



APP GUIDE
FOR ADMINS

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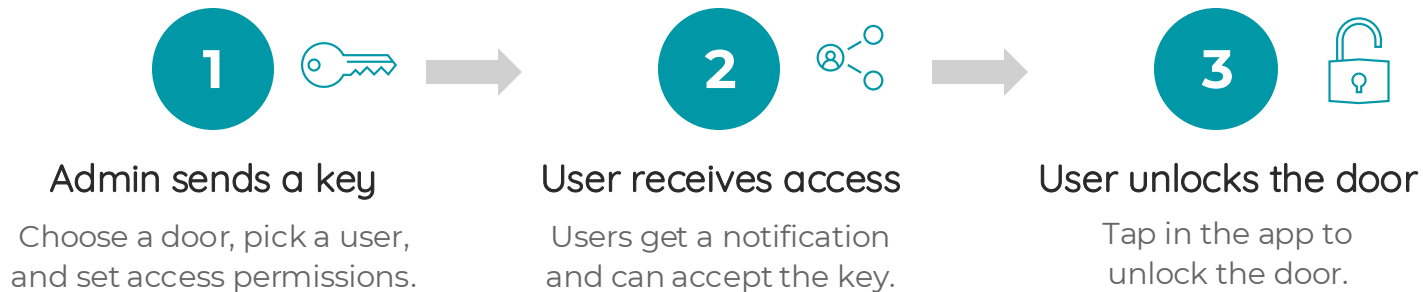
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How Nexkey Works

Smart access control for your doors — managed entirely from your phone



Quick Start Checklist

Your first 5 steps as a new Nexkey admin

1

Download the Nexkey app

Available on iOS and Android. Search for "Nexkey" in your app store.

[See slide 6](#)

2

Set up your admin account

Sign up with your email and create a password to get started.

[See slide 7](#)

3

Test unlocking a door

Try tapping, proximity, or remote unlock to confirm it works.

[See slide 11 & 12](#)

4

Send your first key

Go to Keys, select a door, and share access with a user.

[See slide 16](#)

5

Set up notifications

Create rules to get alerts when doors are accessed.

[See slide 35](#)



When Should I Use Each Feature?

Match the right Nexkey feature to your situation

"I need to give someone temporary access"

→ **Text Key**

No app needed. Great for guests, deliveries, or one-time visitors.

Controller + Wi-Fi required.
[See slide 19](#)

"I want doors to auto-unlock during work hours"

→ **Business Hours**

Set a recurring schedule so the door stays unlocked during business hours.

Controller + Wi-Fi required.
[See slide 24](#)

"I need to block access on certain days"

→ **Blackout Schedule**

Prevents all key holders from unlocking during blackout windows (e.g., holidays, after hours).

[See slide 31](#)

"I want to know when a door is unlocked"

→ **Notification Rules**

Get push or email alerts when specific doors are accessed. Great for security monitoring.

[See slide 35](#)

"I need to organize many users"

→ **User Groups**

Bundle users into groups, then send keys to the whole group at once instead of one by one.

[See slide 37](#)

"I want to keep a door unlocked for a while"

→ **Timed Unlock**

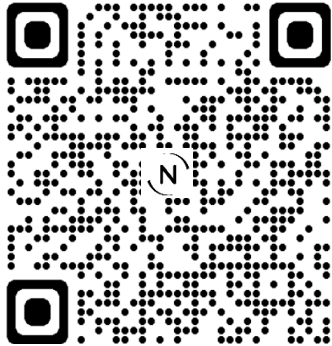
Keeps the door unlocked for a set duration (e.g., during a meeting or event).

Controller only
[See slide 28](#)



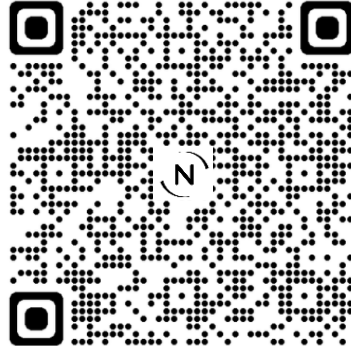
Nexkey App

Click



Scan

Click



Scan

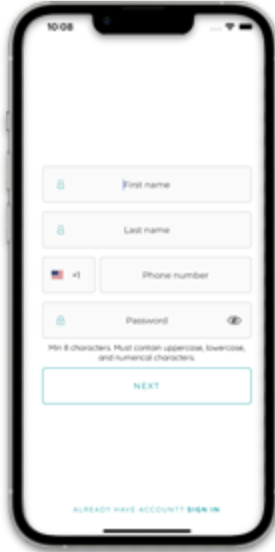


Set up an account



1

Click Sign Up at the bottom of the screen



2

Enter information



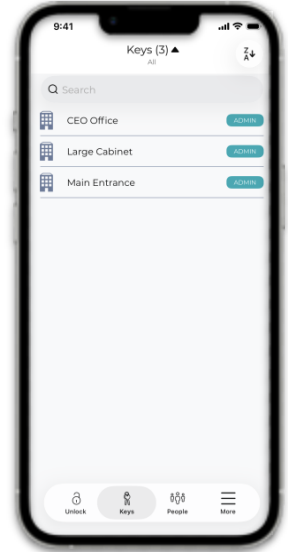
3

Read and accept our Terms of Service



4

Verify your phone number and email



5

You have access to your keys!



Suggested onboarding email

Employees or members new to Nexkey

Hello <First Name>,

I am excited to announce we have upgraded our office by installing Nexkey! You will now be able to access the office with your smartphone.

Please send me the phone number of the mobile device you will use with Nexkey. You will receive a text notifying you that I have shared a key and prompting you to download the app.

Attached is a Getting Started Guide with next steps and information on how to use Nexkey.



Suggested onboarding email

New Employee or member

Hello <First Name>,

Welcome onboard! Instead of handing out keys, we use Nexkey, a smart access platform which allows you to access the office with your phone.

Please send me the phone number of the mobile device you will use with Nexkey. You will receive a text notifying you that I have shared a key and prompting you to download the app.

Attached is a Getting Started Guide with next steps and information on how to use Nexkey.



Section 1

Unlocking

How to unlock the Nexkey Core, Solo, and Controller using tap, proximity, and remote unlock.

