



“MyLocken for VT” User Guide

Vantage Towers – LSA

ISEO – Service Operation Center

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Modifications log			
Index / Version	Author	Date	Description
V.01	MBO	20/06/2023	Initial version
V.02	TCI	10/07/2023	Links Updated
V.03	MBO	06/08/2023	Support contact updated
V.04	TCI	06/10/2023	New format
V.05	TCI	08/11/2023	Support contact information updated
V.06	MBO	10/04/2024	Adding new features (Key chain, Report hazard and locks on site)
V.07	MBO	23/04/2025	Adding new features (Country selection, Offline mode)
V.08	CPL	06/02/2026	Adding the key overwriting process
V.09	MBO	08/04/2026	Adding OneView Login process

1 App download and first opening

The app “MyLocken for VT” is available on Android and iOS and can be downloaded from their public marketplaces: **Google Play** and **Apple Store**.



When you open the app for the first time, you’ll have to read and accept the Terms and Conditions of Use:

<div style="background-color: #0070C0; color: white; padding: 5px; text-align: center;"> VantageTowers Disclaimer </div> <p>MyLocken for VT Privacy Notice</p> <p>With this privacy notice we would like to inform you on the processing of your personal data when MyLocken for VT</p> <p>Last updated: 2023/06/02 date of last revised</p> <p>1) What is the identity and the contact details of the responsible for the processing of your personal data:</p> <p style="margin-left: 20px;">a) Data Controller – who is responsible for data processing</p> <p style="margin-left: 40px;">Vantage Towers AG – Attn: Data Protection Officer Address: Prinzenallee 11-13, 40549 Düsseldorf Germany E-Mail: privacy@vantage Towers.com</p> <p>2) What categories of personal data we collect and process, for which purposes and on what legal basis:</p> <p>When using MyLocken for VT, hereinafter referred to as online service:</p> <p style="margin-left: 20px;">• Personal data that we process based on our legitimate business interests (Art. 6 para. 1 f GDPR): Processing is carried out after careful weighing of our legitimate interests in relation to the need to protect your personal data and is limited to the absolutely expected and necessary processing, which is compatible with our transactional relationship. Data that we process when you use the app like the one that your browser transfers to us: IP address, browser, autoenroll request, key and locks operations details, and site login/logout details. The purpose of the processing is the delivery of the online service to the user’s end device and it is mandatory for the operation of the online service.</p> <p>Other: Access events and synchronization events are collected for site access management. This information will be stored during 6 months. User information will be stored in the system up to the finishing of the contact.</p> <p>3) Permissions for access to data and functions of the end devices by the online service.</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #ccc; padding: 5px 10px; border: 1px solid #000;">Deny</div> <div style="background-color: #0070C0; color: white; padding: 5px 10px; border: 1px solid #000;">Accept</div> </div>	<div style="background-color: #0070C0; color: white; padding: 5px; text-align: center;"> ISEO Disclaimer </div> <p>Terms and Conditions of Use:</p> <p>These terms and conditions govern your use of this application; by using this application, you accept these terms and conditions in full. If you disagree with these terms and conditions or any part of these terms and conditions, you must not use this application.</p> <p>Copyright:</p> <p>©2017 Locken Services All rights reserved.</p> <p>Privacy:</p> <p>This application stores log files of the traffic generated. By using this application, you authorize Locken to collect your IP address and the key numbers you have consulted.</p> <p>Disclaimer:</p> <p>Locken is not responsible for any technical faults and inaccuracy in the information provided by the application. However, we strive to provide timely and accurate data. We reserve the right to make changes and corrections in the application at any time, without notice.</p> <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div style="background-color: #ccc; padding: 5px 10px; border: 1px solid #000;">Deny</div> <div style="background-color: #0070C0; color: white; padding: 5px 10px; border: 1px solid #000;">Accept</div> </div>	<div style="background-color: #0070C0; color: white; padding: 10px; text-align: center;"> </div> <div style="margin-top: 20px;"> <div style="border: 1px solid #ccc; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> Germany ▼ </div> <div style="background-color: #0070C0; color: white; text-align: center; padding: 5px; margin-top: 5px;">Login</div> <div style="background-color: #ccc; text-align: center; padding: 5px; margin-top: 5px; border: 1px solid #000;">Create account</div> </div> <div style="margin-top: 20px; text-align: center; font-size: 10px;"> <p>In case of network failure, you can update permission stored in your key with Offline Mode</p> <p>version: 1.1.0.1743167568</p> </div>
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Then, the app allows you to:

- **Login:** If you already have a Locken ID, you can access to the selected country with your username and your password to the app.
- **Create account:** If you don’t have a Locken ID, you can create a new one, as it’s explained in the next chapter.
- **Offline mode:** In case of lack of data connection or server unavailability, it is possible to validate the key offline. Additional details are explained in section **4.3.1 (Offline mode)**.

2 User Registration

2.1 User registration for OneView Onboarded Market (Hungary)

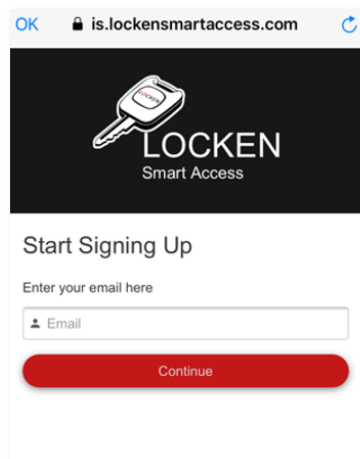
User registration for smartlocks in OneView markets is transferred to OneView system via Service Now.

Please refer to your Vantage Local interface to get additional information about this process.

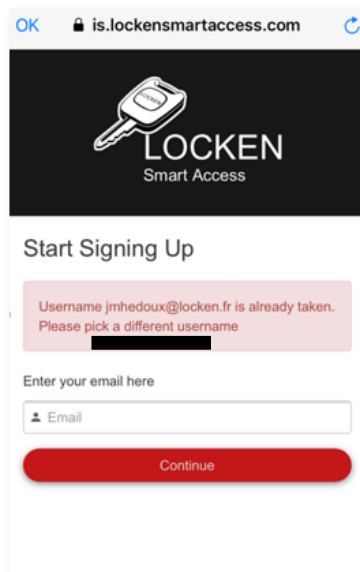
2.2 User registration for Iseo Stand Alone markets

To register as a new Iseo Locken user through the app MyLocken for VT, you first have to enter the email address that will be used.

To register as a new Locken user through the app MyLocken for VT, you first have to enter the email address that will be used to identify your user in the system. This email address will be linked with the access management system (LSA), so you need to use your corporate mail.



If you enter an email already existig in the system, the app will show you an error message.



If the email address wasn't registered yet, the creation of the new user will begin. You will need to add your name and a password:

OK is.lockensmartaccess.com

LOCKEN
Smart Access

Create An Account

Enter required fields to complete registration

First

Last

Password

Password length should be within 5 to 30 characters

Confirm password

Je ne suis pas un robot reCAPTCHA
Confidentialité - Conditions

After a successful sign in, we use a cookie in your browser to track your session. You can refer our [Cookie Policy](#) for more details.

