CLIQ™ Go

Introduction to Locking Systems

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door opening solutions

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ASSA ABLOY has a focused, structural and systemic approach to data protection and privacy. Our globally applicable ASSA ABLOY Data Protection Compliance Program has been developed to protect the integrity of the personal data of our employees, customers and partners worldwide. ASSA ABLOY has dedicated resources across the Group whose continual focus is the compliance with data laws globally including the GDPR.

We keep personal data secure using equipment operating in accordance with recognized security standards. In cases where the rights of individuals are at risk, we conduct impact assessments in accordance with our standard methodology.

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We are committed to ensuring good data governance and are invested in data trust and security for the long-term.

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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.

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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**.

> **ℹ** **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 6.

- Activating a user account on an iOS device, see Section 2.3 *"Activating User Account on iOS Device"*, page 7.

- Activating a user account on a PC via CLIQ™ Connect PC, see Section 2.4.2 *"Activation User Account via CLIQ Connect PC"*, page 9.

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, using the same personal password on each device.

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 PC

The activation of a CLIQ™ Go user account on PC is done via CLIQ™ Connect PC.

2.4.1　Installing CLIQ™ Connect PC

Prerequisite:

- The Windows user account currently logged in has Administrator access rights.

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

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

    The CLIQ™ Connect Setup Wizard opens.

3) Click **Next**.

4)

> **ℹ NOTE!**
> Read the **Licence agreement** carefully.

    Check the **I accept the agreement** radio button (required to continue the setup wizard) and click **Next**.

5) • To install CLIQ™ Connect PC for the first time:

    Select the destination directly and click **Next**.

    • 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.

6) Set following external services:

    • **Enable automatic updates** allows CLIQ™ Connect PC to automatically download and install the latest version of the CLIQ™ Connect PC software.

    • Select **CLIQ Go**.

> **ℹ NOTE!**
> The above two settings cannot be altered after the installation or update process.

7) Click **Next** to continue.

8) To install CLIQ™ Connect PC for the first time:

    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.

2.4.2 Activation User Account via CLIQ Connect PC

The following process is activating a user account on the following web browsers:

- Edge
- Google Chrome
- Internet Explorer
- Firefox

Only Firefox users are required to go through the process after *Step 6*.

Prerequisite:

CLIQ™ Connect PC is installed to the client PC. See Section 2.4.1 *"Installing CLIQ™ Connect PC"*, page 8 to learn how to install.

1) Right-click the CLIQ Connect icon in the system tray and select **Activate CLIQ Go system**.

2) Enter the activation code and accept the license agreement, then click **Next**.

3) If the user has given both phone number and email address to the reseller:

   Select **E-mail** or **SMS** for receiving the One Time Password (OTP) and click **Next**.

   The OTP is sent to the selected method.

4) Enter the OTP and click **Next**.

5) Set the new password to login to the CLIQ™ Go system by entering it twice and click **Next**.

6) • For **Internet Explore**, **Google Chrome** and **Edge** users, click **Close** to finish the user account activation.

   • For **Firefox** users:

   a) Click **Browse** and select where to store the certificate.

   b) After downloading the certificate, open Firefox.

   c) Click the right corner button and select **Options**.

   d) Click **Privacy and Security** and scroll down to the **Certificates** section.

   e) Click **View Certificates** and select the **Your Certificates** tab.

   f) Click **Import**.

   g) Select the .p12 certificate file for the C-Key and then click **Open**.

   h) **Without** entering password,click **OK**.

   i) Certificate will be added to the list in **Your Certificates** tab.

2.4.3   Configuring CLIQ™ Connect PC COM Selector

1) Right-click the **CLIQ Connect** icon in the system tray.

2) Click **COM selector**.

3) Select the COM-port where the Local PD is connected, or click **Auto** (default) for automatic COM-port selection.

2.4.4   Configuring CLIQ™ Connect PC Proxy Settings

1) Right-click the **CLIQ Connect** icon in the system tray.

2) Click **Configuration**.

3) For **Proxy**, select **Enable**.

4) Enter the required information and click **OK**.

2.5   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.

2.6   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 11 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). For more information on the CLIQ™ Go app, see Section 5.1 *"CLIQ™ Go App Overview"*, page 15.

In cylinders (5), administrators (1) update cylinders' blocked key lists or collect access logs. For more information on these tasks, see Section 5.2 *"Blocking Keys"*, page 15 and Section 5.3 *"Collecting Access Logs"*, page 16.

