

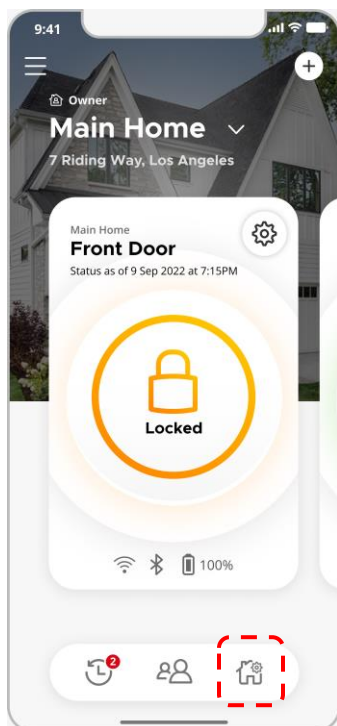
How to manage/edit home users using the Kwikset App?

Home Users can use the lock via the Kwikset App on their smartphones with the following privileges: Owner, Guest or Admin Access.

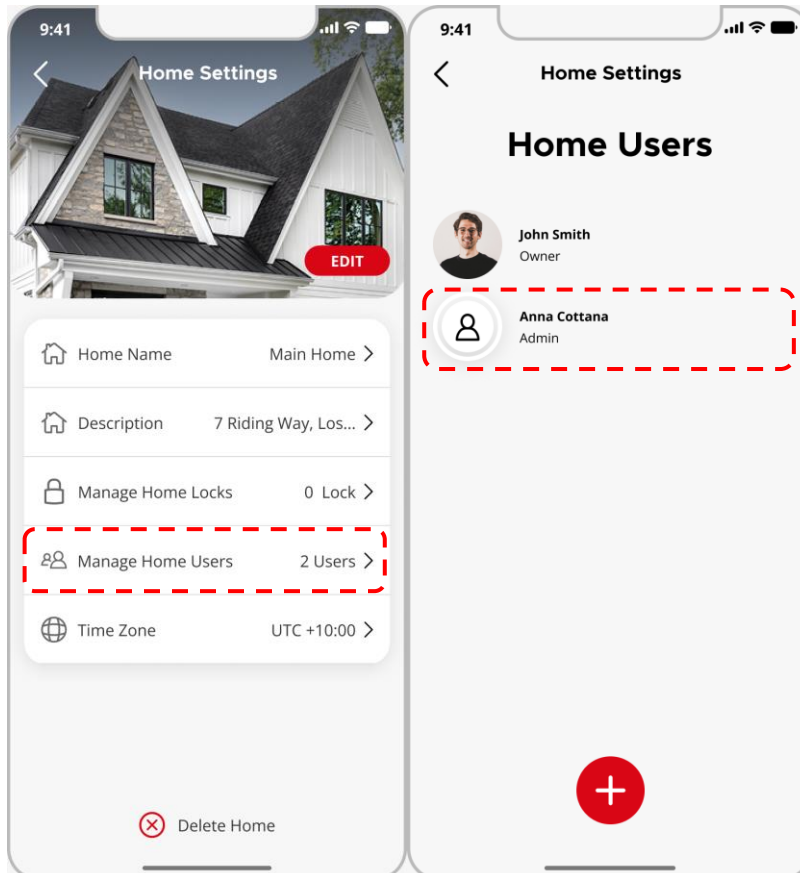
- **Owner Access:** The first person to add and activate the lock with their Kwikset App account becomes the Owner, holding the highest privileges. As the Owner, they can share access with others, manage lock settings, and delete phone pairings.
- **Guest Access:** Control is limited to lock/unlock, within a scheduled access window. You can keep tabs on when guests come and go in the Activity Log and revoke access at any time.
- **Admin Access:** Full control over all locks in the home, with the ability to share/edit/delete home user access, manage lock settings, and more.

How to Manage Home Users

1. Launch the Kwikset App's dashboard.
2. Tap on the Home Settings  icon at the bottom right of the screen.



3. Tap on Manage Home Users.
4. Tap on the Name of the Home User to manage/edit.



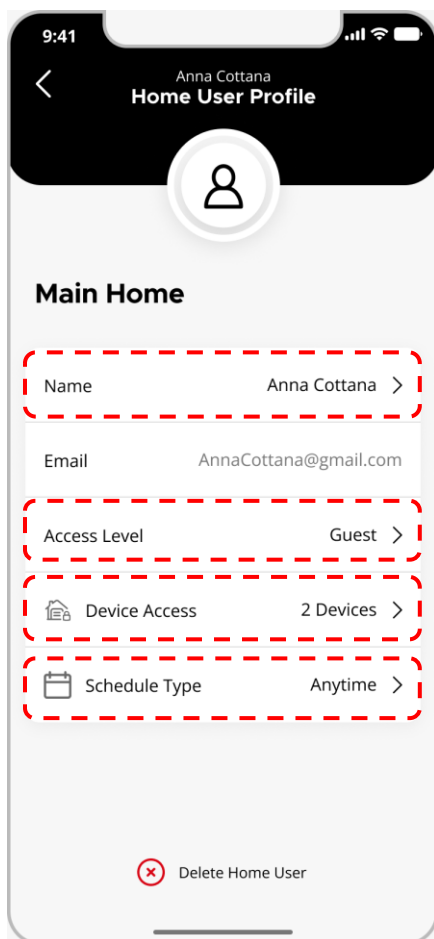
5. In the Home User Profile screen, the user's Name, Access Level, Device Access and Schedule Type can be edited. Tap on the section you would like to edit.

Note: Once the home is shared, the user's email address cannot be changed. The users first and last name will appear after the use accepts the invite.

Access Level: Admin/Guest: When an Admin is changed to a Guest, they lose access to the admin features such as managing lock settings, adding access codes, and adding users. Geofencing will be disabled.

Device Access: Device Access refers to the locks within a home. If shared as an Admin, all locks in the home are shared. If shared as a Guest, you can choose specific locks to share.

Schedule Type: Set an access time window for the chosen locks by choosing your preferred date and time range. This is applicable only for Guest access.



Troubleshooting Tips

- **The Guest or Admin phones must be paired with the lock first to make additional changes:**
 - Make sure the user has created a Kwikset app account with their email and is logged in on their device.
 - Ask the user to check the app or their email to confirm they've received the home invitation.
 - Halo Keypad, Halo Touchscreen, Halo Touch and Aura: Can pair with up to 8 per lock.
 - Halo Select and Halo Select Plus: Can pair up to 16 smartphones per lock.

Why does the Guest see an "Invalid Access Window" message on their Dashboard?

- Guests receive this **"Invalid Access Window"** message when they attempt to use the lock dashboard outside of their designated access schedule. If their access is restricted to a specific time window, the system displays the "Invalid Access Window" notification when usage occurs outside of that period.

If you see an Invalid Access Window, check the following:

- Internet connectivity required: Unable to Verify Access. Please ensure that the Wi-Fi is turned on with an active internet connection or cellular data is enabled.
- Check Schedule Settings: Contact the Admin/Owner to confirm that the lock's schedule is set correctly before trying other troubleshooting steps.
- Manually go to your phone's settings and verify that the time is set to local time.