

RemoteLock: Keyless properties and hassle-free guest check-in



Managing the keys to one or numerous properties can be a hassle. From lost keys and locked out guests to granting secure access to the right people for the right places, these little bits of metal can be very ineffective and time-consuming when looking after multiple properties. RemoteLock can handle your 'keys' through a single, easy-to-use dashboard meaning you can say goodbye to lost keys and the locksmith!

What is RemoteLock?

RemoteLock gives you complete control of your properties with easy, scalable, and future-proof access management software. Long gone are the days of negotiating check-in time between guests. RemoteLock's cloud-based smart lock for keyless access simplifies the management of your properties and improves the guest experience.

Why Integrate with RemoteLock?

Society is slowly moving towards a technology-first mindset. RemoteLock can help feed guests desire for smart accommodation by promoting keyless entry to properties. Immediately grant access to any space from anywhere and integrate directly with SuperControl. What's more, you can:

- Automatically send self-expiring access credentials to guests.
- No lost keys, no locked out guests, no rekeying.
- Manage it all from a single, easy-to-use dashboard.

Where can I find out more?

[Get in touch](#) to find out how RemoteLock can integrate to make managing your property easier. If you have any additional queries, you can [schedule a call](#) with the RemoteLock team or check out their [frequently asked questions](#).

 **Guidance Note: Before purchasing a digital smart lock you should check that your self-catering property insurance policy covers this technology.**

 When you migrate to the SuperControl x RemoteLock integration its quite likely that you already have bookings present in SuperControl with an access code set up manually, as either a custom field, or if you already use RemoteLock, then in your RemoteLock dashboard. You may have already informed your guest of these manually entered codes. To prevent confusion, we suggest the following procedure to ensure the code in SuperControl matches what you had previously set up. This is useful if you are including the access code in your correspondence from within SuperControl. This also ensures SuperControl is in control of codes and updates access times if a booking is modified.

Recommended set-up flow:

1. Firstly you should connect your SuperControl account to your RemoteLocks account and complete the set-up by following the instructions [here](#).
2. Secondly you should add access codes to your future pre-existing bookings in SuperControl. [Click here](#) for how to.

I don't have the locks or an account yet, how do I get started?

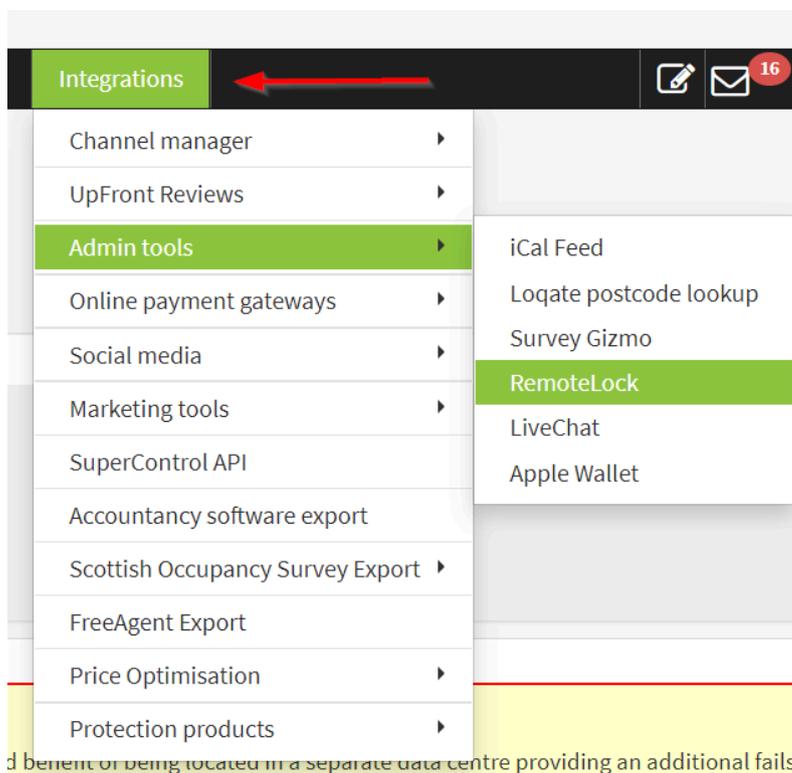
To get started please [click here](#) to visit the RemoteLock website to request a consultation.

Once you have an account set-up with RemoteLock and your locks have been fitted you can then onboard them to SuperControl by following the instructions below.