Unlocking the Core



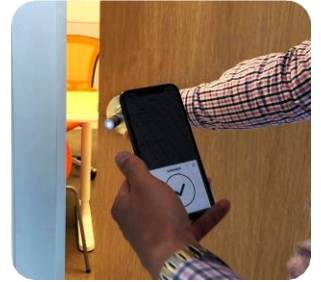
Open app and tap
the Core



Wait for light to
turn solid blue
and Unlock
checkmark



Turn Core



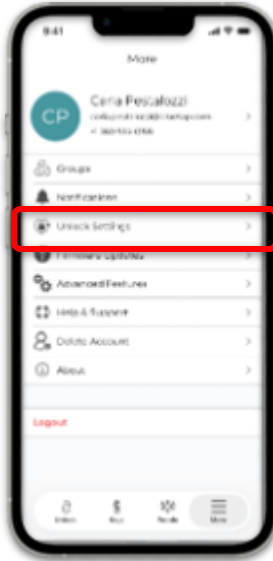
You can open
the door!

Proximity unlock

Nexkey Core Only

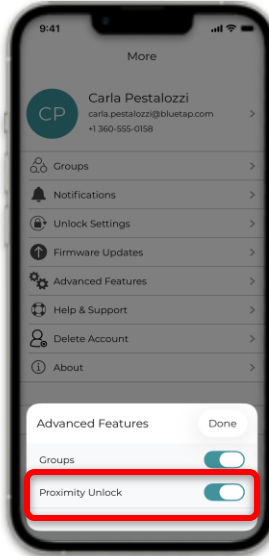
This feature allows you unlock the Core without needing to open the Nexkey App.

Simply tap the Core. When the light turns solid blue, turn Core. You can open the door.



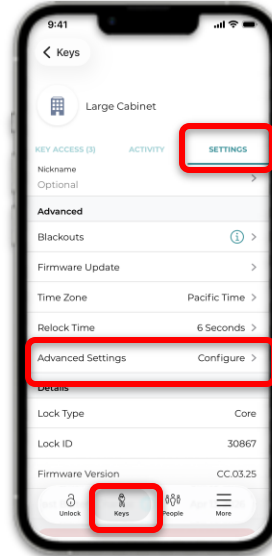
1

Go to More section and select Advanced Features



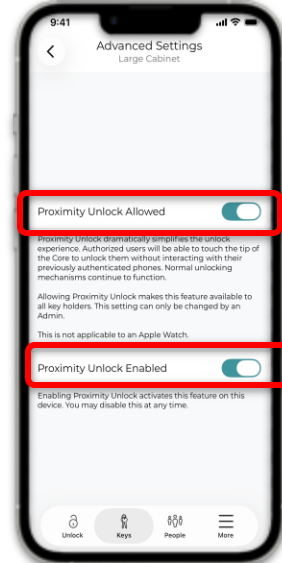
2

Toggle Proximity Unlock ON



3

Tap **Keys**, Select your key. Tap Settings. Tap Advanced settings.

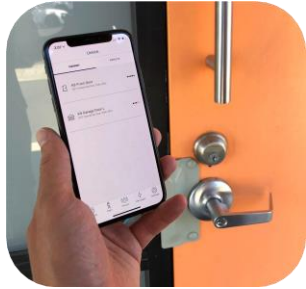


4

Toggle on Proximity Unlock Allowed. Toggle on Proximity Unlock Enabled



Unlocking the Nexkey Solo and Controller



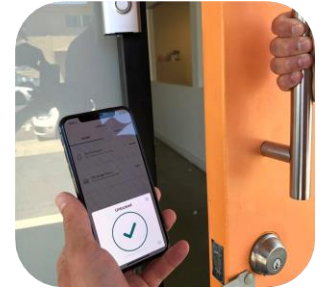
Open app to unlock screen



Tap the door you would like to open. You must be close to the door



Wait for unlock checkmark

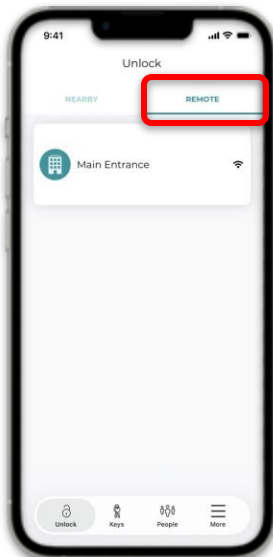


You can open the door!

You can also unlock your doors on Apple Watch. Open app and follow the same instructions.

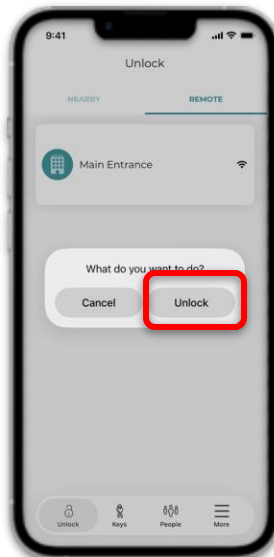


Remote unlock Controller



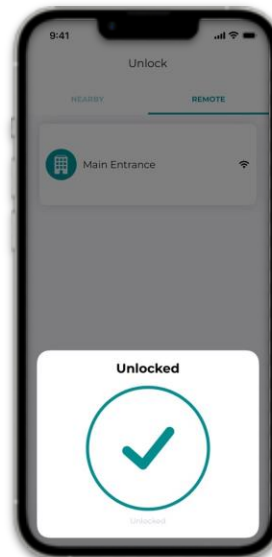
1

Go to Unlock > Remote. Tap the door you want to unlock



2

Tap Unlock



3

Checkmark confirms the door is unlocked

Section 2

Key Management

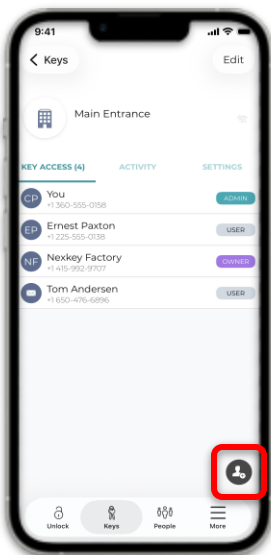
Send access keys, revoke them, understand key types, and manage what your users receive.

