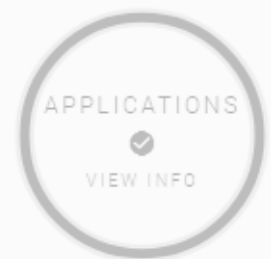
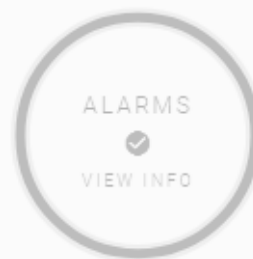
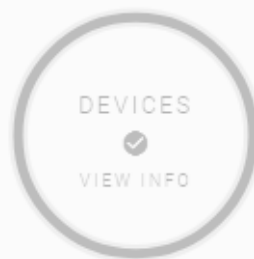




# Facility Manager

## INSOMNIAC® Control Center

### USER GUIDE



## Table of Contents

INSOMNIAC® Control Center User Guide .....	3
for Facility Managers .....	3
About this Guide .....	3
Logging In.....	3
Welcome to the INSOMNIAC® Control Center .....	4
The Facility Dashboard.....	4
Facility Status.....	5
Actions for Facility .....	7
Visitor Status.....	8
Unit Status.....	9
Event Graph for Facility .....	10
Events for Facility .....	10
Visitors & Units .....	11
Non-Tenant Visitors.....	11
Reports.....	12
Units.....	12
Visitors .....	13
Average Visits.....	13
No Entry/No Exit Visits .....	14
Loitering Events.....	14
Activity by Unit .....	15
Visitor Reports .....	15
Facility Events.....	16
Application Events.....	16
Other Reports.....	17
Configuration .....	17
Sync Gateway .....	17
Storage Genie .....	17
Alerts.....	18
For More Information or Assistance .....	19
The OpenTech Help Center .....	19
Contact us.....	19

# INSOMNIAC® Control Center User Guide for Facility Managers

## About this Guide

OpenTech assigns permission levels to Users as requested by the customer. There are four levels of use:

- **Facility Manager**  
Access to view activity and reports and modify select settings for assigned facility; cannot add Users.
- **Regional Manager**  
Complete access to all features for assigned facilities (only); cannot add Users.
- **Account Administrator**  
Complete access to all features for all of the account's facilities and can add Users at all levels.
- **Installer/LiveAgent (uncommon)**  
Rarely created, these permissions are specific and limited; if you have questions, [contact us](#).

This guide addresses commonly used features used by Facility Managers but it does not describe every feature or option, and some actions are performed in partnership with an OpenTech technician. However, the Control Center is designed to be intuitive and all Users are encouraged to explore it and become familiar with the available features. Users are always invited to [contact us](#) for support.

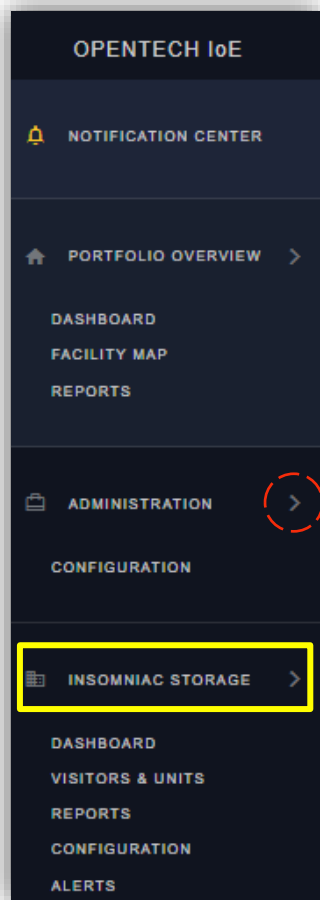


## Logging In

<https://portal.insomniaccia.com>

Enter the correct Control Center credentials to open the site. For misplaced/forgotten passwords, click the LOGIN button, then click Forgot your password to reset.

To change a password, log in and select your name at the top right corner of the screen. Then click User Settings and the CHANGE PASSWORD button. Follow the instructions.



## Welcome to the INSOMNIAC® Control Center

This guide addresses the features most commonly used by facility managers for daily operations. You are encouraged to explore the Control Center and become familiar with all available features, using the navigation pane shown at left.

This guide supplements the training you received during setup. If you need additional training, [contact us](#).

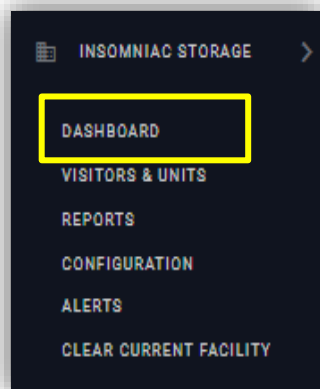


**NOTE!** To view options under Portfolio Overview, Administration or [Facility Name] tabs, click the menu item or the arrow to the right for a dropdown list.

Start by clicking on your facility name in the navigation pane (*Insomniac Storage in the example*) to pull up the submenu:

- Dashboard
- Visitors & Units
- Reports
- Configuration
- Alerts

Note: click this arrow  on any Control Center screen to return to the top.



## The Facility Dashboard

The facility DASHBOARD appears in the dropdown below the facility's name and includes multiple sections to help managers perform typical day to day actions with minimal mouse clicks. Select the Dashboard menu option from the left navigation window to bring up Facility Status, Actions for Facility, Visitor Status, Unit Status and Event sections.

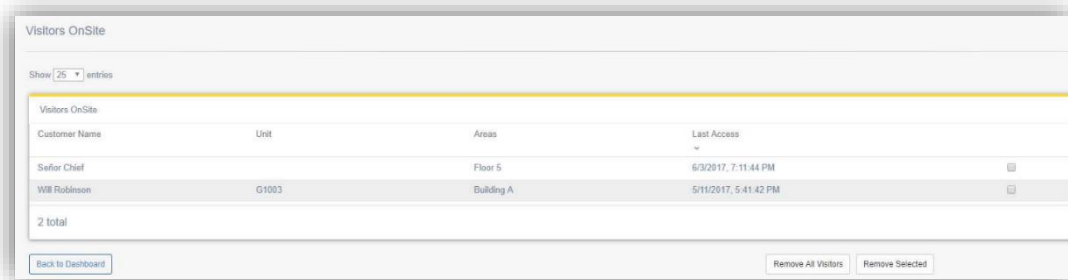
*Note: the layout of the Dashboard may be customized by clicking any Gear icon with the option to Configure Dashboard. Clicking this brings up arrows to move sections up or down. At other times, the Gear icon will display options to Save Changes, Cancel Changes or Restore Defaults.*

## Facility Status

From the left, this section displays the facility name (*Insomniac Storage in the example*) and time zone, a real-time number of visitors on the property and four status bubbles.