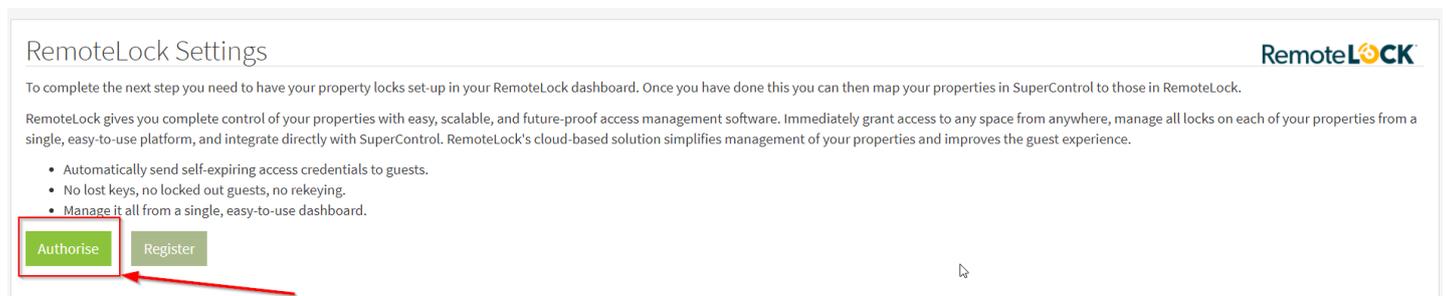
How do I connect and Set-up my RemoteLock account with SuperControl?

! If you have multiple login user accounts under your master Remote Lock account you must make sure you **make the connection using the credentials of the master account.**

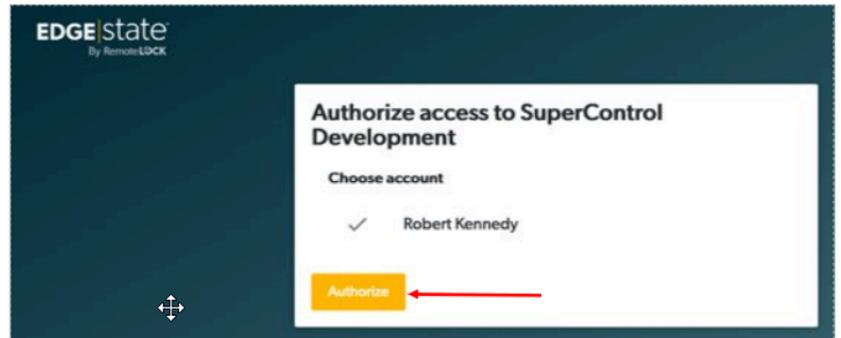
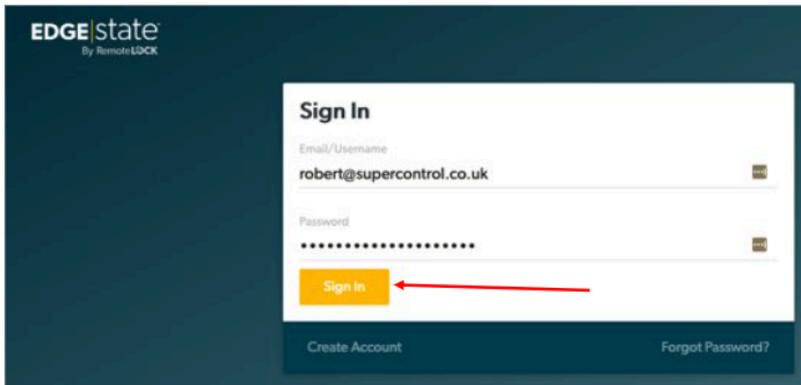
1. To connect your RemoteLock account with SuperControl go to *Integrations > Admin tools > RemoteLocks*, then click *Authorise*.



and benefit of being located in a separate data centre providing an additional fail-

