characters.
- **Color:** refers to the color of the sidebar, text and communication icons (BLE/NFC/QR). The color should be entered as a hexadecimal value (with or without the use of a hashtag) or can be chosen via the color picker that appears when you click on the hexadecimal value entry field.
- **Logo on pass:** all it takes to add your company logo on the virtual card is to upload your logo here and save the template. The logo will have a fixed width and the height of the logo will be scaled proportionally.
- **Maximum offline usage time:** refers to the maximum time (in days) that a credential in the MACE App can be used offline. Default, this maximum offline usage time is set to 7 days. When the maximum offline usage time has been expired, the user will receive a notification in the app and can only use the credential again after a connection with the MACE server and pending revocation credentials will automatically become available again in the portal.

The 'Edit Company Space' element enables editing the information that is related to the Company Space:

- **Name:** refers to the name of the Company Space.
- **Account status:** refers to the status of the Company Space. In exceptional cases (arrearage, misuse, etc...) it might be necessary to (temporarily) lock a Company Space, which implies that no actions can be performed on the users and the credentials within the Company Space. In the meantime, the enrolled credentials remain working. The default status of a Company Space is of course 'unlocked'.
- **Administrators:** all it takes to create an administrator for a Company Space is to enter the administrator's first name, last name and email address. After saving the changes, the administrator will automatically receive an email with the URL and the login credentials for the MACE Admin Portal. Administrators can be removed at any time by simply deleting the first name, last name and email address of the administrator and save the changes.

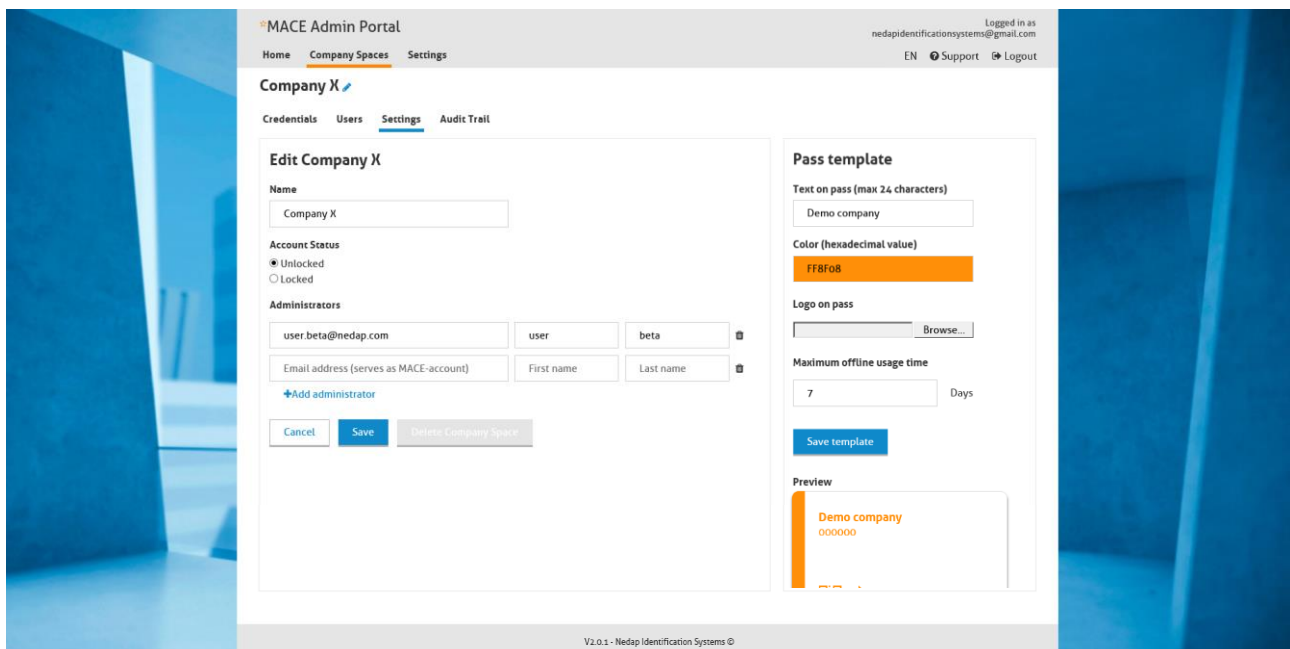


Figure 9 - Settings page in Company Space.

