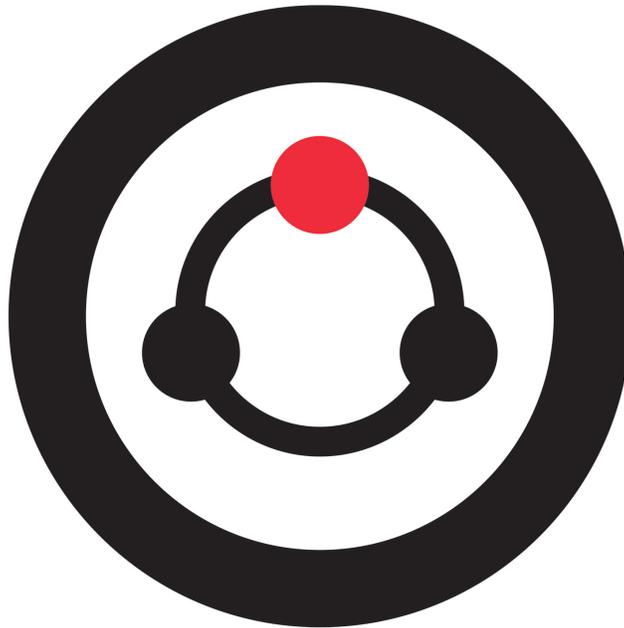


**GateKeeper v3
(PUD3910 Version 2.0)**
Turnstile Monitoring Software



GATEKEEPER

User Guide

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Preface

This guide describes how to set up and use Alvarado's GateKeeper application. This guide is intended to be used primarily by security personnel who will be responsible for setting up and using the GateKeeper application.

GateKeeper allows security and management personnel to monitor and control turnstile activities. GateKeeper notifies personnel of turnstiles alarm conditions and can export records of turnstile activity for reporting purposes. Security personnel can use GateKeeper to manually activate turnstiles, change turnstile passage modes, and create schedule templates that take effect automatically at configurable times.

For questions or comments, contact Alvarado Technical Support:

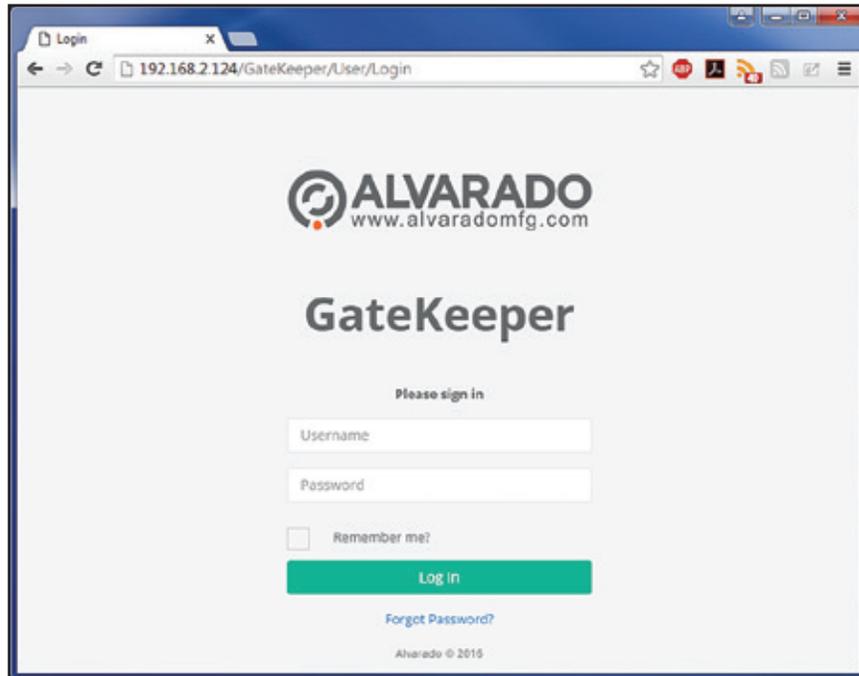
Phone: 909-591-8431 (Monday – Friday, 7:00 AM to 4:30 PM Pacific Time)

Email: support@alvaradomfg.com

Logging into GateKeeper

To log into GateKeeper, your computer, phone, or tablet must be able to access to the GateKeeper server's network.

1. Open a **web browser**.
2. Type **<Server IP>/gatekeeper** into the address bar and press **Enter** to go to the *Login* page. Change **<Server IP>** to the IP address of your facility's GateKeeper server.



3. Enter your *Username* and *Password* and click **Log In** to go to the GateKeeper *Location List* page.

NOTE The default login credentials for GateKeeper are:
 Username: **admin**
 Password: **Admin@123**

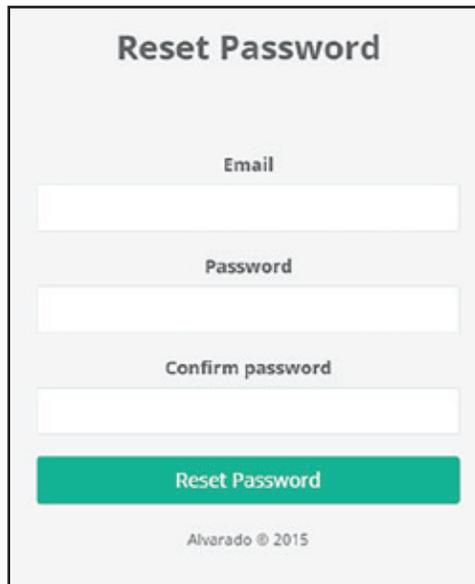
Use the *Password Reset* feature to reset forgotten passwords.

NOTE The *Password Reset* feature must have been set up during GateKeeper installation. Contact your IT department and refer to the *GateKeeper Installation Guide* for more information.

1. Click the **Forgot Password?** link.
2. Enter the email address associated with your user account into the *Email* field and click **Send Email**.
3. Check your inbox for an email containing a link to reset the password. Click the link.

Continued on next page...

4. Enter the email address associated with your user account and your new password into the fields and click **Reset Password**. New passwords must contain at least six characters, including one capital letter, one lowercase letter, and one number.



The screenshot shows a 'Reset Password' form with the following elements:

- Title: **Reset Password**
- Field: **Email** (text input)
- Field: **Password** (text input)
- Field: **Confirm password** (text input)
- Button: **Reset Password** (green)
- Footer: Alvarado © 2015