Clicking the number of Visitors Onsite (10 in the example above) brings up a screen that displays tenant names, unit numbers, area where currently located and last time the area was accessed (below).



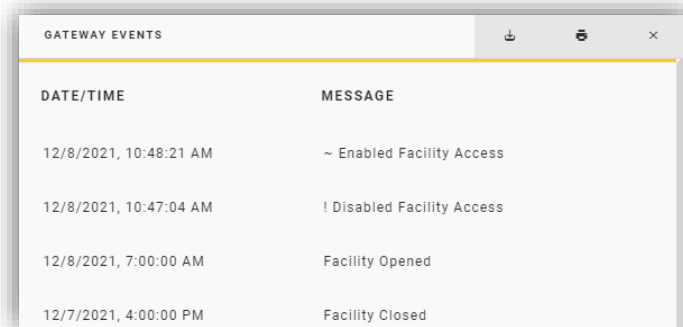
The four round bubbles provide an immediate color-coded view of Gateway, Device, Alarm and Application operations. Green means the status is as expected; yellow or red bubbles may signal a need for action by the manager. Click "View Info" to see details for each operation (*more information follows about each bubble*).

*Note: if your PMS uses an API, the bubble may show yellow/red if no payments or gate code changes were made in 24 hours – this does not necessarily indicate a problem. To check, select View Info and if you do not see entries for changes you know were recently made (gate codes, delinquent payments), contact us.*



### Gateway

This brings up the current status of the Gateway and its communications with the database. Yellow means the Gateway has not communicated 1-2 hours; red means the Gateway has not communicated in more than 2 hours. Clicking the bubble brings up recent Gateway events.





## Devices

Click the bubble for a popup showing the current status of each device connected to the system. Green is as expected; yellow or red indicate potential issues. Each item in the four columns may be clicked for more detail:

- Com Stats: indicates if the device is communicating with the Gateway
- Tamper: indicates if the device has detected potential tampering
- Maintenance: indicates if a device has exceeded its Predictive Maintenance Threshold (an option that advises users when a relay has been used a specific number of times and may need servicing) – clicking Reset will set the count back to zero
- Counts: displays cumulative information about the device such as total operating time and number of times a relay has been used/energized – information is updated every 24 hours

NAME	COM STATS	TAMPER	MAINTENANCE	COUNTS
Gateway	Com Stats	Tamper	Maintenance	Counts
Elevator Keypad	Com Stats	Tamper	Maintenance	Counts
Test Keypad 2	Com Stats	Tamper	Maintenance	Counts



## Alarms

Green indicates there are no currently activated unit alarms and no detected activity in the past 24 hours. Red indicates there are activated unit alarms currently detected and/or there have been alarms activated in the past 24 hours. Clicking the bubble will bring up details about the affected units. If the bubble is green, no additional information is displayed.

LAST DETECTED	ALARM	MESSAGE
12/8/2021 5:58:45 PM	Unit Door Alarm Al	ALARM: Door alarmed on unit '0522' with no visits

UNIT STATUS	UNIT ALARMS
<div> <div>UNIT STATUS</div> <div> <div>3,143</div> <div>Total</div> <div> <div>2,741</div> <div>87.21%</div> </div> <div> <div>335</div> <div>10.66%</div> </div> <div> <div>67</div> <div>2.13%</div> </div> </div> </div>	<div> <div>UNIT ALARMS</div> <div> <div>1,400</div> <div>Total</div> <div> <div>1,339</div> <div>95.64%</div> </div> <div> <div>26</div> <div>1.86%</div> </div> <div> <div>35</div> <div>2.50%</div> </div> </div> </div>
<div> <div>CUSTOMERS</div> <div> <div>2,833</div> <div>Total</div> <div> <div>2,808</div> <div>99.12%</div> </div> <div> <div>25</div> <div>0.88%</div> </div> <div> <div>0</div> <div>0.00%</div> </div> </div> </div>	



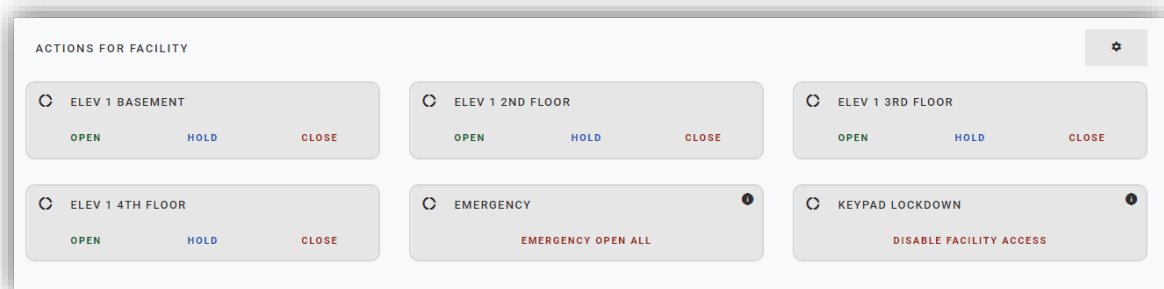
### Applications

This bubble indicates how CIA apps are communicating with the database. Green is as expected, yellow means an app hasn't communicated in 4-8 hours and red indicates no communication in 8 or more hours. Clicking this bubble will pop up Applications Events, displaying the current day's activity (pulled from the PMS). This is helpful for some types of troubleshooting.

APPLICATION EVENTS	
DATE/TIME	MESSAGE
12/7/2021, 7:48:23 AM	Non-Tenant, Added 4th floor test with Access Prof
12/7/2021, 7:48:02 AM	Non-Tenant, Added 3rd floor test with Access Prof
12/7/2021, 7:47:39 AM	Non-Tenant, Added 2nd floor Test with Access Pro
12/7/2021, 7:47:00 AM	Non-Tenant, Removed Jonathan Weedor

### **Actions for Facility**

This section of the Dashboard allows users to control the gates and doors connected to the system. The selections for each button are described below.



### Devices (by name)

- Open: momentarily opens the door or gate
- Hold: holds the gate or door open/unlocked
- Close: when a gate or door is being held open by the system, clicking this will de-energize the relay, allowing the gate or door to naturally close/lock.

*Note: the system can allow a gate to close but cannot tell a gate to close. Only the gate operator or associated safety devices can send those instructions.*

### Emergency

- Emergency Open All: opens all gates and doors connected to the system

### Keypad Lockdown

- Disable Facility Access: disables all access to the property via keypads (a safety feature used to prevent tenant access during weather or other “lockdown” events)
- The default message displayed is “System Currently Disabled.” This message may be modified in Configuration settings by any user with Admin permissions.

