

# Paxton Entry - Adding Users

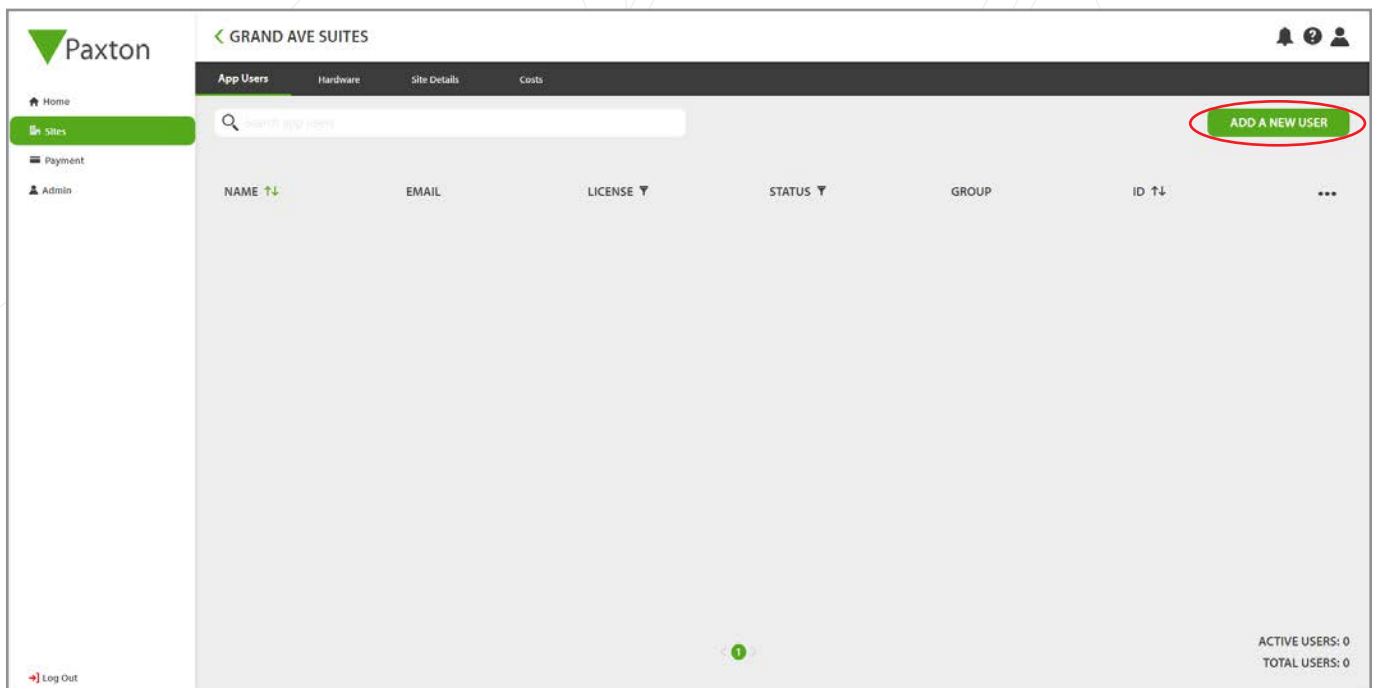
## Overview

The Paxton Entry app allows users to receive calls on their mobile devices from an Entry panel. App users can be anywhere in the world and still manage who can access their building. All management of the Paxton Entry app is done via the myPaxton portal, designed to make commissioning, setup and payment as simple as possible.

This application note covers adding app users to a site in the myPaxton portal.

## Adding mobile app users to your system

1. Select the site you want to add your user(s) to, then select **'Add a new user'**.



2. Fill in the user's information, the email address entered will be used to sign them up to the Paxton Entry app. The monitor ID and group will be used to determine how they are called from an Entry panel. When set to active the app user can pair themselves to the site to receive calls and they will start incurring costs as an active user. Ensure their **'License'** field is marked **'Active'**.

3. Then select 'Save'

**Please Note:** All devices with the same ID number will receive calls simultaneously when that ID is called from the Panel. Once 1 device answers the call, the other devices will stop ringing.