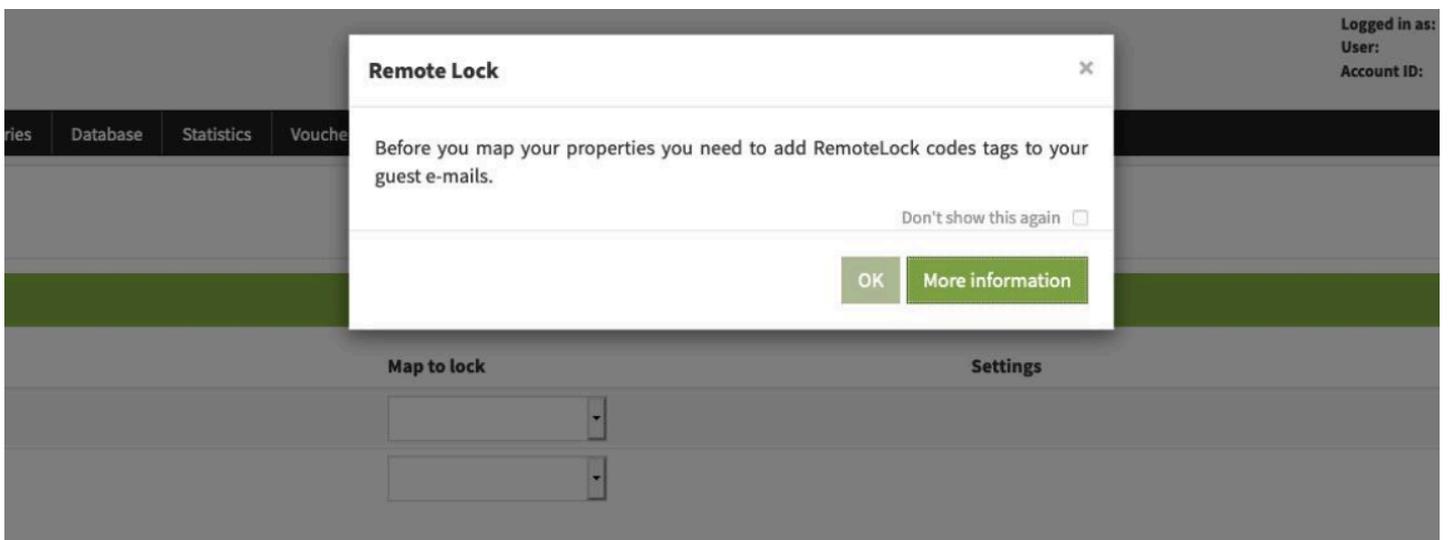


2. You will then be re-directed to the RemoteLock login portal, please log in to your account and Authorize access to SuperControl.



You will be redirected back to the RemoteLock page in SuperControl..

Before you map your properties it is important that you complete the following step first.



Now that you have initiated connection of accounts, a new tag has been added in your account. This is the tag that will pull through the correct codes that will be sent to the locks, you need to set this up so they are being sent to your guests in an e-mail or SMS.

<u>Number of adults</u>	<u>Number of children</u>	<u>Number of infants</u>
<u>Number of adults plus children</u>	<u>Number of adults plus children plus infants</u>	<u>Arrival day of week</u>
<u>Departure day of week</u>	<u>Property group name</u>	<u>Housekeepers</u>
<u>Arrival date (e.g. 13th October 2020)</u>	<u>Departure date (e.g. 13th October 2020)</u>	<u>Number nights</u>
<u>Arrival date (dd)</u>	<u>Arrival month (mm)</u>	<u>Arrival year (yyyy)</u>
<u>Departure date (dd)</u>	<u>Departure month (mm)</u>	<u>Departure year (yyyy)</u>
<u>Holiday count down timer</u>	<u>Guest names, ages & genders</u>	<u>Arrival time</u>
<u>Departure time</u>	<u>Guest names only</u>	<u>Guest arrival time</u>
<u>Guest departure time</u>	<u>Owner's email</u>	<u>Capacity</u>
<u>Capacity notes</u>	<u>Housekeeper names</u>	<u>Housekeeper notes</u>
<u>Housekeeper telephone</u>	<u>Options & Extras List</u>	<u>Options & Extras List with totals</u>
<u>Options & Extras total</u>	<u>Options & Extras Quantities only</u>	<u>Options & Extras with owner payment Quantities only</u>
<u>Options & Extras with owner payment and zero value - Quantities only</u>		
<u>Number of bedrooms</u>	<u>Housekeeper contact details</u>	<u>Booking status</u>
<u>Total commission</u>	<u>Total owner payment</u>	<u>Total paid to owner</u>
<u>Total outstanding to owner</u>	<u>Property postcode</u>	<u>Property town</u>
<u>Property reg</u>	<u>Your ref</u>	<u>Rental / pricing notes</u>
<u>Remote lock access code</u>		
Custom form fields		
test		

1. Choose the e-mail/SMS letter that you want to add your property access codes to, to be sent to the guest.

Within the letter click the TAG icon.

Main details

Letter name:

Category: [\[Add / edit categories\]](#)

Source HEB Undo Cut Copy Paste Undo Redo B I U S Table Text Link Image Format

{sc_logo_start}{logo}{sc_logo_end}

Hello {customerfirstname},

{--booking_properties_start--}

2. Under the *Booking properties* tab, click to add the "RemoteLock access code" and position it where appropriate in your letter.

Form letter tags - Google Chrome
 secure.supercontrol.co.uk/control/tag_pick.asp#

Customer Booking overall **Booking properties** Layout & General Owner details Custom fields Enquiries

The section allows you to add information for each property in a booking. You should first add a "booking_properties section". Then place the individual tags within this section.