## Visitor Status

Data displayed in the third Dashboard section reduces the need to comb through mountains of data or run multiple reports. There are four sections as described below.

### Most Recent Visitors

This automatically displays the last five visitors on the property – see at a glance who is on site.

### Most Active Visitors

Click the calendar icon (top right) to select a date range and view the most active visitors over that time period.

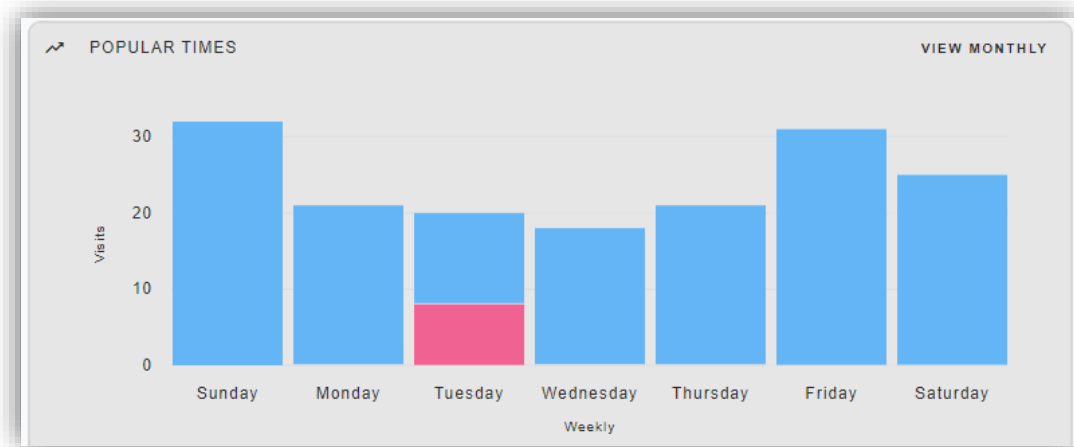


UNIT	NAME	VISITS
	All Access	10

Start Date \* 11/8/2021 Start Time \* 09:45 AM  
End Date \* 12/7/2021 End Time \* 09:45 AM  
SELECT DATE PRESET

### Popular Times

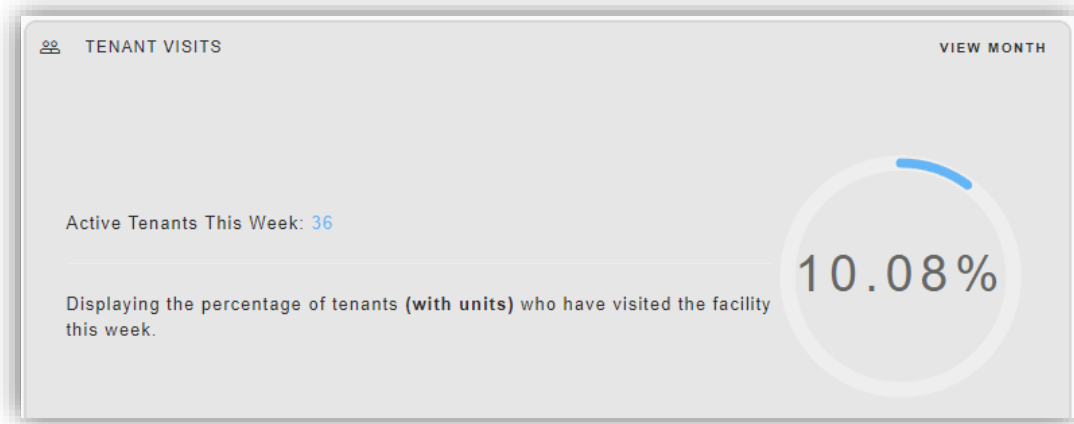
See when the most activity occurs over a weekly or monthly time period. Blue shows expected activity and pink shows unexpected high/low activity, based on historical data.





## Tenant Visits

This shows the percentage of total active tenants who visited during a weekly or monthly time period.



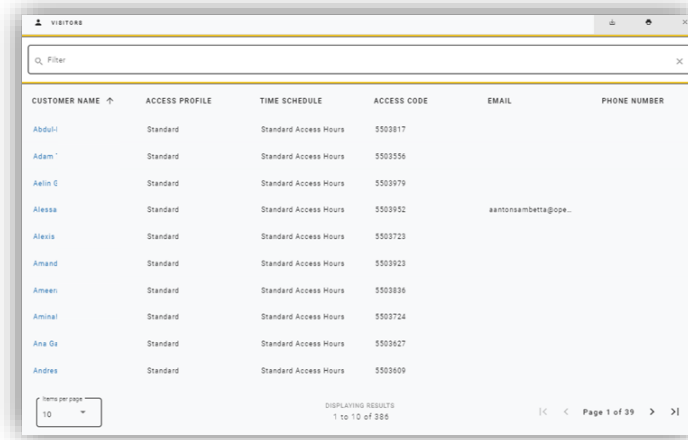
## Unit Status

This section brings up data about units and tenants as reported by the Property Management Software/System (PMS). The view can be switched from pie chart to bar chart by selecting the icon in the top right corner. The information is broken down as described:

- Rented Units: units that show as rented in the PMS
- Vacant Units: units currently not rented in the PMS
- Delinquent Units: rented units that are locked out or denied access to the facility by the PMS
- Tenants: the primary tenants associated with a unit
- Visitors: visitors who have access to a specific unit
- Guests: people who have access to the facility but are not renting a unit (e.g., trash collection, maintenance workers, delivery trucks, managers)



Clicking within the graph will bring up details about units, tenants, visitors and guests (see next graphic).



CUSTOMER NAME	ACCESS PROFILE	TIME SCHEDULE	ACCESS CODE	EMAIL	PHONE NUMBER
Abdul	Standard	Standard Access Hours	5503817		
Adam	Standard	Standard Access Hours	5503556		
Aalin E	Standard	Standard Access Hours	5503979		
Alessa	Standard	Standard Access Hours	5503952	aamonsambetta@ope...	
Alexis	Standard	Standard Access Hours	5503723		
Amand	Standard	Standard Access Hours	5503923		
Ameen	Standard	Standard Access Hours	5503836		
Aminjal	Standard	Standard Access Hours	5503724		
Ana Oa	Standard	Standard Access Hours	5503627		
Andres	Standard	Standard Access Hours	5503609		

## Event Graph for Facility

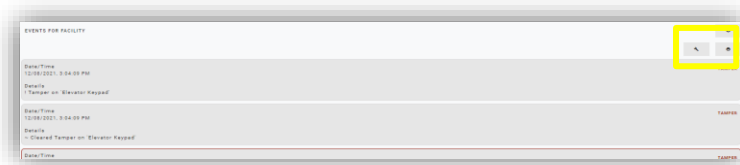
The Event Graph displays events for a selected period of time. Selecting a bar on the graph will pop up detailed event information for that time period.



