

A decorative graphic of a network or molecular structure, consisting of numerous interconnected nodes (circles) and lines, rendered in shades of light green and white against a dark teal background. The structure is more dense in the upper left and lower left corners, with a more sparse, linear arrangement extending towards the right side of the page.

MyLocken App User Guide.

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1 Previous Recommendations / Important Information

If you experience any issues creating an account or using the App itself, **make sure you are using the latest version of the App**, before trying any of the tips and recommendations mentioned in this guide. To do so, go to either the Google Play or the App Store and check if the App is up to date, or if there is an update available.

To improve the quality of service and speed of response from Locken's support team, we ask that you:

- **make sure your account is created and validated**
- **can access the App and assign your key prior to the day you are due to go on site.**

These steps will reduce the likelihood of experiencing any problems, optimising your time and efficiency as well as ours.

This document is updated with the most common issues experienced by users. By exception, we are confident **you will always find the solution to your account creation/activation problems in this document**. Please carefully read the entire document, especially the "Troubleshooting" section before calling or sending an email to our Locken support team.

Most of the problems users face are caused by typing errors. So please **double check all information entered, making sure there's no blank spaces, spelling mistakes, or accidental use of characters**.

2 Downloading the App

Download the official App

The '**Cornerstone MyLocken**' App can be downloaded for both Android and IOS devices from:

Google Play (Compatible with Android 5 and above)

Apple Store (Compatible with iOS 14 and above)



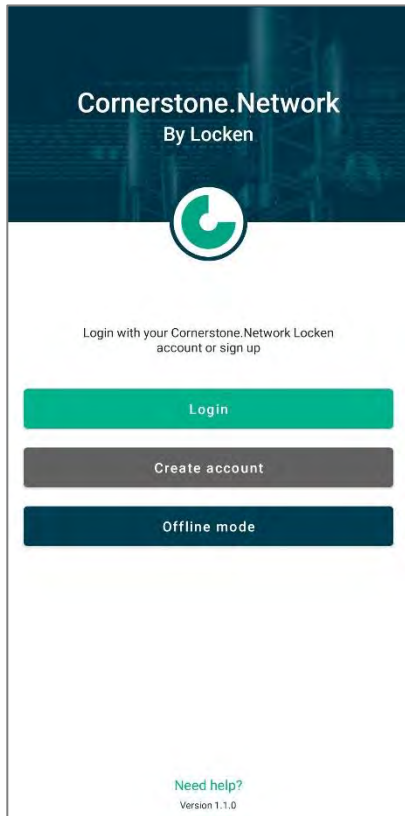
1. Go in the App/Play Store depending on what type of device you have.
2. Search for **MyLocken**.
3. Select Cornerstone **MyLocken**.

For the purposes of this guide, screenshots are based on the Android version

3 Getting Started

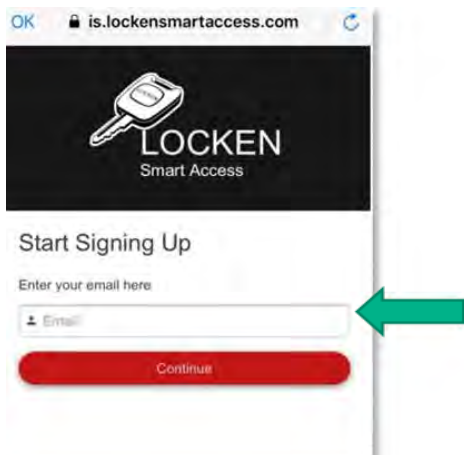
When you open the App, the first page allows you to:

1. **Login:** If you already have an account, you can access with your email and your password
2. **Create an account:** if you do not have an account, you must create an account to register
3. **Offline mode:** In the event of the application not being available
4. **Need help?:** A link that allows you to view the User Guide and Frequently asked questions (FAQ)



4 Create an account to use the App

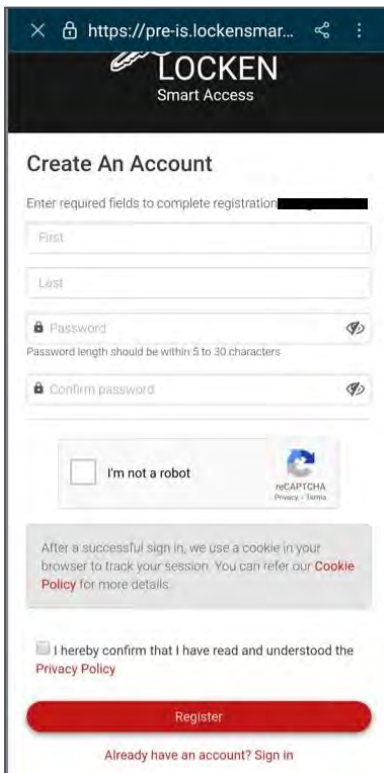
1. Click '**Create account**' to register as a new App user.
2. Enter your work email address (lower case only). This email will be used to identify you in the access management system. Please note that webmail email addresses (such as Gmail, outlook etc are not permitted).
3. Click '**Continue**'.



Note: If you enter an email that has already been registered the App will show an error message. If you already have an account for the MBNL MyLocken mobile application, please use the same login credentials for both mobile applications.