Booking properties section
 Add property section

Booking property items

Property name	Property address	Property description
Property 2nd description	Property web description	Property location description
Property changeover notes	Google map link	Your property ref
Number of adults	Number of children	Number of infants
Number of adults plus children	Number of adults plus children plus infants	Arrival day of week
Departure day of week	Property group name	Housekeepers
Arrival date (e.g. 13th January 2021)	Departure date (e.g. 13th January 2021)	Number nights
Arrival date (dd)	Arrival month (mm)	Arrival year (yyyy)
Departure date (dd)	Departure month (mm)	Departure year (yyyy)
Holiday count down timer	Guest names, ages & genders	Arrival time
Departure time	Guest names only	Guest arrival time
Guest departure time	Owner's email	Capacity
Capacity notes	Housekeeper names	Housekeeper notes
Housekeeper telephone	Options & Extras List	Options & Extras List with totals
Options & Extras total	Options & Extras Quantities only	Options & Extras with owner payment Quantities only
Options & Extras with owner payment and zero		

Main details

Letter name:

Category: [\[Add / edit categories\]](#)

Source **B I U S** TAG

{sc_logo_start}{logo}{sc_logo_end}

Hello {customerfirstname},

{--booking_properties_start--}

We hope you are looking forward to your stay at {property_name} on {date_arrival_property}.

When you arrive you will need to enter a code into our lock to access the property.

The code is {remote_lock_access_code} and will be activated for use at {property_arrival_time} on {date_arrival_property}.

We hope you enjoy your stay.

Kind Regards

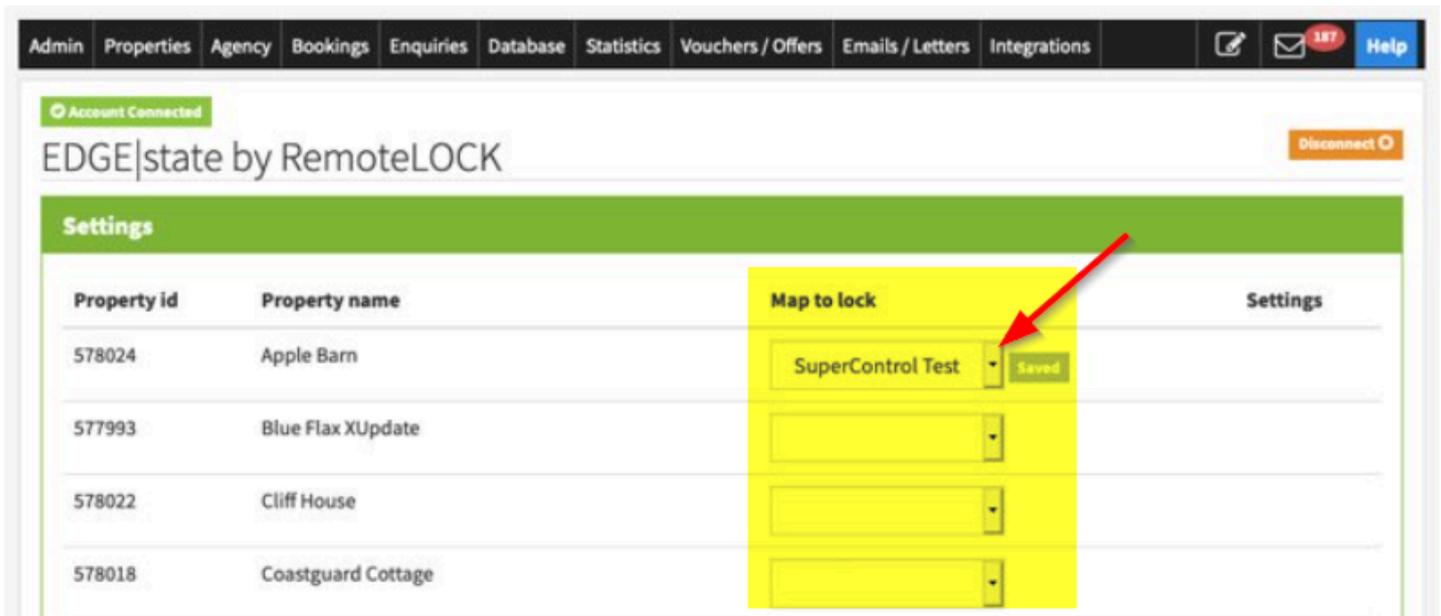
SuperControl Holidays Ltd|

{--booking_properties_end--}

Make sure to *save* at the bottom of the page.

3. Now you can go back to the mapping page to map your properties in SuperControl with your locks that are set up in your RemoteLock dashboard.

4. Simply click on the drop down menu and select the corresponding lock against the correct property name. It will save automatically.



Now your properties are mapped to the locks in RemoteLock!

Next we would advise you to add access codes to your existing future bookings.

I already have smart locks, are these compatible with RemoteLock?

Refer to the below attachment to see all of the different locks that can be supported by RemoteLock.

We recommend contacting them directly to discuss your current lock situation and they will support you accordingly.

[Click here](#) to visit the RemoteLock website to request a consultation.



