CLIQ™ Go

Introduction to Locking Systems

The global leader in
door opening solutions

1 Introduction

1.1 Introduction to CLIQ™ Go Locking Systems

CLIQ™ Go is a solution that offers the tools to manage an electronic locking system. CLIQ™ Go enables full control over access authorizations and key holder activities. By design, CLIQ™ Go is easy to use. To manage the system, administrators connect a programming device to either a PC or a smart device.

1.2 About this Document

The purpose of the this document is to introduce CLIQ™ Go locking systems and describe what administrators need to know to get started and manage a locking system.

The target group of this document is CLIQ™ Go locking system administrators.

1.3 Trademark notices

The following third party trademarks are used in this document:

- **Android**: Android is a trademark of Google Inc.
- **Bluetooth**: Bluetooth is a registered trademark of Bluetooth SIG Inc.
- **iOS**: iOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.
- **Windows®**: Windows® is either a registered trademark or a trademark of Microsoft Corporation in the United States and/or other countries.

2 Activating CLIQ Go

2.1 Activation Overview

To use the CLIQ™ Go app, the administrator first needs to activate the administrator user account.

Before starting the activation procedure, make sure the following is available:

- **Activation code**. The reseller gives the customer an activation code along with the initial delivery of eCLIQ User Keys and cylinders. The reseller can also activate using the **reseller's activation code**.

> **NOTE!**
>
> As the activation code is reusable, it is important to store the activation code in a safe place.

- Either a **mobile phone** or a **device for checking e-mail**. To activate via SMS or e-mail, the customer's mobile phone number or e-mail address must have been registered by the reseller.

The following types of activation exist:

- Activating a user account on an Android device, see Section 2.2 *"Activating User Account on Android Device"*, page 5.
- Activating a user account on an iOS device, see Section 2.3 *"Activating User Account on iOS Device"*, page 6.
- Activating a user account on the web, see Section 2.4 *"Activating User Account on Web Browser for PC"*, page 6.

Since the activation code is reusable, it is possible to activate the same user account in CLIQ™ Go on multiple devices. This enables a user to access CLIQ™ Go on a PC at work or on a smart phone or tablet in the field.

2.2 Activating User Account on Android Device

To activate a user account on an Android device:

1) Start the CLIQ™ Go app.

2) Click **Activate your system**.

   If a locking system is already activated, click the **...** in the upper-right corner and select **Activate new system**.

3) Read the license agreement, check the box **I have read and accepted the license agreement** and click **Next**.

4) In the text field, enter the activation code and click **Next**.

5) Choose verification method and click **Next**.

   The available choices are **SMS** or **E-mail**.

6) For users that activate their accounts with a mobile phone (**SMS**) or a device for checking e-mail (**e-mail**):

   a) Wait for the one time password sent out as an SMS or an e-mail.

      After entering the activation code, a one time password is sent to the mobile phone or the e-mail that is registered by the reseller. If the one time password is not received, contact the reseller.

b) In the text field, enter the one time password and click **Next**.

c) Enter a PIN to use for future logins to the CLIQ™ Go app.

   Re-enter the PIN to confirm and click **Next**.

   The PIN must consist of 6 to 20 characters. Only digits and lowercase letters from a to z, except the lowercase letter L, are allowed.

d) Click **Confirm** to finish the activation procedure.

The CLIQ™ Go app is now ready to use.

2.3 Activating User Account on iOS Device

To activate a user account on an iOS device:

1) Start the CLIQ™ Go app.

2) Click **Activate your system**.

   If a locking system is already activated, click the name of the current locking system and select **Activate new system** at the bottom of the screen.

3) Read the license agreement, click the toggle button for **I have read and accepted the license agreement** and click **Next**.

4) In the text field, enter the activation code and click **Next**.

5) Choose verification method and click **Next**.

   The available choices are **SMS** or **E-mail**.

6) Wait for the one time password sent out as an SMS or an e-mail.

   After entering the activation code, a one time password is sent to the mobile phone or the e-mail that is registered by the reseller. If the one time password is not received, contact the reseller.

7) In the text field, enter the one time password and click **Next**.

8) Enter a PIN to use for future logins to the CLIQ™ Go app.

   Re-enter the PIN to confirm and click **Next**.

   The PIN must consist of 6 to 20 characters. Only digits and lowercase letters from a to z, except the lowercase letter L, are allowed.