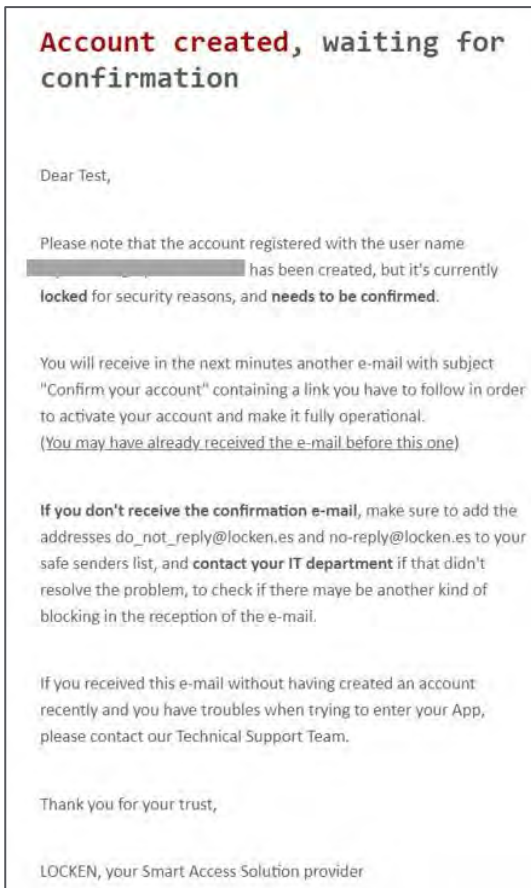
4. If the email is not already registered, the creation of the new user will begin.
5. Fill in the form with the following details:
 - **First Name, Last Name, Password**
6. Confirm you are not a robot.
7. Agree to the terms and conditions.
8. Click '**Register**'.



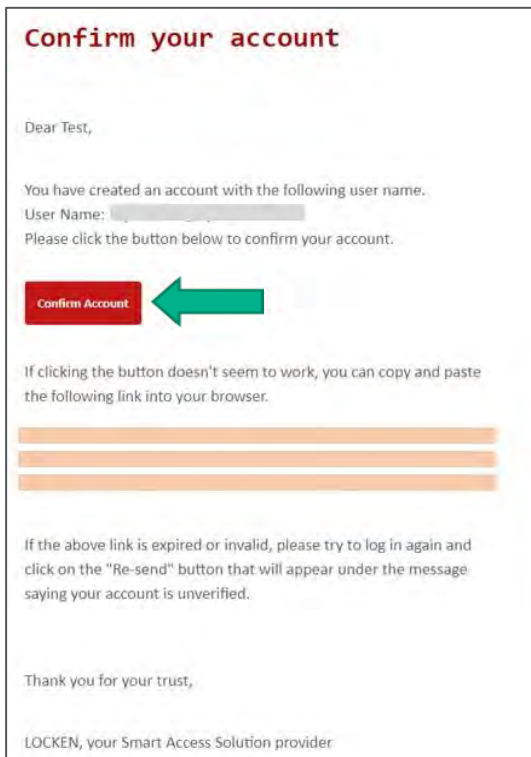
9. A **'Registration done'** message will be displayed.



10. You will be sent **two emails** at the same time from 'do_not_reply@locken.es'. If you do not receive those emails or only one of them, please check your junk mails. If emails from 'do_not_reply@locken.es' are in your junk mailbox, please **move them from your junk mailbox to your inbox** before proceeding to the next steps.
11. The first email subject is **'Account created, waiting for confirmation'**. This email will confirm that your account has been created but needs to be confirmed.

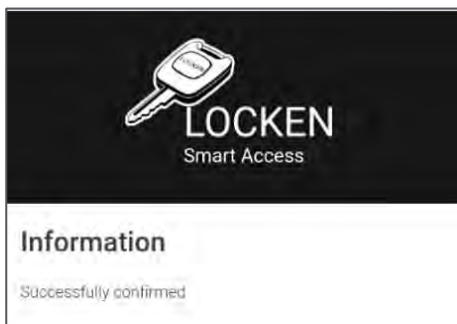


12. The second email subject is '**Confirm your account**'. This email will ask you to confirm your account. Please click on the '**Confirm account**' button.

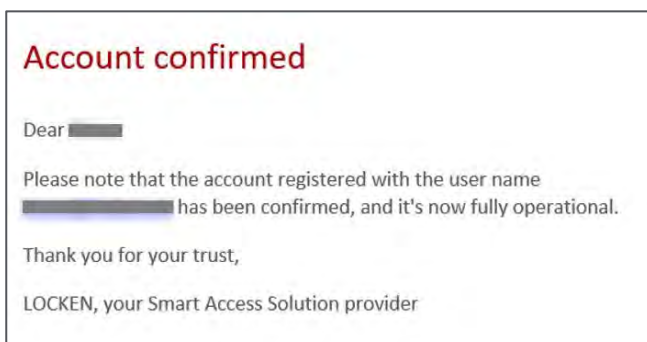


NOTE: The 'confirm account' link expires after two hours. If you do not confirm your account within this time, please request to **re-send the confirmation email** (see bullet point 3 in Troubleshooting section).

13. An '**Information**' message will be displayed to inform you that your account has been successfully confirmed.

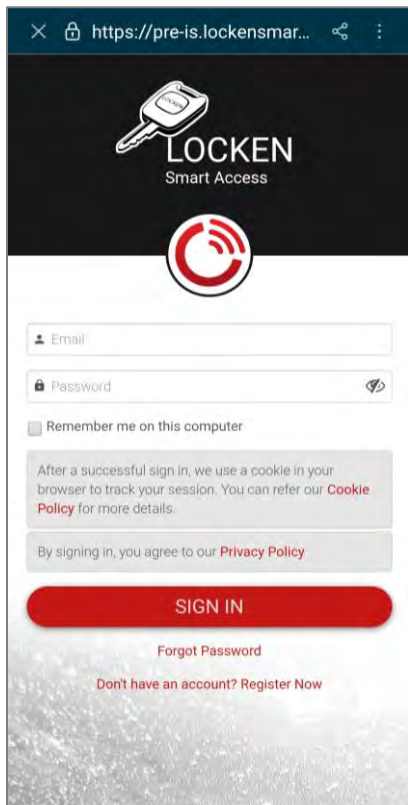


14. You will then receive a confirmation email with the subject '**Account confirmed**'.



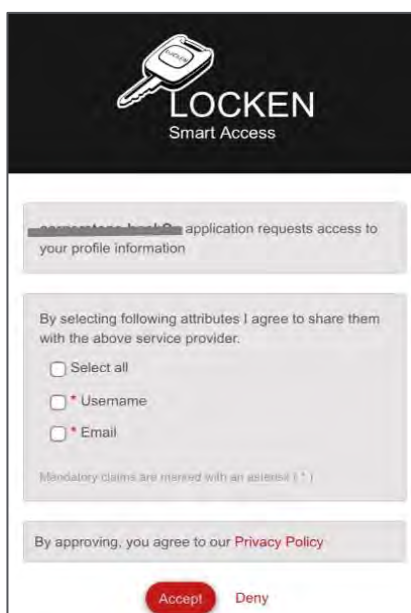
4.1 Login into the App

1. Click '**Login**' to login into the App.
2. Enter the **email address** (lower case) and password you used when you registered.
3. You can tick 'Remember me on this computer' if you do not want to login each time you launch the App.
4. Click '**Sign In**' to be logged into the App.