5. Return to the login page and log in using the new password

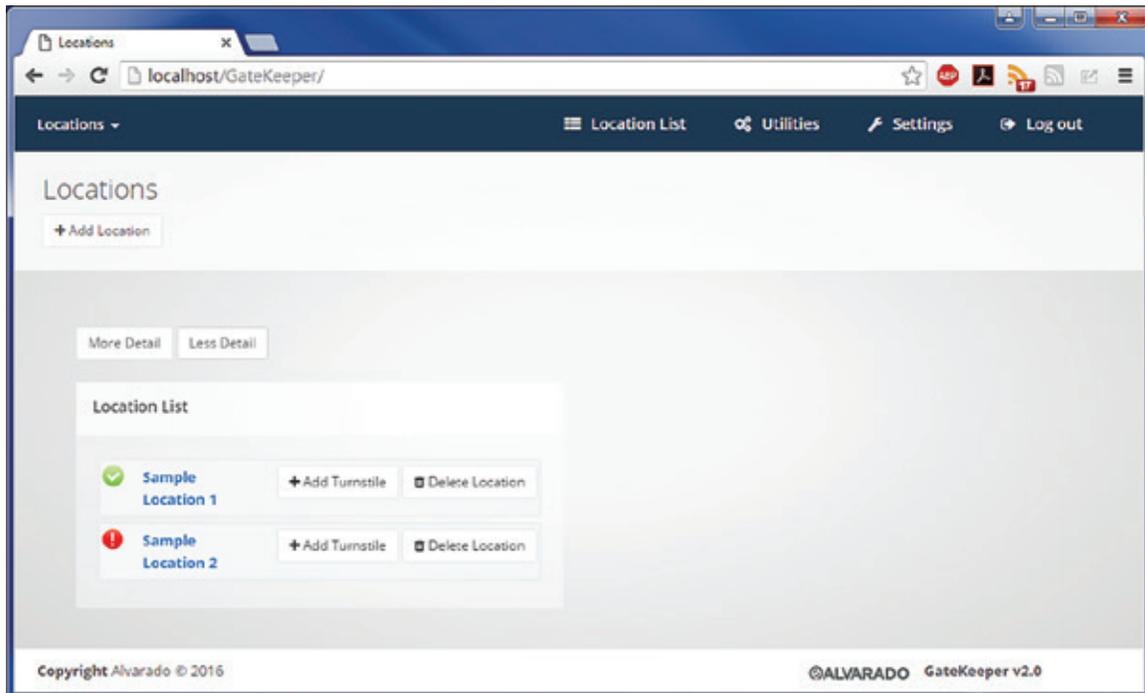
The Menu Bar

Use the *Menu Bar* to navigate to the different areas of GateKeeper. The following sections in this guide are arranged by *Menu Bar* items.



Location List Page

The *Location List* page is the default page whenever a user logs into GateKeeper. This page shows all of the sections and turnstiles currently set up for your facility. Return to this page by pressing the **Location List** button on the *Menu Bar*.



Each of the Locations configured in GateKeeper display in the *Location List*. For information on adding new Locations, see [Adding New Locations](#) on page 11.

The online status of the Location's turnstiles displays next to the Location Name.



- A green check mark icon means that all of the turnstiles in that Location are online and that none are reporting any alarms.

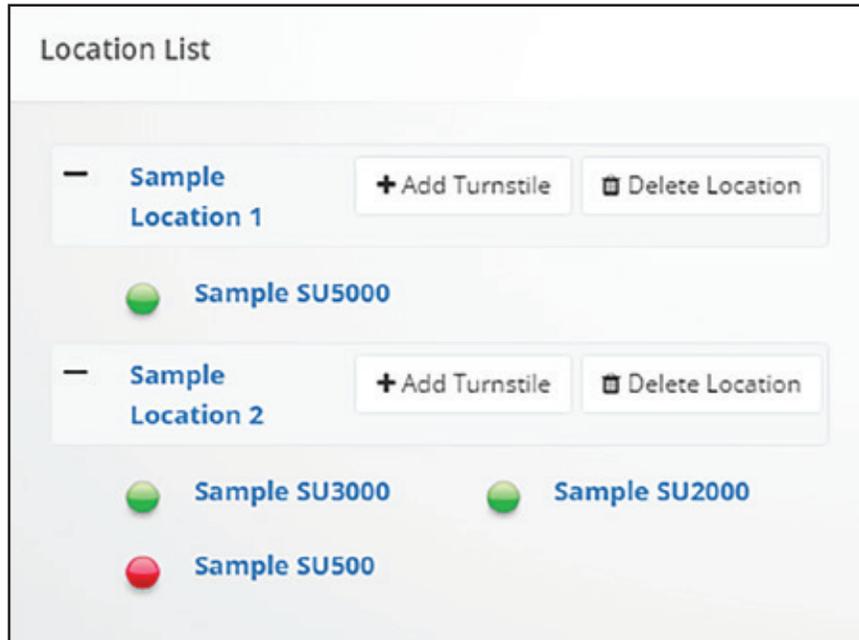


- A red exclamation point icon means that one or more of the turnstiles in that Location are offline. This icon displays for five seconds when an online turnstile enters an alarm condition.

Continued on next page...

Click on the More Detail button to see the status of all turnstiles in all Locations. You can also click on the red or green status icons to expand individual Locations.

For information on adding new turnstiles, see [Adding New Turnstiles](#) on page 12.

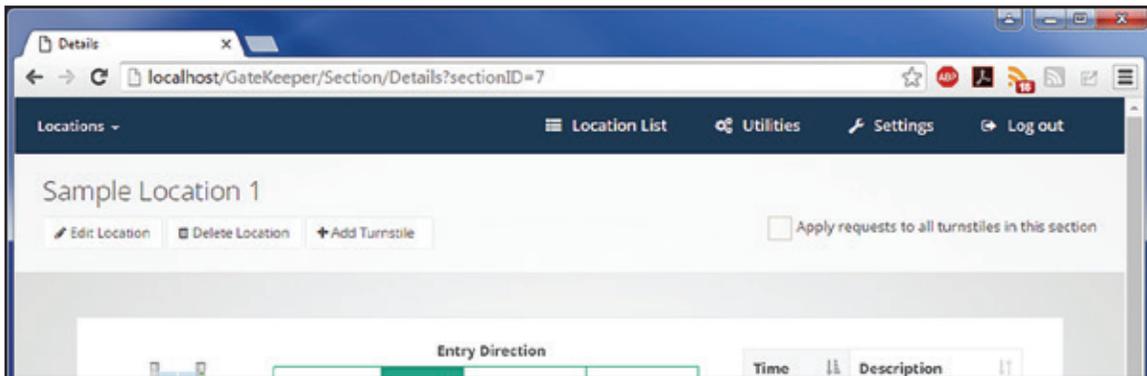


Click on the **Less Detail** button to collapse all Locations, or click the **minus icon** to collapse individual Locations.

Click on a Location name to go to its *Location Page*. Click on a turnstile name to jump directly to that turnstile on the *Location Page*.

Location Pages

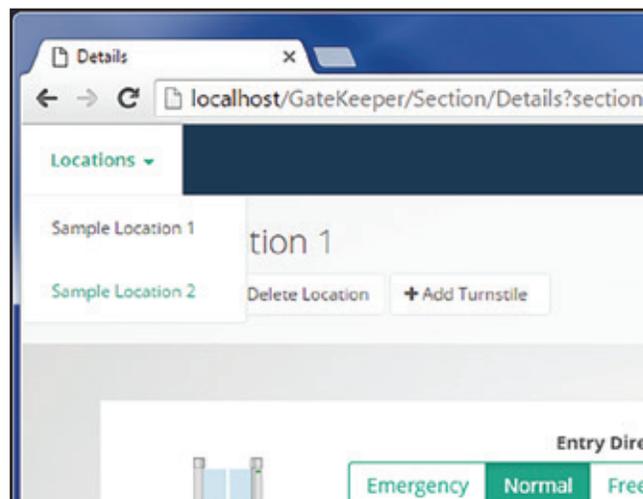
Location Pages contain information about the turnstiles assigned to that Location. Operators can also manually control the turnstiles from this page.



Actions that apply to the entire Location are found in the heading bar.