9) Click **Confirm** to finish the activation procedure.

The CLIQ™ Go app is now ready to use.

2.4 Activating User Account on Web Browser for PC

To activate a user account on a web browser for PC:

1) Open the web version of the CLIQ™ Go app.

   The URL is cliqgo.assaabloy.com.

2) Click **Activate your system**.

   If a locking system is already activated, click **Activate new system**.

3) Read the license agreement, check the box **I have read and accepted the license agreement** and **Next**.

4) In the text field, enter the activation code and click **Next**.

5) Choose verification method and click **Next**.

The available choices are **SMS** or **E-mail**.

6) For users that activate their accounts with a mobile phone (**SMS**) or a device for checking e-mail (**e-mail**):

   a) Wait for the one time password sent out as an SMS or an e-mail.

      After entering the activation code, a one time password is sent to the mobile phone or the e-mail that is registered by the locksmith. If the one time password is not received, contact the locksmith.

   b) In the text field, enter the one time password and click **Next**.

   c) Enter a PIN to use for future logins to the CLIQ™ Go app.

      Re-enter the PIN to confirm.

      The PIN must consist of 6 to 20 characters. Only digits and lowercase letters from a to z, except the lowercase letter L, are allowed.

   d) Click **Yes** in the popup dialog box to allow the activation procedure to continue.

   e) If a warning is displayed again, click **Yes** once more.

   > **NOTE!**
   > Clicking **No** in any of the popup dialog boxes in *Step 6.d* and *Step 6.e* re-starts the activation procedure.

      Once done, a confirmation view is displayed.

   f) Restart the browser.

The CLIQ™ Go app is now ready to use.

2.5 Installing and Configuring CLIQ™ Connect PC

CLIQ™ Connect PC needs to be installed in order to successfully update keys with the CLIQ™ Go Web client.

1) Ensure that the Windows user account currently logged in has Administrator access rights.

2) Download CLIQ™ Connect from https://cliqconnect.assaabloy.com/ and start the installation file.

3) When the installer has loaded, select **language** and click **OK**.

4) To install CLIQ™ Connect for the first time:

   Click **Next** to continue, or **Cancel** to exit the setup.

   Otherwise, to update an existing installation:

   a) Select **Yes** to update the existing installation, or **No** to install in a different directory.

   b) Click **Next** to continue, or **Cancel** to exit the setup.

5)
   > **NOTE!**
   > Read the **Licence agreement** carefully.

   Click **I accept the agreement** (required to continue the setup wizard).

6) Click **Next** to continue, or **Cancel** to exit the setup.

7) Select the **Destination directory** (if other than default) and click **Next** to continue.

8) Select or create a **Start Menu Folder** for where to place the program shortcuts and click **Next** to continue.

9) Wait while the files are extracted and installed.

10) Select whether to run the program or not when finishing the setup.

11) Click **Finish** to exit the setup.

12) Configure proxy server if necessary.

2.6 Connecting CLIQ™ Connect Mobile Programming Device

To use the CLIQ™ Connect Mobile PD via a Bluetooth connection, it must first be paired and connected to the CLIQ™ Go app.

1) Insert a key into the CLIQ™ Connect Mobile PD.

   The PD starts up.

2) In the CLIQ™ Go app, click **Settings** and then **Programming Devices**.

   A list with nearby and unpaired CLIQ™ Connect Mobile PDs is displayed.

> **i** **NOTE!**
> A CLIQ™ Connect Mobile PD is only visible in the app for about 30 seconds after it is turned on. After that, the PD disappears from the list. Remove and insert the key once more to restart the PD and make it visible again.

3) Click the name of the PD to use.

   The PD is marked as paired.

The CLIQ™ Connect Mobile PD is now connected and ready to use.

2.7 Locking System Expansion

A CLIQ™ Go locking system is expandable by adding eCLIQ User Keys, cylinders and PDs. Expansions are ordered from the reseller.