[ControlledbyRemoteLock_07162020.html.pdf](#)

How do I add RemoteLock access codes to my pre-existing future bookings?

When you connect your account to SuperControl and you have mapped your locks to your properties, for each property you map you will see an "Add to booking" button in the *settings* column. To add RemoteLock codes to your future existing bookings you have in the system you simply just need to click the button.

Mappings

Property id	Property name	Map to lock	Settings
547658	Brew Cottage	SuperControl Test	Report Add to 6 future bookings Events

Edit bookings and add previous codes

1. Go to to the RemoteLock dashboard in SuperControl. Here you can view bookings with codes pending to be sent:



Admin Properties Agency Bookings Enquiries Database Statistics Vouchers / Offers Emails / Letters Integrations Help

RemoteLock Reporting

Report filter

Pink Flat (lock) Live Arrival dates 2021-10-01 2021-10-31

Filter

Property	Booking number	Booking date	Booking status	Arrival date	Departure date	Access code	Active	Scheduled send date	Send status	Logs
Pink Flat	2706	18 Feb 2021	Provisional	2021-10-26 00:30:00	2021-10-27 11:00:00	688 - 893	Active	23 Oct 2021	Pending	View

2. In the example above a booking for 26th October to 27th October has been assigned the code 680093. If we look in the RemoteLock dashboard this same booking has a code of 7854:

ACCESS All Users Guests Add User Add Guest

Name	Credentials	Starts at	Ends at
Marty McFly	7854	Oct 26, 2021 12:35 PM	Oct 27, 2021 11:00 AM

3. From the SuperControl report – click on the booking number link to be taken to the booking and click on *Edit*.

Customer	Customer notes (0)	Rating	Prev bookings (0)	Property	Add dates
Save				566216 — Pink Flat	Edit
Lookup past customers				Add new customer	
Lookup agents				Arrival date: Tue 26 Oct 2021	
Title / First / Last				Arrival time: 00:30	
Mr Marty				Departure date: Wed 27 Oct 2021 (1 nights)	
McFly				Departure time: 11:00	
				Guests: Adults: 0 Children: 0 Infants: 0	
				Status: Provisional	

4. Within the edit booking pop-up click on the *Remote Lock* tab. You now have the opportunity to change the automatically generated code to the code previously entered in your RemoteLock dashboard.

Booking details	Booking extras	Housekeeper's notes	Guests' names	Remote lock
Remote Lock				
Access code	680093			
4 to 6 digits	Generate			
Scheduled send date	23/10/2021			
Send status	pending			
Actual sent date				
Last update sent	18/02/2021 11:02:07			
Access code active	Yes			
Person ID				
Force update now				
View in the EdgeState dashboard				
Save				

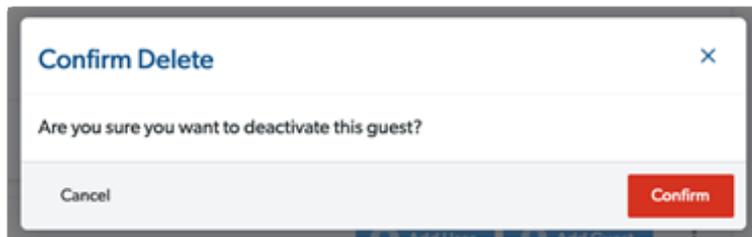
5. Enter your new code, click *Save* and return to your RemoteLock dashboard.

Access code	7854
4 to 6 digits	Generate

Remove manual code from RemoteLock

6. Now you need to remove your manual code from the RemoteLock dashboard. You do this by clicking on the trashcan icon next to the code you are replacing and confirm you wish to deactivate the guest:

↕ Name	Credentials	↕ Starts at	↕ Ends at
 Marty McFly	 7854	Oct 26, 2021 12:35 PM	Oct 27, 2021 11:00 AM



This is to prevent any conflicts between the code SuperControl will send and the code you have manually entered.

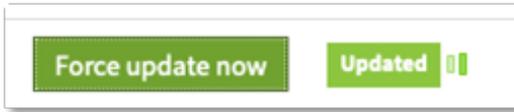
7. Return to SuperControl.

Save and Sync in SuperControl

8. Go back to the booking edit window & click on the *Force update now* button:

Remote Lock	
Access code 4 to 6 digits [Generate]	7854
Scheduled send date	23/10/2021
Send status	pending
Actual sent date	
Last update sent	18/02/2021 11:02:07
Access code active	Yes
Person ID	
Force update now	

And await confirmation that this has been updated:



9. Check your RemoteLock dashboard to ensure it has been updated correctly from SuperControl:

Name	Credentials	Starts at	Ends at	
Marty McFly Booking number 2706 (Pink Flat)	7854	Oct 26, 2021 12:30 AM	Oct 27, 2021 11:00 AM	

It is easily identifiable as coming from SuperControl as we add the booking number and property.

