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Managing Profiles

Overview

Users must enroll with the Rock to be authenticated. Enrolling with the Rock creates a user profile that binds a user's badge number(s) with their facial biometrics. Enrollment must be completed successfully before a Profile is created for the user. Enrollment can be done in two ways:

Auto-enrollment

Auto-enrollment is available in Single Factor Authentication (1FA) mode. Users will badge in as normal to enter the door. The Rock builds the user profile with each badge in by capturing quality facial biometrics. After about 4-6 badge ins over the course of a few days, the user will realize as they approach to badge in, the Rock will authenticate, and the door will unlock. When this occurs, the Rock has fused the user's facial biometrics with the badge number and created a user profile.

Manual enrollment

Manual enrollment is available at an enrollment station, usually at a location monitored by a security guard. The Rock is set to enrollment mode for the purpose of only enrolling users and no authentication. The user will be guided by the display icons that will allow the Rock to capture quality facial biometrics to fuse the user with their badge number to create the user profile. The process is one time. Manual enrollment is ideal for organizations that require 2FA (face and badge), installing Rocks where no badge reader is required or want a dedicated enrollment station.

In summary,

- Profiles will be displayed in the Profiles section in the Alcatraz AI Admin Portal only when enrollment is successful. The Rock must be able to capture good quality images of the user. The user's face must be visible and not obstructed by coverings.
- Profiles associate a user's badge number with their facial biometrics for the purposes of authentication. No personal identifiable information is stored.
- Profiles are synced across all Rocks in the organization for authentication purposes. If a user does not have access to a space, the Access Control System (ACS) will not unlock the door.
- Badge info and the site accessible for the user's badge(s) are managed in the user's Profile with flexibility for users to have multiple badges that can be assigned to one or multiple sites.
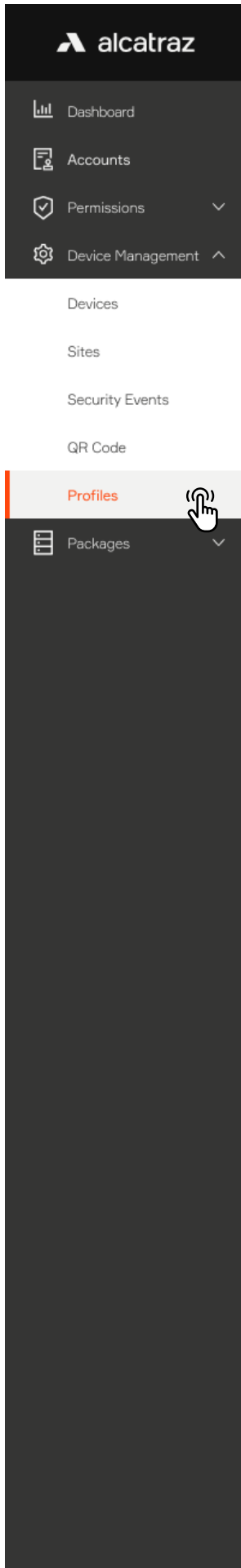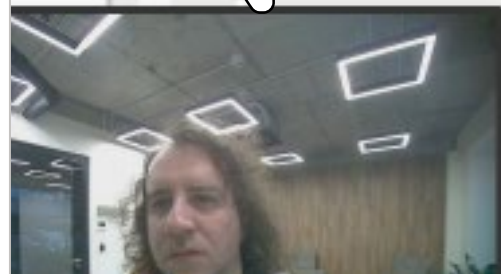
Viewing Profiles

1. To view the list of Profiles for the Account, go to **Device Management** and select **Profiles**.
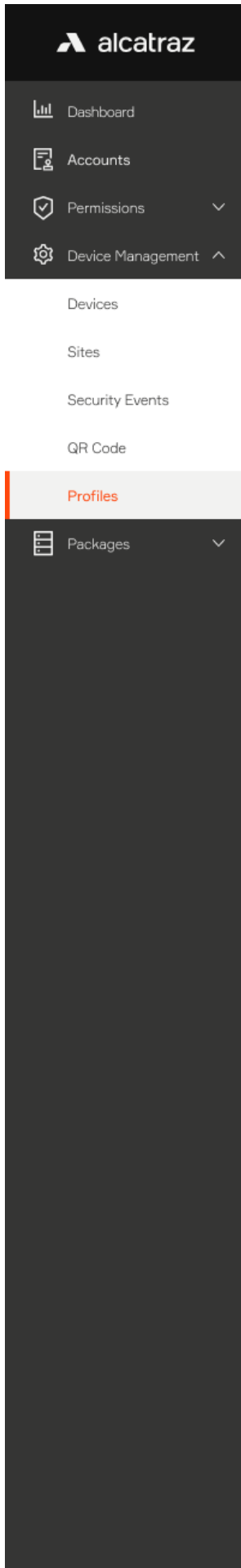