3 CLIQ™ Go Locking System Overview

Figure 1 *"CLIQ™ Go principles"*, page 9 shows the principle of CLIQ™ Go.
Administrators (1) access the CLIQ™ Go server (3) and update key authentications via the CLIQ™ Go app on a PC, smart phone, or tablet (2). To block individual keys from accessing a cylinder, the administrators programs any user key and inserts it into the cylinder. Key holders (4) insert their key in cylinders (5) to open doors.
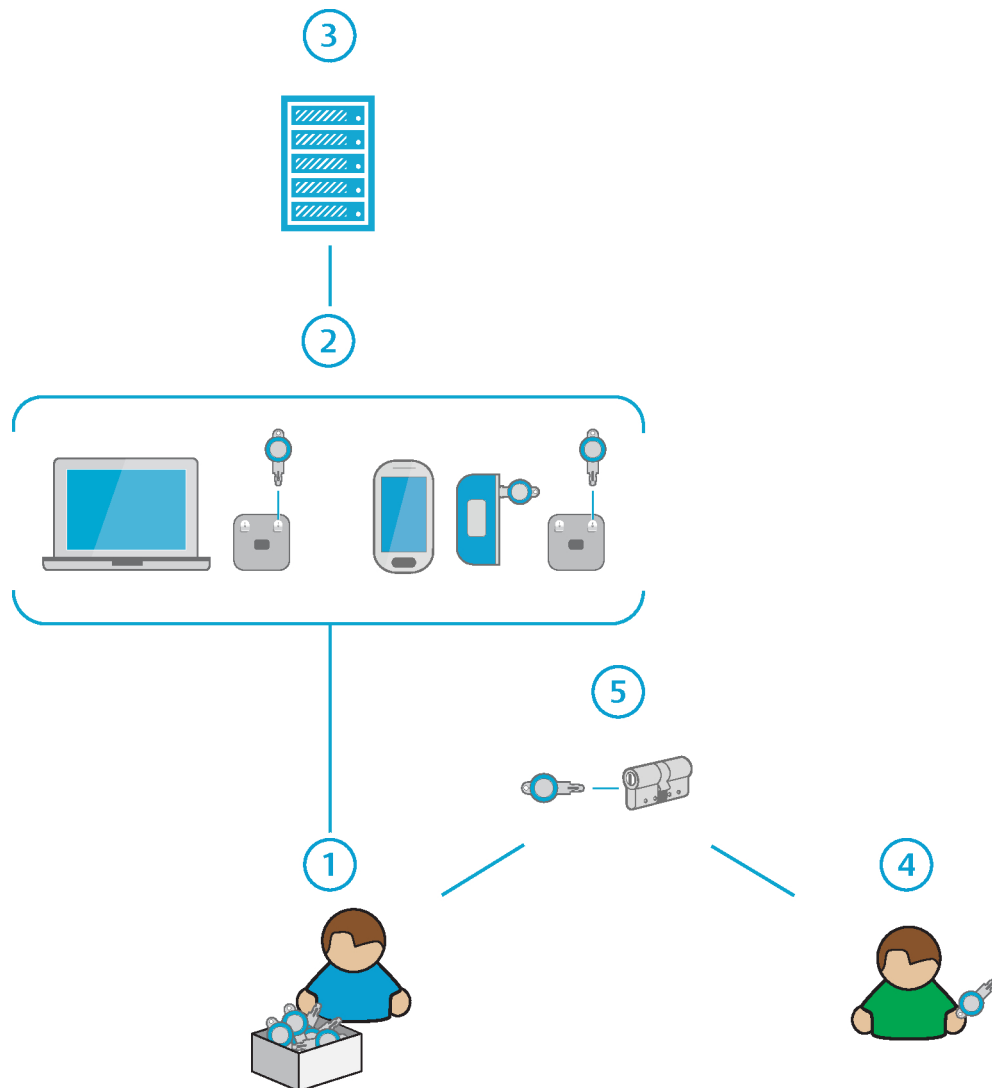

Figure 1. CLIQ™ Go principles

4 Hardware

4.1 Devices for Accessing CLIQ™ Go App

Administrators can access the CLIQ™ Go app via either a PC, smart phone, or tablet.

4.2 Keys

In CLIQ™ Go, both administrators and key holders have eCLIQ User Keys. These keys have no mechanical cutting, but are entirely electronic. The eCLIQ User Keys run on batteries and can store data.

Keys have two purposes in CLIQ™ Go when inserted in a cylinder:

- open the cylinder
- perform tasks

If there are no tasks to perform, the key will only open the cylinder if it is authorised, see Section 6.1 *"Authorisation Overview"*, page 15.

4.3 Cylinders

Cylinders can be installed in many types of locks, doors, padlocks, cabinet locks etc. An identifying number called **marking** is marked on each cylinder body.

