

Manager Genie

User Guide

Facility Manager Mobile App

Manager Genie lets you manage your storage facility right from your phone — open gates, monitor activity, check unit status, and manage access across one or multiple sites, all from a single login.

STEPS FOR SETTING UP MANAGER GENIE

Refer to the steps below to set up Manager Genie on your phone or tablet.

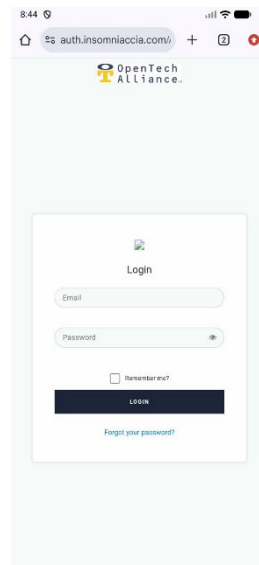
STEP 1

Download the app. Available on the [Google Play Store](#) and [Apple App Store](#).



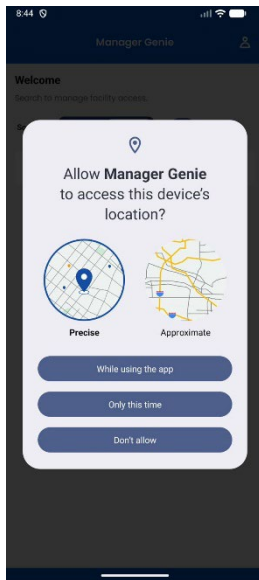
STEP 2

Sign in using your INSOMNIAC® CIA Control Center login. You can also enable biometric (Face ID / fingerprint) login for faster access.



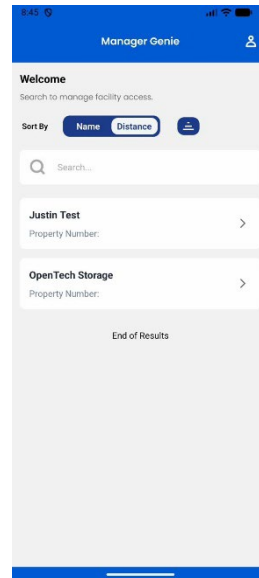
STEP 3

Allow Location Permissions when prompted.
Tap "While using the app" and select Precise for the best experience.



STEP 4

Your facilities appear in a list. Sort by Name or Distance from your current location. Tap any facility to begin managing it.



TIP: Sort by Distance when on-site so the facility you need appears at the top of the list instantly.

NOTE: Select Precise location (not Approximate) when granting location access for the most accurate sorting.

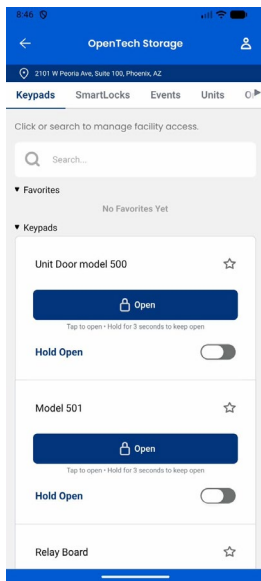
MANAGING KEYPADS (GATES & DOORS)

The Keypads screen is the first thing you see after selecting a facility. Use it to open, close, or hold open any gate or door at the property.

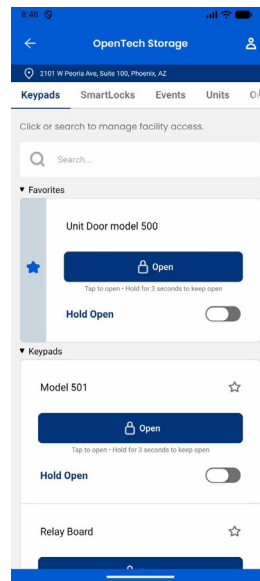
What you can do:

- Tap the Open button to open a gate or door instantly.
- Press and hold Open for 3 seconds to hold it open temporarily.
- Toggle Hold Open to keep a gate open for an extended period.
- Tap the star icon next to a keypad to add it to Favorites — it will appear pinned at the top of the list.
- Use the search bar to quickly find a gate or door by name.

Keypad list view



With favorited keypads

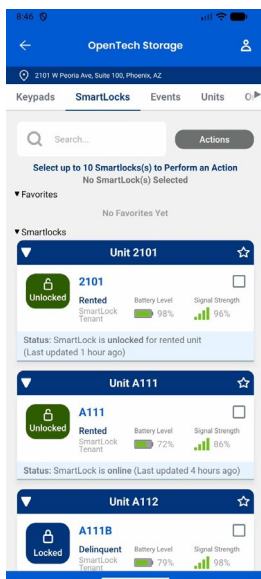


TIP: Mark your most-used gates as Favorites so you can reach them with a single tap.