I hereby confirm that I have read and understood the [Privacy Policy](#)

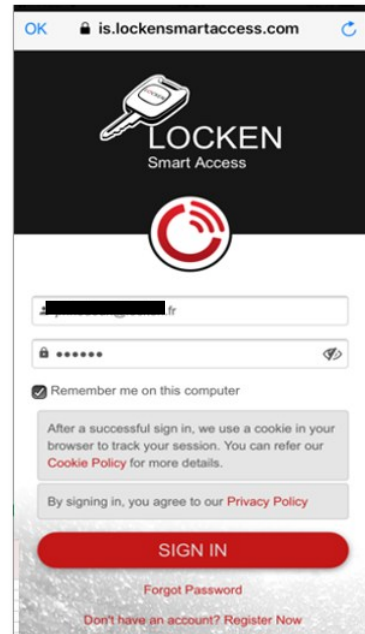
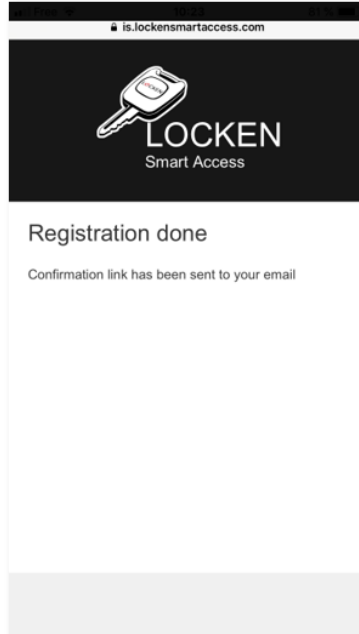
Register

[Already have an account? Sign in](#)

In order to register you must check the confirmation box, meaning you read and understood the [Privacy Policy](#), which you can check before, clicking on it (you can change the language at the top).

Once the registration form is filled out and for security reasons, you will receive an email saying your account is created but needs to be confirmed. You will receive a second email with a link to click on, in order to confirm the account. If you don't find this email in your inbox, please check your junk box.

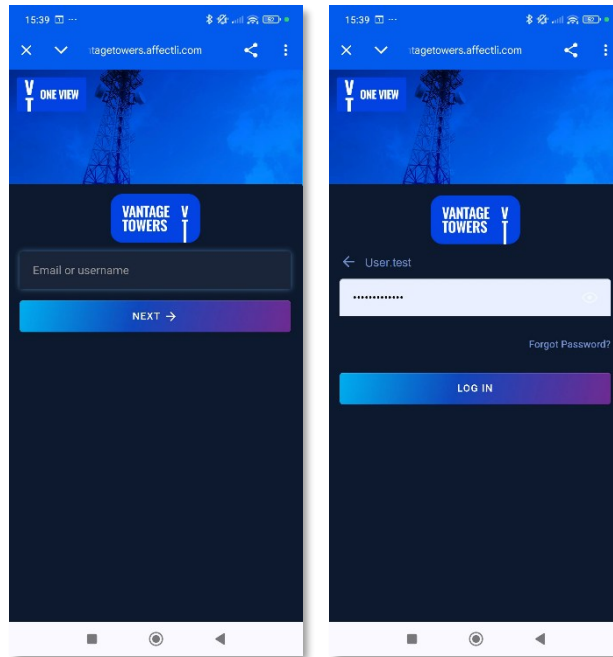
Once the registration is confirmed, you can access MyLocken for VT from the starting screen. If you check the option **Remember me on this computer**, you won't need to enter your email and password each time you want to use the app.



3 Entering the app

3.1 Oneview Login

One View login page will appear when the user tries to login in a Local market where Oneview is onboarded. To do Login, please insert the user and password provided by your Vantage Towers Interface.



3.2 Iseo Locken Login

Iseo Locken login page will appear when the user tries to login in a Local market where Oneview is onboarded. To do Login, please insert your Iseo Locken user and password (How to create an Iseo Locken account is detailed in **2.2 User registration for Iseo Stand Alone markets**)



Once you’re logged in to the app, two different scenarios can happen depending on whether you’re already registered in LSA or not.

3.2.1 User is not registered in LSA system

If your user is not created in the system, a request form will appear allowing the user to request the creation of the user in it:

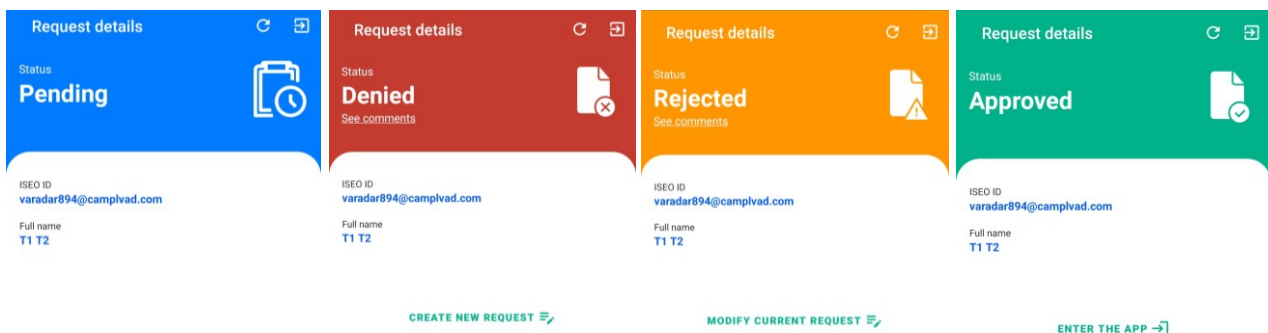
You must choose the country in which you’re going to work, and your company.

If you can’t find your company in the drop-down list, please contact with your VT Local administrator to ask for your company’s registration.

IMPORTANT. A user can only be registered in one country, so if you need to change the registered country, please contact with Iseo Locken support.

Once the registration form has been send, the application will show the satus of the request. There are 4 status in wich any request can be:

- **Pending:** The request is pending for approval.
- **Denied:** The request has been denied. You can submit a new registration request.
- **Rejected:** The request has been rejected. You can modify the request following the validator’s comments you can see clicking on “See comments”.
- **Approved:** The request has been approved. You will be able to enter the app.

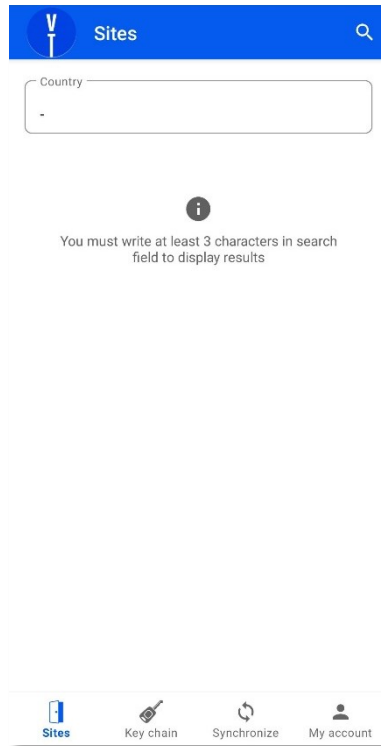


The system needs a little bit of time to create the user in the system, so if you try to enter in the app just after the validation of your request you may see a message saying your user was not created in the system. If this is the case, close the app, wait 5 minutes and try again.