Cylinders can be single-sided or double-sided. In the CLIQ™ Go App, the two sides of the cylinder are treated separately. Administrators can tell by the marking that the cylinder sides belong together.

For double-sided cylinders, one side can be mechanical. However, CLIQ™ Go does not support mechanical cylinders; no information about mechanical cylinders is stored in the database.

4.4 Programming Devices

Local Programming Devices (Local PDs) are used to program keys in the CLIQ™ Go app. A Local PD has one key slot.

The **CLIQ™ Connect Mobile PD** is used for the same purpose as the Local PDs.

Figure 2 *"PD connections"*, page 11 shows the PDs and how they are connected.
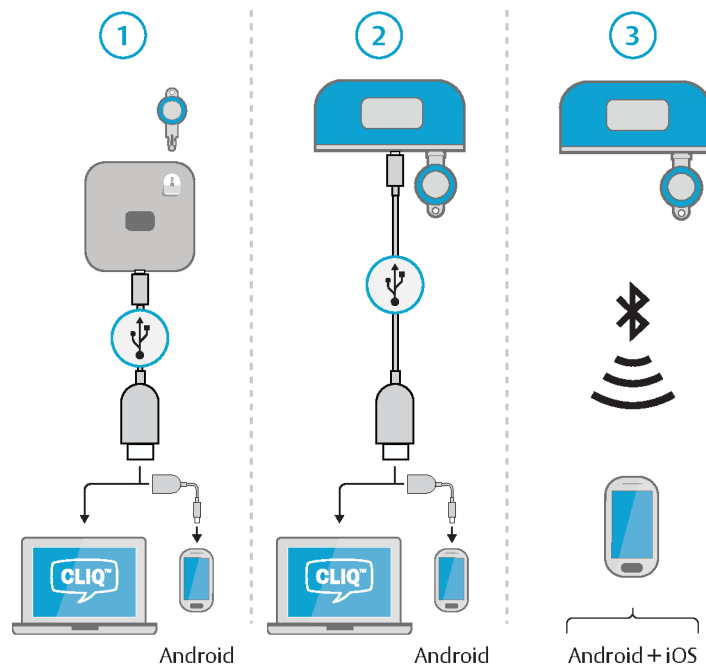
Figure 2. PD connections

To connect an Android device with USB, a USB On-The-Go (OTG) cable is also needed (USB Micro Male to standard Female Type A). See Figure 3 *"USB OTG Cable"*, page 11.

Figure 3. USB OTG Cable

The CLIQ™ Connect Mobile PD needs battery power when connected to a smart phone or tablet.

Table 1 *"PDs for CLIQ™ Go app"*, page 12 shows the relation between the PD type and the available versions of the CLIQ™ Go app. The initial numbers in the left-most column refer to the positions in Figure 2 *"PD connections"*, page 11.

Table 1. PDs for CLIQ™ Go app

Type of PD	CLIQ™ Go app (web browser on PC)	CLIQ™ Go app (Android)	CLIQ™ Go app (iOS)
1: Local PD	✅	✅	
2: CLIQ™ Connect Mobile PD with USB cable	✅	✅	
3: CLIQ™ Connect Mobile PD with Bluetooth		✅	✅

5 CLIQ™ Go App

5.1 CLIQ™ Go App Overview

The CLIQ™ Go app is a piece of user-friendly software for resellers and administrators that enables full control over access authorisations and key holder activities. The application is available for Android, iOS and PC.

Standard tasks that can be done in the CLIQ™ Go app:

- manage keys (editing cylinder access, key schedules, and key validity)
- update keys
- hand out keys
- block lost keys (see Section 5.2 *"Blocking Keys"*, page 13)
- collect and view access logs (see Section 5.3 *"Collecting Access Logs"*, page 13)

5.2 Blocking Keys

If a key is lost or stolen, it can be blocked from accessing cylinders.

1) Select the key to block and click **Block key**.

   A confirmation dialog is displayed.

2) Click **Confirm**.

   > ⚠️ **WARNING!**
   > The blocked key still has access until cylinders are updated.

3) Select which key to use as **Updater key** to carry out the necessary blocking tasks in affected cylinders.

4) Insert the updater key into the programming device.

   The updater key is loaded with the tasks to block the key in affected cylinders.

5) Insert the updater key into every cylinder the blocked key had access to.

   The cylinders are updated to block the key.

6) Insert the updater key into the programming device once again.