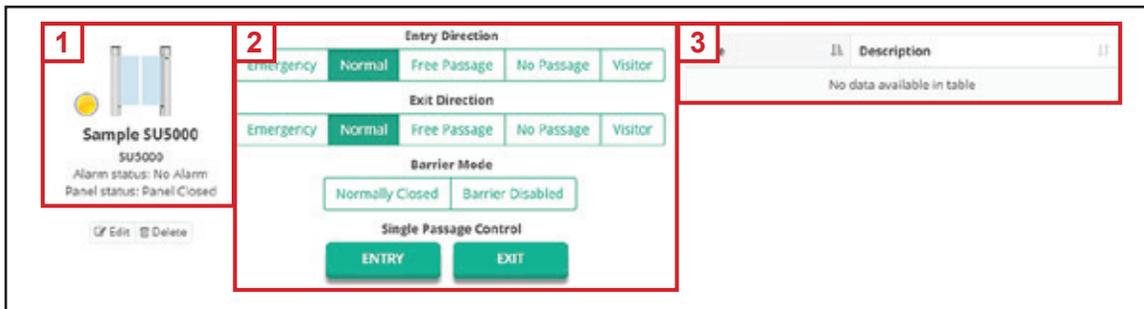
- **Edit Location** – Click this to change the Location’s name.
- **Delete Location** – Click this to delete the Location. GateKeeper will prompt to confirm before it actually deletes the Location. Deleting a Location will also delete all turnstiles assigned to it.
- **Add Turnstile** – Click this to add a new turnstile to the Location. See [Adding New Turnstiles](#) on page 12 for more information.
- **Apply requests to all turnstiles in this section** – Check this box to apply any configuration changes you make to one turnstile to all other applicable turnstiles in this Location.

You can switch between different Location Pages directly by selecting them from the **Locations** drop-down menu.



Turnstile Details

Turnstile details on the *Location Page* are divided into three areas



1. Status
2. Controls
3. Log

Turnstile Status

The **Status** area displays the name and type of the turnstile, as well as the turnstile's current status. If the turnstile is alarming, the alarm type displays next to *Alarm Status*. The *Panel Status* field displays whether the turnstile's doors are currently open or closed in either the entry or exit direction

Turnstile Controls

The **Controls** area allows operators to change passage and barrier modes and to manually activate the turnstile.

Entry/Exit Direction

These buttons set the turnstile's passage modes for both the entry and exit directions. The possible selections are shown below.

- **Emergency** – Barriers stay open and all turnstile lights turn off. This overrides all other Direction and Barrier Mode options.
- **Normal** – Barriers stay closed until the turnstile receives an authorization signal from an access control system. After the user passes through the lane, the barriers close again.
- **Free Passage** – Barriers stay closed, but the turnstile does not require an authorization signal from an access control system to open the barriers. Instead, the barriers open when a user enters the lane. After the user passes through the lane, the barriers close again.
- **No Passage** – Barriers are closed, and remain closed. The turnstile ignores valid electronic credentials from users.
- **Visitor** – Barriers open and remain open to allow visitors and groups without credentials to pass through the turnstile. An I/O output is still provided for each passage.

Continued on next page...

Barrier Mode

These buttons determine the default position of the turnstile's barriers

- **Normally Closed** – The barriers remain closed by default.
- **Normally Opened (Not Available for SU5000)** – The barriers remain open. The turnstile barriers close if a user enters the lane without presenting valid credentials.
- **Barrier Disabled** – The barriers remain open by default

Single Passage Control

These buttons allow security personnel to manually allow one passage in the entry or exit direction.

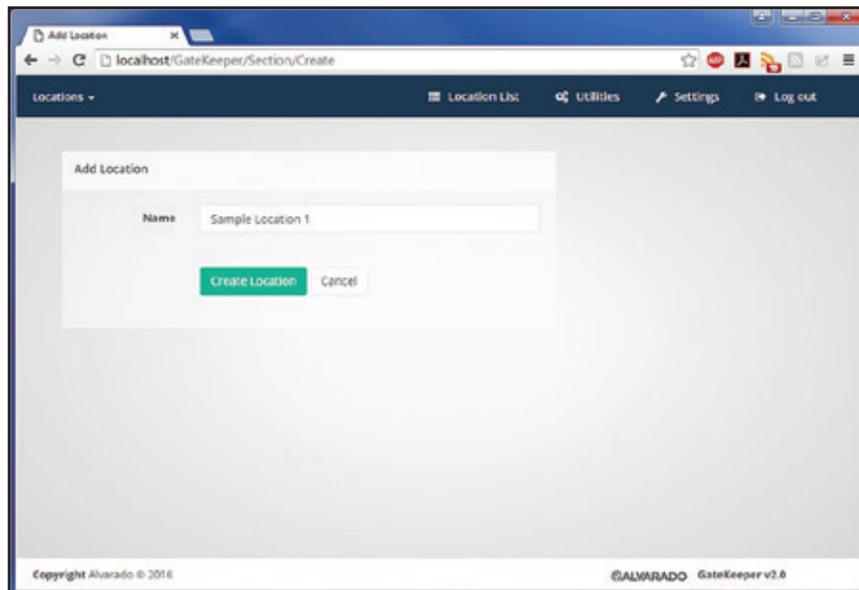
- **Entry** – The turnstile opens in the entry direction and closes once a user passes through.
- **Exit** – The turnstile opens in the exit direction and closes once a user passes through

Turnstile Log

The **Log** area shows any occurrences of the alarms selected on the *Alarm Settings* page that occurred within the last 30 minutes. See [Alarm Settings](#) on page 20 for more information. To find entries that occurred longer than 30 minutes ago, see the [Logs section](#) on page 17.

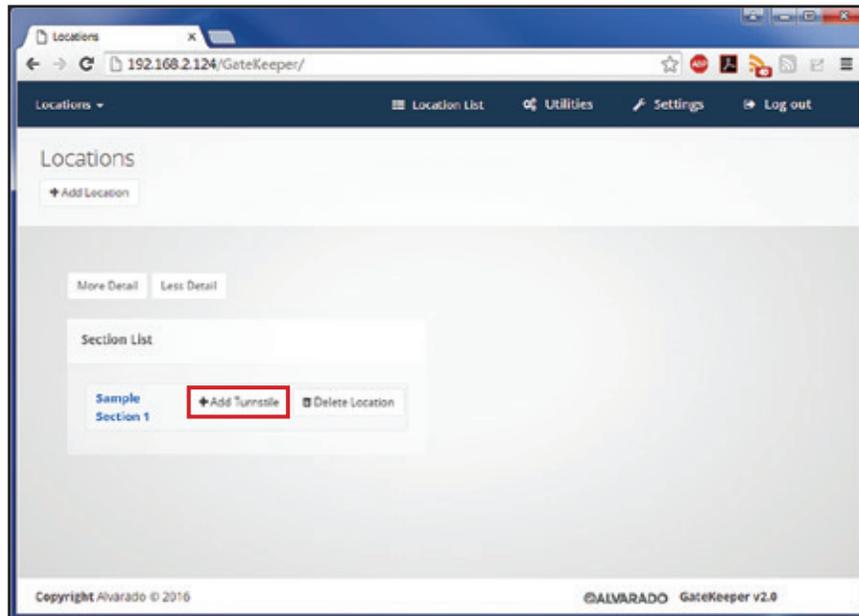
Adding New Locations

1. On the *Location List* page, click **Add Location**.
2. Enter a name for the Location and press **Create Location**. The Location is added to the *Location List* page.



Adding New Turnstiles

1. Click **Add Turnstile** next to the Location name to add a turnstile to that Location. You can also click the Location name and then click **Add Turnstile** on the *Location page*.