NOTE. Request are deactivated for Germany. To be onboarded, please contact your Vantage Towers interface

3.2.2 User is already registered in the system

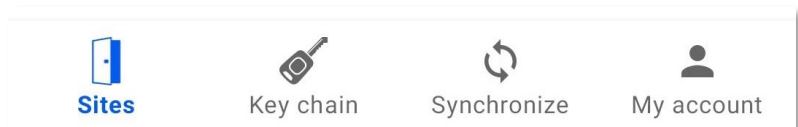
If your user was created in the system, you will have direct access to the application itself, as your request was validated by a system administrator:



3.3 APP Main screen

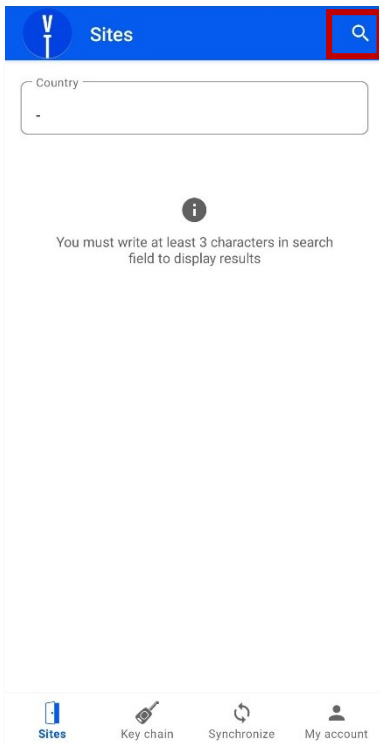
Once you're on the app main screen, you can see 4 tabs at the bottom:

- Tab “Site”
- Tab “Key chain”
- Tab “Synchronize”
- Tab “My Account”

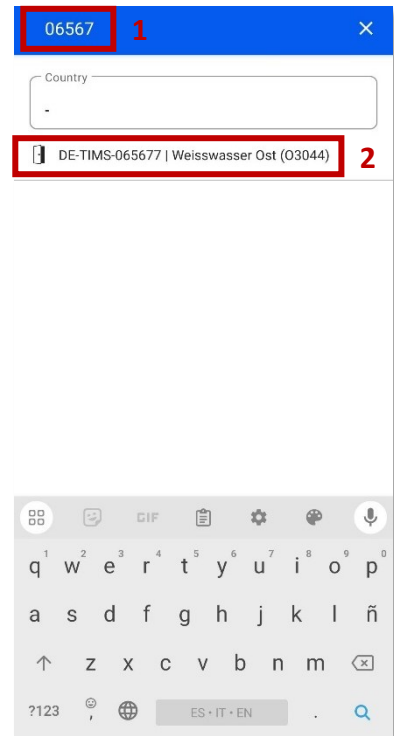


4 Tab “Site”

Every time you need to access a site, you must go to the Tab “Site” and search the site you need to log on to.



- To search a site, click on the magnifying glass icon (1).
- Start typing the number or the name of the site you’re looking for (2). You can also search by the legacy site ID.
- The results will show under the “Country” box. Click on the site you’re interested in. (3)



Once you chose the site, the app will bring you to the site details page, where site information will be displayed, including a map view with the site location.

Users will see a button to “LOG ON SITE” and, in case they are registered in LSA management system as installers, a “LOCKS ON SITE” button.



4.1 Locks On Site

After pressing the “LOCKS ON SITE” button, a new screen will appear, informing about the different locks already installed on the selected sites.



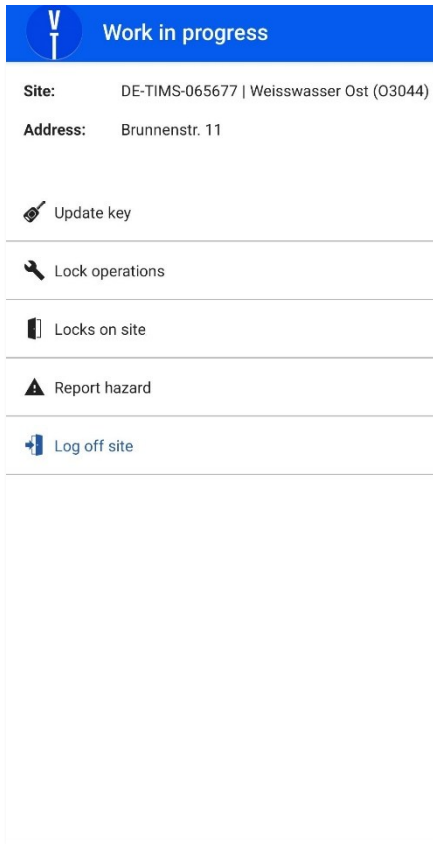
The information provided by each lock will be:

- Locks name
- TIMS site ID where the lock is installed.
- Access point Type where the lock is installed.
- Addition information about the lock

This feature will be also available in Work In Progress screen.

4.2 Log On Site

After pressing the “LOG ON SITE” button, the Work in Progress screen (WIP) will appear, with different options.



- Update (synchronize) your key. (You can do this operation also from the Tab “Synchronize”)
- Lock Operations (only available for Lock installers)
- Locks on site (only available for Lock installers)
- Report hazards
- Log Off site.

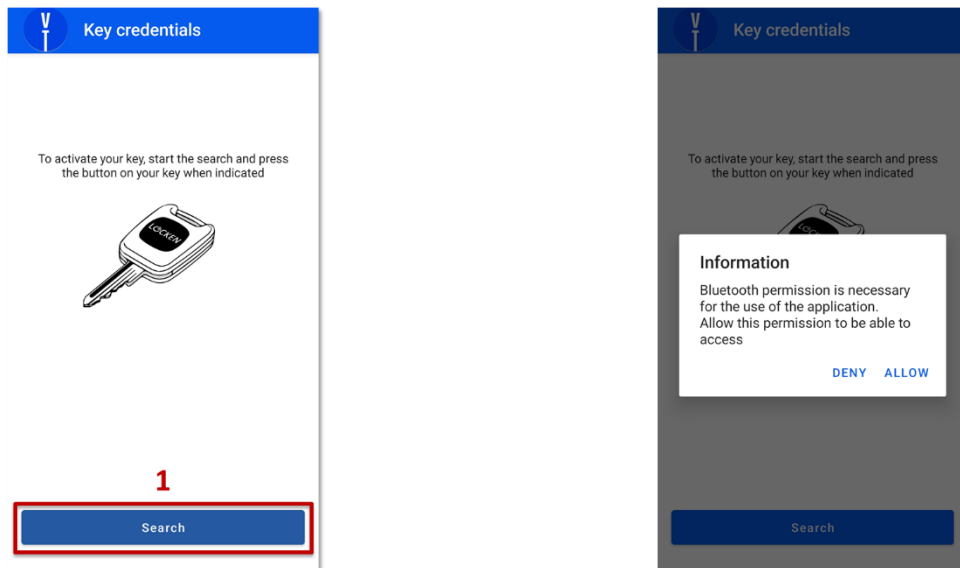
NOTE. All Site Access procedures to enter the sites will remain the same (SMS, callings to NOC...). Log On procedure is an additional step to the existing process. This step is mandatory to access the site, and will be monitored by Vantage Towers