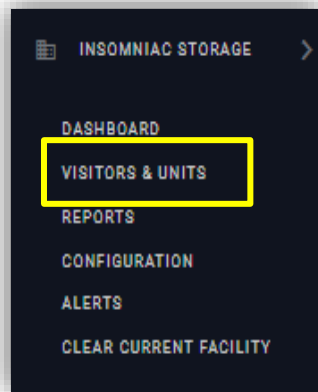
## Events for Facility

This section of the Dashboard shows a real-time display of all events occurring at the facility. Scrolling through or using the arrows at the bottom will show a list by older/newer events. The Live Feed button at the bottom returns the view to the most current events.

Customize the kinds of events displayed by clicking the wrench icon. Select the print icon to issue a report for a specified time period.



Event Time	Event Description
10/10/2021 10:04:00 PM	Delinquent
10/10/2021 10:04:00 PM	1 Tamper on Elevator Keypad
10/10/2021 10:04:00 PM	Delinquent
10/10/2021 10:04:00 PM	1 Tamper on Elevator Keypad
10/10/2021 10:04:00 PM	Delinquent
10/10/2021 10:04:00 PM	1 Tamper on Elevator Keypad



## Visitors & Units

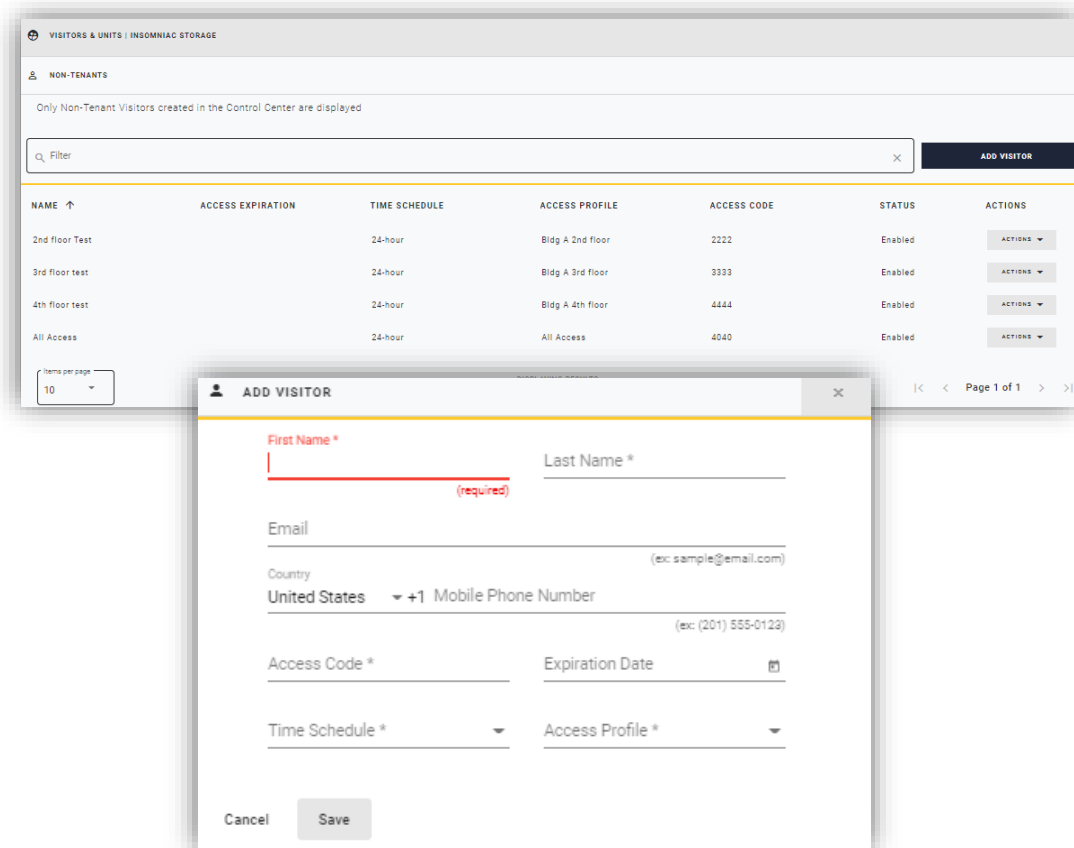
Select Visitors & Units menu option from the left navigation window to display, edit or add to a list of non-tenant visitors who have gate access to the property.

### Non-Tenant Visitors

Non-Tenant visitors are people who need to access the property but do not rent a unit. These may include trash, maintenance and delivery people.

The main screen shows a list of existing non-tenant visitors and a search filter, plus the Add Visitor button. Clicking the Actions dropdown list gives the options to edit or delete an existing visitor from the system.

Clicking the Add Visitor button brings up a form for adding a new non-tenant visitor to the system. Fields marked with an asterisk are required. Adding an Expiration Date automatically revokes access after the specified date, which is especially helpful for giving auction winners temporary access.



**VISITORS & UNITS | INSOMNIAC STORAGE**

**NON-TENANTS**

Only Non-Tenant Visitors created in the Control Center are displayed

Q Filter × ADD VISITOR

NAME ↑	ACCESS EXPIRATION	TIME SCHEDULE	ACCESS PROFILE	ACCESS CODE	STATUS	ACTIONS
2nd floor Test		24-hour	Bldg A 2nd floor	2222	Enabled	ACTIONS ▼
3rd floor test		24-hour	Bldg A 3rd floor	3333	Enabled	ACTIONS ▼
4th floor test		24-hour	Bldg A 4th floor	4444	Enabled	ACTIONS ▼
All Access		24-hour	All Access	4040	Enabled	ACTIONS ▼

Items per page: 10

Page 1 of 1

**ADD VISITOR** ×

First Name \* (required)  Last Name \*

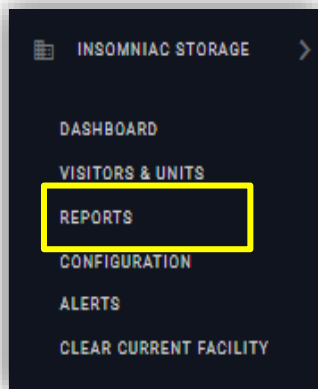
Email  (ex: sample@email.com)

Country  United States  +1 Mobile Phone Number  (ex: (201) 555-0123)