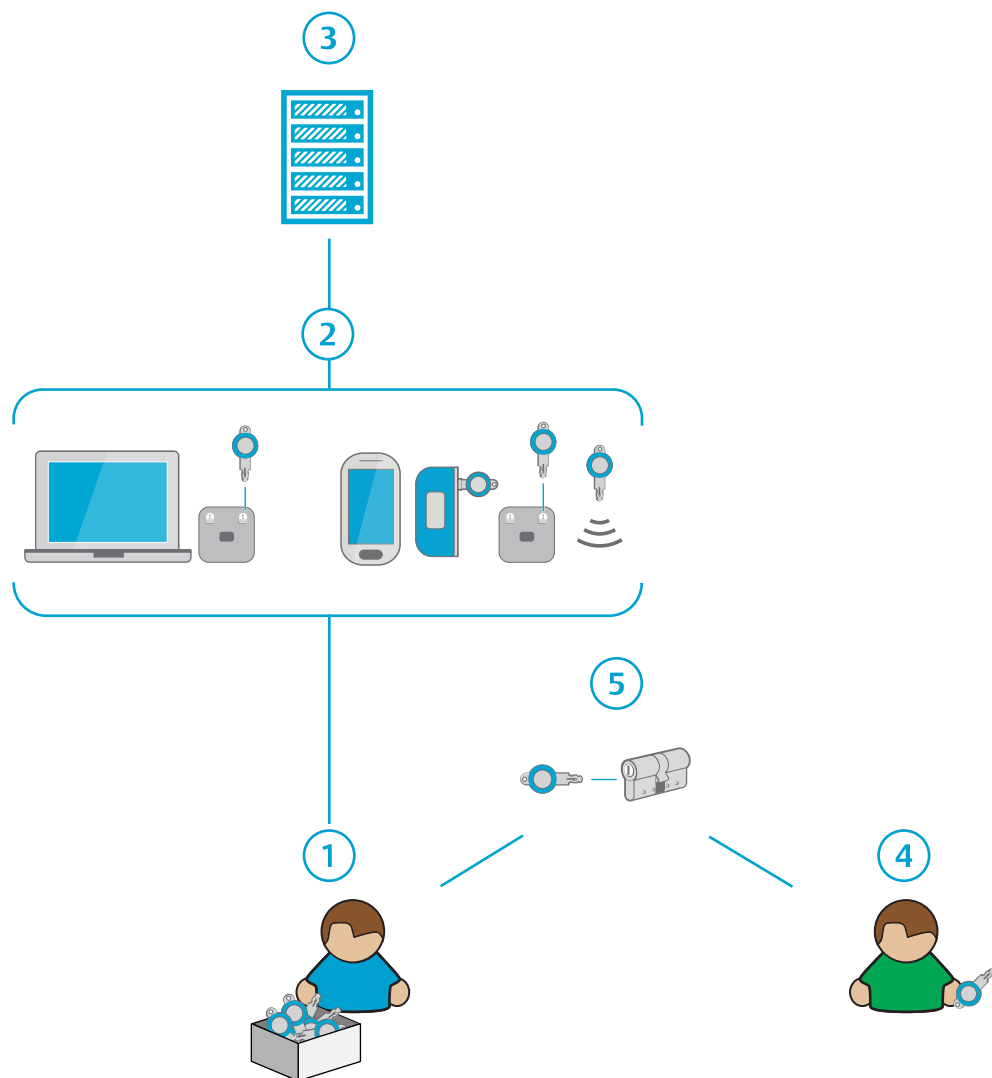Key holders (4) insert their key in cylinders (5) to open doors.

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. The eCLIQ user keys run on batteries and can store data.

Some keys can be updated via bluetooth technology using a mobile phone or a tablet with the CLIQ™ Connect app. These keys are called **CLIQ™ Connect keys**.

The CLIQ™ Connect keys utilise Bluetooth Low Energy (BLE) technology in the key, which allows the keys to be remotely updated via the CLIQ™ Connect app without PDs. Since the CLIQ™ Go app does not support this programming method, it is necessary to start the CLIQ™ Connect app in updating the CLIQ™ Connect keys.

The CLIQ™ Connect keys can also be programmed in the same ways as the normal keys by using programming devices.

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 19.