4.3 Update Key (Key Synchronization)

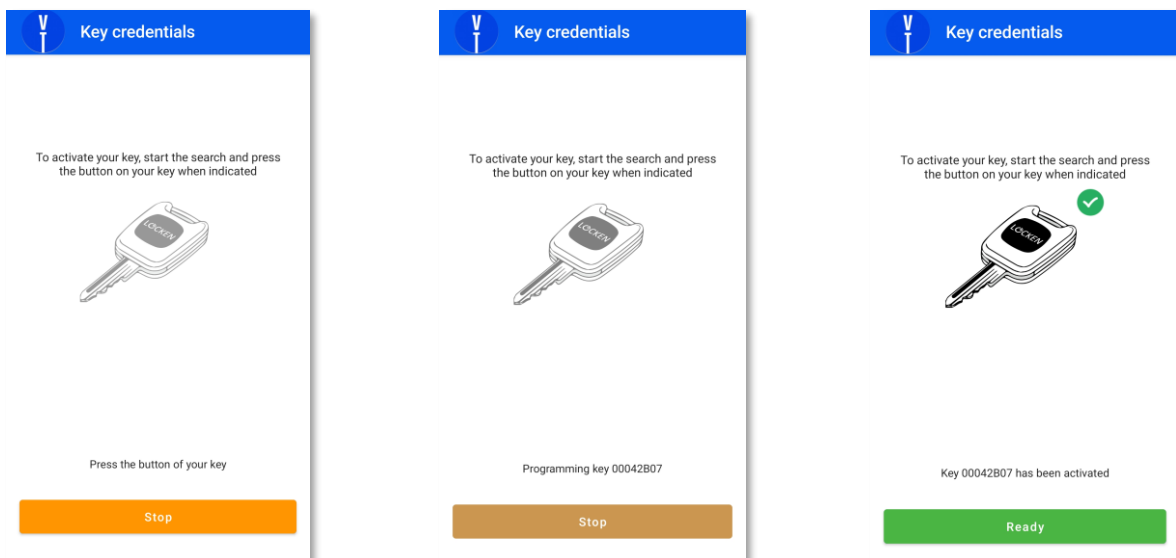
The option “Update key” will allow you to synchronize your key, uploading to LSA the previous access events and receiving the last permissions available in the system.

The key update will also allow you to assign a key to your user, whether if the key is assigned to another user or it’s not. These auto-assign features allow key sharing in Vantage Tower system.

To start a key validation, click on “Search”. Please note that to be able to perform the validation of a key, you need to allow the app to access the Bluetooth of your phone, and it must be turned on.



When the app will ask for it, press the button of your key. **IMPORTANT:** Make a short press, if you hold the key button several seconds you will perform a battery test, but the Bluetooth won’t activate.

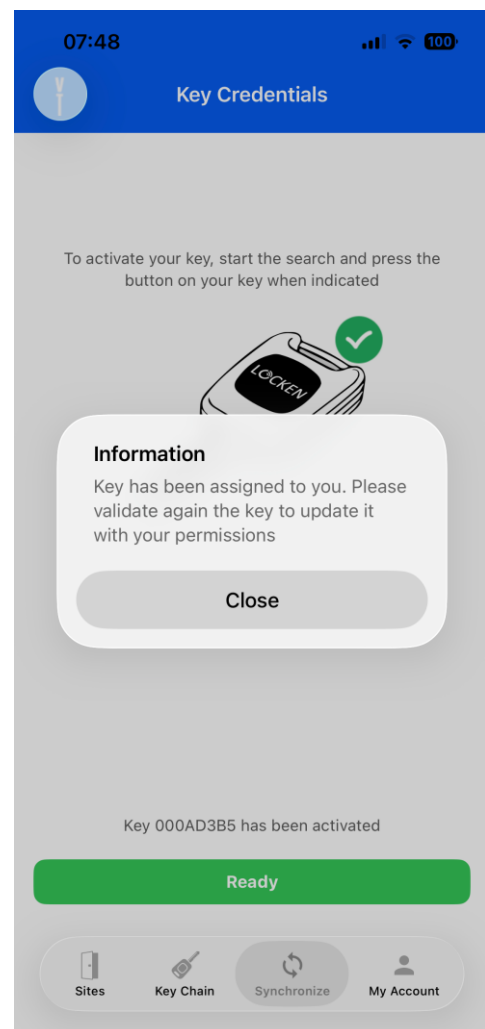
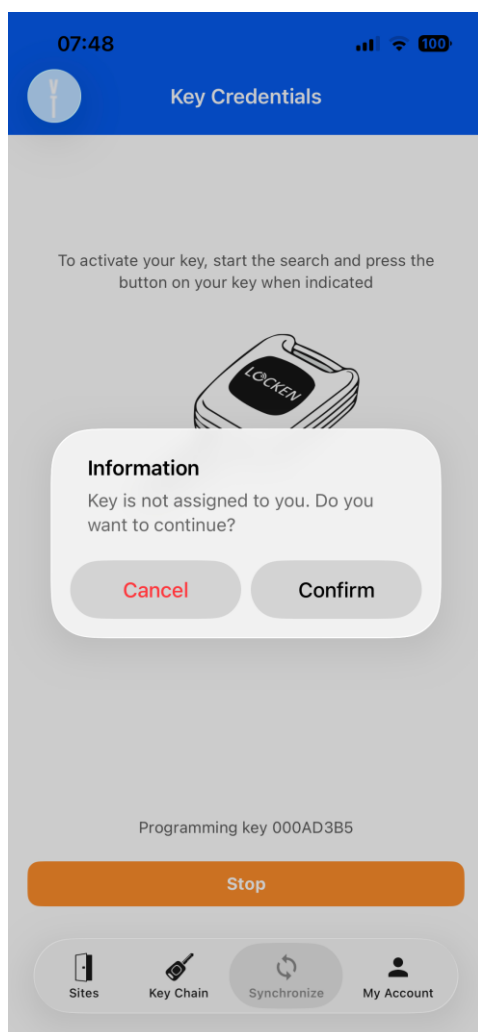


The validation will begin and will execute without further actions needed from you.

You will know the validation is finished when you will see a green symbol displayed and the confirmation message saying the key has been activated.

NOTE: You can also validate your key from the “Synchronize” tab in the Main Screen (see Tab “**Synchronize**”)

It is also possible to overwrite existing rights from an already assigned EndUser to a key. Procedure starts the same way as the normal synchronisation. During the process the app recognizes if a key is already assigned. Therefore, it asks if you want to overwrite the existing user. If you confirm the key will be released. Another message appears where the system says to you that you need to synchronize the key and assign it finally to you.