NOTE: If you forget your password, you can request for a new password to be set.

5. When logged in for the first time, you will be asked to share your information with the service provider and to approve the Privacy Policy. Tick '**Select all**' then click '**Accept**' to continue.



4.2 Registering End Users in LSA

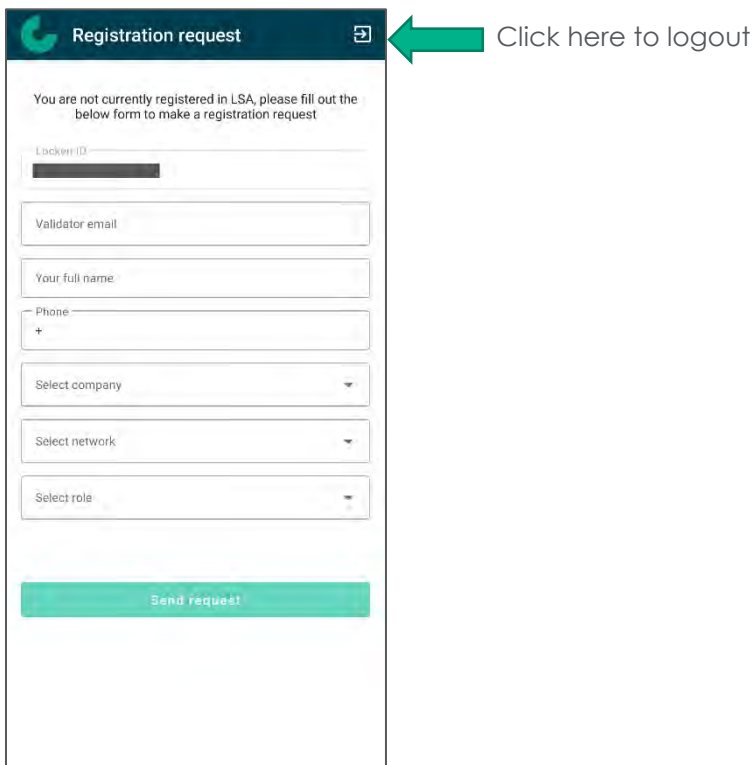
LSA (**Locken Smart Access**) is the access management system.

If you are not registered in LSA, the registration request screen will be displayed after you login into the App.

1. Fill in the request form with the following details:

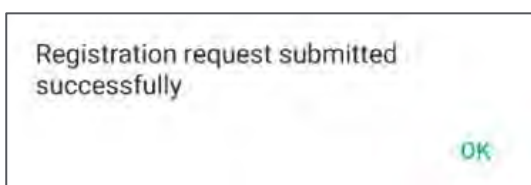
- **Locken ID:** work email address (**lower case only**) the one you used to login into the App
- **Validator email:** patrick.mccarthy@cornerstone.network is the person responsible with confirming that you can be registered in LSA to use the system.
If Patrick McCarthy's email does not work please enter administrator@locken.es
If Patrick McCarthy is on leave, please contact Fran Jones on fran.jones@cornerstone.network.
- **Your full name, phone number, company name, network, and your role (this is not the name of the validator)**
- Ensure that the correct mobile phone number has been entered **EXCLUDING THE FIRST "0" BUT WITH THE PREFIX OF +44**