Send a key One door at a time



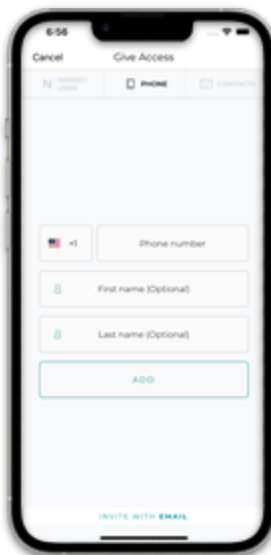
1

Go to Keys
Tab and select
a Key



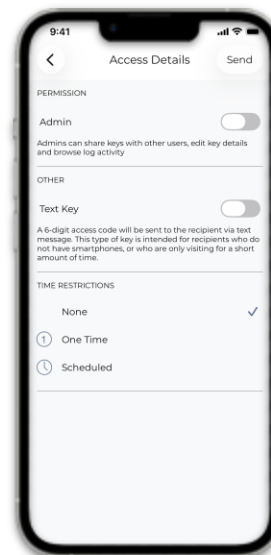
2

Add User
Select person
icon



3

Provide Info
From Contacts
or by phone or
email



4

Access Details
Note, Text Key
will send them a
keycode via text

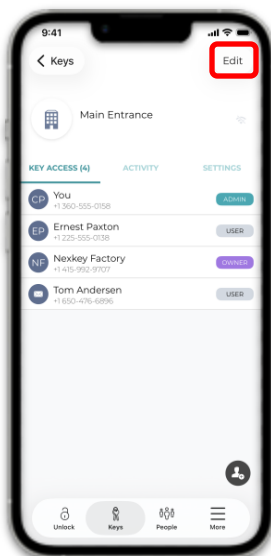


Revoke a key



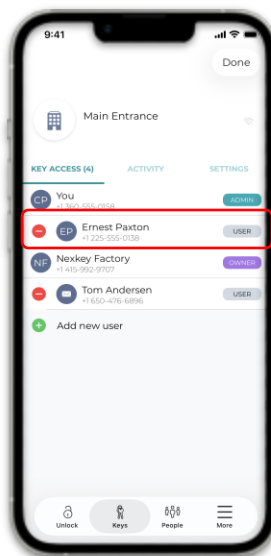
1

Tap **KEYS**.
Select door.



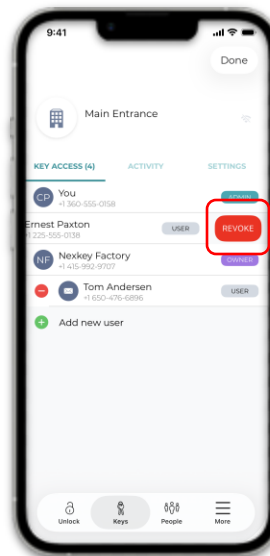
2

Tap **Edit**



3

Select **-** next
to name



4

Tap **REVOKE**
next to
the name

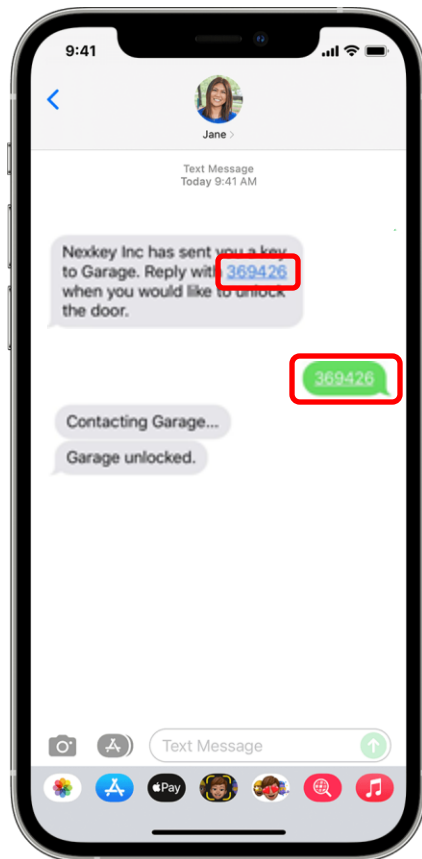
Types of keys

	USER	ADMIN	OWNER
Unlock	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Unlock w/Text Key	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Unlock Remotely		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Share User Key		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Revoke User Key		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Share Admin Key		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Revoke Admin Key		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Transfer Ownership			<input checked="" type="checkbox"/>

Text key*

Text notification
from Admin with
Users unique code

Confirmation
User will receive a text
confirmation that the
door is unlocked.



What is Text Key?

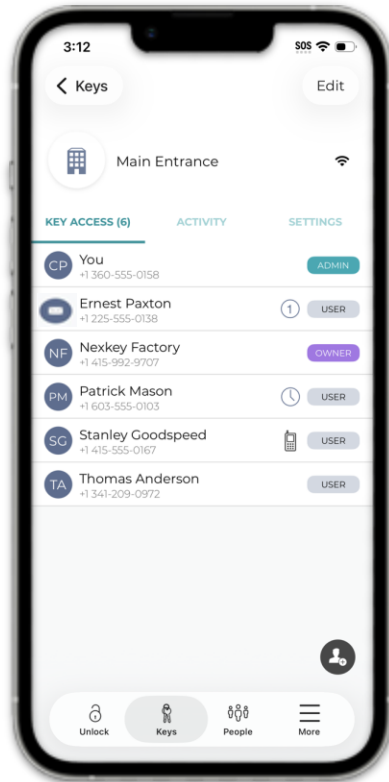
Access via text, used for guests or non-smartphone users. No need to download the app or create an account.








How they unlock the door?

User will text back the unique code provided by the Admin. They will do this every time they need to unlock the door.

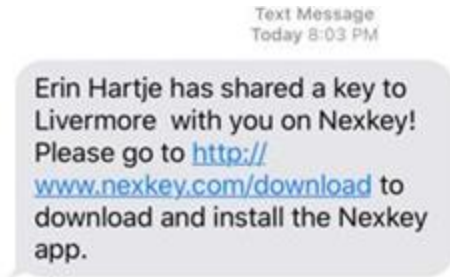
*Text keys are only available with the Controller when connected to Wi-Fi

What do the access icons mean?



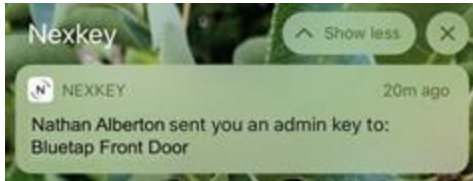
-  → User has signed up
-  → User still needs to sign-up
-  → Text key
-  → One-time key
-  → Schedule
-  → Owner Key
-  → Admin Key

Receiving a key from you



They are new to Nexkey

After you send their first key, the user will receive a text notifying them that a key has been shared, and will prompt them to download the Nexkey app and create an account

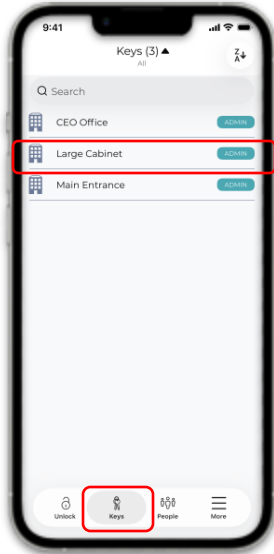


They already have a Nexkey account

If they already have the Nexkey app, they will get a notification within the app telling them a key has been shared.