4.3 Cylinders

Cylinders can be installed in many types of locks, doors, padlocks, cabinet locks etc. For convenience during installation, resellers are encouraged to mark programmed cylinders, and to use the **Name** option in CLIQ™ Express.

Cylinders can be single-sided or double-sided. In the CLIQ™ Go App, the two sides of the cylinder are treated separately, in case it is a both-sided electronic cylinder. 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

There are several ways to update the keys. The figure below shows how keys are connected to the CLIQ™ Go system and programmed.
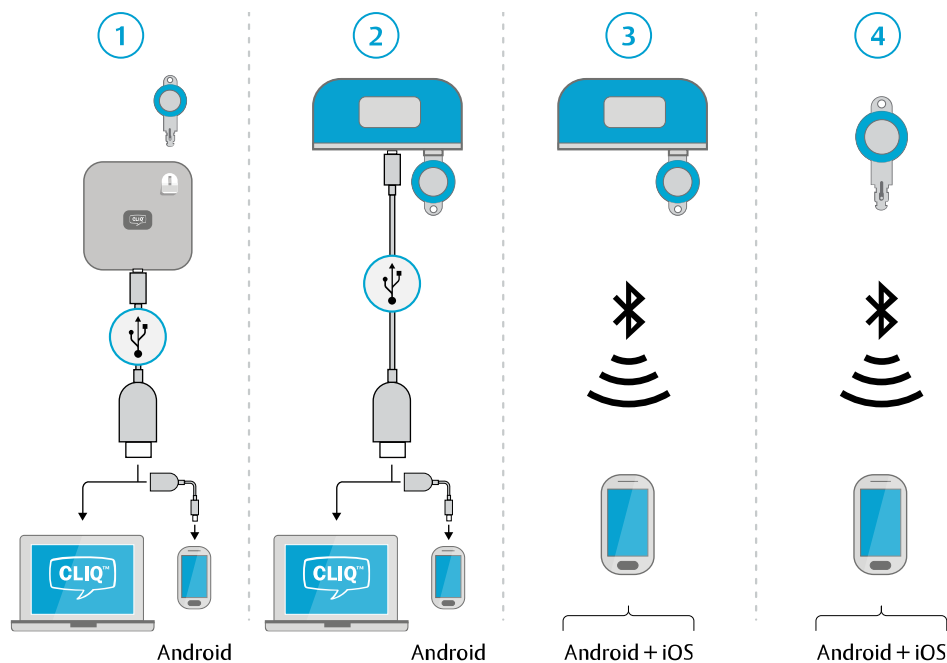
Figure 2. Programming Keys in Different Ways

The programming devices offer three different ways to program keys as shown in the figure above:

1. **Local Programming Devices** (Local PD) are used to program keys in **CLIQ™ Go Web app** or **CLIQ™ Go Android app**.

2. **CLIQ™ Connect Mobile PD with USB cable**:

   The CLIQ™ Connect Mobile PDs are used for the same purpose as the Local PDs and can be connected to either PC or Android devices.

   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 13.

Figure 3. USB OTG Cable

3. **CLIQ™ Connect Mobile PD with Bluetooth**:

   The CLIQ™ Connect Mobile PDs are used for the same purpose as the Local PDs and can be connected to either Android or iOS devices via Bluetooth connection.

To learn how to connect a CLIQ Connect Mobile PD to a mobile devices via Bluetooth, see the instruction for the mobile PD.

4. **CLIQ™ Connect Key**:

    The CLIQ™ Connect Key is programmed via Bluetooth connection. For more information on the CLIQ™ Connect Keys, see Section 4.2 *"Keys"*, page 12.

The table below shows the relation between programming devices and the available versions of the CLIQ™ Go app. The initial numbers in the left-most column refer to the positions in the list above.

Table 1. Key Programming Devices and CLIQ™ Go app

	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 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 15)

- collect and view access logs (see Section 5.3 *"Collecting Access Logs"*, page 16)

> **i** **NOTE!**
> CLIQ™ Go app cannot program Connect keys via Bluetooth connection. Download CLIQ™ Connect app onto the smart phone and start the app in transferring data between the CLIQ™ Go system and Connect keys.

5.2 Blocking Keys

If a key is lost or stolen, it can be blocked from accessing cylinders. Figure 4 *"Blocking a Key in Three Steps"*, page 15 shows three basic steps to block the key.