2. Click 'Send request'.

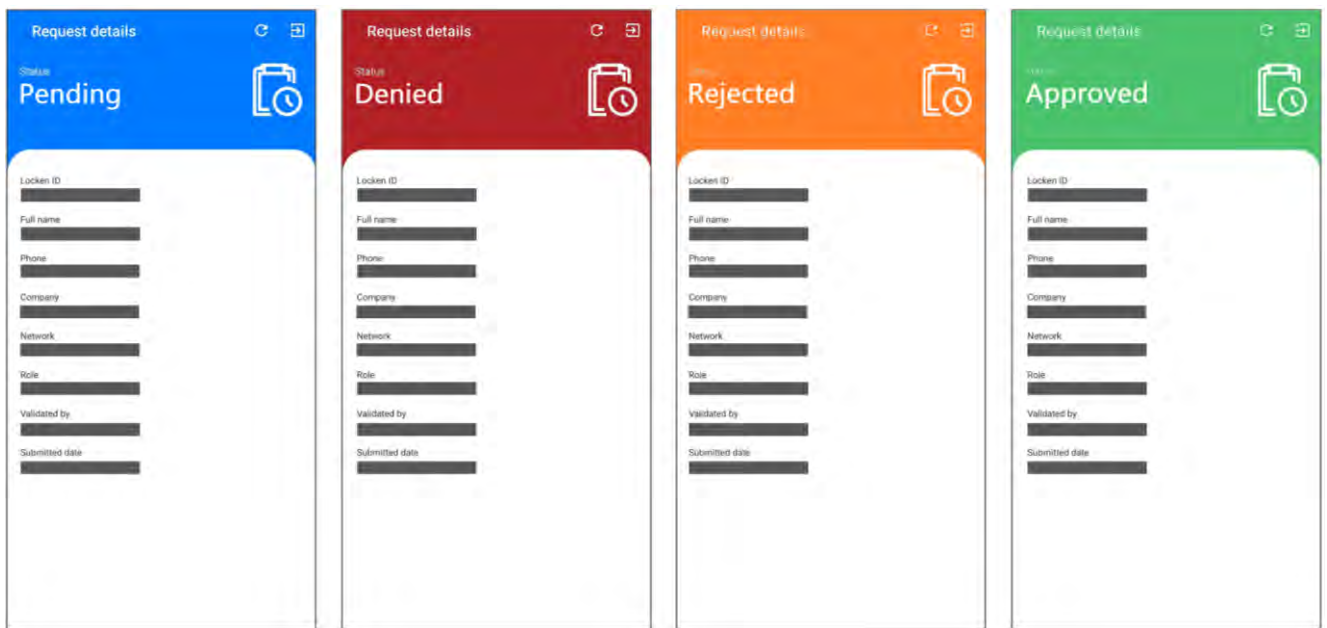


The screenshot shows a mobile application interface for a 'Registration request' form. The form is titled 'Registration request' and includes a close icon in the top right corner. The form contains the following fields: 'Locken ID' (with a blurred input), 'Validator email', 'Your full name', 'Phone' (with a '+' sign), 'Select company', 'Select network', and 'Select role'. A green 'Send request' button is located at the bottom of the form. A green arrow points to the close icon in the top right corner, with the text 'Click here to logout' next to it.

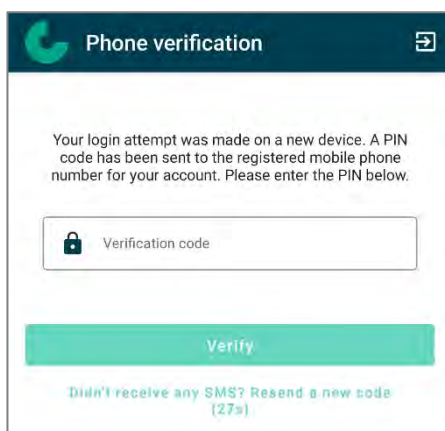
3. An 'Information' message will be displayed to inform you that your request has been submitted. Click 'OK' to close the popup window.



4. A **'Pending'** screen will be displayed until a validator has approved your request. **You will only be able to access the App functionalities if your request is validated.**
5. You can refresh the screen to check if your request has been approved, denied, or rejected by clicking on the Refresh icon.
6. If your request is denied, click **'See comments'** to see the reason and click **'Create new request'** to send a new request.
7. If your request is rejected, click **'See comments'** to see the reason and click **'Modify current request'** to send an updated request.
8. If your request is approved, click **'Enter the app'** to access functionalities of the App.



9. Once the validation process has been completed and you have entered the app. You will be asked to verify your device for the following reasons:
 - a. It is the first time you have used the Cornerstone-Network MyLocken app or
 - b. The app has detected that you have signed in on a new device.



10. A PIN code is sent to the registered phone number of the account. Enter the PIN code into the **"Verification Code"** box and click **"verify"**. Ensure that the correct mobile phone number has been entered **EXCLUDING the first "0"**.

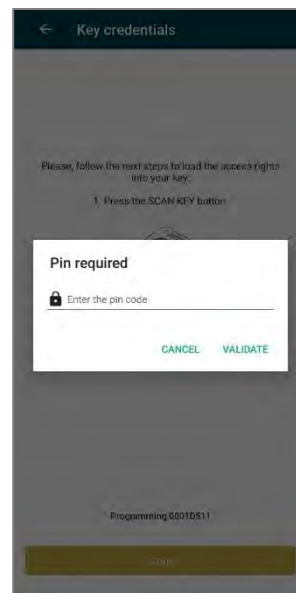
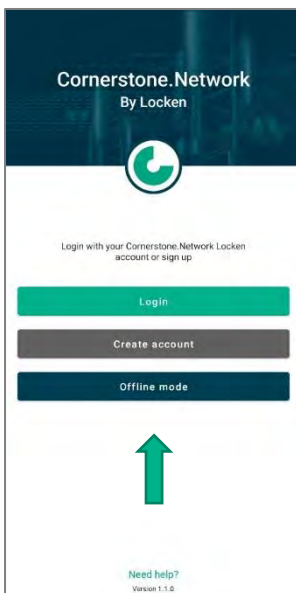
4.3 Offline Mode

Offline Mode should only be used when there is an issue with the mobile application that is preventing you from booking on to a site **OR** when you have booked onto a site and cannot update your key (such as no network coverage). Offline Mode does not require a valid NOW to have been created, only that the key has been updated recently. Once the app issue has been resolved, you will need to close any open NOWs.

IMPORTANT: It is imperative that the pre- construction and site safety information is verified prior to accessing site.

Once selected, the following steps should be followed:

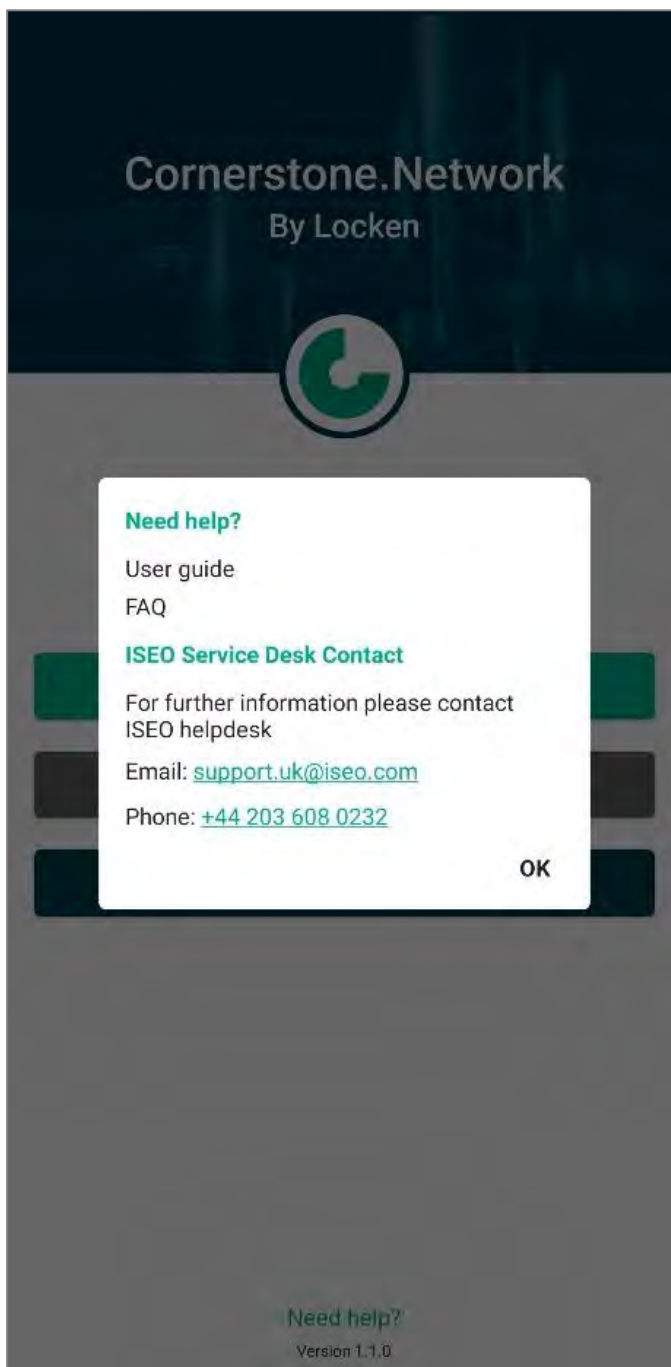
1. Select “**Offline Mode**”
2. Select “**Scan Key**”
3. Press the button on the key
4. Once the key has been found a PIN will be requested. The PIN will have been sent to your registered email address. Please see [Section 66.5](#).
5. Enter PIN code
6. If the correct PIN has been entered, the key will update successfully.
7. If the PIN is incorrect, please first try your previous PIN. If still incorrect please contact the Helpdesk



4.4 Need Help?

The link, when selected will present a pop-up that will display the following information:

1. **User guide:** This link will take you to the latest version of the user guide on the Cornerstone website.
2. **FAQ:** This will take you to the FAQ document on the Cornerstone website.
3. **ISEO Service Desk Contact details:**
 - a. **Email:** This link will launch your default email application to send an email to the ISEO helpdesk
 - b. **Phone:** The link will launch your default call application to contact the ISEO help desk
4. **OK:** will close the pop-up



5 App Features

5.1 User Disclaimer

Before you can use the APP, you will need to agree to the latest version of the User Disclaimer. Please read the disclaimer and check the “I agree” box and click “Confirm” to proceed with using the application.

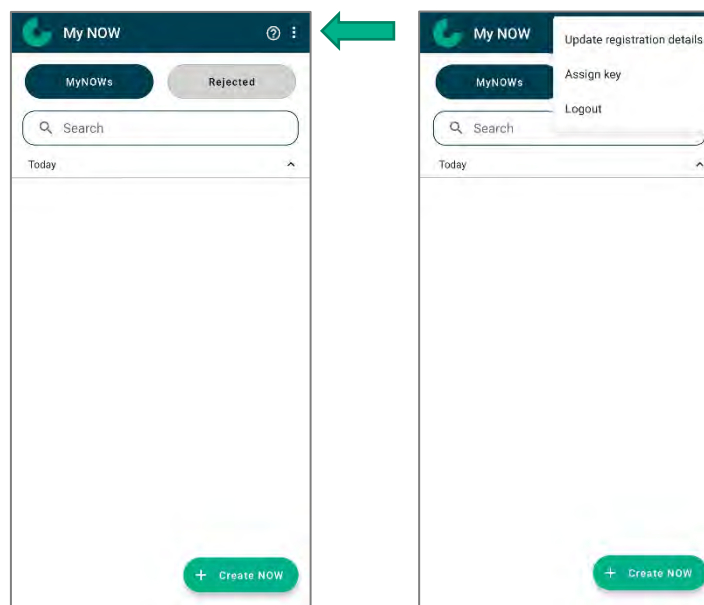


5.2 Home Screen

When you access the App, the home screen allows you select and create a Notification of Work, otherwise known as a NOW.

The 'Menu' on the top right corner of the screen allows you to:

1. **Update your registration details:** if you need to update your personal information
2. **Assign key:** if you receive a key for the first time, you must assign the key to yourself
3. **Logout:** logout from the App