Buttons on this page:

The usage of most buttons on this page is quite straightforward. Therefore, only one button is explicitly mentioned here:

- **Delete Company Space:** triggers the removal of the Company Space. This is only possible as long as all administrators of the Company Space are removed and all Virtual MACE Credentials have been reclaimed by the Business Partner. When these requirements are not met, the button remains deactivated.

3.3.4 AUDIT TRAIL

The audit trail page provides a read-only overview of logged actions, when these actions are performed and by who. The actions that are logged are related to the distribution and reclaiming of Virtual MACE Credentials to and from the Company Space, and the enrollment and revoking of Virtual MACE Credentials to and from users within that Company Space. Also the creation and deletion of Company Spaces and administrators is logged here.

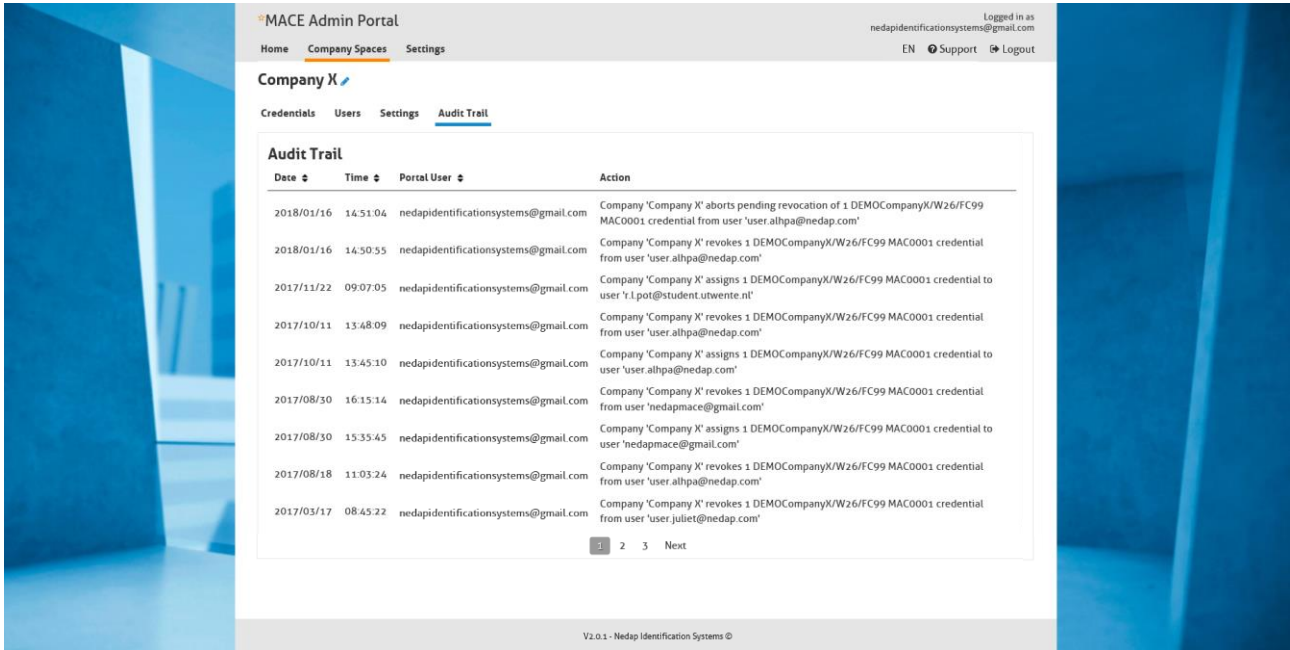


Figure 10 - Audit Trail page in Company Space.