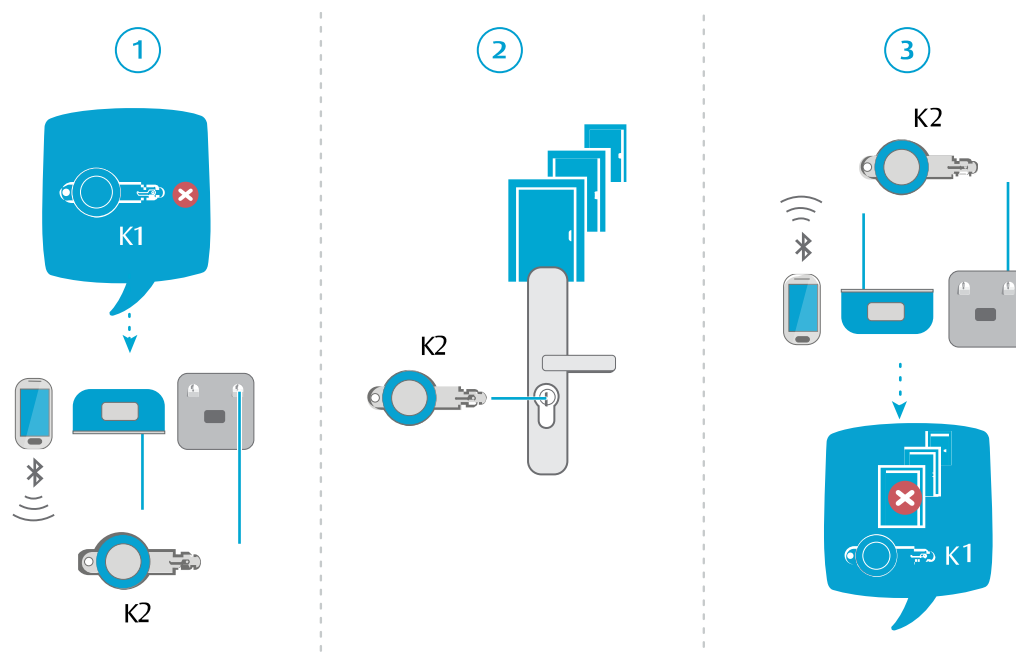*Figure 4. Blocking a Key in Three Steps*

1) Create blocking task in the system and transfer it to an updater key (K2).

    a) Select the key (K1) to block in the system.
    b) Click **Block key**.

Confirmation dialogue is displayed.

c) Select a key used as the updater key.

d) Click **Confirm**.

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

e) Insert the updater key into the programming device to transfer the blocking task in the to key.

If the updater key is Connect key, start CLIQ™ Connect app to update the key via Bluetooth.

2) Block every cylinder with the updater key (K2).

a) Go to the cylinders with the updater key.

b) Insert the updater key into every cylinder.

The blocking task carries out in the cylinders to block the lost or stolen key.

3) Report the task's completion to the system.

a) Go back to the system.

b) Connect the updater key (K2) to the system via the programming device.

If the updater key is Connect key, start CLIQ™ Connect app to connect the key to the system.

Information how the blocking task is carried out is reported back to the system.

c) It is recommended to check if the key (K1) is blocked from all cylinders by selecting **Keys**.

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 (K1) is now blocked from access to all cylinders.

See also Section 6.6 *"Blocked Keys"*, page 19.