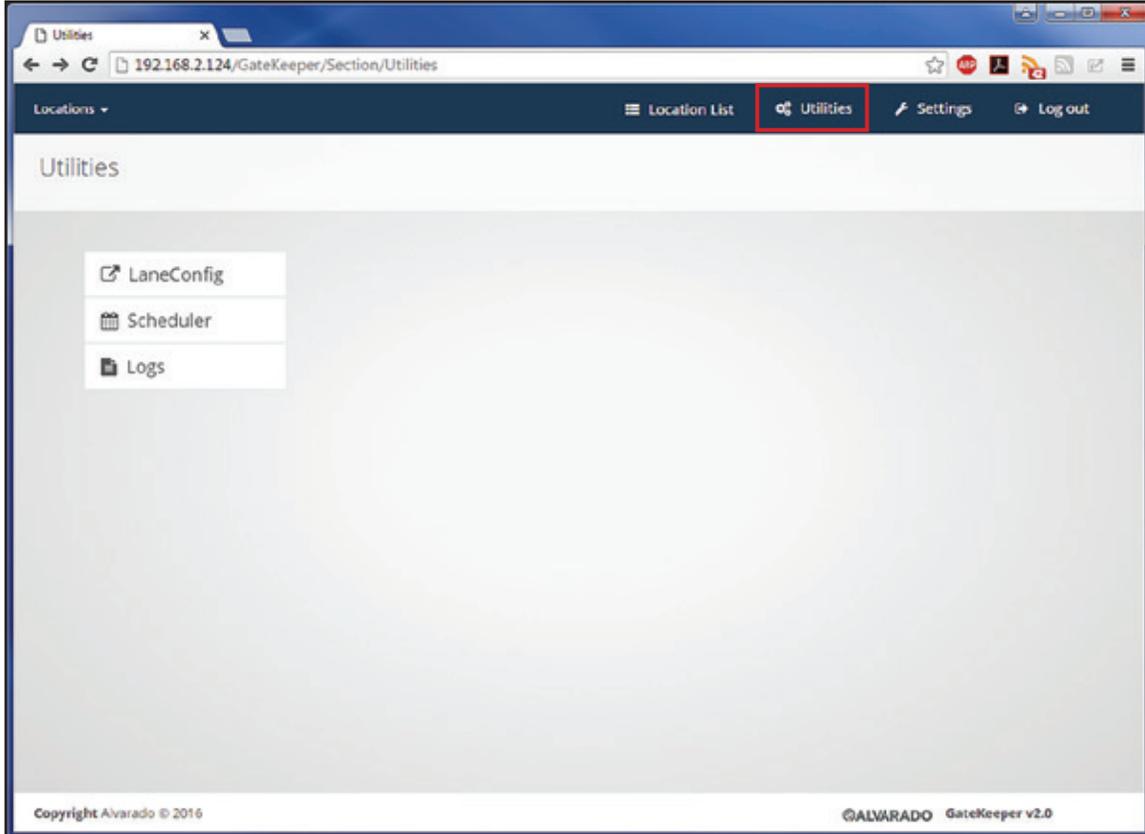


2. Fill-in the information for the turnstile on the *Add Turnstile* page and click **Create Turnstile**
 - a. **Model** – Select the turnstile model from the drop-down list.
 - b. **IP Address** – Enter the turnstile's IP address.
 - c. **Name** – Enter a user-friendly name for the turnstile.

 A screenshot of the 'Add Turnstile' form. The form has a title 'Add Turnstile' at the top. It contains three input fields: 'Model' (a dropdown menu with 'SU5000' selected), 'IP Address' (an empty text box), and 'Name' (an empty text box). At the bottom of the form, there are two buttons: 'Create Turnstile' (highlighted in green) and 'Cancel'.

Utilities

Click **Utilities** on the *Menu Bar* to go to the *Utilities* page. The sections below describe the functionality of each GateKeeper utility



LaneConfig

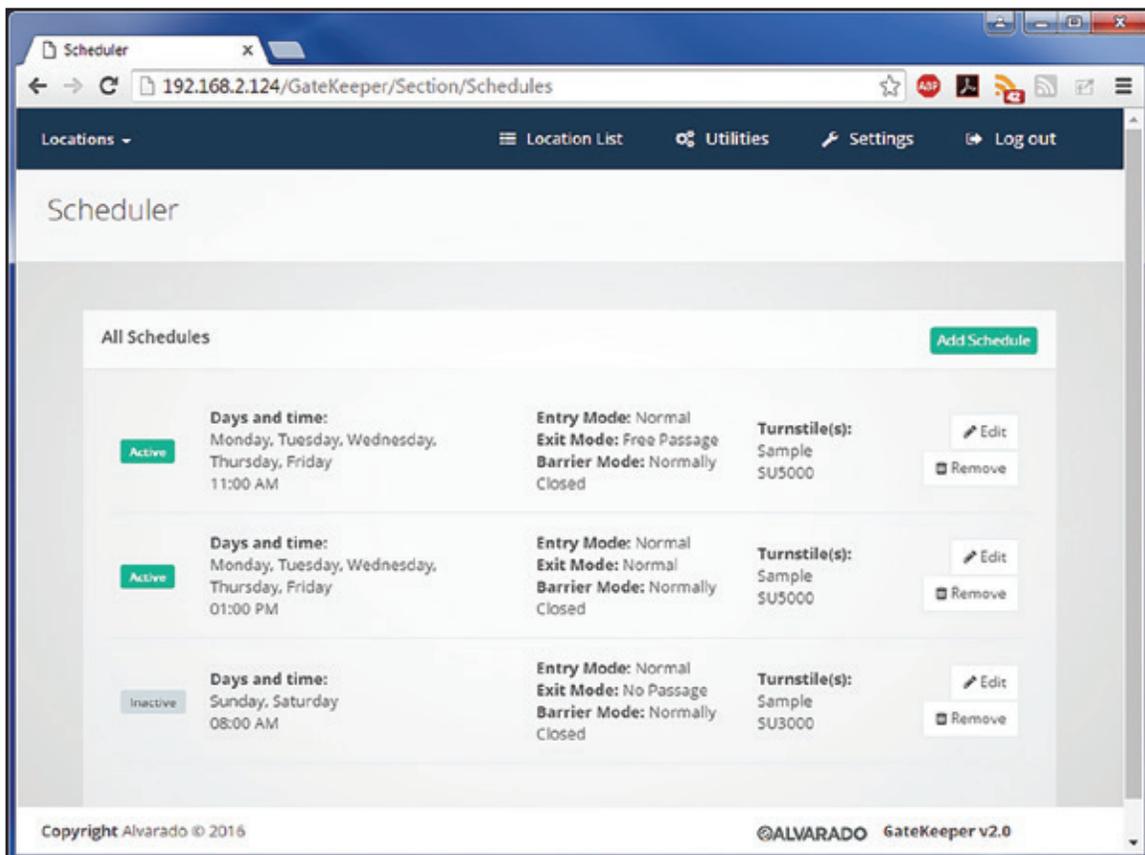
If you have LaneConfig installed on a server, you can link your GateKeeper and LaneConfig sites. If you link your GateKeeper and LaneConfig sites, you can click the **LaneConfig** button on the *Utilities* page to go directly to your LaneConfig web portal.

Instructions for setting up the link to LaneConfig are provided in the *GateKeeper Installation Guide (PUD3907)*. Contact your IT department for assistance.

Scheduler

The Scheduler allows GateKeeper admins and supervisors to create schedule templates. Schedule templates automatically change turnstile passage and barrier modes at predefined days and times. Templates override any changes GateKeeper operators have made to passage or barrier mode settings when they apply.