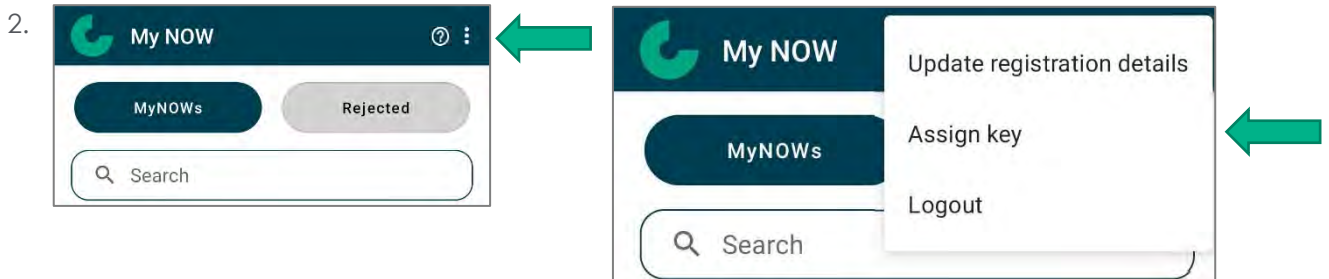


5.3 Assigning a Key to Yourself

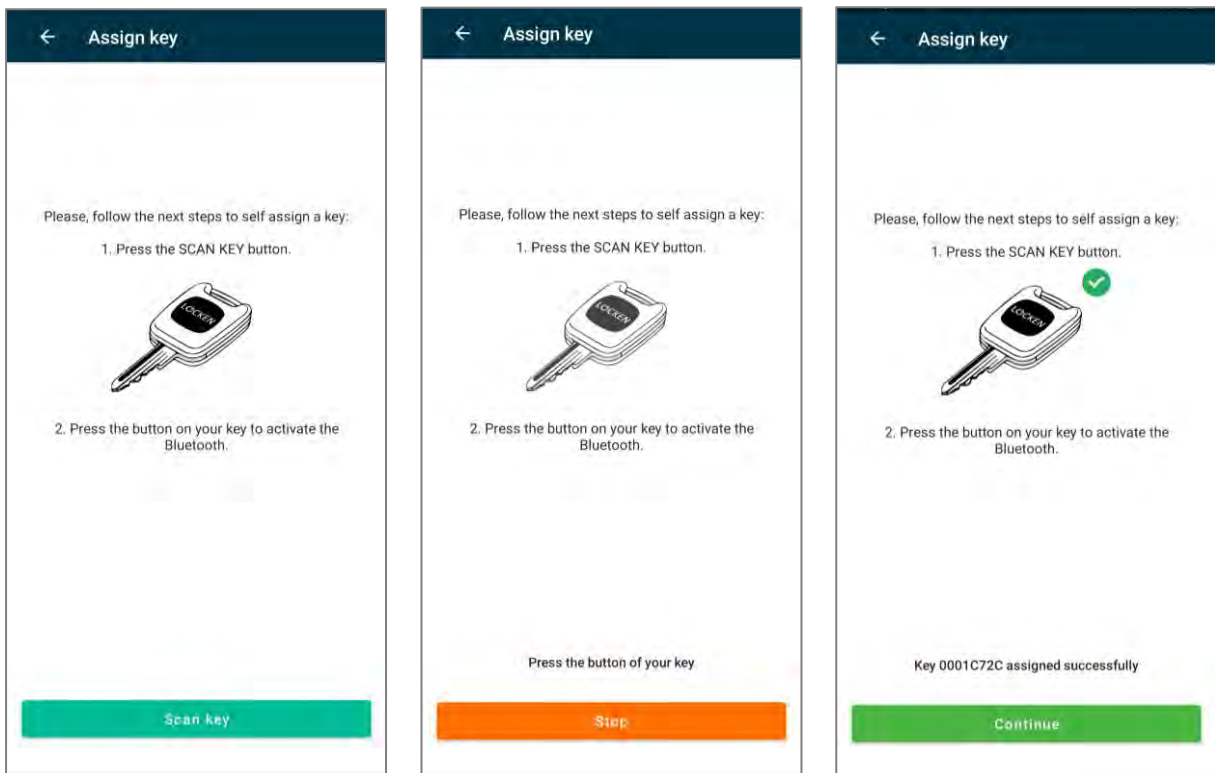
When you receive a new key, you must assign this key to yourself so that the system knows that you are using this key.

To synchronise your key, you must activate Bluetooth and GPS on your smartphone.

1. From the Home screen, click '**Menu**' and select '**Assign key**'.

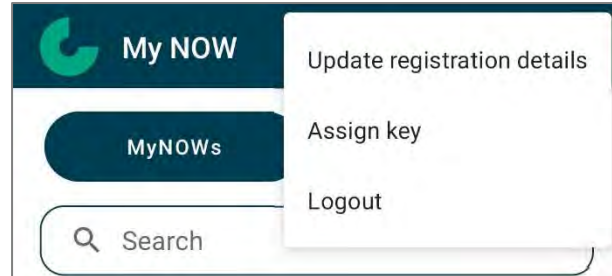
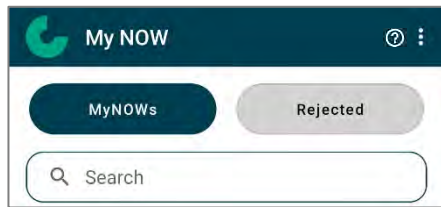


3. Follow the instructions on the screen.
4. Click '**Scan key**'.
5. Press the button on your key when asked.
6. A **key assigned successfully** message will be displayed.
7. Your key is now identified as yours in LSA.
8. Click the back arrow ← to display the Home screen or click '**Continue**'.



5.4 Reassigning a Key to Yourself (Pool Key)

1. You can share keys between colleagues that work for the same company. Sharing a key between two or more people is possible if the following steps are adhered to:
2. From the Home screen, click '**Menu**' and select '**Assign key**'.



3. Follow the instructions on the screen.

4. Click '**Scan key**'.

5. Press the button on your key when asked.

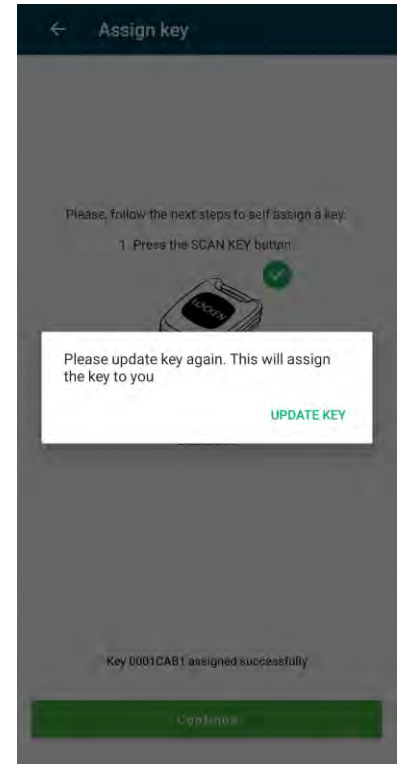
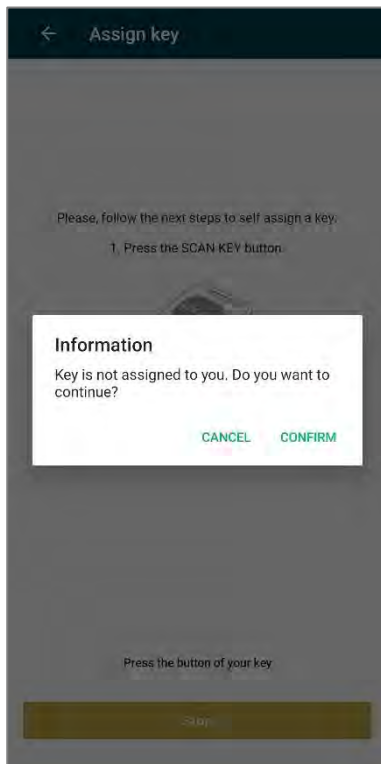
6. If the key is assigned to another colleague within your company a pop-up will appear informing you of this. You have the option of reassigning the key to yourself by selecting "**CONFIRM**" or cancelling the operation by selecting "**CANCEL**".