The screenshot shows the 'ADD A NEW USER' interface in the Paxton system. The form is titled 'APP USER DETAILS' and includes the following fields:

- First name: Harry
- Last name: Parker
- Email: Harry.parker@email.com
- Group: Block A
- ID: 24
- Display name: Reception Desk
- License: Active (highlighted with a red circle)
- Status: Unknown

At the bottom right of the form, there are two buttons: 'CANCEL' and 'SAVE'. The 'SAVE' button is highlighted with a red circle.

4. An email will now be sent to the email address entered to complete the pairing process.

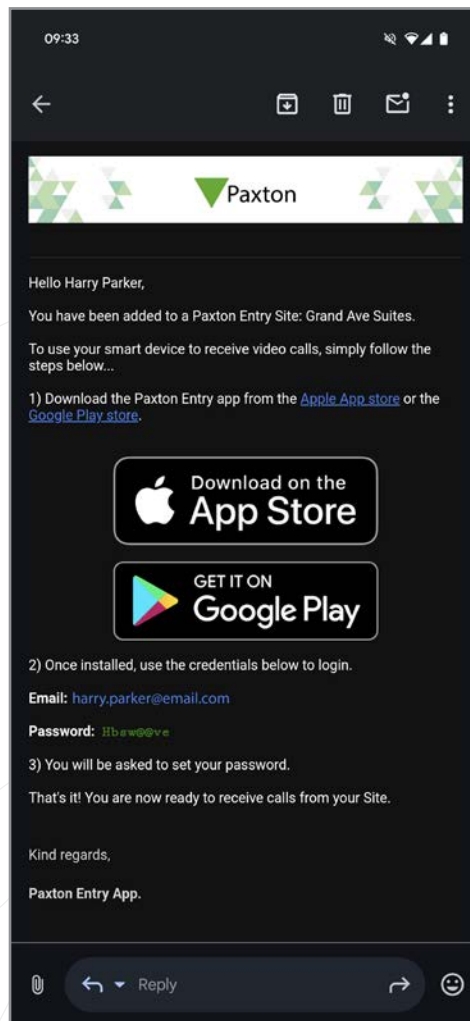
**Please Note:** If a users status is showing as 'Pending', the user will not show on the Entry panel until they have logged into the Paxton Entry app successfully.

## Pairing a user device to your site

Once a mobile app user has been added to a site (see section above) they will need to pair their device to that site.

### Pairing a user device for the first time

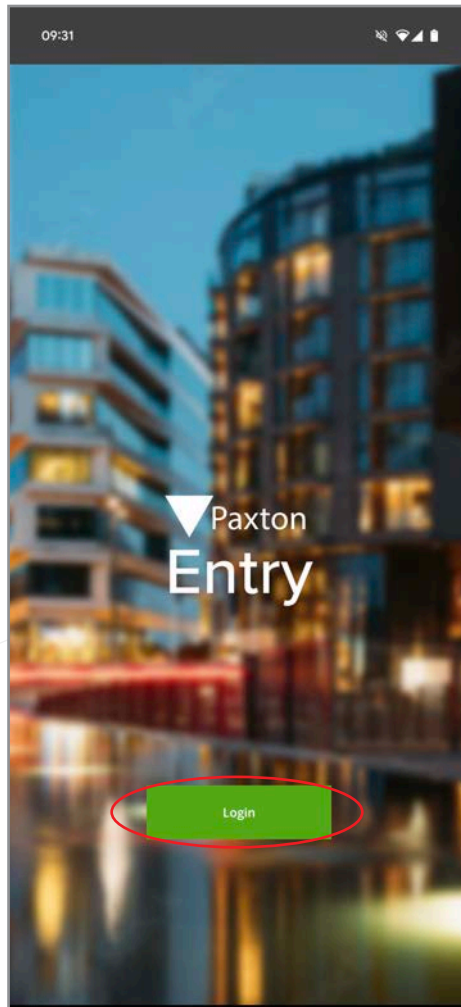
1. The mobile user will have received a 'Paxton Entry – New user registration' email. (If you cannot find the email, check your junk mail folder). The email will contain your email address and the temporary password required to setup the app.