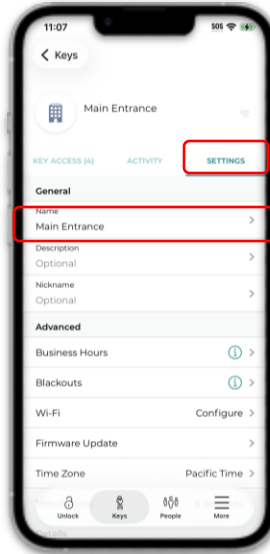
Naming the key

The default name of keys is Nexkey and its Lock ID. Ex. Nexkey 10282



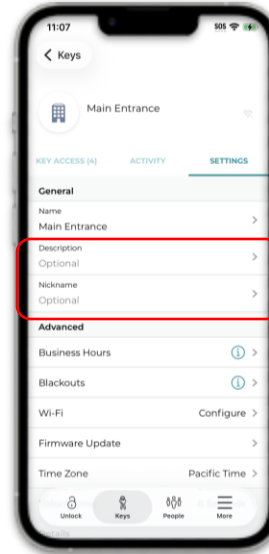
1

Select the Key to change the name



2

Tap **Settings**, Tap **Name**, enter new name, save



3

Optional is to add a **Description** and **Nickname** to the Key

Nickname allows you to give your key a unique name that will only appear on your key. Nicknames will appear in the place of the key's name.

Section 3

Schedule Management

Set business hours, time restrictions, schedules,
and blackout periods for your doors.

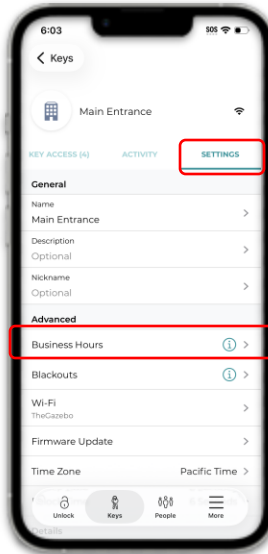
Set up business hours

Nexkey Controller Only



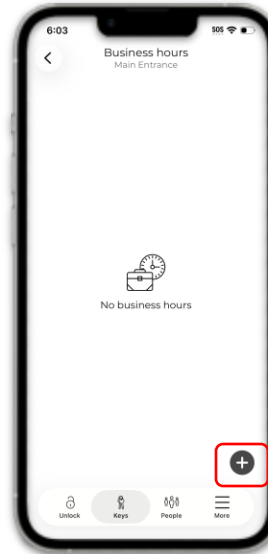
1

Select the key
in the Keys
tab



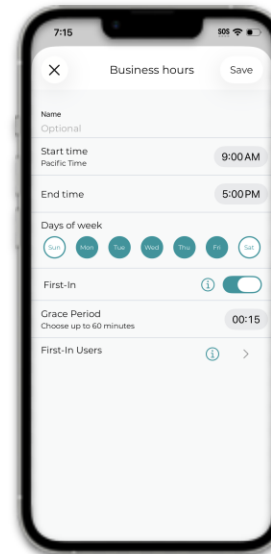
2

Tap **Settings**,
scroll down
and tap
**Business
hours**



3

Click + to add
**Business
hours**



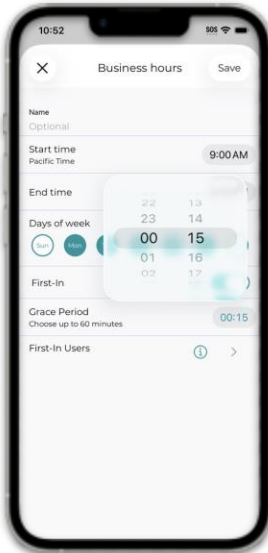
4

Set up your
schedule



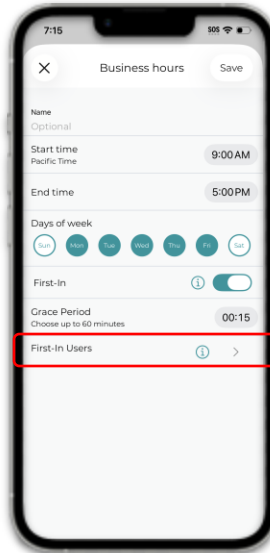
Set up first-In business hours

Nexkey Controller Only



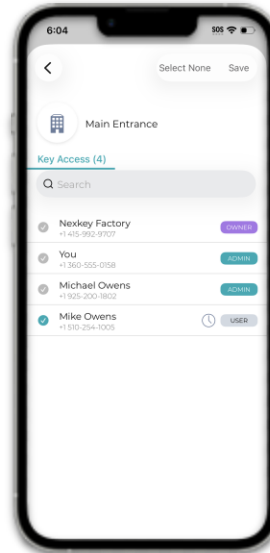
1

Set your grace period
(1-60 mins)



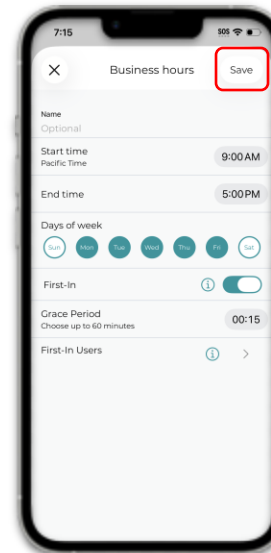
2

Tap **First-In Users**



3

Add First-In Users and tap **Save** (Admins & Owners selected by default)