Access Code \*  Expiration Date

Time Schedule \*  Access Profile \*

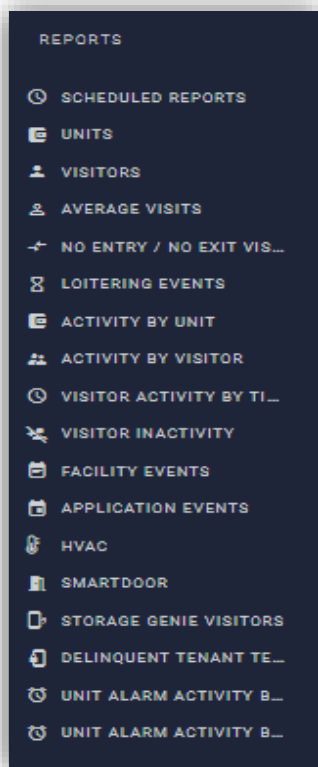
Cancel Save



## Reports

There are multiple options that allow property managers to run reports and gain quick insight into operations. Every type of report includes a search filter and all reports may be printed or exported to Excel/CSV by selecting the applicable icon on the report. Most reports offer preset date ranges (24 hours, 7 days, 30 days) as well as the option to select custom ranges.

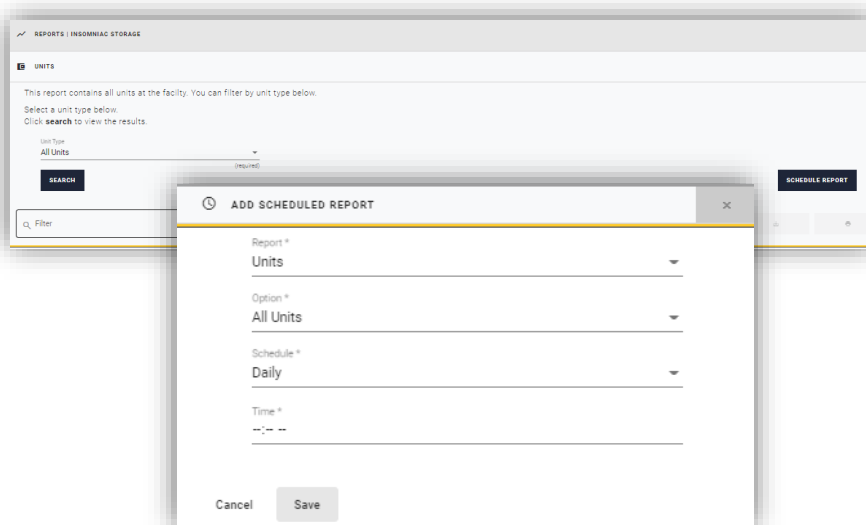
At the bottom of each report, there are navigation arrows, a display of the number of entries, and the option to change the number of entries shown on each page.



Select Reports from the left navigation window shown here, to display the menu of available reports. The most commonly used reports are described below.

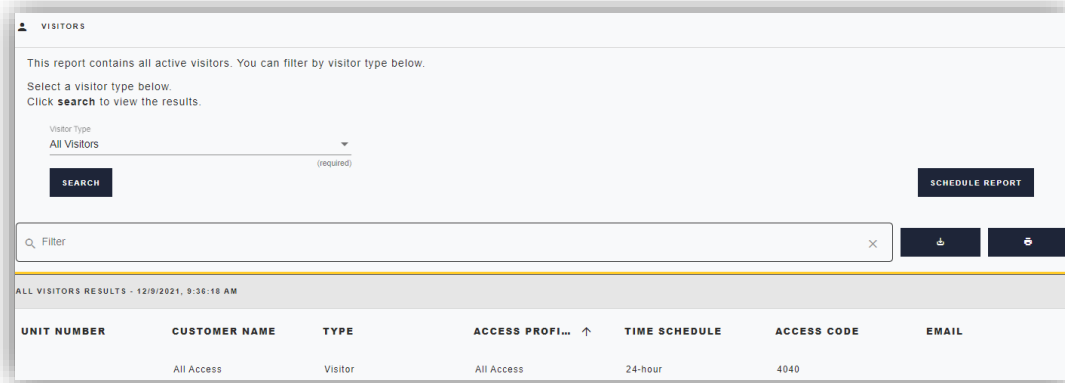
## Units

Displays information such as unit number, customer name, gate access, email address, mobile phone number, unit status – depending on the API/PMS being used. Dropdown options are All Units, Rented, Delinquent or Vacant. There also is a Schedule Report button to have the report automatically run daily, weekly, or monthly.



## Visitors

Displays the Unit Number, Customer Name, Access Profile (the keypads a visitor can access), Time Schedule (times when visitor can access the property), Access Code, Email, Phone Number and Status for selected visitors. Dropdown options are All Visitors, Tenants, Guests or Non-Tenants. There also is a Schedule Report button to have the report



**VISITORS**

This report contains all active visitors. You can filter by visitor type below.  
Select a visitor type below.  
Click **search** to view the results.

Visitor Type  
All Visitors (required)

**SEARCH** **SCHEDULE REPORT**

Filter

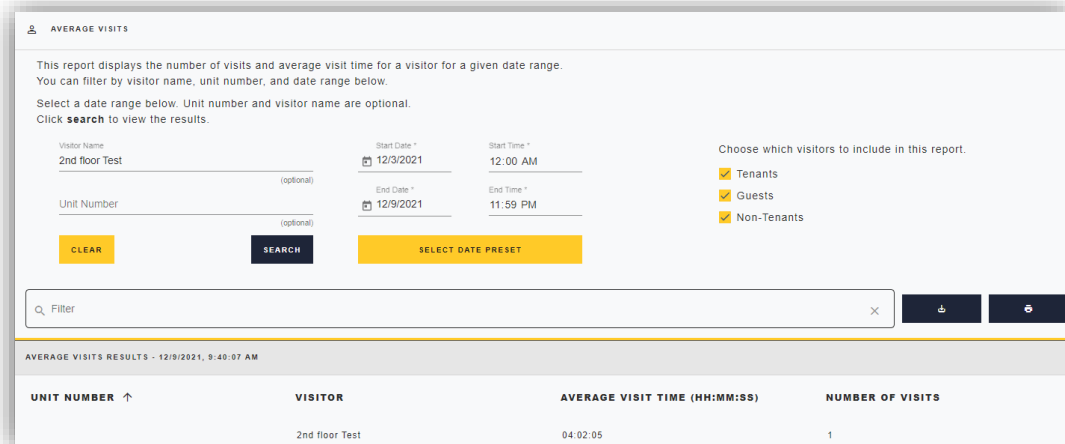
ALL VISITORS RESULTS - 12/9/2021, 9:36:18 AM

UNIT NUMBER	CUSTOMER NAME	TYPE	ACCESS PROFI...	TIME SCHEDULE	ACCESS CODE	EMAIL
	All Access	Visitor	All Access	24-hour	4040	

automatically run daily, weekly or monthly.