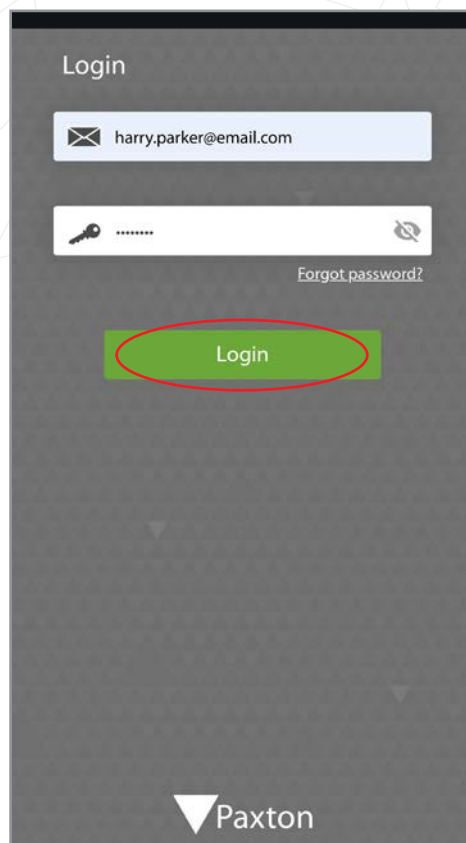
2. Download and install Paxton Entry using the links from the email to the App Store or Google Play.



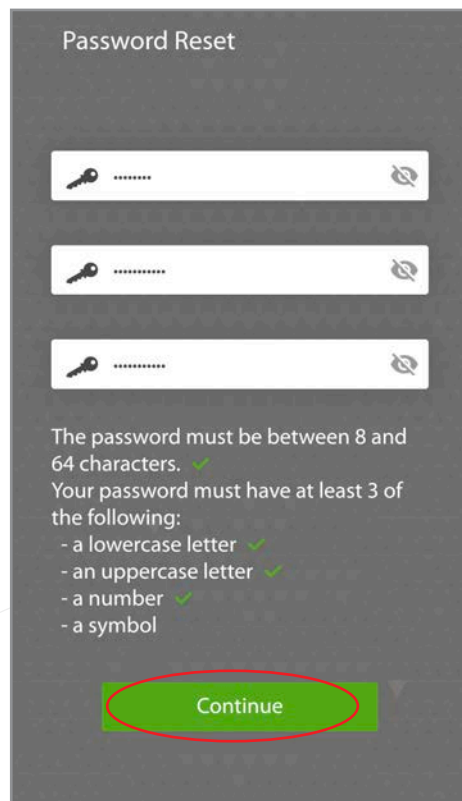
3. Once installed open the app and tap the 'Login' button.



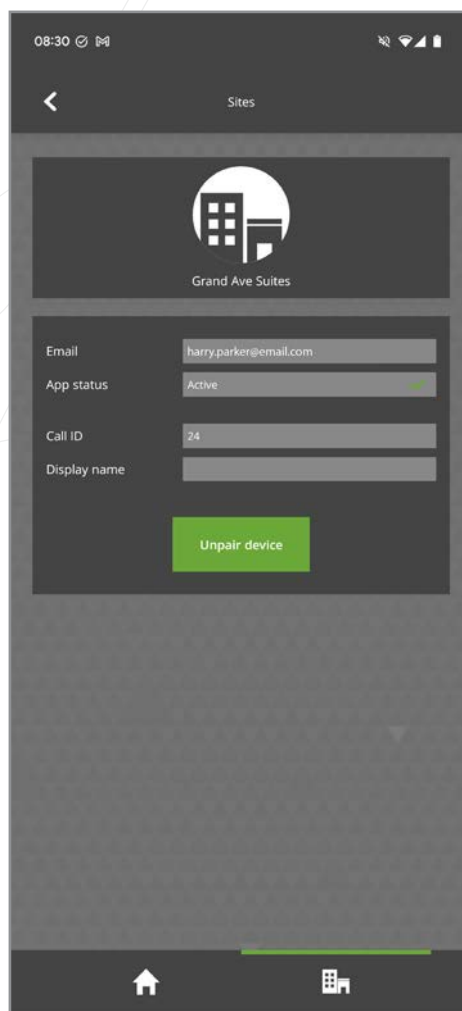
4. Enter your email address and temporary password, then select 'Login'.



5. You will now be prompted to set your password, enter the temporary password again and your new password, then tap **'Continue'**



6. You will now be paired to your site.



## Adding a device to an additional site

If a user has already paired a device to a site in the Paxton Entry app, adding it to an additional site is automatic if the email address for the user is the same on both sites. The user will receive a notification about the new site, which will then appear automatically in their Paxton Entry app under the 'Sites' section, where they can view and select each site for more information.