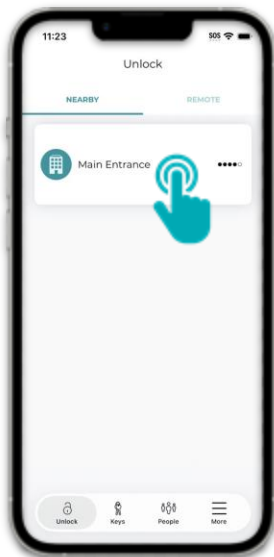
4

Review your schedule and tap **Save**



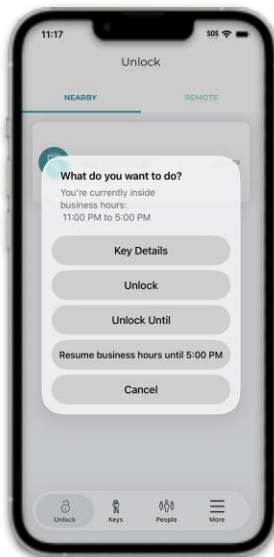
Resume business hours

Nexkey Controller Only



1

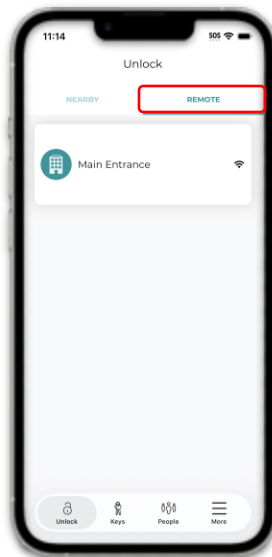
Go to **Unlock** > **Nearby** and long-press your key



2

Tap **Resume business hours...**

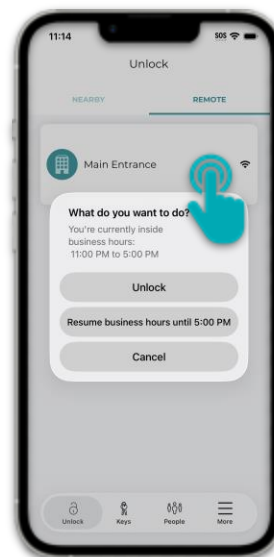
OR



3

Go to the **Unlock** tab and select **Remote**

Controller must be connected to Wi-Fi



4

Tap on your key and select **Resume business hours...**



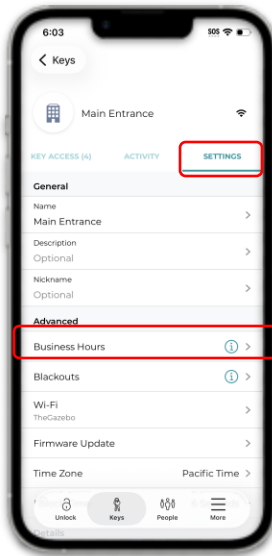
Disable business hours

Nexkey Controller Only



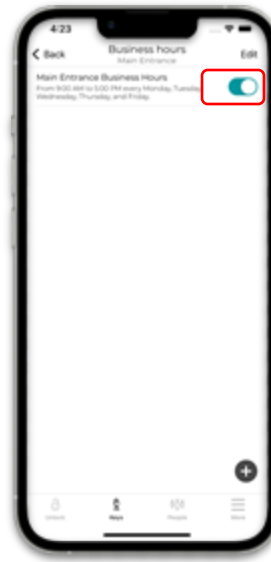
1

Move to **Keys** Tab
to select a Key
Must be an Admin



2

Tap Settings, scroll
down and tap
Business Hours



3

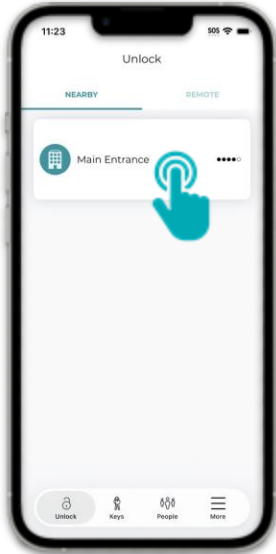
Toggle off
Press Edit and Delete to
delete permanently

Note: if business hours have already started for the day, door will need to be re-locked