## Average Visits

Allows the user to see number of visits and average visit time over a specified period of time. There also are fields to select the date range, specific visitor or unit number, or type of visitor.



**AVERAGE VISITS**

This report displays the number of visits and average visit time for a visitor for a given date range.  
You can filter by visitor name, unit number, and date range below.  
Select a date range below. Unit number and visitor name are optional.  
Click **search** to view the results.

Visitor Name  
2nd floor Test (optional)

Unit Number  
(optional)

Start Date \*  
12/3/2021

Start Time \*  
12:00 AM

End Date \*  
12/9/2021

End Time \*  
11:59 PM

**CLEAR** **SEARCH** **SELECT DATE PRESET**

Choose which visitors to include in this report.  
☒ Tenants  
☒ Guests  
☒ Non-Tenants

Filter

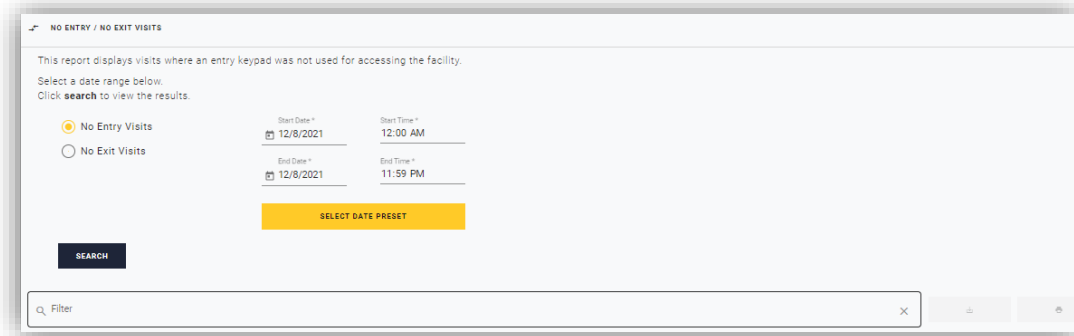
AVERAGE VISITS RESULTS - 12/9/2021, 9:40:07 AM

UNIT NUMBER ↑	VISITOR	AVERAGE VISIT TIME (HH:MM:SS)	NUMBER OF VISITS
	2nd floor Test	04:02:05	1

## No Entry/No Exit Visits

This is the "tailgating" report, showing users when/where an entry keypad was not used to enter or exit the facility. Select the date range and either No Entry Visits (tailgating onto the property) or No Exit Visits (tailgating off the property).

*Note: not all facilities require keypad entry to exit a property.*



**NO ENTRY / NO EXIT VISITS**

This report displays visits where an entry keypad was not used for accessing the facility.  
Select a date range below.  
Click **search** to view the results.

☒ No Entry Visits
 ☐ No Exit Visits

Start Date \* 12/8/2021 Start Time \* 12:00 AM  
 End Date \* 12/8/2021 End Time \* 11:59 PM

**SELECT DATE PRESET**

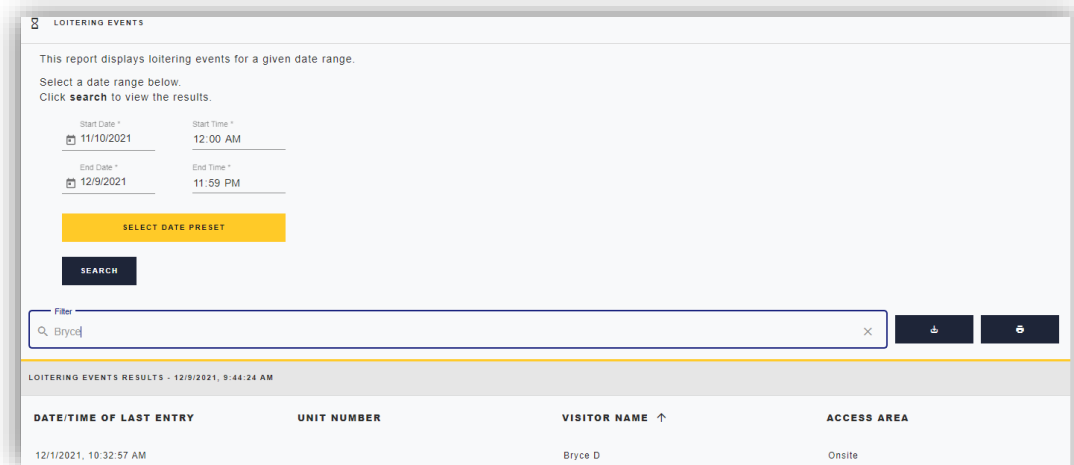
**SEARCH**

Filter

## Loitering Events

This report allows users to identify tenants who spend more than a specified number of hours on the property during a selected date range. The default time is 3 hours and can be adjusted in Configuration settings.

*Note: this option is available only for facilities with both entry and exit keypads.*



**LOITERING EVENTS**

This report displays loitering events for a given date range.  
Select a date range below.  
Click **search** to view the results.

Start Date \* 11/10/2021 Start Time \* 12:00 AM  
 End Date \* 12/9/2021 End Time \* 11:59 PM

**SELECT DATE PRESET**

**SEARCH**

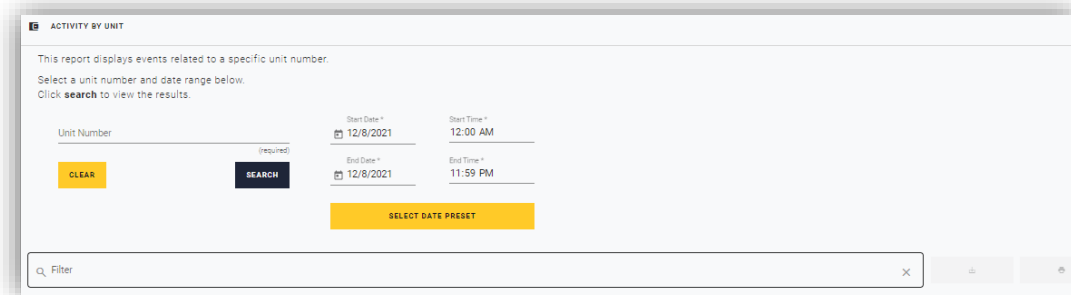
Filter  
Bryce

**LOITERING EVENTS RESULTS - 12/9/2021, 9:44:24 AM**

DATE/TIME OF LAST ENTRY	UNIT NUMBER	VISITOR NAME ↑	ACCESS AREA
12/1/2021, 10:32:57 AM		Bryce D	Onsite

## Activity by Unit

Quickly view activity for a specific unit over a selected period of time. The report will show all events and messages from the system.