When you click the **Scheduler** button on the *Utilities* page, you see a list of all existing schedules. This list includes both active and inactive schedules.



Adding Schedules

Click **Add Schedule** and fill out the form fields to create a new schedule. Click **Create Schedule** to save your changes or press **Cancel** to return to the previous page.

- **Days** – The schedule will apply on the days you select here. Click in the field to open the drop-down menu. To select multiple days, hold the **Ctrl** key and click all the days you want to add.
- **Time** – The schedule will apply at the time specified here on each day you selected above. Click in the field to open the drop-down menu. Use the menu to select a time and click the **X**, or anywhere outside the drop-down menu to close it. The current time is selected by default.

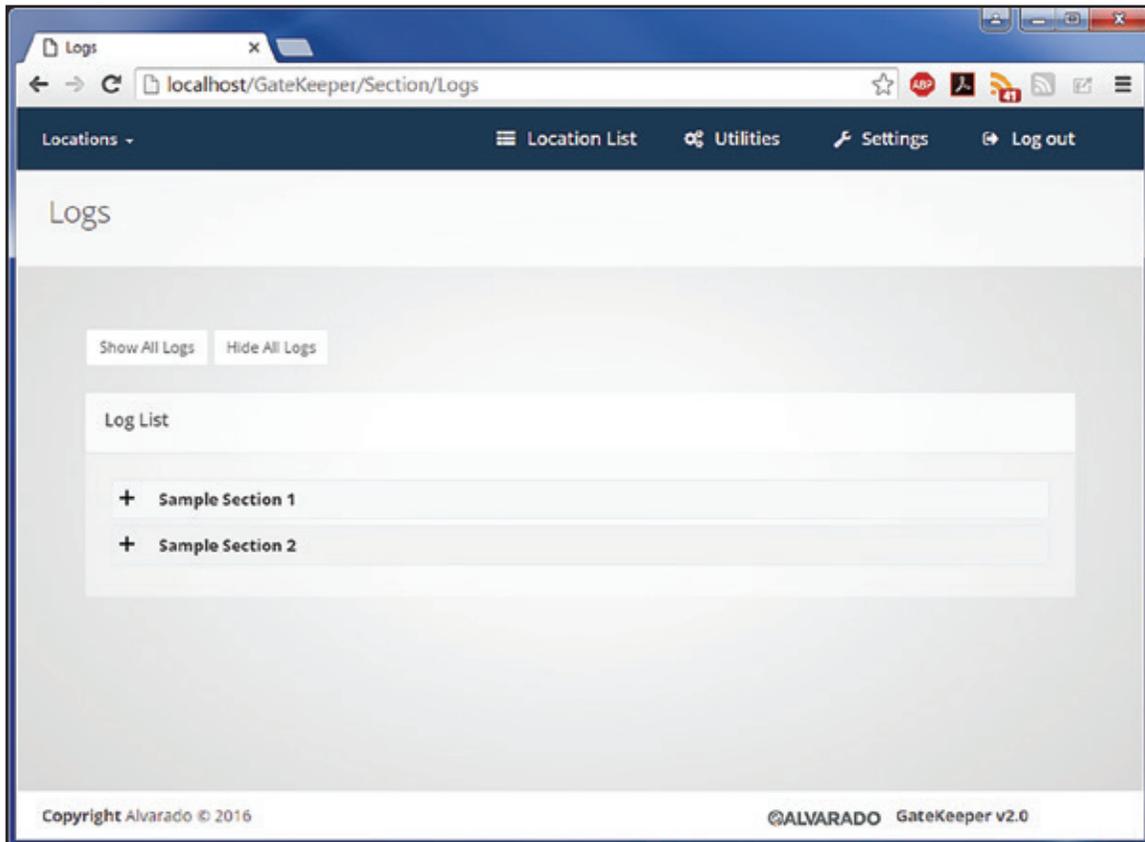
Hour		Minute	
12am	12pm	0	0
1am	1pm	1	1
2am	2pm	2	2
3am	3pm	3	3
4am	4pm	4	4
5am	5pm	5	5
6am	6pm		6
7am	7pm		7
8am	8pm		8
9am	9pm		9
10am	10pm		
11am	11pm		

- **Entry Mode** – When the schedule applies, it sets the entry direction of the turnstile(s) to this mode. See the [Turnstile Controls](#) section on page 10 for descriptions of the available options.
- **Exit Mode** – When the schedule applies, it sets the exit direction of the turnstile(s) to this mode. See the [Turnstile Controls](#) section on page 10 for descriptions of the available options.
- **Barrier Mode** – When the schedule applies, it sets the barrier this barrier mode. See the [Turnstile Controls](#) section on page 10 for descriptions of the available options.
- **Turnstiles** – The schedule will apply to the turnstiles you select here. Click in the field to open the drop-down menu. To select multiple turnstiles, hold the **Ctrl** key and click all the turnstiles you want to add.
- **Active** – Only schedules that have this box checked will be applied to turnstiles.

Logs

GateKeeper logs display information about turnstile configuration changes and alarms. **Click Utilities** → **Logs** to view the *Logs* page. These logs include records for the alarms that are enabled on the *Alarm Settings* page.

GateKeeper logs can store records for up to 365 days. GateKeeper admins and supervisors can configure how many days GateKeeper keeps records on the Log Settings page. See the [Log Settings](#) section on page 20 for more information.



Continued on next page...

Click **Show All Logs** to expand the logs for all Locations. You can also click on the + (plus icon) to expand individual Locations. When a Location is expanded, logs for each of the devices in that section display on the page.