How does it work and when do the codes send?

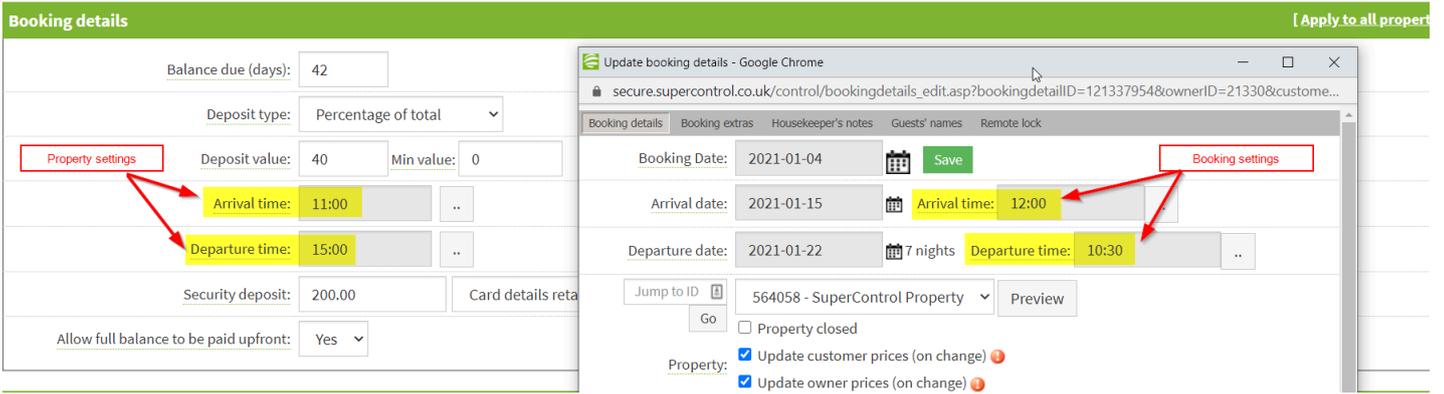
When a booking is added, the property access code and scheduled send date is added to a que. This is sent to RemoteLock 3 days prior to arrival, or if the booking is placed within that it is sent immediately.

This is what it looks like in the RemoteLock dashboard.

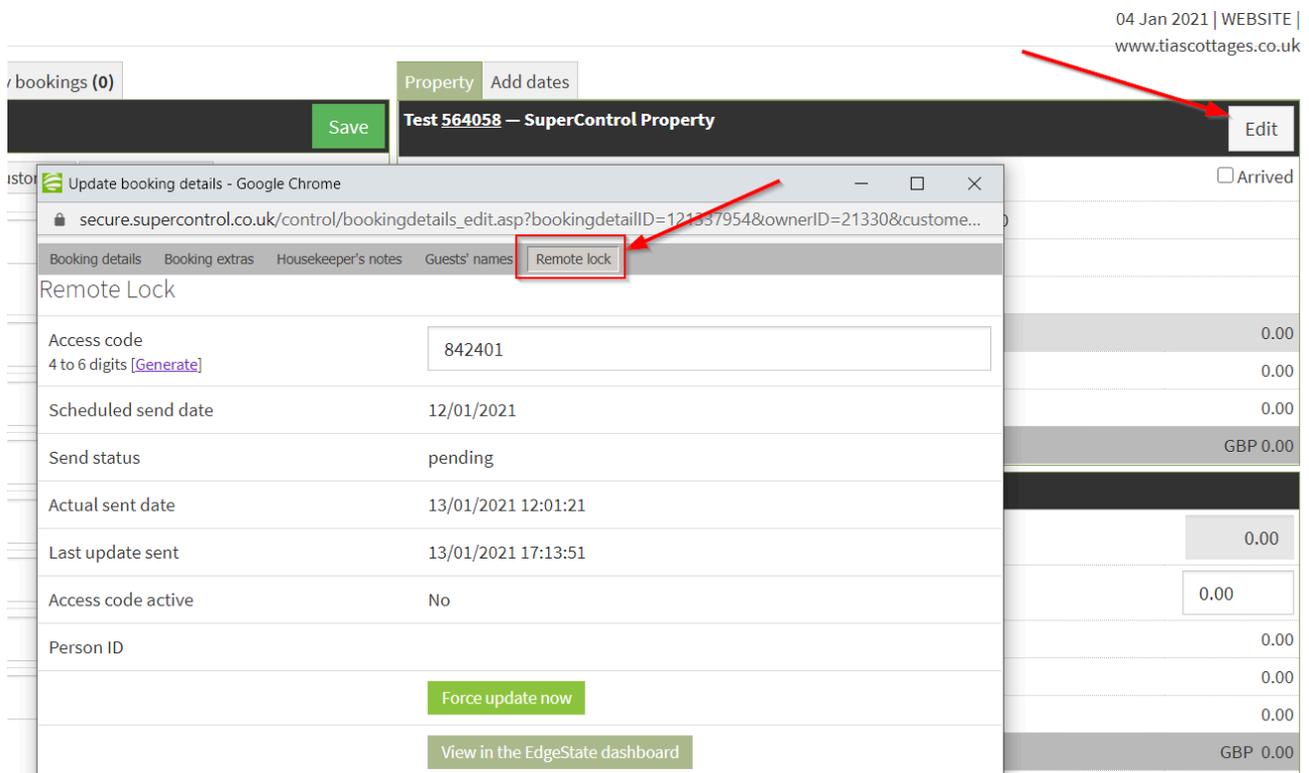
Name	Credentials	Starts at	Ends at	
Megan Warren Booking number 2637 (Cyan Flat)	887 • 022	Dec 04, 2020 10:00 AM	Dec 11, 2020 12:00 PM	