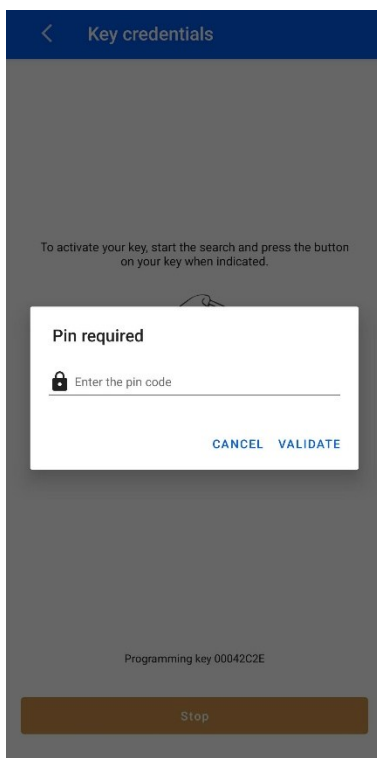


4.3.1 Offline mode

If configured in the system, some Keys can be validated offline in case of no data connection or server unavailability.

These keys can renew the existing permissions stored in the key when performing an offline validation, during a preset period from the last online validation. No additional permissions will be granted during offline validation.

Once the offline validation period is expired, no additional offline validations will be allowed until an online validation is performed.



During the validation, if the server cannot be reached, the app will ask for a PIN in order to perform the offline validation:

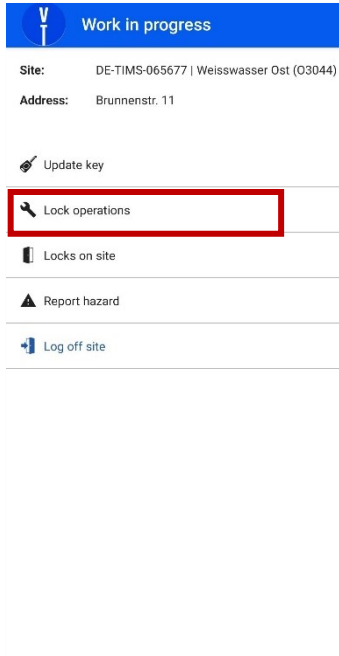
- If the PIN is correct and offline validation period is not expired, offline validation will be allowed, extending the validity of the key according with the key profile, and with the same permissions.
- If the PIN is correct but the offline validation is expired, offline validation will not be allowed, asking the user to perform an online validation.
- If the PIN is wrong, the offline validation will not be allowed. If the User insert a wrong PIN several times, the offline validation will be temporarily blocked.

PIN is personal and can be used with the keys already assigned to the user. Users will receive their PINs by email when the offline mode is activated, receiving an email notification every time the PIN is changed.

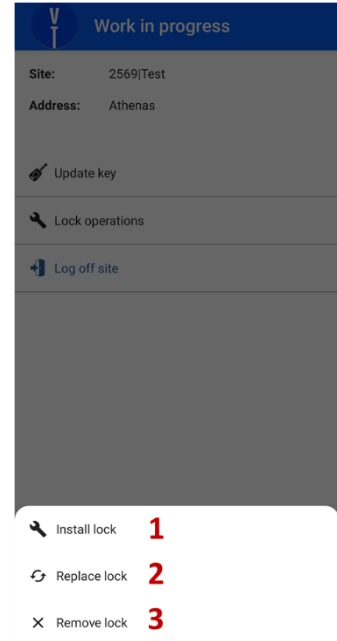
IMPORTANT. Offline validations are only for emergency cases and cannot be used as a normal procedure. Offline validations will be tracked by Vantage Towers administrators. A misuse of this feature may result in deactivation of the user as well as prohibition of entry to Vantage Towers sites.

4.4 Lock Operations

Users that are registered in LSA management system as installers will have available WIP screen a “Lock Operation option to support them on lock assignment to the necessary access point:



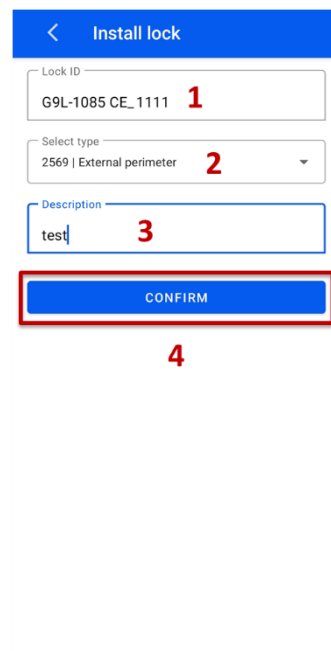
- From the “Work in progress” page, the users tagged as Installers in the system will see additional actions they can do with the app.
- Click on “Lock operations” to see them. The additional actions the installers can do are:
 - Install lock (1)
 - Replace lock (2)
 - Remove lock (3)
- Click on any of them to perform the action.

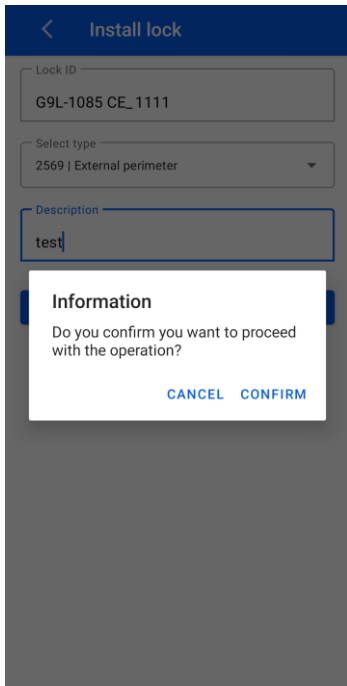


4.4.1 Install lock

The option “Install lock” will allow the user to assign a lock to an existing site of the system. The steps that the lock instaler users must do are:

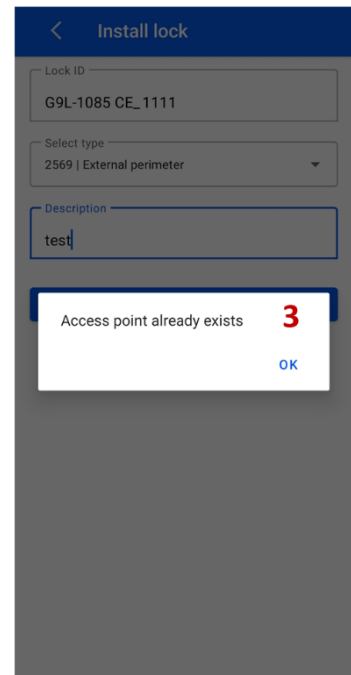
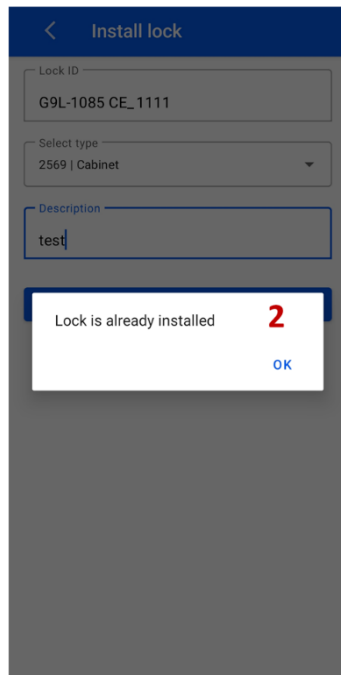
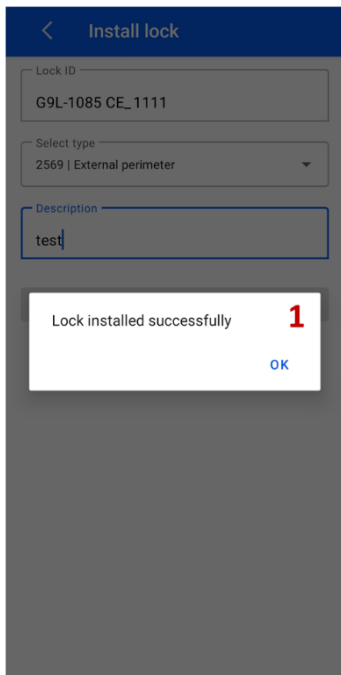
1. Enter the number of the lock you’re going to install. (1)
2. Choose the part of the site (Access Point) where you’re going to install the lock. (2)
3. Enter a description. (3)
4. Click on “CONFIRM”. (4)





A message will pop up asking you to confirm the operation, click on “CONFIRM”.

- If no problems are detected by the system, the lock will be assigned to the Access Point and a message will pop up saying “Lock installed successfully”. (1)
- If the lock is already installed on an Access Point, a message will pop up saying “Lock is already installed”. (2)
- If there’s already a lock installed on that Access Point, a message will pop up saying “Access point already exists”. (3)



Below you can find some pictures of the different access point to support the lock installers in the Access point type definition:

Key Deposit/Key Box



Anti-climb



Fence (Pedestrian door)



Gate (Vehicles)



Indoor Cabinet



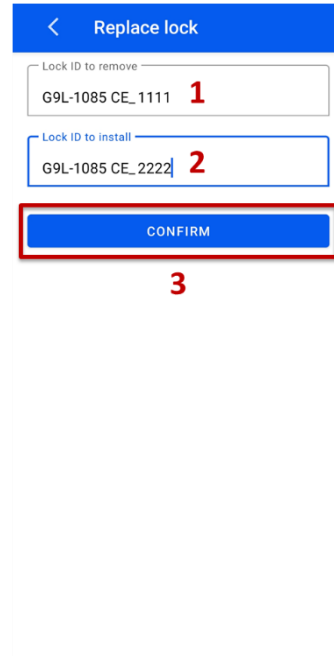
Outdoor Cabinet



4.4.2 Replace lock

The option “Replace lock” will allow the user to assign a lock to an existing site of the system. The steps that the lock instaler users must do are:

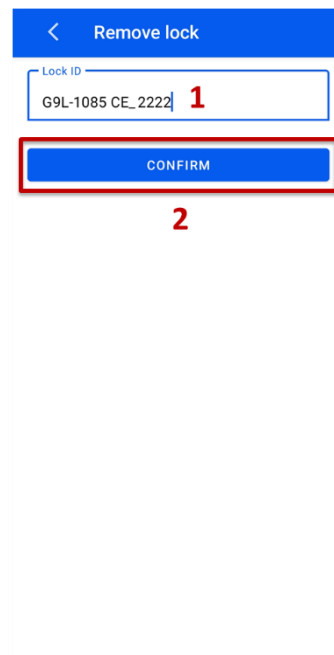
1. Enter the number of the lock you’re going to replace. **(1)**
2. Enter the number of the lock you’re going to install where the previous one was. **(2)**
3. Click on “CONFIRM”. **(3)**
4. If no problems are detected by the system, the new lock will be assigned to the access Point where the replaced locks belonged.
5. Replaced lock will be marked as in Stock in LSA system.



4.4.3 Remove lock

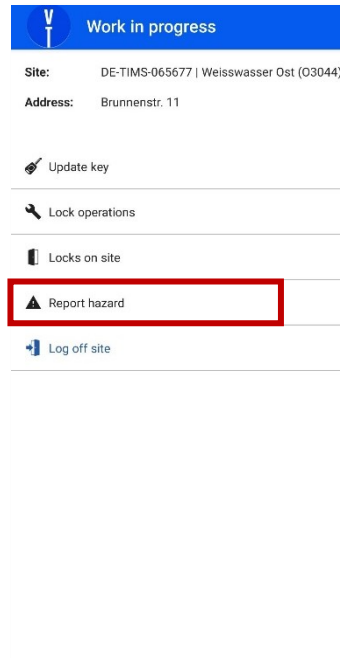
The option “Remove lock” will allow the user to remove a lock from the site where it’s assigned. The steps that the lock instaler users must do are:

1. Enter the number of the lock you’re going to remove. **(1)**
2. Click on “CONFIRM”. **(2)**
3. If no problems are detected by the system, the lock will be deassigned to the access Point where the locks belonged.
4. Removed lock will be marked as in Stock in LSA system.

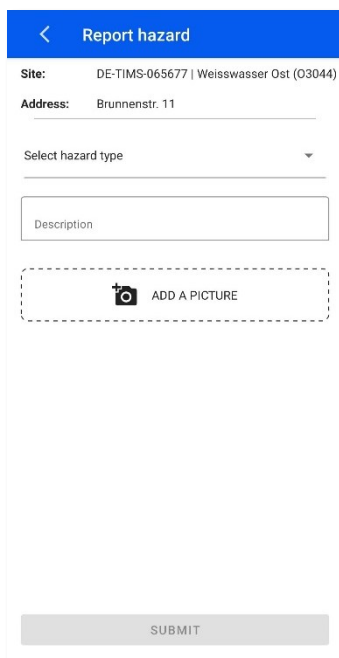


4.5 Report Hazards

This functionality allows to send notifications to VT local managers regarding issues and hazards founds in the site.



In order to report a hazard:

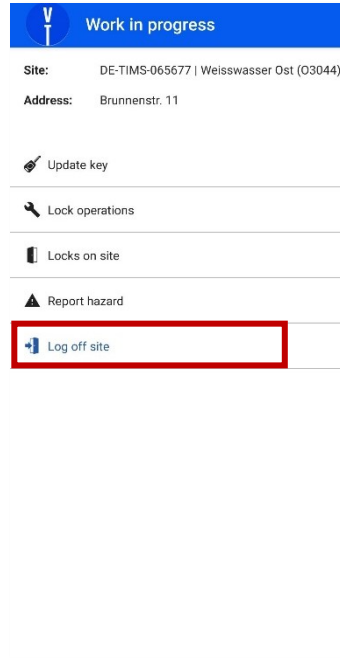


1. Select Hazard Type from the drop-down list by tapping on the Hazard type you want to select.
2. Tap on Description to provide a description of the Hazard. This is a free text area, and it is mandatory
3. Tap on “ADD A PICTURE”. A pop-up message will come up asking the user to select Camera or Gallery
 - If you have not got the photo already taken select “Camera”
 - If the photo is already taken select “Gallery”
4. Upload the picture (At least 1, maximum 3)
5. Tap on “SUBMIT”. A message will appear that your report has been submitted successfully.