Sample SU5000

Show 10 entries Search: [] Copy CSV Excel PDF Print

Showing 1 to 10 of 62 entries

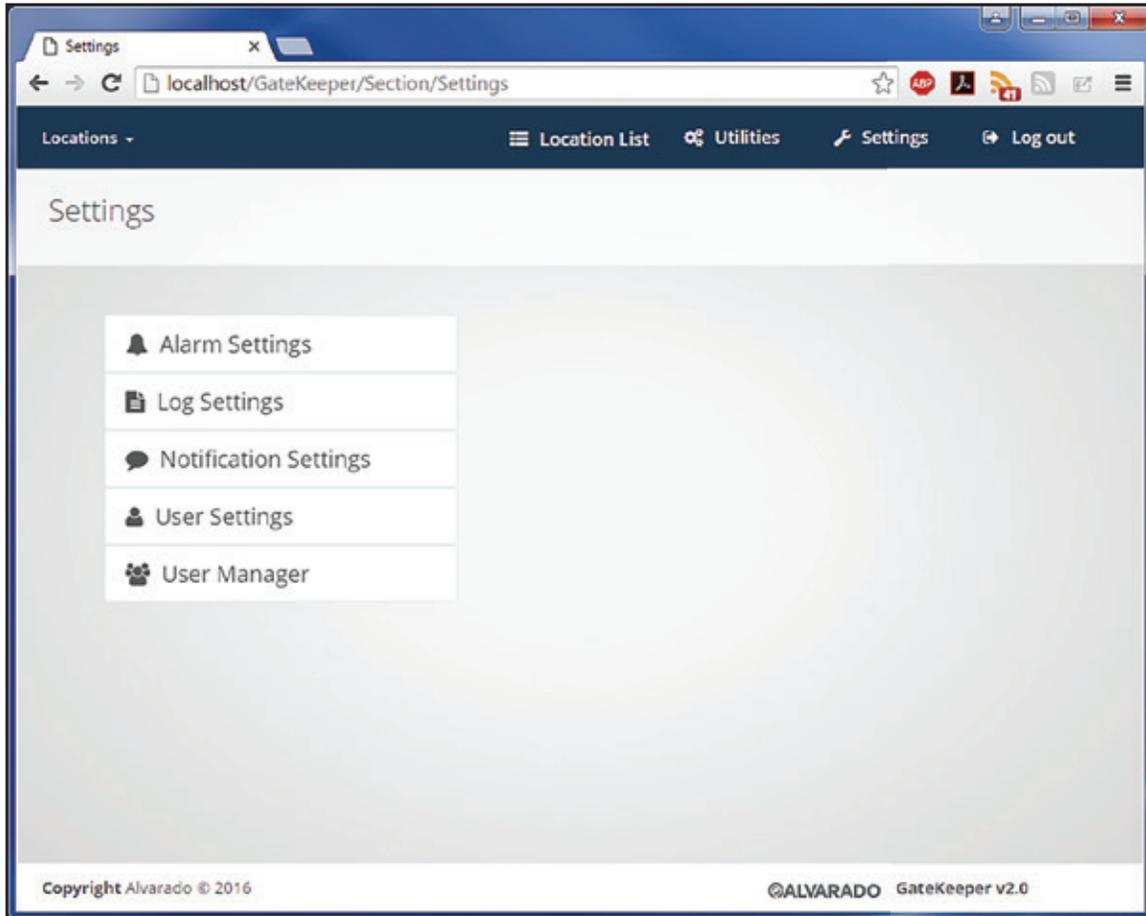
Date and Time	Type	Description
6/6/2016 10:18:30 AM	System	Turnstile created
6/6/2016 10:41:24 AM	System	Turnstile info modified
6/6/2016 11:09:27 AM	System	Turnstile info modified
6/6/2016 2:11:16 PM	Operation	Barrier Mode changed from Normally Closed To Barrier Disabled
6/6/2016 2:11:18 PM	Operation	Barrier Mode changed from Barrier Disabled To Normally Closed
6/6/2016 2:11:28 PM	Operation	Barrier Mode changed from Normally Closed To Barrier Disabled
6/6/2016 2:11:32 PM	Operation	Barrier Mode changed from Barrier Disabled To Normally Closed
6/6/2016 2:12:57 PM	Operation	Exit Mode changed from Normal To No Passage
6/6/2016 2:12:59 PM	Operation	Entry Mode changed from Normal To No Passage
6/6/2016 2:13:02 PM	Operation	Exit Mode changed from No Passage To Free Passage

Previous 1 2 3 4 5 6 7 Next

1. **Display Filters** – Select how many results for this turnstile to display on the page at once with the drop-down menu. Use the Search field to only display log records that contain key words.
2. **Export Options** – Click one of the buttons to export all available log data for this turnstile.
 - a. **Copy** – Copies all log data to your computer’s clipboard.
 - b. **CSV** – Creates a comma-separated value (.csv) file with the turnstile’s log data and downloads it to your computer.
 - c. **Excel** – Creates an Excel worksheet with the turnstile’s log data and downloads it to your computer.
 - d. **PDF** – Creates a PDF with the turnstile’s log data and downloads it to your computer.
 - e. **Print** – Creates a printable document and opens your browser’s Print dialog.
3. **Log Records** – Click the icons next to the column headers to sort the records in ascending or descending order.
4. **Page Selections** – Depending on what you selected for the display filters, there may be more records than can display on the page. Click these to view more log records on different pages.

Settings

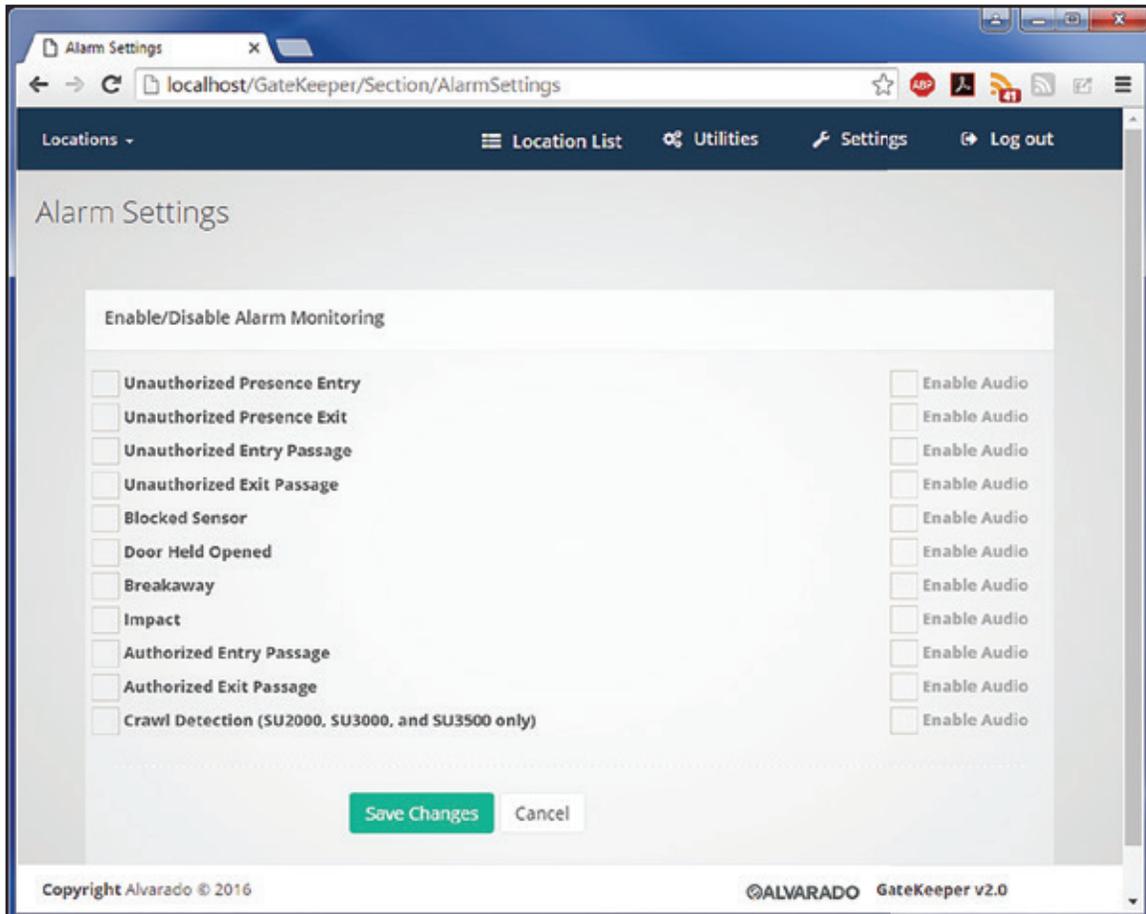
Click the **Settings** button on the *Menu Bar* to go to this page. Click on one of the buttons to go to the page for that setting.



Alarm Settings

GateKeeper admins and supervisors can use the *Alarms* page to set which turnstile alarms will be logged in GateKeeper.

If the **Enable Audio** box is checked, GateKeeper will play a sound when that alarm occurs. You can only enable audio for alarms that are already being monitored.