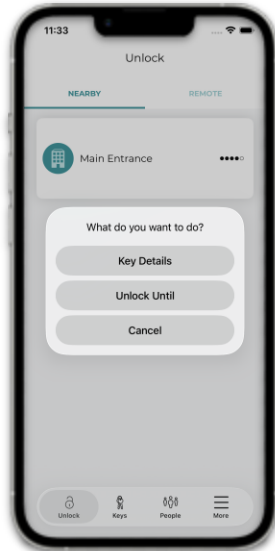
Unlock for a period of time

Nexkey Controller only



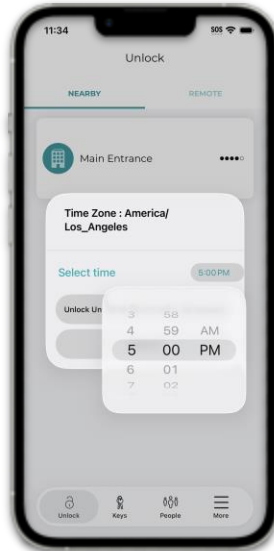
1

Go to **Unlock -> Nearby** and long-press the key



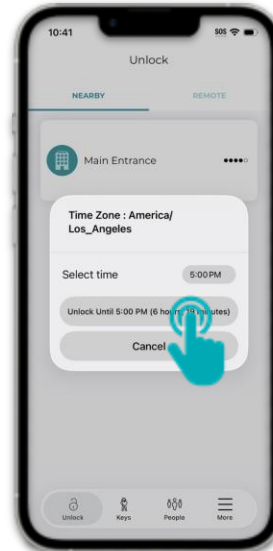
2

Tap **Unlock Until**



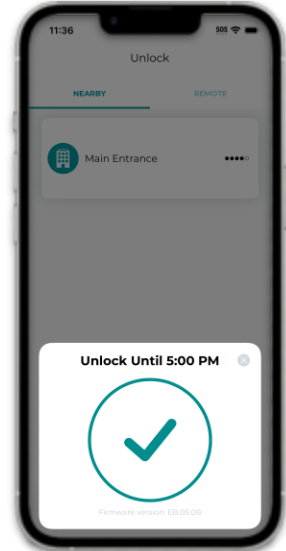
3

Select your end time



4

Tap **Unlock until <end time>**

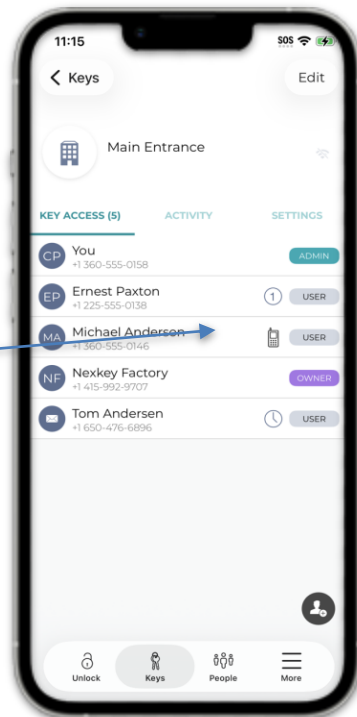
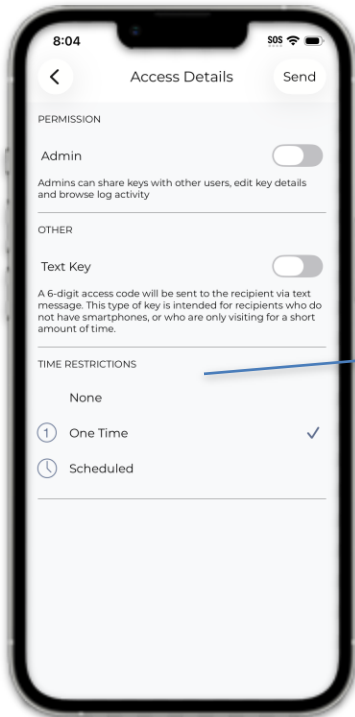


5

Door is now unlocked



Set up key time restrictions



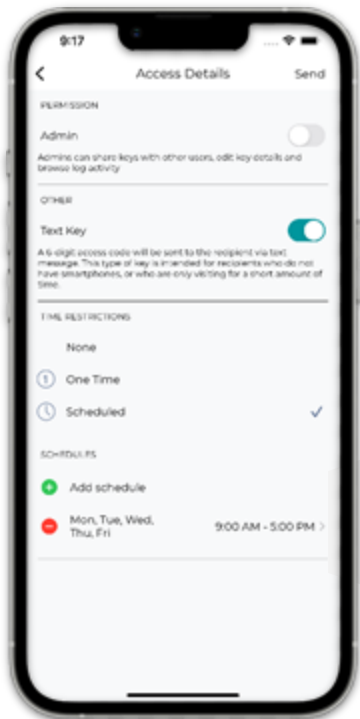
While sharing access, control what times it can be used with “Time Restrictions”

None – Key can be used 24/7

One Time – Key expires shortly after one time use

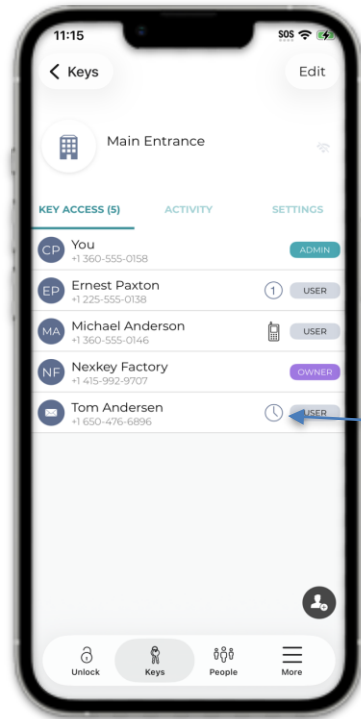
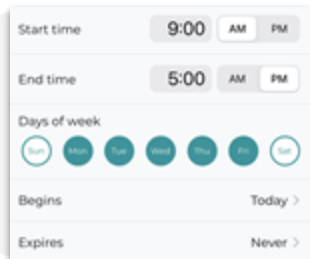
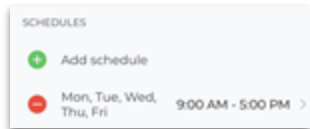
Scheduled – Key has a customized time frame

Make a schedule for key access

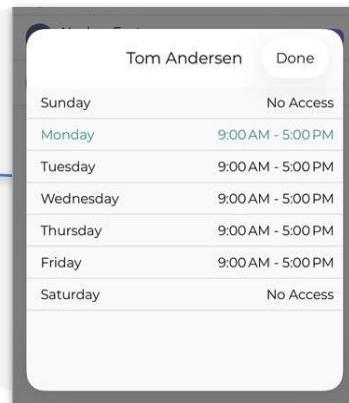


You can have multiple schedules per user

Scheduling access



Viewing the user's access schedule



Keys > Select Keys > Add User > Add info > **Access Details**

Keys > Select Keys > **Key Access**

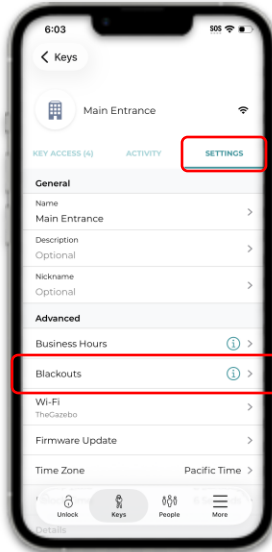


Blackouts



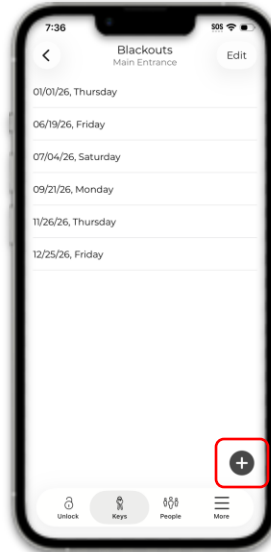
1

Go to **Keys** & select the door



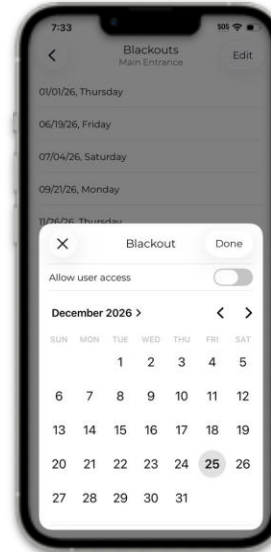
2

Tap **Settings**, then **Blackouts**



3

Tap +



4

Tap the date of the Blackout, then Done

Blackouts allows you to specify calendar days when user access will be denied. On a blackout, the door will not automatically unlock for Business hours. Additionally, users will not have access -- this includes users with time-restricted keys (i.e. 1-time and Scheduled) and Text Keys. Admins will not be affected by a blackout.