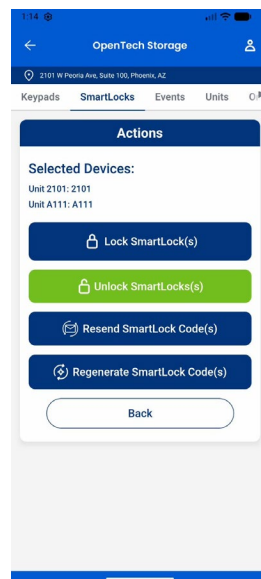
MANAGING SMARTLOCKS

If your facility has INSOMNIAC SmartLocks installed on unit doors, you will have access to the SmartLocks screen to monitor and control individual unit locks.

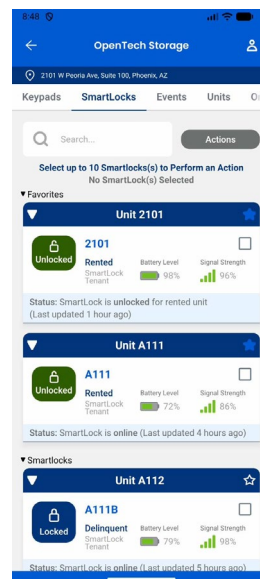
SmartLock list



Bulk actions menu



With favorited SmartLocks



What you can do:

- View lock status for every unit: Locked, Unlocked, or Online.
- See battery level and signal strength for each lock at a glance.
- Select up to 10 SmartLocks at once and perform bulk actions:
 - Lock SmartLock(s) – lock one or more units simultaneously.
 - Unlock SmartLock(s) – unlock one or more units simultaneously.
 - Resend SmartLock Code(s) – resend a tenant's access code via text or email.
 - Regenerate SmartLock Code(s) – create a brand-new code for a tenant.
- Add frequently managed units to Favorites for faster access.
- Use the search bar to find a specific unit quickly.

MONITORING EVENTS

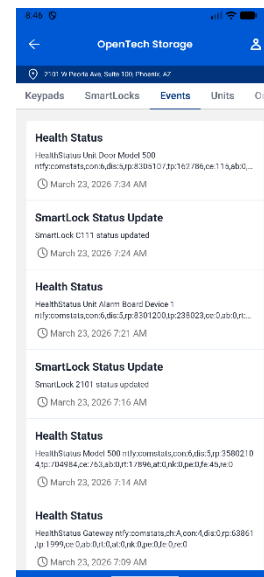
The Events screen gives you a real-time window into everything happening at your facility. Whether you are on-site or managing remotely, the Events feed keeps you informed of access activity, device health, and security alerts – all timestamped so you always have a clear record of what happened and when.

How to Access the Events Screen

After selecting your facility, tap the Events tab in the navigation bar at the top of the screen. The feed loads automatically and shows the most recent events first.

Each entry in the feed shows:

- Event type and description
- The specific device or unit involved
- The date and time the event occurred



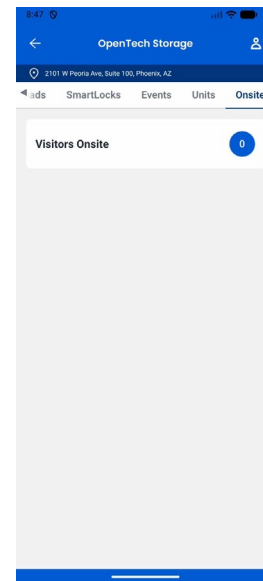
Event list

MONITORING ONSITE VISITORS

The Onsite screen shows you who is currently on your property in real time — useful for security checks without physically walking the facility.

At a glance you can see:

- The total number of visitors currently on-site
- The name or identity of each visitor



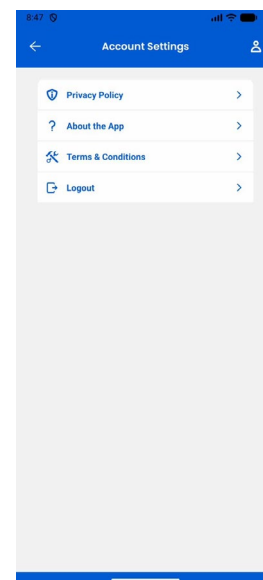
Onsite visitor count

ACCOUNT SETTINGS

Tap the person icon in the top-right corner of any screen to access Account Settings.

From here you can:

- View the Privacy Policy
- Read About the App
- Review Terms & Conditions
- Log out of your account



Account settings

CONTACT US

Technical Support

support@opentechalliance.com

Business Office

(800) 533-1593

Support Hours

Sun–Sat: 24 Hours

Please visit opentechalliance.com/support for full details and [toll-free phone numbers](#).