**ACTIVITY BY UNIT**

This report displays events related to a specific unit number.  
Select a unit number and date range below.  
Click **search** to view the results.

Unit Number (required)

Start Date \*  Start Time \*

End Date \*  End Time \*

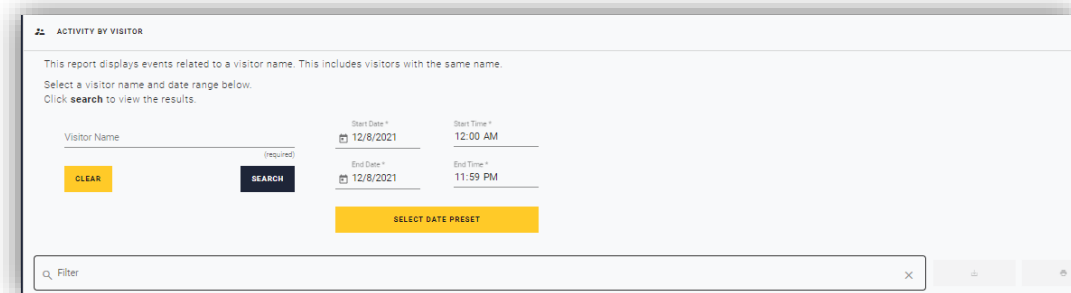
**CLEAR** **SEARCH** **SELECT DATE PRESET**

Filter

## Visitor Reports

### Activity by Visitor

Quickly view events related to a visitor name over a selected period of time. The system will automatically suggest names based on activity.



**ACTIVITY BY VISITOR**

This report displays events related to a visitor name. This includes visitors with the same name.  
Select a visitor name and date range below.  
Click **search** to view the results.

Visitor Name (required)

Start Date \*  Start Time \*

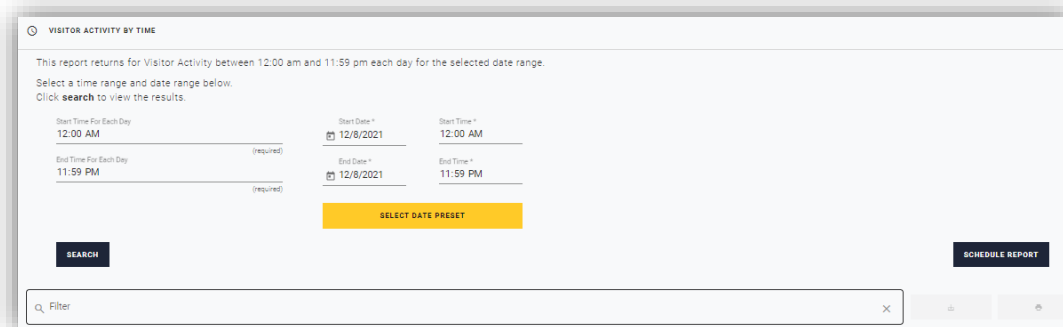
End Date \*  End Time \*

**CLEAR** **SEARCH** **SELECT DATE PRESET**

Filter

### Visitor Activity by Time

View daily visitor activity between 12am-11:59pm during a selected date range. This can be useful when you



**VISITOR ACTIVITY BY TIME**

This report returns for Visitor Activity between 12:00 am and 11:59 pm each day for the selected date range.  
Select a time range and date range below.  
Click **search** to view the results.

Start Time For Each Day (required)

End Time For Each Day (required)

Start Date \*  Start Time \*

End Date \*  End Time \*

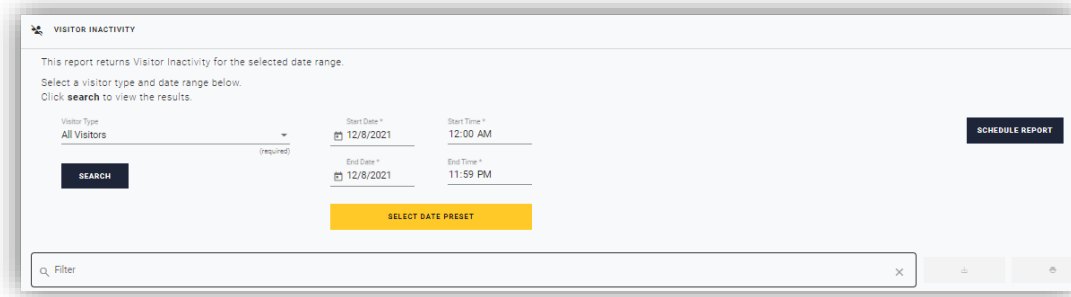
**SEARCH** **SELECT DATE PRESET** **SCHEDULE REPORT**

Filter

want to see activity that occurred when the office was closed.

## Visitor Inactivity

View total visitor inactivity during a selected date range, including the last time a visitor accessed the facility since CIA equipment was installed.



**VISITOR INACTIVITY**

This report returns Visitor Inactivity for the selected date range.  
Select a visitor type and date range below.  
Click **search** to view the results.

Visitor Type: All Visitors (required)

Start Date: 12/8/2021 Start Time: 12:00 AM

End Date: 12/8/2021 End Time: 11:59 PM

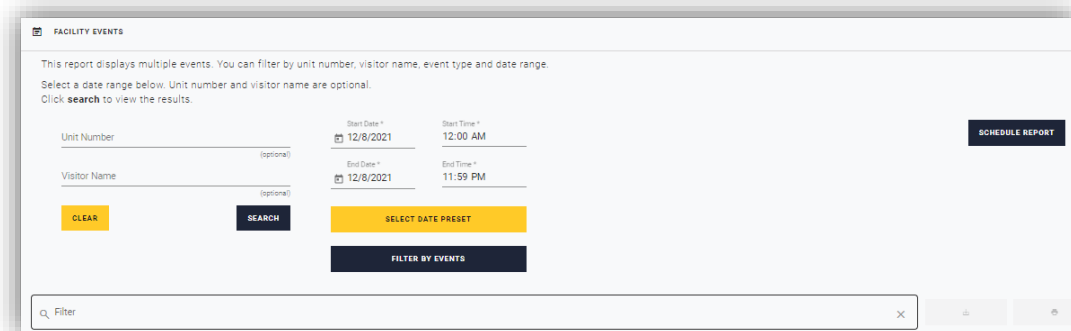
**SEARCH** **SCHEDULE REPORT**

**SELECT DATE PRESET**

Filter

## Facility Events

Run a report showing specific types of events over a selected date range. Click Filter by Events to pull up a checklist of events from which to choose. There also is a Schedule Report button to have the report automatically run daily, weekly, or monthly.