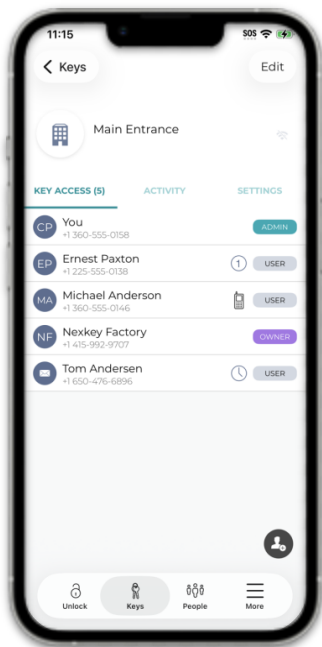


Section 4

Advanced Key Management

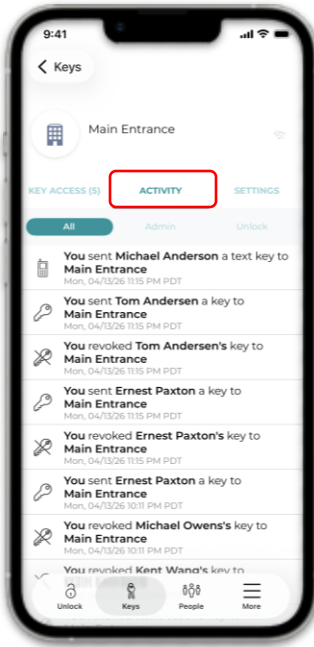
View activity logs, set notifications, transfer
ownership,
and organize users into groups.

View Key Activity



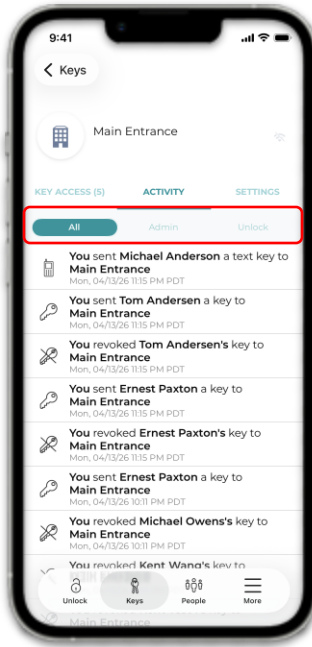
1

Go to the **Keys** tab at the bottom and select your key



2

Tap **Activity**

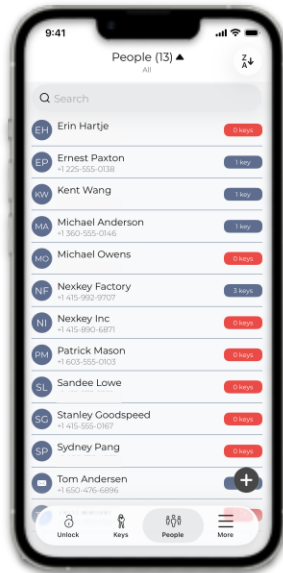


3

You can see and filter activity

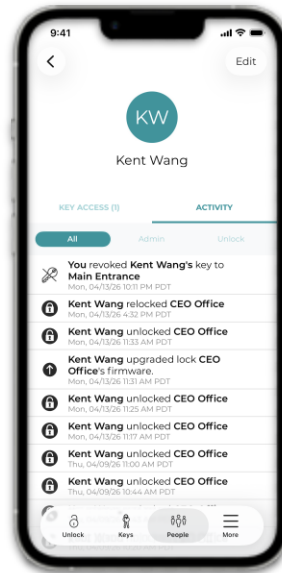


View User Activity



1

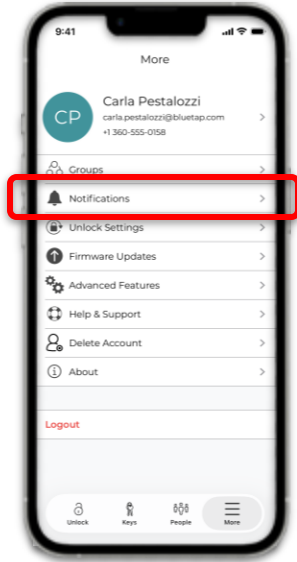
Go to the **People** tab at the bottom and select a user



2

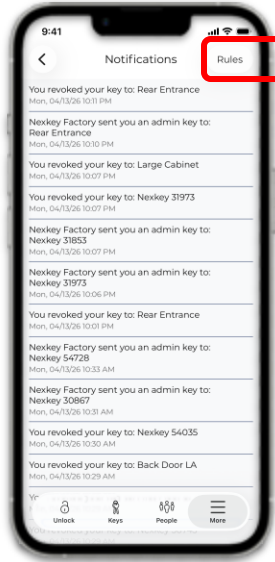
Tap on **Activity** next to **Key Access**

Create a Notification Rule



1

Go to More tab and select Notifications



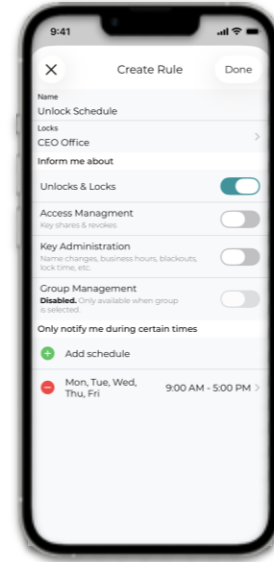
2

Select Rules



3

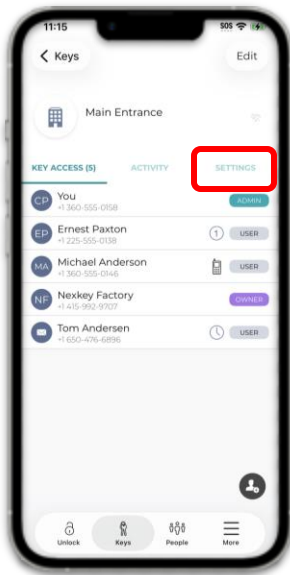
Tap +



4

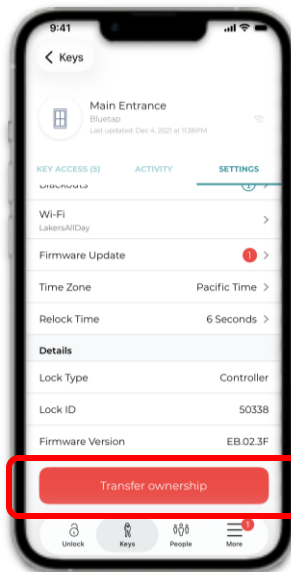
Name your **Rule**, add keys, filter your preferences and tap **Done**