7. If not, a pop-up will appear informing you "**THIS KEY IS NOT ASSIGNED TO YOUR COMPANY**".

8. Once selecting "**CONFIRM**" follow the onscreen instructions.

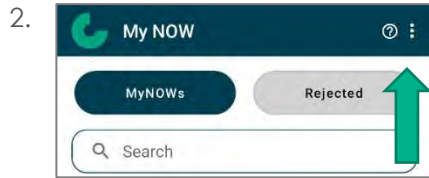
9. **SELECT "OK" AND FOLLOW THE ONSCREEN INSTRUCTIONS. IF YOU DO NOT, SYNCHRONISE YOUR KEY AGAIN. IT WILL NOT WORK!**



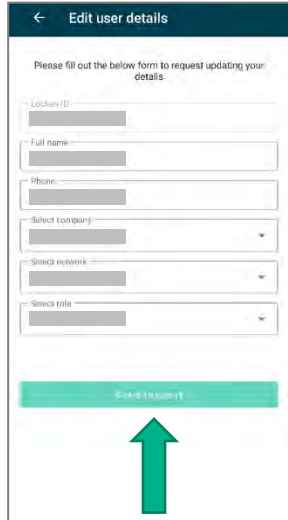
5.5 Updating your Registration Details

You can update your registration information such as your phone number or role. This request will need to be validated before being effective in the LSA database.

1. From the Home screen, click '**Menu**' and select "**Update registration details**".



3. Update the required fields (registration email cannot be modified).
4. Click '**Send request**' to send the request for validation.
5. You will receive a notification email with a request status.
6. On approval, your information will be updated in LSA.



5.6 My NOWs List

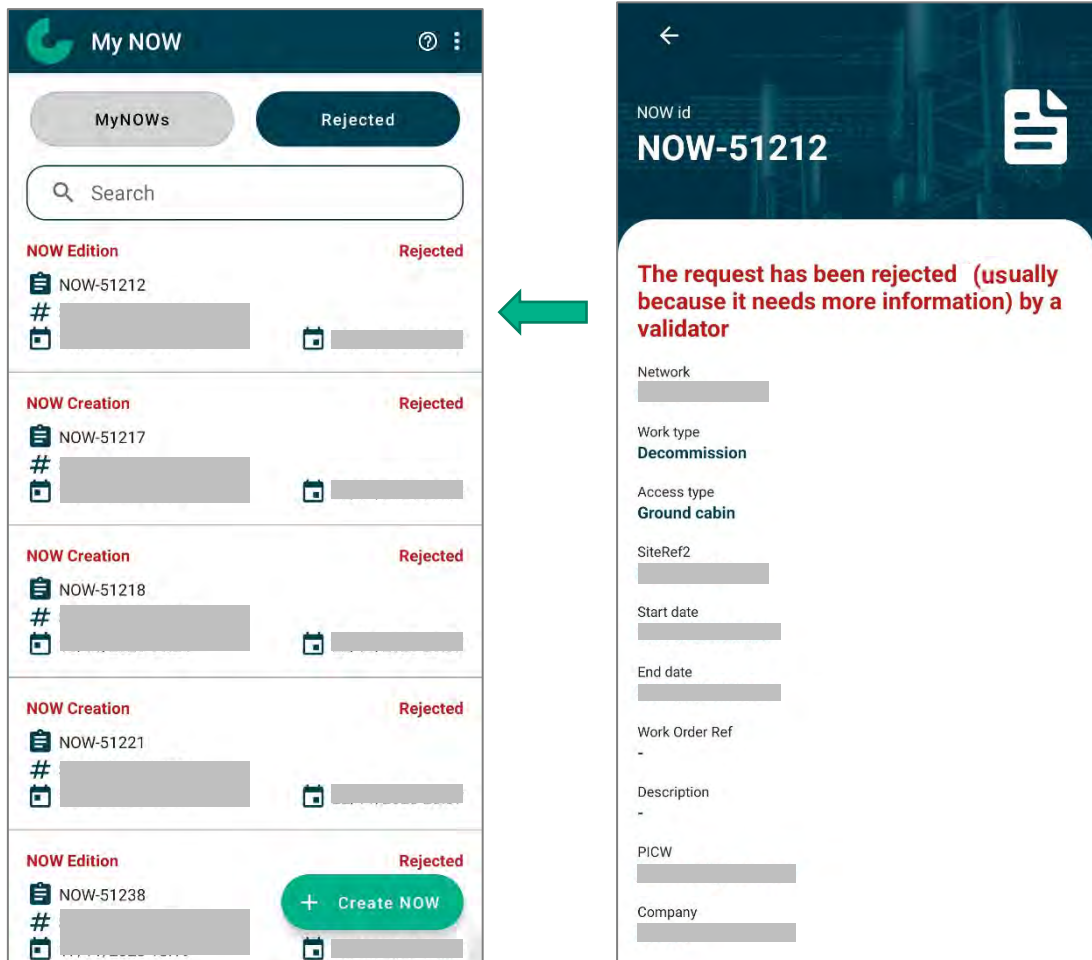
From the App Home screen or from WIP screen, you can access your MyNOW list. This list displays all your NOWs and their status (Planned, In progress, Cancelled, Closed). Every day 'Cancelled' and 'Closed' NOW will be removed from the list.