   Information that the blocking tasks are carried out are reproded back to the system.

7) Select **Keys** to confirm the the key is blocked from all cylinders.

   If the key is declared blocked but still has access to one or more cylinders, it will be displayed in red under **Blocked with access**. Carry out all blocking tasks in order to block the key from access.

The key is now blocked from access to all cylinders.

See also Section 6.6 *"Blocked Keys"*, page 15.

5.3 Collecting Access Logs

To view an access log it first has to be collected from the cylinder.

1) Select the cylinder to collect access logs from.

2) Click **Access log**.

   Events from any previously collected access logs are displayed.

3) Click **Request access log**.

A task to collect the access log from the cylinder is created.

4) Click **Task list** to view all tasks that are not yet carried out.

5) Check the task for the applicable cylinder and click **Assign selection to a key**.

6) Select a key to use for collecting the access log and click **Save**.

Any key in the system can be used as long as it is not blocked in the cylinder to collect the access log from.

7) Insert the key into the programming device.

The key is loaded with the task for collecting the access log.

8) Take the key and insert it into the cylinder (selected in *Step 1*).

The access log is copied from the cylinder to the key.

9) Insert the key into the programming device once again.

The access log is copied from the key to the system.

The events in the access log can now be viewed in the cylinder view.

See also Section 6.8 *"Access Logs"*, page 17.

6 Principles for Authorisation

6.1 Authorisation Overview

For a key to be able to open a cylinder, the following requirements need to be fulfilled:

- The key has been **programmed to have access** to the cylinder, see Section 6.3 *"Key Access List"*, page 15.
- The key is **valid**. This requires that the key is valid according to the key validity settings, see Section 6.4 *"Key Validity"*, page 15.
- The key **schedule allows access** at the current time, see Section 6.5 *"Key Schedule"*, page 15.
- The key is **not blocked** in cylinder.

6.2 Offline System

Even though CLIQ™ Go is managed in an online environment, it is important to remember that the system is offline. This means that any modified settings do not change in real time. For changes to take effect, the keys and cylinders need to be programmed, see Section 6.7 *"Programming keys and cylinders"*, page 16.

6.3 Key Access List

The **key access list** is stored in the key and contains the cylinders to which the key has access. The key access list is easily updated in PDs.

6.4 Key Validity

Key validity means that a key at any given time is either **Always valid**, **Never valid** or **Valid between** two dates. A valid key has access according to authorisation and schedule settings, whereas an invalid key is blocked from all access.

> **NOTE!**
>
> Note that key validity and key schedule are two different concepts. See also Section 6.5 *"Key Schedule"*, page 15.

6.5 Key Schedule

Key Schedules are used to limit key accesses according to a schedule.

If the access for a key needs to be limited to a certain schedule, such as office hours, a schedule can be configured. When configuring the schedule, a number of separate time periods per week can be specified and each period can be extended over several days.

6.6 Blocked Keys

Cylinders store a list of blocked keys. When a key is blocked, the access for the key to the cylinder is revoked.

Figure 4 *"Blocked keys"*, page 16 shows the principle for blocked keys. The three keys (K1, K2, and K3) have identical key access lists. Given that the keys are valid and have a key schedule that allows access, the following is true:

1. **Key K1 cannot open cylinder A** as A is not included in the key access list.
2. **Key K2 cannot open cylinder B** as K2 is blocked.
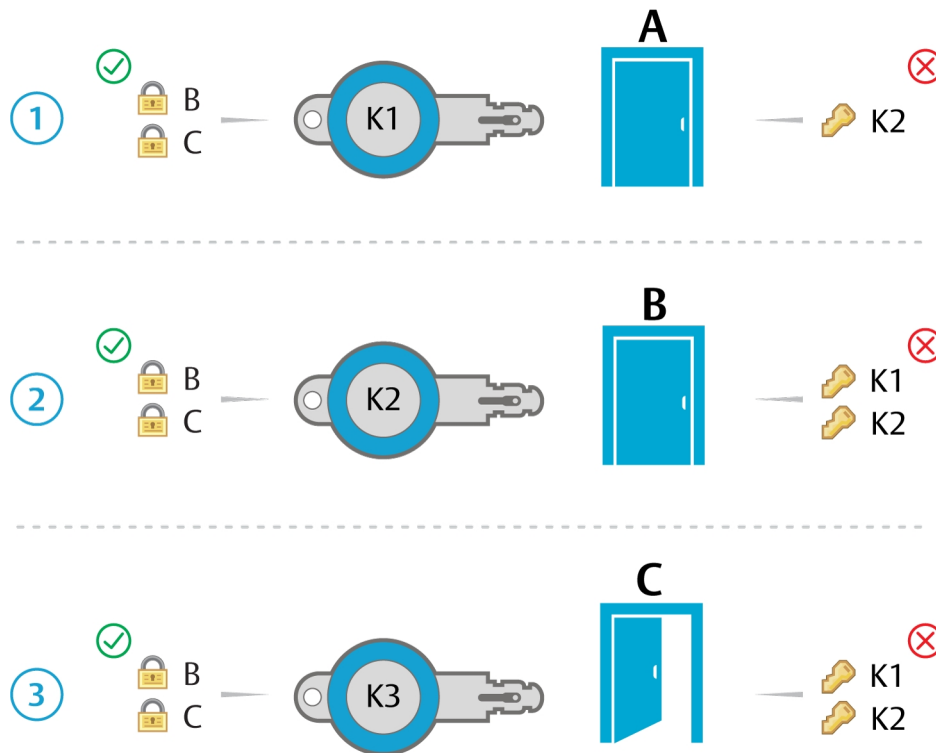3. **Key K3 can open cylinder C**.

Figure 4. Blocked keys

To block a key, see Section 5.2 *"Blocking Keys"*, page 13.

6.7 Programming keys and cylinders

Programming jobs are managed by an administrator equipped with a PD and an eCLIQ User Key.

The preparation and execution of programming jobs can be split both in time and by user. Programming jobs can be prepared by an administrator and performed later by the same administrator or a colleague. The colleague can either be a fellow administrator or a key holder. Administrators and key holders share the same kind of key and the same authority to execute pending programming jobs (also called **tasks**).

The following tasks require **key programming**:

- changing door access by editing the key access list
- changing key schedule
- changing key validity

Cylinder programming jobs involve the following steps:

1) **Block** a lost or stolen key.

   A task is created.

2) **Assign** the task to a key.

3) **Transfer** the task to the key.

4) **Execute** the task by inserting the key in the cylinder.

5) **Update** the system by inserting the key in a PD to confirm that the task has been executed.

For more information about blocked keys, see Section 6.6 *"Blocked Keys"*, page 15.

6 Principles for Authorisation

6.8   Access Logs

Access logs list all attempts to use a key in a cylinder along with the time of the attempt and whether the key had access or not. An example of usage is when something has been stolen from a room and the administrator wants to know who have entered the room.

All CLIQ™ Go clients have the ability to list and filter the collected access log history from all cylinders. The access log can be examined inside the CLIQ™ Go client by navigating into a detail view of a cylinder. In this view a list is presented with information regarding which key was inserted at a given time, and if the key was granted or denied access.

When the access log is full, the oldest event is replaced when a new event is stored. The access log capacity varies according to the type of cylinder.

To view an access log, it first has to be collected from the cylinder. See Section 5.3 *"Collecting Access Logs"*, page 13.

7 CLIQ™ Security Card

Some resellers use **CLIQ™ Security Cards** to identify locking systems.

The owner of a locking system receives the CLIQ™ security card along with the eCLIQ User Keys, cylinders and PDs at delivery. The purpose is to prove that an alleged owner of a locking system really is the owner and not an impostor.

The CLIQ™ Security Card must be handled carefully. If it is stolen, broken or misplaced, the reseller should be contacted immediately.

8　Terms

Activation	Security procedure for introducing a user account to CLIQ™ Go.
CLIQ™	A product family.
CLIQ™ Go	A technical solution where eCLIQ User Keys and cylinders can be managed.
CLIQ™ Go app	An application used by administrators for managing the CLIQ™ Go locking system.
Key access list	List of authorised cylinders, stored on the eCLIQ User Key.
Locking system	A system of cylinders and keys that are managed together. In this manual the term is also associated to related PDs and the related information defined in CLIQ™ Go (such as authorisation).
Marking	Serial number visible on eCLIQ User Keys and cylinders.
Smart device	Umbrella term for smartphones, phablets and tablets. Smart devices can connect to other devices or networks via Bluetooth, Wifi, 2G/3G/4G, etc.
Task	Programming jobs that are waiting to be performed.

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