Transfer ownership of key



1

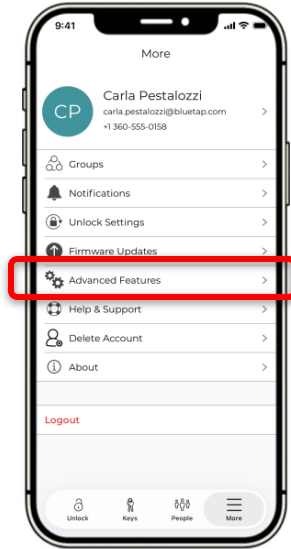
Go to **Keys** & select your Owner key



2

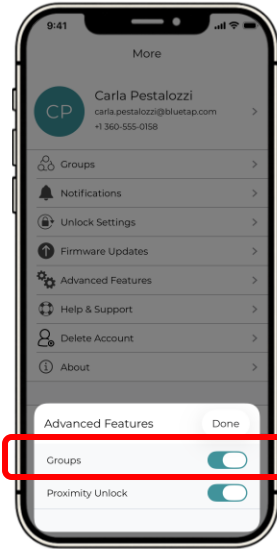
Tap **Settings**, scroll down and tap **Transfer Ownership**

Enable Groups



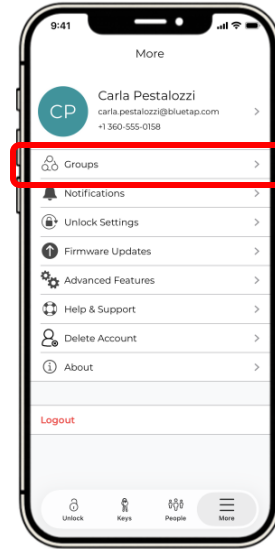
1

Go to More section and select **Advanced Features**



2

Toggle **Groups ON**



3

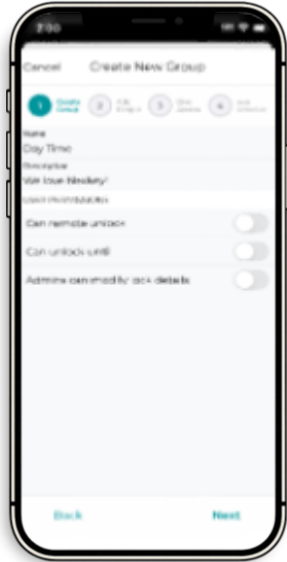
Groups will appear in More tab. Tap **Groups**

Create a Group



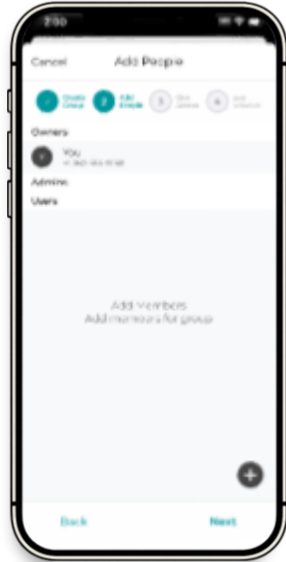
1

Tap +



2

Name the Group and decide USER permissions



3

Tap +, select Role and add people to the Group



4

Add your Nexkey device(s) to the Group



5

(Optional) Add a schedule to your group



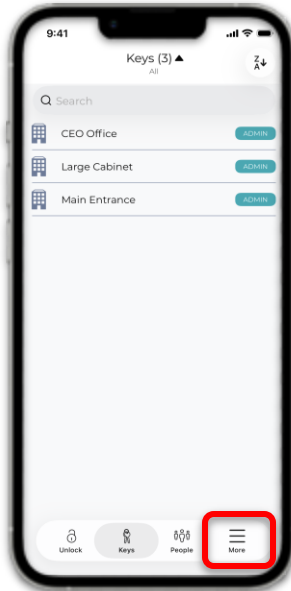
Group role permissions

	USER	ADMIN	OWNER
Unlock	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Unlock w/Text Key	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Unlock for... ¹		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Unlock Remotely ¹		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Add User/Admin to Group		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Remove User/Admin from Group		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage Key Settings ²		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage Group Settings		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Assign additional owner to Group			<input checked="" type="checkbox"/>

¹Can be enabled for USER role via Group settings

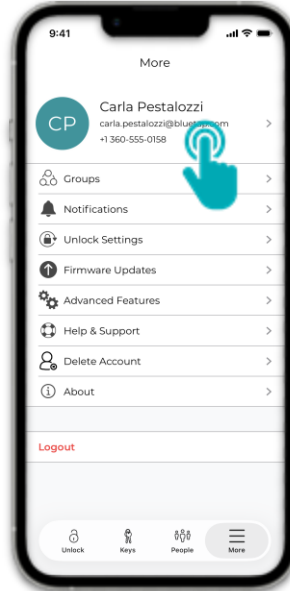
²Can be disabled for ADMIN role via Group settings

Change your email, phone or password



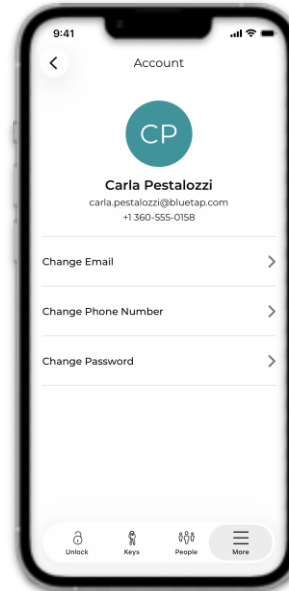
1

Go to the **More** section in the app



2

Select your **account profile** at the top



3

Update Email, phone number or password

Glossary

Key terms you'll encounter in the Nexkey app

Nexkey Core

A smart lock module that supports tap-to-unlock and proximity unlock.

Nexkey Solo

A smart lock that uses the app for unlocking. No tap or proximity.

Nexkey Controller

Advanced smart lock with remote unlock, business hours, and timed unlock.

Key

A digital access credential you send to a user to unlock a specific door.

Text Key

Access sent via SMS link, so the user doesn't need the Nexkey app.

Proximity Unlock

Automatic unlocking when a user's phone is near a Core lock.

Admin

The account owner who manages doors, keys, and user access.

Business Hours

Time ranges when a door auto-unlocks (Controller only).

Timed Unlock

Keeps a door unlocked for a set duration (Controller only).

Blackout

A schedule that blocks access on certain calendar days.

Activity Log

A record of every unlock event on a door.

Notification Rule

An alert triggered when specific doors are accessed.





APP GUIDE
FOR ADMINS