5.3 Collecting Access Logs

To view an access log, it has to be collected from the cylinder. Figure 5 *"Collecting Access Logs in Three Steps "*, page 17 shows three basic steps to collect the access log.
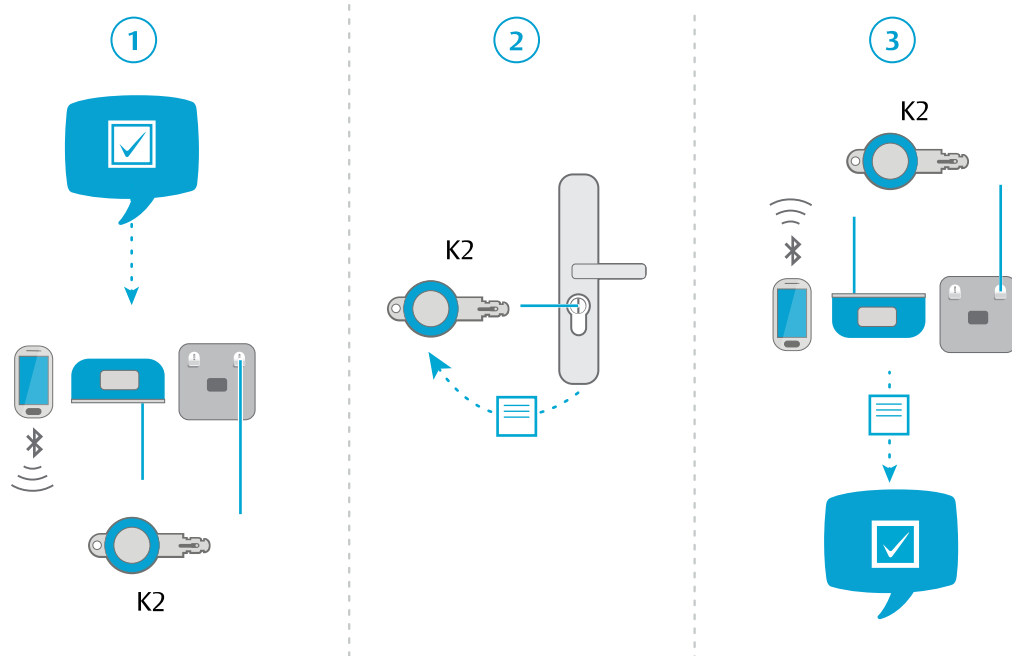
Figure 5. Collecting Access Logs in Three Steps

1) Create collecting task in the system and transfer it to a key (K2).

   a) Select the cylinder to collect access logs.
   b) Click **Access log**.

   Events from previously collected access logs are displayed.
   c) Click **Request access log**.

   A task to collect the access log from the cylinder is created.
   d) Click **Task list** to view all tasks that are not yet carried out.
   e) Check the task for the applicable cylinder.
   f) Click **Assign selection to a key**.
   g) Select a key to use for collecting the access log and click **Save**.
   h) Insert the key into the programming device to transfer the task to the key.

   If the key is Connect key, start CLIQ™ Connect app. The task is transferred directly to the key via Bluetooth connection from the mobile phone.

   Any key in the system can be used as long as it is not blocked by the cylinder.

2) Get the access log into the key (K2) from the cylinder.

   a) Go to the cylinder.
   b) Insert the key into the cylinder.

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

3) Copy the access log to the system from the key (K2).

   a) Go back to the system.
   b) Connect the key to the system via the programming device.

   If the updater key is Connect key, start CLIQ™ Connect app to connect the key to the system.

   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 21.

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 19.

- The key is **valid**. This requires that the key is valid according to the key validity settings, see Section 6.4 *"Key Validity"*, page 19.

- The key **schedule allows access** at the current time, see Section 6.5 *"Key Schedule"*, page 19.

- 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 20.

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 19.

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.

The figure below shows the principle for blocked keys in the following scenario:

- Key K1 is authorized to cylinder A and B and has been set as a blocked key in the system.

- Cylinder A: The cylinder programming job to block K1 has been executed, hence K1 is added to the cylinder's blocked key list.

- Cylinder B: The cylinder programming job to block K1 has **not** yet been executed, and K1 is not yet included in the cylinder's blocked key list.

In this case, K1 is not able to open cylinder A, but still able to open cylinder B.
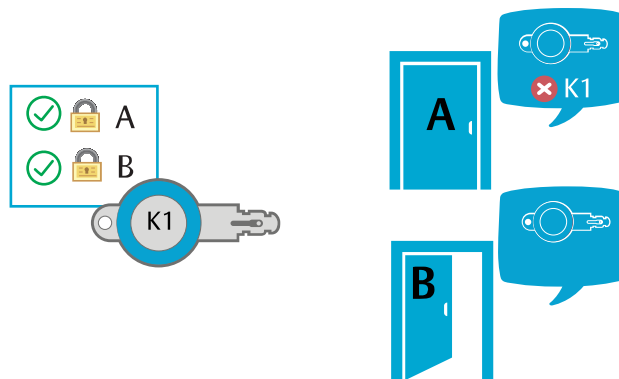
To block a key, see Section 5.2 *"Blocking Keys"*, page 15.

6.7   Programming keys and cylinders

Programming jobs are managed by an administrator equipped with a PD and a 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 19.

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 has 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 16.

7　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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