The code is not activated for use on the lock itself until the arrival time of the booking. If there is no specified arrival time on the booking then this will come from the arrival time in your property settings.

The same goes for the departure time, the access code will become inactive after the departure time on the booking. If there is no specified departure time then this will happen on the departure time in the property settings.



You will now see a new section added to all of your bookings. Click on the *Edit* button and then click the *Remote Lock* tab.



Here is a breakdown of the new access code information within each booking:

The screenshot shows the 'Remote Lock' management interface. The table displays the following data:

Field	Value
Access code	842401
Scheduled send date	12/01/2021
Send status	pending
Actual sent date	13/01/2021 12:01:21
Last update sent	13/01/2021 17:13:51
Access code active	No
Person ID	

Annotations in the image include:

- Red arrows pointing from the 'Access code' field to a text box: "Enables user to change the automated access code."
- Red arrows pointing from the 'Scheduled send date' field to a text box: "The scheduled send date is 3 days prior to arrival or immediately if the booking is placed within 3 days prior to arrival."
- Red arrows pointing from the 'Last update sent' field to a text box: "We send updates to RemoteLock once a day."
- Red arrows pointing from the 'Access code active' field to a text box: "Shows if property access is active or not."
- Red arrows pointing from the 'Person ID' field to a text box: "Indication that the guest has been set up in the RL dashboard. You can identify them by their person ID."
- Red arrows pointing from the 'Force update now' button to a text box: "Enables user to force update to RemoteLock, click this if you have generated a new access code and it will send the new code to RL immediately."
- Red arrows pointing from the 'View in the EdgeState dashboard' link to a text box: "Direct link to view the access code in the RemoteLock dashboard."

i For your **direct** and **admin** bookings we check that the balance is paid before we activate the code. If it is not paid then we will not activate the code and the guest will not be able to access the property.

For **affiliate** bookings, as some of them have different payment terms (e.g They may not release the funds to you until the day after arrival) we don't check that the balance is paid before activating the code.

Generating access codes

When the booking is created, the RemoteLock code is automatically generated by the system. This is the data we use to generate an automatic access code:

From within the booking we use the last 6 digits of the customers telephone number.

All generated codes have a hash symbol # at the end, every guest must enter the number followed by the # on the lock to access the property.

We add a code based on this order:

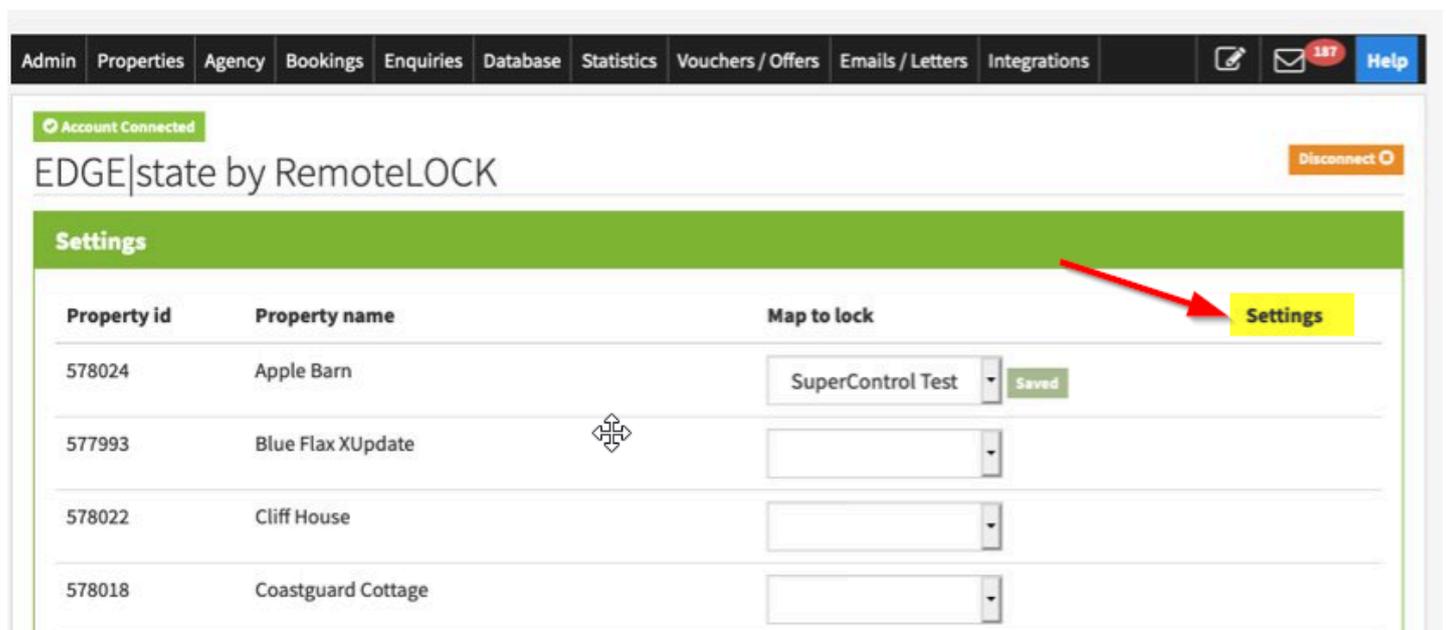
- Telephone – if this does not exist then...
- Mobile – if this does not exist then...
- Alt Phone – if this does not exist then...
- Random 6-digit access code.

If it is a multi-property booking then we pull the information from the first property in the booking. For subsequent properties in that booking we generate a random 6-digit access code. 6 digits may not be supported, and we may need to reduce this to a 4-digit access code.

! N.B. Only one unique code can be used in your account at any one time so you cannot have the same code for two different bookings. This applies to multi-property bookings also.

Reporting

You will see a settings column appear once your locks are mapped to your properties.



The screenshot shows the RemoteLock user interface. At the top, there is a navigation bar with tabs for Admin, Properties, Agency, Bookings, Enquiries, Database, Statistics, Vouchers / Offers, Emails / Letters, and Integrations. Below this is a header area with 'Account Connected' and 'EDGE|state by RemoteLOCK'. A green 'Settings' bar is visible, with a red arrow pointing to a yellow 'Settings' button. Below this is a table with columns for Property id, Property name, and Map to lock. The table contains four rows of property data.

Property id	Property name	Map to lock
578024	Apple Barn	SuperControl Test Saved
577993	Blue Flax XUpdate	
578022	Cliff House	
578018	Coastguard Cottage	

A report button will appear once the property is mapped.



This is a close-up of a row from the table above. It shows the property id '578012', the name 'Cyan Flat', and the 'Map to lock' dropdown set to 'SuperControl Test'. To the right of the dropdown are two buttons: a green 'Report' button and a grey 'Add to 1 booking' button.

If you click on *Report* you will be redirected to a full report where you can view all property bookings, their codes and their send status. You can filter the report by:

- Property
- Booking status
- Arrival dates / booking dates

Report filter

Cyan Flat (lock) | Live | Arrival dates | 2020-10-29 | 2021-01-29

Filter

Property	Booking number	Booking date	Booking status	Arrival date	Departure date	Access code	Active	Scheduled send date	Send status
Cyan Flat	2637	12 Oct 2020	Confirmed	2020-12-04 09:45:00	2020-12-11 12:00:00	887022	Active	01 Dec 2020	Pending
Cyan Flat	2637	12 Oct 2020	Confirmed	2020-12-11 11:00:00	2020-12-18 17:00:00	715370	Active	08 Dec 2020	Pending
Cyan Flat	2646	23 Oct 2020	Provisional	2020-12-18 16:00:00	2020-12-25 10:00:00	557424	Active	15 Dec 2020	Pending

The report allows you to view the following:

- Bookings with an access key code
- Key codes for those bookings
- The date the code will be sent to the lock
- The date the code did send
- Any updates sent

What send statuses do we have?



Scheduled send date	Send status
01 Dec 2020	Pending
08 Dec 2020	Pending
15 Dec 2020	Pending

- **Pending** – the code is waiting to be sent
- **Past** – booking is in the past so updates to the lock will not be sent anymore

- **Pending_keychange** – the access code has been manually changed and we are waiting to resend the update
- **Created** – the access code was sent and created in the RemoteLock dashboard
- **Updated** – the access code was sent and updated in the RemoteLock dashboard
- **Deleted** – the access code was deleted in the RemoteLock dashboard