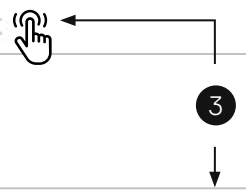2. Hover your cursor over the Badge number to see an image of the Last Event

3. To view additional Profile information, click on the Badge Number

Badge Number	Last Event	Site	Device Name	Timestamp
10514	1FAUser	R&D Labs	MS Lab 4th floor	22/04/2021, 14:31:10
10277	1FAUser	Administrative Building	MS 1st floor	22/04/2021, 19:18:17

3

Home / Profile / beb64731-e2d6-4308-b755-2d5a07dd571e

Profile - beb64731-e2d6-4308-b755-2d5a07dd571e

Delete

Profile information

Last Event: Details →

Access Details

+ Add Access

Badge Number	Facility Code	Sites	Action
10277	31	Administrative Building	...

Delete a user – Option 1 (delete through Profiles)

1. Click on **Device Management→Profile**
2. Click on a Badge Number to open the Profile
3. Click on **Delete** at top right to delete this Profile.

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  - Devices
  - Sites
  - Security Events
  - QR Code
  - **Profiles**
- Packages

Badge Number	Last Event	Site	Device Name	Timestamp
10514	1FAUser	R&D Labs	MS Lab 4th floor	22/04/2021, 14:31:18
10277	1FAUser	Administrative Building	MS 1st floor	22/04/2021, 19:18:17

Home / Profile / beb64731-e2d6-4308-b755-2d5a07dd571e

Profile - beb64731-e2d6-4308-b755-2d5a07dd571e
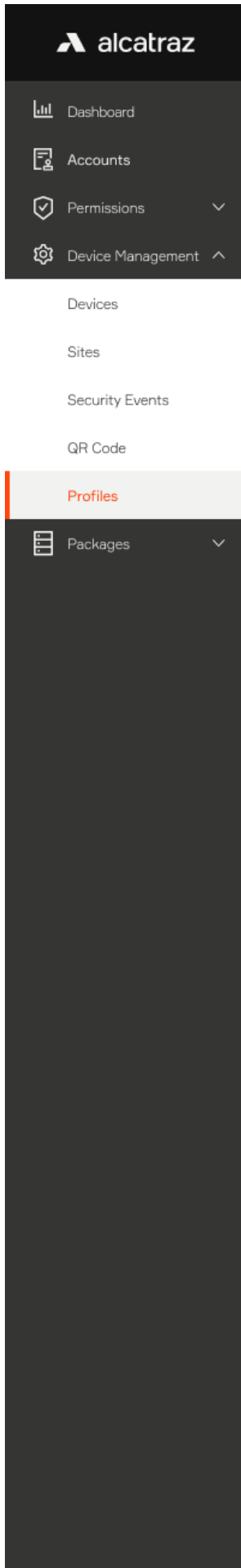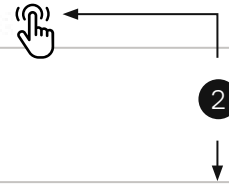
🗑 Delete

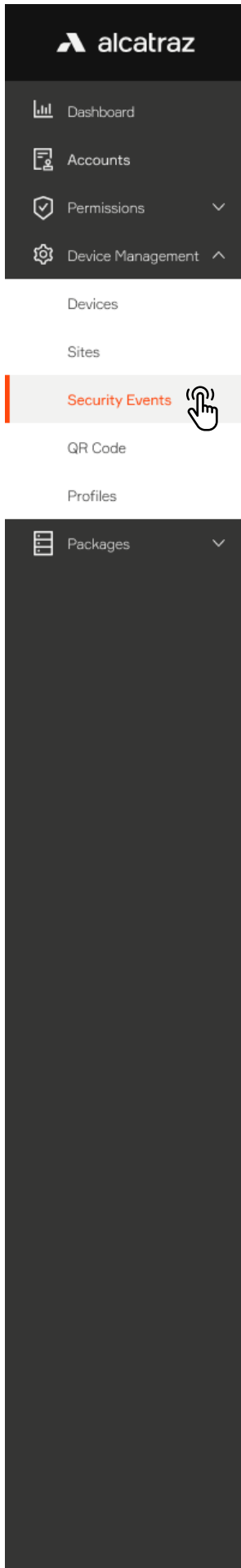Profile information

Last Event: Details →

Access Details

+ Add Access

Badge Number	Facility Code	Sites	Action
10277	31	Administrative Building	...