3.4 SETTINGS

The Business Partner's settings screen shows only one element: 'Edit Business Partner'. This element enables editing the information that is related to the Business Partner account:

- **Administrators:** the first administrator will be created by Nedap Identification Systems during the creation of the Business Partner account. Additional administrators can be added by that initial administrator. All it takes to create an administrator for a Business Partner account is to enter the administrator's first name, last name and email address. After saving the changes, the administrator will automatically receive an email with the URL and the login credentials for the MACE Admin Portal. Administrators can be removed at any time by simply deleting the first name, last name and email address of the administrator and save the changes.
- **Support:** the email address that is entered here will be shown on the 'support'-page of the Company Spaces. Default the email address of the first administrator of the Business Partner account is shown.

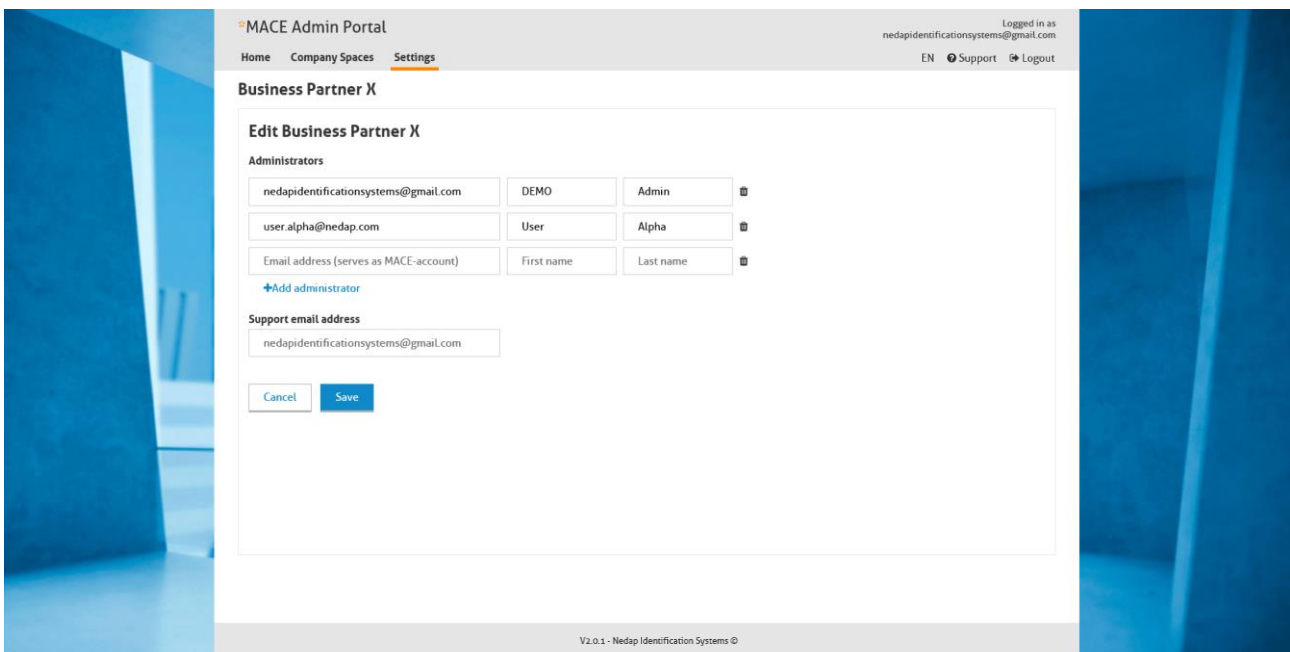


Figure 11 - Settings screen.

* Note: please be aware of the fact that once you have deleted all of your administrators in this page, you cannot enter your account in the MACE Admin Portal anymore.

3.5 SUPPORT

If you have got any issues or improvement requests, please contact us via the link in this screen. Clicking on the email address opens your email application. Please, mention your name, your company's name and the reason for your contact in this email.

Administrators of Business Partners will see the support email address of Nedap Identification Systems here. Company Spaces will see the support email address that is set by the Business Partner account administrator.