**FACILITY EVENTS**

This report displays multiple events. You can filter by unit number, visitor name, event type and date range.  
Select a date range below. Unit number and visitor name are optional.  
Click **search** to view the results.

Unit Number: (optional)

Visitor Name: (optional)

**CLEAR** **SEARCH** **SELECT DATE PRESET** **FILTER BY EVENTS** **SCHEDULE REPORT**

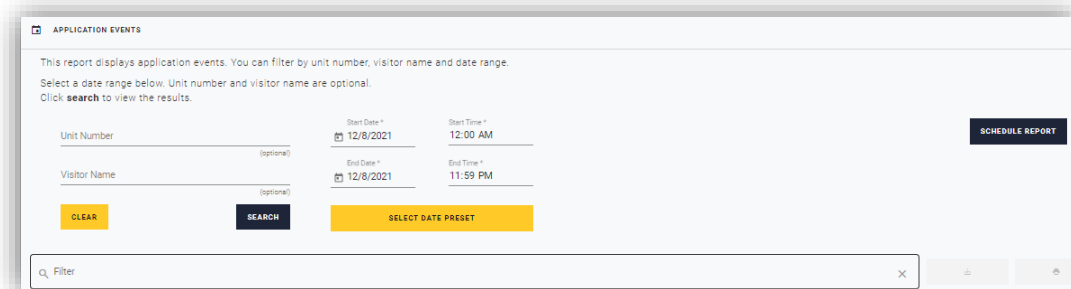
Start Date: 12/8/2021 Start Time: 12:00 AM

End Date: 12/8/2021 End Time: 11:59 PM

Filter

## Application Events

Displays all activities from the PMS, including move in, move out status changes over a specified period of time.



**APPLICATION EVENTS**

This report displays application events. You can filter by unit number, visitor name and date range.  
Select a date range below. Unit number and visitor name are optional.  
Click **search** to view the results.

Unit Number: (optional)

Visitor Name: (optional)

**CLEAR** **SEARCH** **SELECT DATE PRESET** **SCHEDULE REPORT**

Start Date: 12/8/2021 Start Time: 12:00 AM

End Date: 12/8/2021 End Time: 11:59 PM

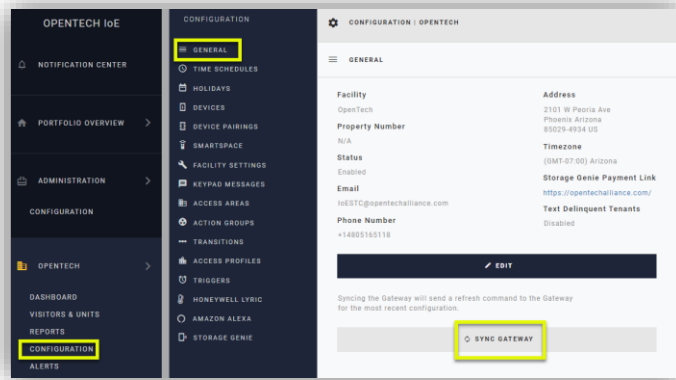
Filter



Useful when validating that the PMS is sending information correctly. There is a Schedule Report button to have the report automatically run daily.

## Other Reports

Additional reports are available for specific IoE products and services, including HVAC, SmartDoor, Storage Genie, unit alarms and delinquent tenant text messaging. [Contact us](#) if you have questions or would like more information about these products and services and how to integrate them into the Control Center.

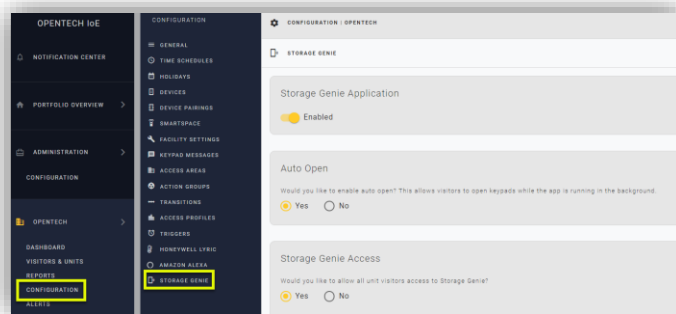


## Configuration

Most features shown require Account Administrator or Regional Manager level permissions, but there are some actions that facility managers can take:

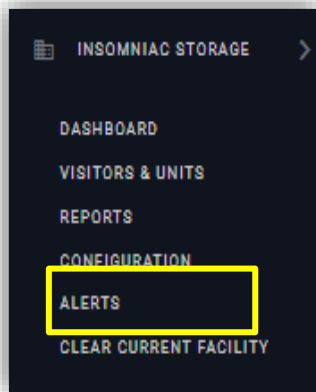
### Sync Gateway

Rarely, the GWC may be out of sync with the Control Center, usually related to an internet outage. For example, if a tenant shows as "Rented" in the Control Center but receives an "Invalid Code" message on the keypad when entering a correct access code, there probably is a sync issue. Clicking SYNC GATEWAY will send an immediate refresh of the most recent data.



### Storage Genie

Facility managers can enable the application, enable the Auto Open feature and allow/disallow Storage Genie access for all visitors.



## Alerts

The Alerts Section of the INSOMNIAC IoE Control Center offers customized notifications when specific types of events or activities occur at a property. Select the Alert menu option from the left navigation pane to open the INSOMNIAC CIA window.



Across the top are multiple tabs for choosing general preferences, event types, alerts when visitors are on site and alerts for SmartGate and SmartEye products.

On each tab there are multiple settings to customize alerting. For example, on the General tab, there are options to select email and/or text alerts, and dropdown menus for different thresholds of alerting. There also is an option to silence alerts during a specified time period (such as during office hours). All options are covered in detail during Control Center training.

Be sure to click SAVE when creating or changing alert settings.

## For More Information or Assistance

This guide provides a comprehensive introduction to the Control Center but does not cover every feature in detail. For more information, check out the materials available in our Help Center, or contact one of our experts during business hours. Thank you for choosing OpenTech and the INSOMNIAC® CIA Gate Access System.

### The OpenTech Help Center

[Click or tap](#) to explore a variety of CIA documents and videos

### Contact us

Support: [IoESupport@opentechalliance.com](mailto:IoESupport@opentechalliance.com)  
602-773-1700 Option #1 then Option #1  
5am-5pm Monday-Friday (Arizona-MST)

Training: [IoESTC@opentechalliance.com](mailto:IoESTC@opentechalliance.com)  
7am-4pm Monday-Friday (Arizona-MST)