Delete a user – Option 2 (delete through Security Event)

1. Click on **Device Management** —> **Security Events**
2. Click on an Event and an Edit **Security Events** pane will open.
3. Click on the **Un-enroll** button at top right of any security event panel.
4. A pop up window will appear to confirm by selecting **Un-enroll** again.

Managing Badge(s) and Site(s) Access within the User Profile

Overview
In some organizations, users have multiple badges that give access to different Sites. Within the User Profile, there is flexibility to manage badge number(s) associated with the Site(s). A user can have multiple badges to access each different site but only one badge number can be associated with a site.

- Badge 12345 => Site 1, Site 2
- Badge 67890 => Site 3

Adding a Site to the Badge or Adding a New Badge

1. Select the Badge Number to open the Profile record
2. Scroll down to the **Access Details** Section to see all the Badge Numbers and the Sites for the user
3. Select **Add Access**

Badge Number	Last Event		Site	Device Name	Timestamp
10514		1FAUser	R&D Labs	MS Lab 4th floor	22/04/2021, 14:31:18
10277		1FAUser	Administrative Building	MS 1st floor	22/04/2021, 19:18:17

Home / Profile / beb64731-e2d6-4308-b755-2d5a07dd571e

Profile - beb64731-e2d6-4308-b755-2d5a07dd571e

🗑 Delete

Profile information

Last Event: Details →

Access Details

+ Add Access

Badge Number	Facility Code	Sites	Action
10277	31	Administrative Building	...

A. Adding a Site to an existing badge number - select from the Badge Number list to add another Site to the Badge Number.

Profile information

Last Event : [Details →]

Add New Access

Badge Number :

| Select Badge Number ⌄ |

Sites :

| Select a Site |

| 10277 |
| Add New Badge |

[Cancel] [Save]

A

Add New Access

Badge Number :

| 10277 ⌄ |

Sites :