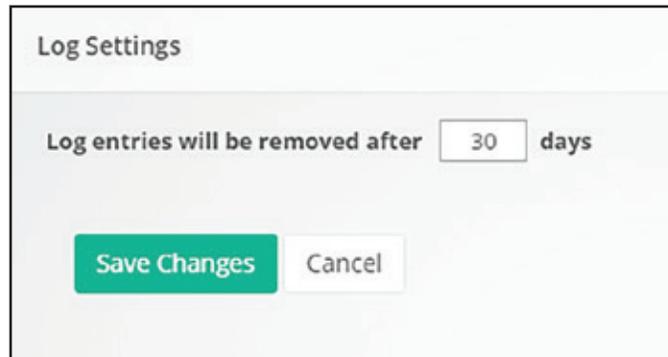
- **Unauthorized Presence Entry** – An unauthorized user enters the turnstile in the entry direction.
- **Unauthorized Presence Exit** – An unauthorized user enters the turnstile in the exit direction.
- **Unauthorized Entry Passage** – An unauthorized user successfully passed through the turnstile in the entry direction.
- **Unauthorized Exit Passage** – An unauthorized user successfully passed through the turnstile in the exit direction.
- **Blocked Sensor** – A sensor on the turnstile is blocked constantly for a period of time (15 seconds by default).
- **Door Held Opened** – The turnstile has reached the maximum time to allow a passage, but detects that there is still something in the lane.

Continued on next page...

- **Breakaway** – The turnstile barrier was forced open.
- **Impact** – The turnstile registered an impact on its barrier. An impact is when the barrier encounters resistance when it opens or closes.
- **Authorized Entry Passage** – An authorized user passed through the turnstile in the entry direction.
- **Authorized Exit Passage** – An authorized user passed through the turnstile in the exit direction.
- **Crawl Detection (SU 2000, SU3000, and SU3500 only)** – The turnstile detected a presence with its lower sensors, but not its upper sensors.

Log Settings

The *Log Settings* page sets how long GateKeeper stores log records. The minimum is 1 day and the maximum is 365 days. This defaults to 30 days..



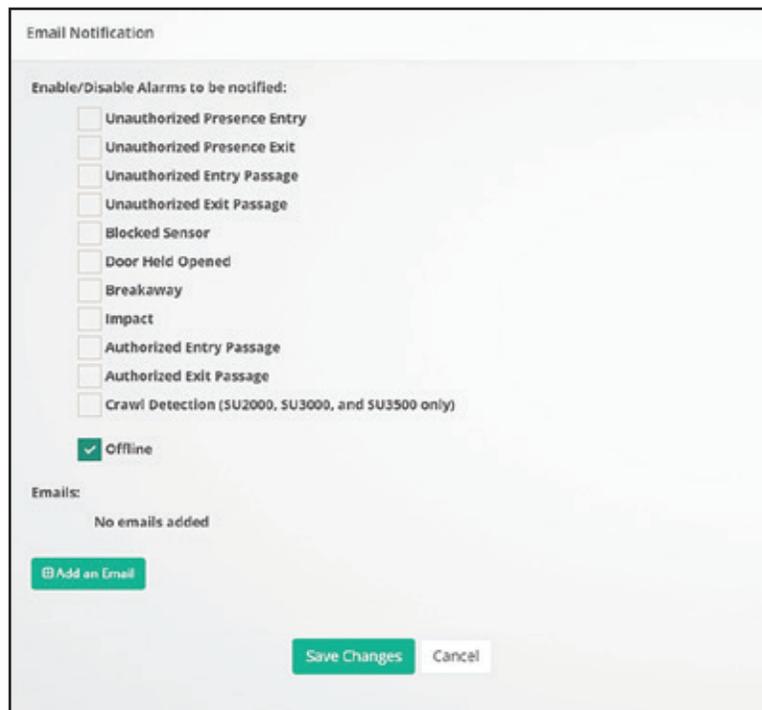
Log Settings

Log entries will be removed after days

Notification Settings

GateKeeper can send out email alerts when it detects user-specified alarms. Use the *Notification Settings* page to set which alarms will cause GateKeeper to send email alerts, and which email addresses will receive those alerts. *Offline* is the only notification selected by default.

1. Check the boxes for any alarms that will cause GateKeeper to send email notifications.



Email Notification

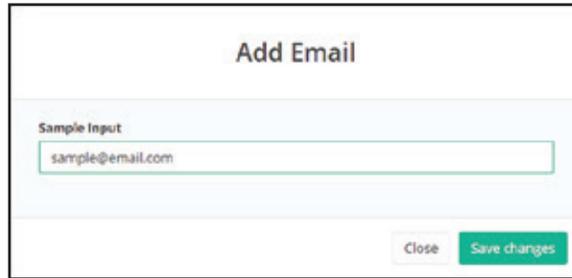
Enable/Disable Alarms to be notified:

- Unauthorized Presence Entry
- Unauthorized Presence Exit
- Unauthorized Entry Passage
- Unauthorized Exit Passage
- Blocked Sensor
- Door Held Opened
- Breakaway
- Impact
- Authorized Entry Passage
- Authorized Exit Passage
- Crawl Detection (SU2000, SU3000, and SU3500 only)
- Offline

Emails:
No emails added

Continued on next page...

2. Click **Add an Email** and enter an email address that will receive the notification and click **Save Changes**. Repeat this step to add all email addresses that should receive notifications.



3. Click **Save Changes**.

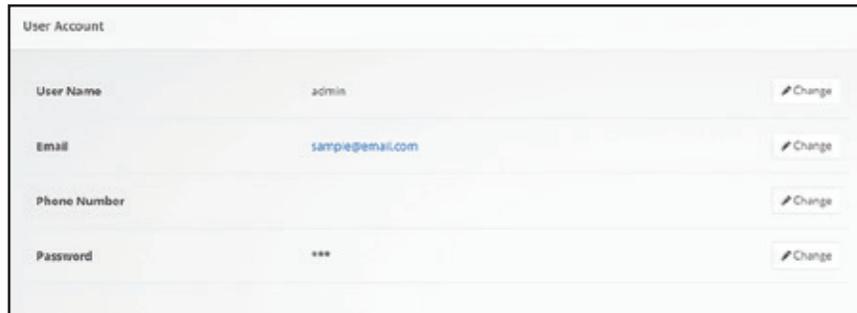
Setting Up GateKeeper Email

GateKeeper can be assigned an email address that it uses to perform its password reset function. If the email address was not set up during initial installation, the password reset function will not work. All other GateKeeper functionality is not affected, however.

Instructions for setting up the link to the GateKeeper email address are provided in the *GateKeeper Installation Guide (PUD3907)*. Contact your IT department for assistance.

User Settings

The *User Settings* page allows GateKeeper operators to change their profile details.