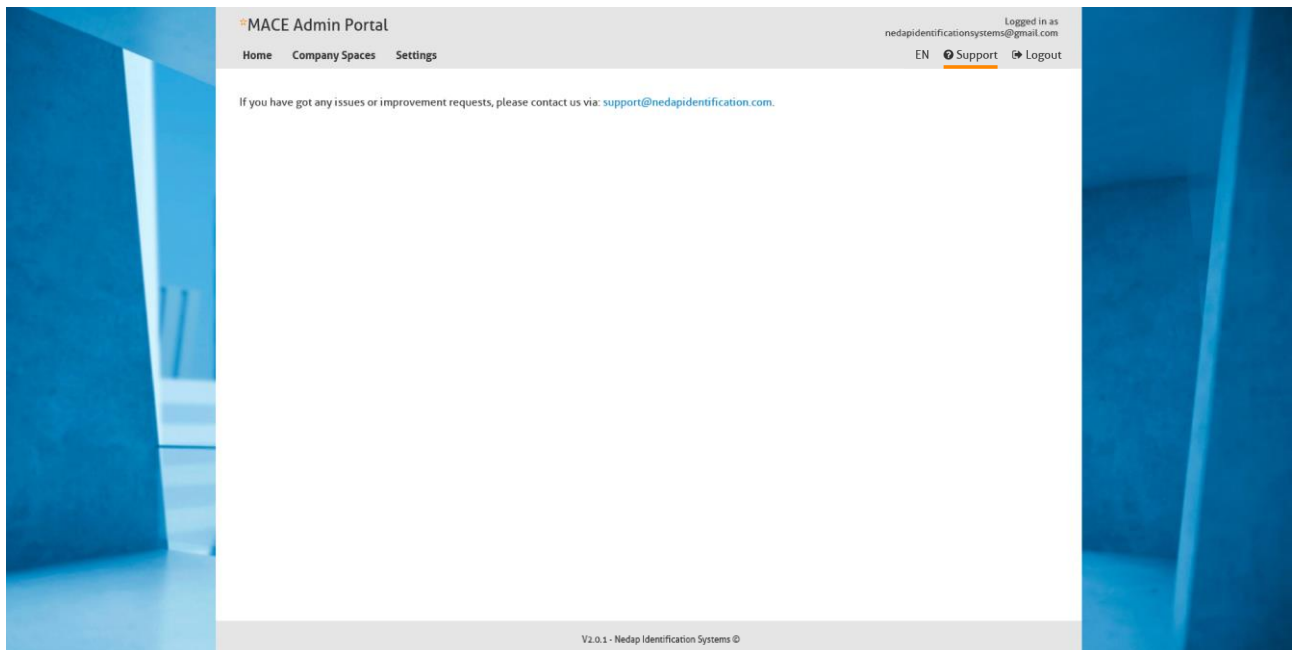


Figure 12 - Support screen.

Next to the Support button, two other buttons are visible:

- **Language:** at the left, the portal user can switch languages. Currently only Dutch and English are supported, but more languages will follow.
- **Logout:** this button immediately logs out the portal user that was logged in.

4 DOCUMENT REVISION

Version	Date	Comment
1.4	2018-12-14	Added functional specifications: <ul style="list-style-type: none">- Automatic clean-up of credentials with the status pending revocation- Language setting (English & Dutch)- Enroll button added to 'Details of user' page
1.3	2018-07-30	Added functional specifications: <ul style="list-style-type: none">- Automatic revocation settings- Maximum offline usage time settings- Color picker in pass template settings- Expanded text formatting options in messaging page
1.2	2018-01-16	Added functional specifications: <ul style="list-style-type: none">- Send messages- Link to privacy disclaimer- Expanded audit trail- Rearrangement of buttons on user overview page
1.1	2017-08-29	Changed URL and added functional specifications: <ul style="list-style-type: none">- Download QR-code- Enroll specific credential to one person per action- Updated credential statuses (pending revocation + legend)- Separate support email address for business partners
1.0	2017-03-23	First official release