| Select a Site |

| R&D Labs |
| Warehouse - 01 |
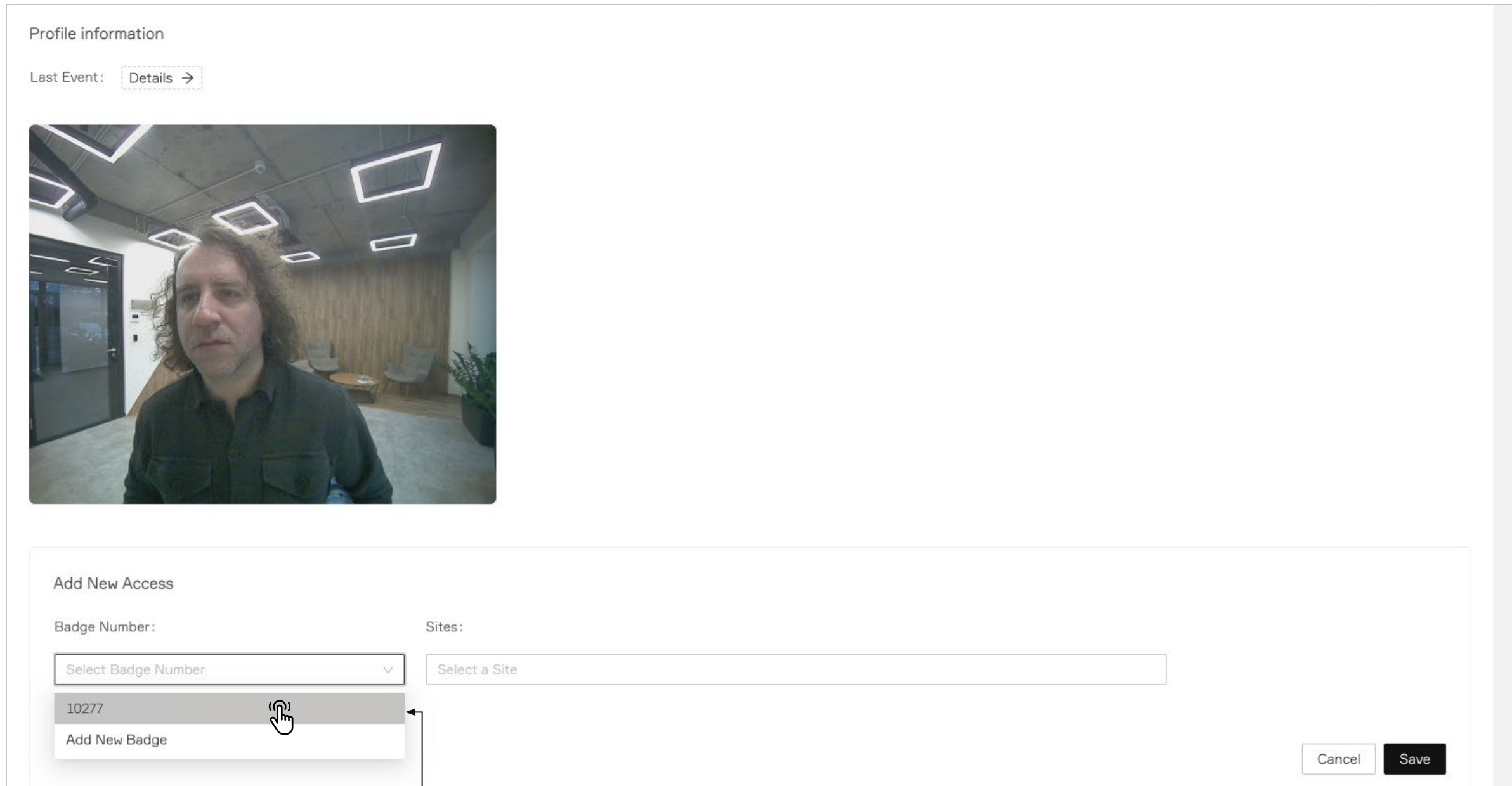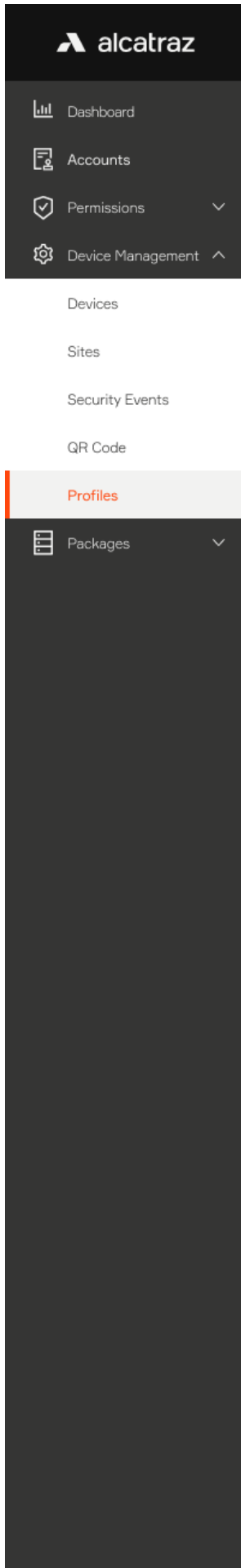
When the user swipes this badge, the user will have access to the list of sites associated with the badge number.

Badge Number	Facility Code	Sites	Action
10277	31	2	...
		R&D Labs	✏ 🗑
		Administrative Building	✏ 🗑

Newly added
site access

B. Adding a New Badge - select Add a New badge and fill in the information.

Badge Number: Sites:

| Select Badge Number ⌄ | Select a Site |

15321

Add New Badge

Cancel   Save

Ⓑ

Add New Badge

Badge Number: Facility Code: Card Type:

| ✏ 23224 | ✏ 11 | 32 bit ⌄ |

Sites:

Warehouse-01 ✕

This is an example of the User with two badges to access two different sites.

Badge Number	Facility Code	Sites	Action
15321	18	Server Room Door	...
23224	11	Warehouse-01	...

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Permissions ⌄
Device Management ⌃
Devices
Sites
Security Events
QR Code
Profiles
Packages ⌄

Cancel   Save

Note that when adding a badge, the user cannot have two badges for the same site. A newer badge number will remove prior badge access. A pop up window will ask for confirmation.