An automatic email notification will go to VT designed responsible who will take further action.

4.6 Log Off Site

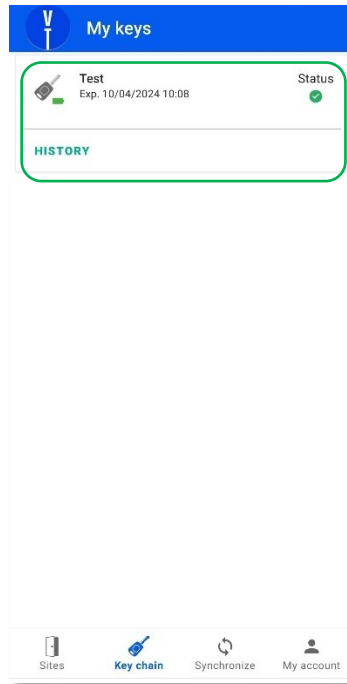
Once the user presses the Log Off button, the Work in Progress screen (WIP) will be closed, finishing the on-site process.



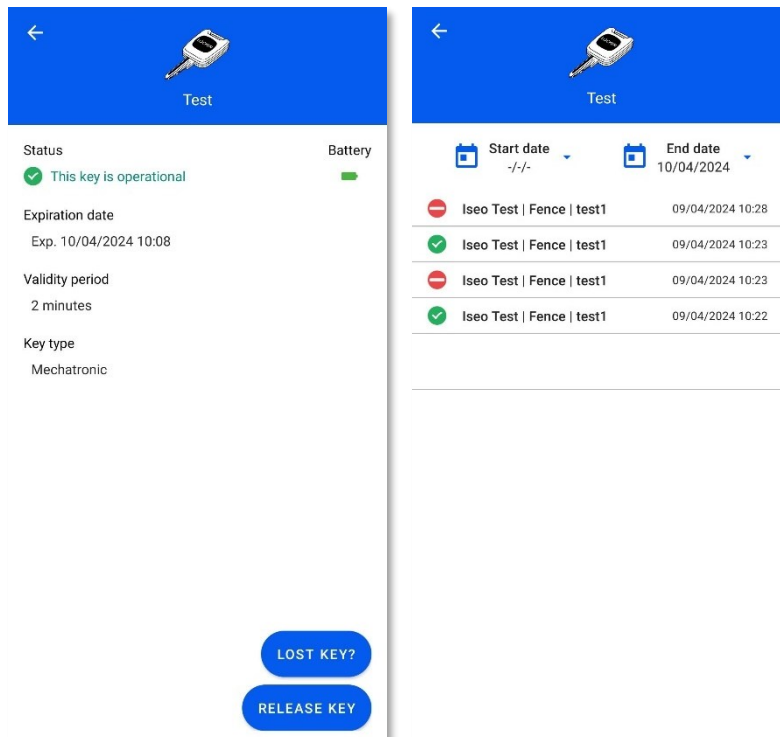
NOTE. All Site Access procedures to leave the site will remain the same (SMS, callings to NOC...). Log On procedure will be additional to the existing process. Logon process is also mandatory to access the site, and will be monitored by Vantage Towers

5 Tab “Key chain”

Key chain Menu shows a list of all the keys that are in your name on the selected system, informing about Key name, status, battery level and expiration date.



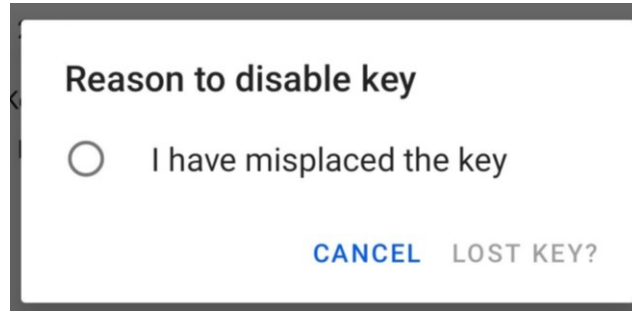
You can also access to the history of the key (related to the user), and by clicking on a key you can see its details.



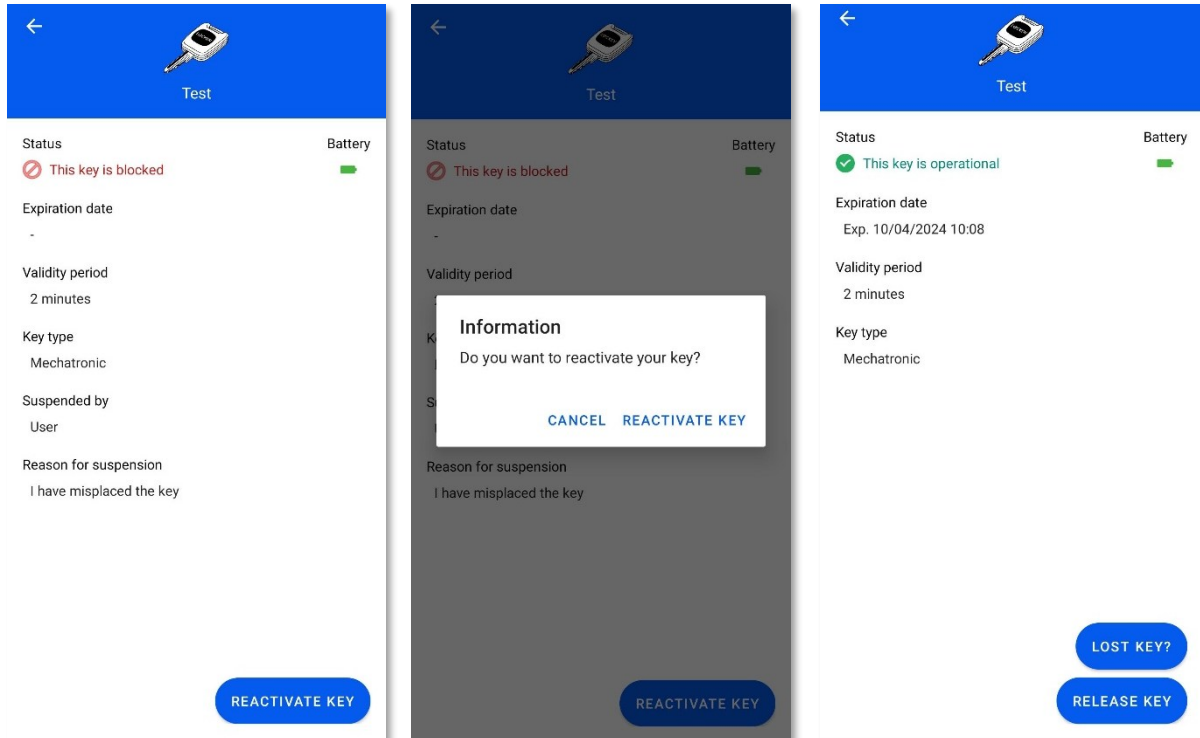
5.1.1 Lost a key?