User Account		
User Name	admin	Change
Email	sample@email.com	Change
Phone Number		Change
Password	***	Change

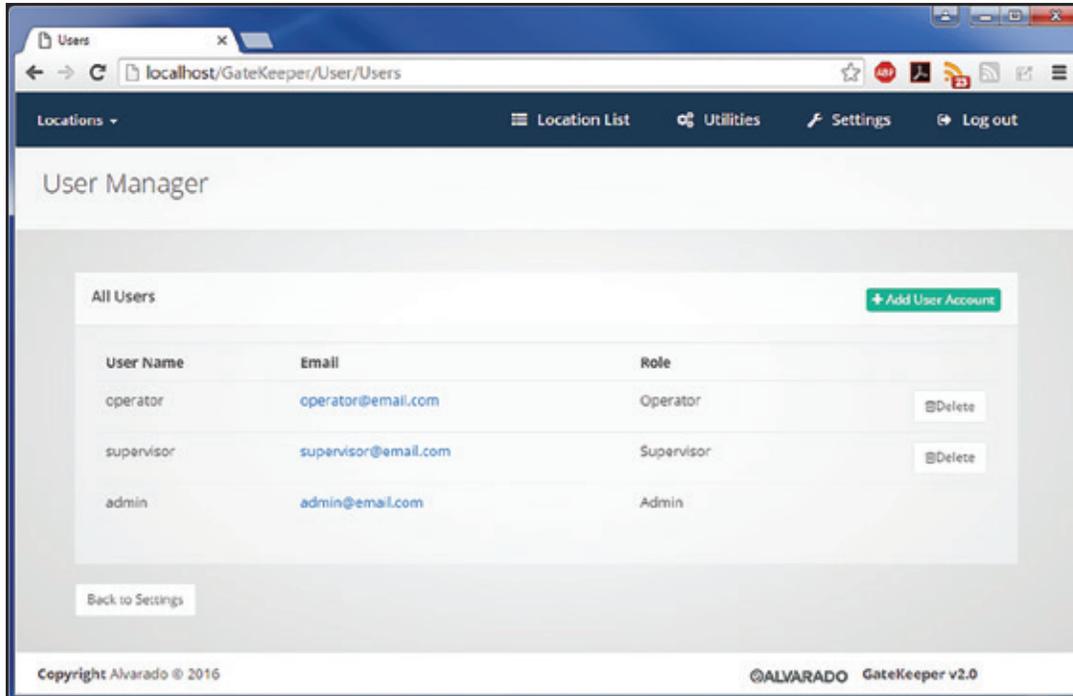
Click on the **Change** button to edit that item. Click **Save Changes** when you are finished.

User Management

NOTE Only **admin accounts** can access the *User Manager* settings page.

The *User Manager* page allows GateKeeper admin accounts to add and delete other GateKeeper user accounts.

When you click on the **User Manager** button, GateKeeper displays the *User Manager*.



Click the **Delete** button next to an account to delete it.

Click **Add User Account** to create a new user. Fill in the fields on the *Add User Account* page and click **Create User Account**.

The screenshot shows a web form titled "Add User Account". It contains the following fields and controls:

- User Name**: A text input field.
- Email**: A text input field.
- Role**: A dropdown menu with "Admin" selected.
- Phone number (Optional)**: A text input field.
- New password**: A text input field.
- Confirm new password**: A text input field.
- Buttons**: "Create User Account" (green) and "Cancel" (grey).

- **User Name** – The user will enter this name on the login page to access GateKeeper.
- **Email** – If a user forgets their password, GateKeeper uses this email address to reset it. The email address also shows up in the *User Manager* list, where an admin can click it to generate an email form to that address.
- **Role** – This defines the level of access the user has to different GateKeeper functions.
 - **Admin** – User has access to all GateKeeper functionality.
 - **Supervisor** – User has access to all GateKeeper functionality except the *User Management* page.
 - **Operator** – User can only interact with the *Location List* functions, change their user account settings, and view/export logs.
- **Phone Number** – Optional field for entering the user’s phone number.
- **New Password** – The user will enter this password on the login page to access GateKeeper. Passwords must contain at least six characters, including one capital letter, one lowercase letter, and one number.
- **Confirm New Password** – Reenter the new password to confirm.

Appendix 1 – ARGUS Gate Setup

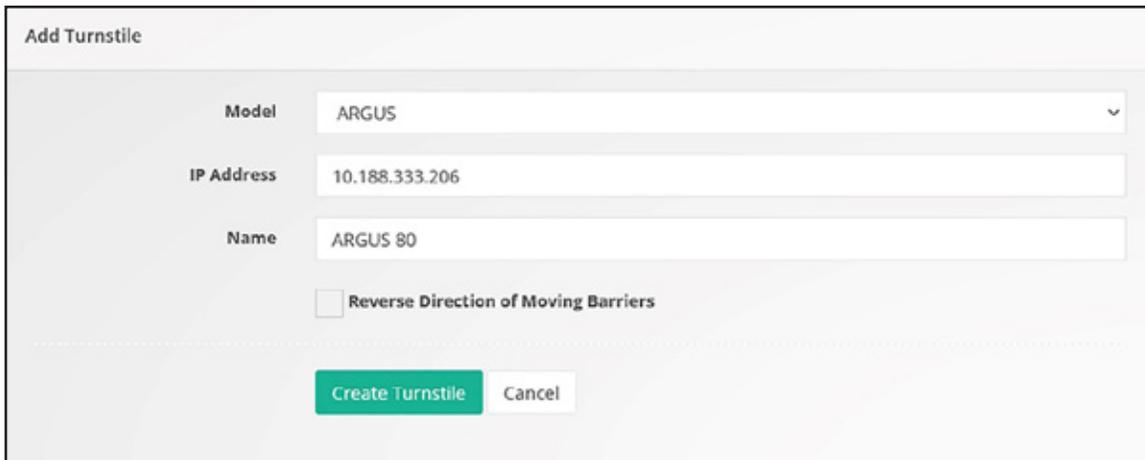
This section provides additional information for using GateKeeper with dormakaba ARGUS gates.

Adding ARGUS Gates

The process for adding ARGUS gates to GateKeeper is the same as the process described in the [Adding New Turnstiles](#) section on page 13.

Fill-in the information for the turnstile on the *Add Turnstile* page and click **Create Turnstile**.

- **Model** – Select **ARGUS** from the dropdown menu.
- **IP Address** – Enter the IP address of the dormakaba RS232 LAN module.
- **Name** – Enter a user-friendly name for the ARGUS gate.



The screenshot shows a web form titled "Add Turnstile". It has three input fields: "Model" with a dropdown menu showing "ARGUS", "IP Address" with the text "10.188.333.206", and "Name" with the text "ARGUS 80". Below these fields is a checkbox labeled "Reverse Direction of Moving Barriers" which is currently unchecked. At the bottom of the form are two buttons: a green "Create Turnstile" button and a white "Cancel" button.

ARGUS Gate Controls

ARGUS gates have unique turnstile controls on the *Details* screen.



- **Normal** – Barriers stay closed until the turnstile receives an authorization signal from an access control system. After the user passes through the lane, the barriers close again.
- **Permanent** – Barriers stay closed, but the turnstile does not require an authorization signal from an access control system to open the barriers. Instead, the barriers open when a user enters the lane. After the user passes through the lane, the barriers close again.
- **No Passage** – Barriers stay closed and do not open when users enter the lane. This setting always applies to both entry and exit directions.
- **Free Passage** – The motor is disengaged from the barriers so they can be opened or closed manually. This setting always applies to both entry and exit directions.

ARGUS Turnstile Alarms

The ARGUS gate returns six possible alarms that can display in the turnstile log.

- **Unauthorized Entry** – An unauthorized user entered the gate in the entry direction.
- **Unauthorized Exit** – An unauthorized user entered the gate in the exit direction.
- **Impact** – The turnstile registered an impact on its barrier. An impact is when the barrier encounters resistance when it opens or closes.
- **Breakaway** – The turnstile barrier was forced open.
- **Tailgate Entry** – An authorized user and at least one unauthorized user passed through the gate in the entry direction.
- **Tailgate Exit** – An authorized user and at least one unauthorized user passed through the gate in the exit direction.

Revision History

Revision	Creation Date	Author	Revision History/Description
1.0	8/26/2016	D Bohannon	Original Document
2.0	11/2/2021	D Bohannon	Added Appendix 1.

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