Access Details

+ Add Access

Badge Number	Facility Code	Sites	Action
15321	18	Server Room Door	...

Badge Number:

Sites:

Select Badge Number

Select a Site

15321

Add New Badge

Cancel   Save

Add New Badge

Badge Number:

Facility Code:

Card Type:

✎ 23224

✎ 18

26-Bit

Sites:

Server Room Door ✕

⊘ Duplicated sites

The site "Server Room Door" already exists on this pofile. If you continue, it will be assigned to the current selected badge 23224 and removed from any other accesses.

Cancel   OK

Edit Access

1. To edit a badge, select **Edit Access**

Access Details

+ Add Acce

Badge Number	Facility Code	Sites	Action
10277	31	R&D Labs	...
			✏ Edit Access 👆
10277		Warehouse-01	🗑 Delete Access

2. Make the changes and click **Save**

Example for removing site Access

Edit Access

Badge Number:

✏ 10277

Facility Code:

✏ 31

Card Type:

32 bit

Sites:

R&D Labs ✕ Warehouse-01 ✕ 👆

Edit Access

Badge Number:

✏ 10277

Facility Code:

✏ 31

Card Type:

32 bit

Sites:

R&D Labs ✕

Cancel   Save ②

Dashboard
Accounts
Permissions
Device Management
Devices
Sites
Security Events
QR Code
Profiles
Packages

Delete Access

1. Delete site access by deleting the badge number assigned to a site.

Badge Number	Facility Code	Sites	Action
10277	31	2	...
		R&D Labs	✏ 🗑
		Administrative Building	✏ 🗑

(1)

⚠ Are you sure you want to delete site "R&D Labs" from badge 10277 for profile beb64731-e2d6-4308-b755-2d5a07dd571e?

Cancel   Confirm

Badge Number	Facility Code	Sites	Action
10277	31	Administrative Building	...
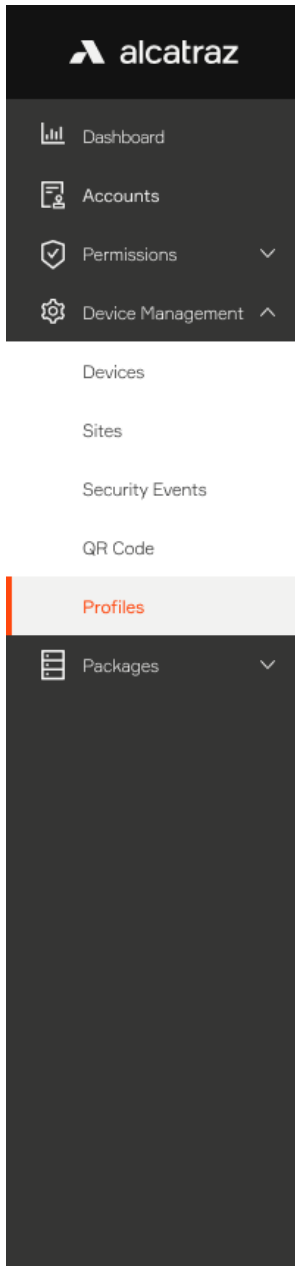
2. Delete a access to a site if the badge has access to multiple sites

Badge Number	Facility Code	Sites	Action
15321	18	Server Room Door	...
			Edit Access
23224	11	Warehouse-01	Delete Access

⚠ Are you sure you want to delete access with ID: 15321?

Deleting a resource will permanently remove it from the system!

Cancel   Confirm

Badge Number	Facility Code	Sites	Action
23224	11	Warehouse-01	...

Troubleshooting

For additional about enrollment, reference Configure Rock Modes Guide
If the badge number is not displayed correctly, check the Configure Card Format Guide
If the Profile is not created, check the Security events for Enrollment events. Learn more about the events in the Security Events Guide.
Demo mode does not create Profiles. When the Rock is put in Demo mode, the Rock will not create a profile for any user enrolled in this mode.

If access is denied,

- Verify that authentication was successful with the Rock. A green badge icon will be displayed for a successful authentication in 1FA or a green face and badge for 2FA.
- Verify that the Badge Number and Facilitycode match with what is configured in the ACS. Card format configured in the Alcatraz AI Admin Portal requires the ACS card format info.