If you have lost your key, you can do it on the app, informing the administrator about it and avoiding any other user to use this key.

1. The app will ask you the reason to disable the key.



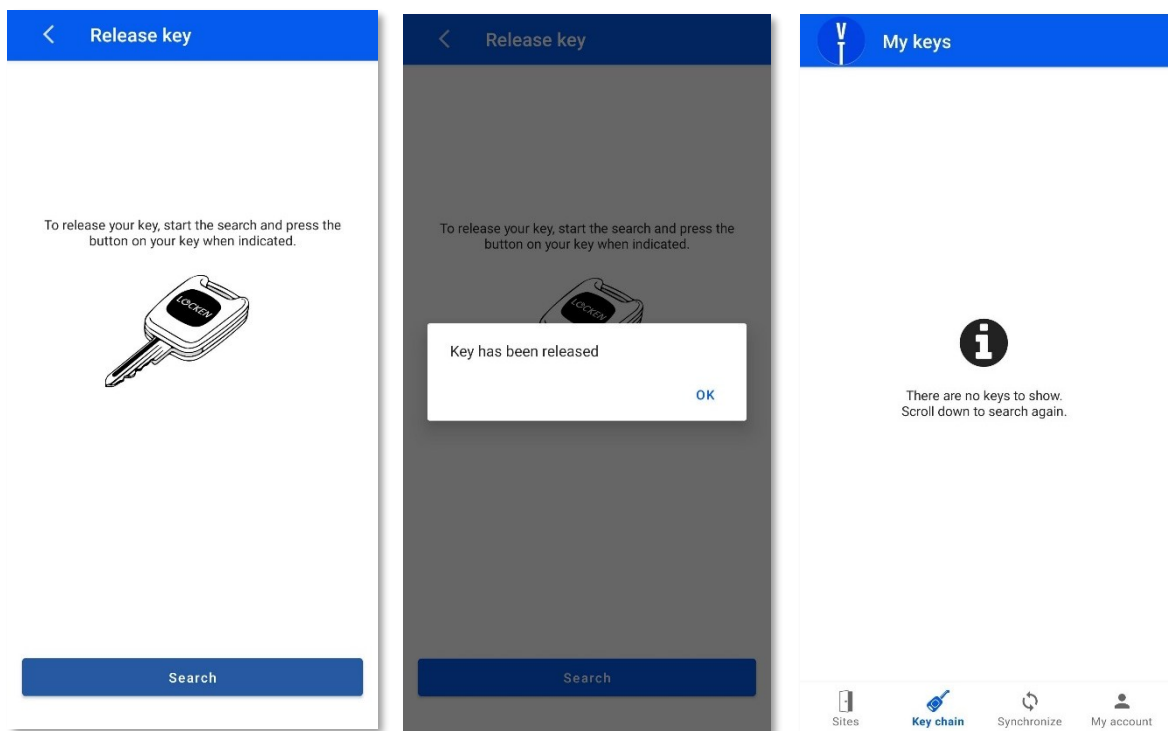
2. If you confirm **LOST KEY?**, a message will appear saying the key is suspended, and the key status will change to **Blocked**.
3. If you want to **Reactivate** the **key**, the app will ask for a confirmation and when you validate it, a message will appear saying the key has been reactivated. The status of the key will change to **Non Synchronized** and the key will need to be synchronised with the system, as explained in chapter 3.3, to receive its access right and work normally.



5.1.2 Release key

From key details, you can **release a Key** to remove all the permissions in the key. It will be specially useful in case of shared keys.

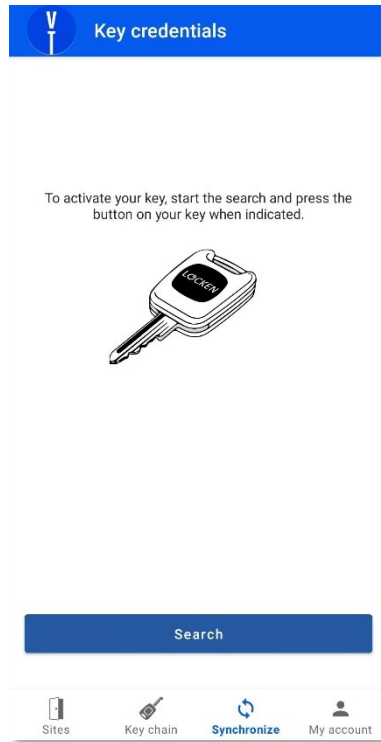
1. The app will ask you to synchronize your key. This process is mandatory in order to remove the permissions stored in the key.
2. When the synchronization process is done, the key will no longer appears in you key chain, and will be also unassigned to you in the system.



3. If you need to use again the key, you just need to synchronize again your key, as explained in **Update Key (Key Synchronization)**.

6 Tab “Synchronize”

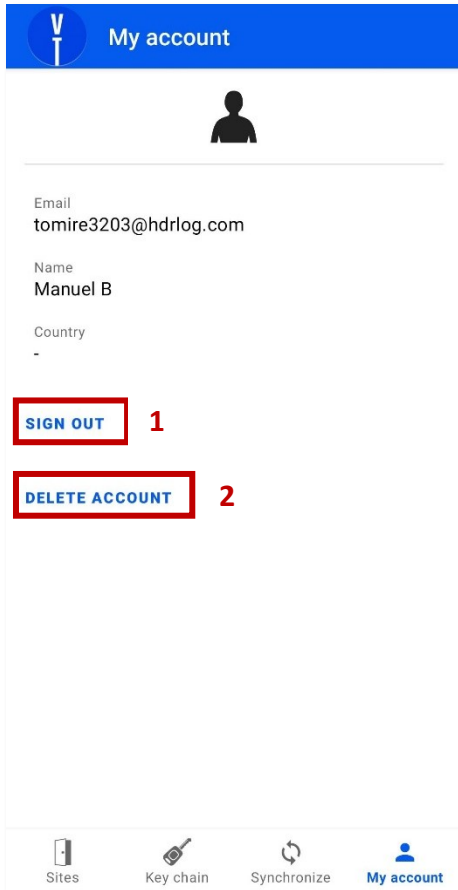
Synchronize Menu will give the opportunity the users to have access to the key validation process even when they are not in site (and therefor cannot due the Log On process).



The operation of this functionality is analogous to that explained in chapter **Update Key (Key Synchronization)**.

7 My Account Menu

“My Account” Menu will allow the users to manage their data in the APP, letting the users to Sign out from the app (1), or even deleting their account (2). Users than delete their account must start all the enrolling process again if they want to use the system to update their Vantage Towers keys.



Note. OneView account needs to be managed directly on Oneview app.

ANNEX: Information of Interest

Public Documentation website with updated guides

- <https://publicdocvt.iseo.com/>

ISEO Support Contact

- [Support Contact Information](#)