5.7 Rejected NOWs

This tab allows you to view all NOWs that have been “Rejected” or “Denied” when Creating a NOW (“NOW Creation”) or Editing a NOW (“NOW Edition”).


If you have created or edited a NOW and cannot see the NOW in the “MyNOWs” tab, please check this section, as it may be that the NOW has been “Rejected” or “Denied”.

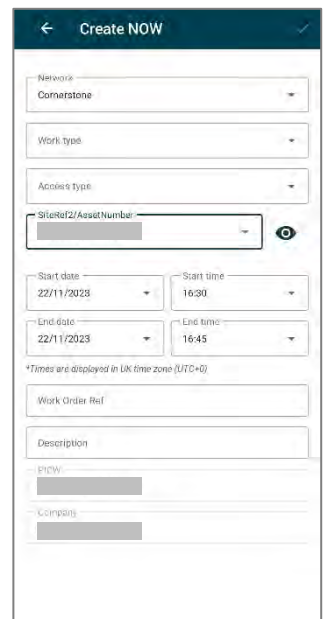
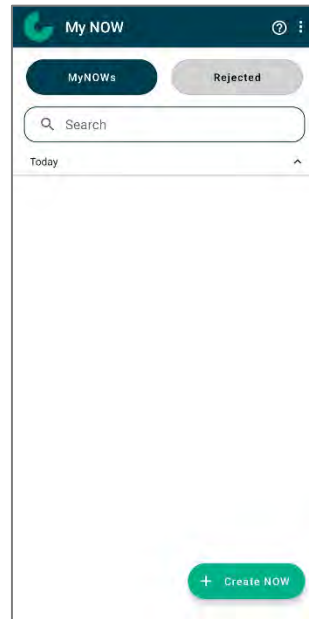
Select a NOW to view more information about the “Rejected” or Denied” NOW.



5.8 Creating a NOW

From the App Home screen, you can create a NOW.

1. Click '**Create NOW**' button.
2. Fill in the Create NOW form.
 - PICW will be automatically filled with your email account
 - The End date is limited to 5 days after the Start date
 - Before selecting a site, a "Network" will need to be selected.
 - To select a site, you can search using **SiteRef2 or Asset Number**
 - The site field displays '**SiteRef2 | Asset Number**'
 - To see the details of the selected site, **click on** 



SiteRef2

Site number
10000001

Asset number
SIT-2930130

CTIL ID
000000

PoP customer
Vodafone

Site name
Production Testing Site

Site post code
RG17 9UR

Site address
Testing Site

Site street 2
-

Site city
Kintbury

Site country
Berkshire

UK country
United Kingdom

Operational - Site type
-

Risks Outstanding from FRA

Asbestos

Health and Safety Site Alert

Health and Safety Alert Details

Customer Site Alert

Customer Site Warning

Health and Safety Update

Access notes

Smart Lock Installed

Gate

Anti-Climb

Cabin

Directions (TEF man on site)

Access site safety

Aerial Access

Equipment Access

- Click v ✓ in the top right corner of the screen.
 - You can only validate the form when all mandatory fields are filled (the ✓ **will be greyed out until all mandatory information has been completed**)
- A summary of the NOW is displayed. You can review it then click '**Confirm**'.
 - The creation of the NOW may take a few seconds before being displayed on your screen.

NOW creation

Summary

Network

Work type

Access type

SiteRef2

Start date

End date

Work Order Ref

Description

PICW

Company

Confirm

My NOW

MyNOWs Rejected

Search

Today

Your NOW request has been submitted successfully. Processing may take a while. Please refresh by swiping down the list

OK

5.8.1 Creating a NOW: for a Site that contains Asbestos

- Below the NOW status, there may be a Health and safety issue icon to indicate the following Asbestos statuses:



- It is "Unknown" whether Asbestos is present on site



- The site is known or presumed to contain Asbestos.

- There are no restrictions caused by Asbestos enforced by the app. However, you are to read the site's health and safety information. Please see the **Using a NOW** section below on how to do this.

5.8.2 Creating a NOW: for a Site that is Out of Bounds

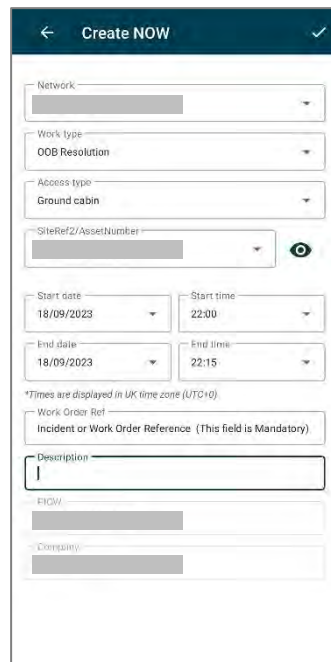
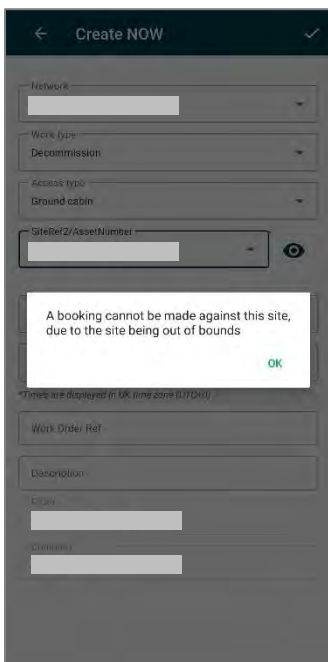
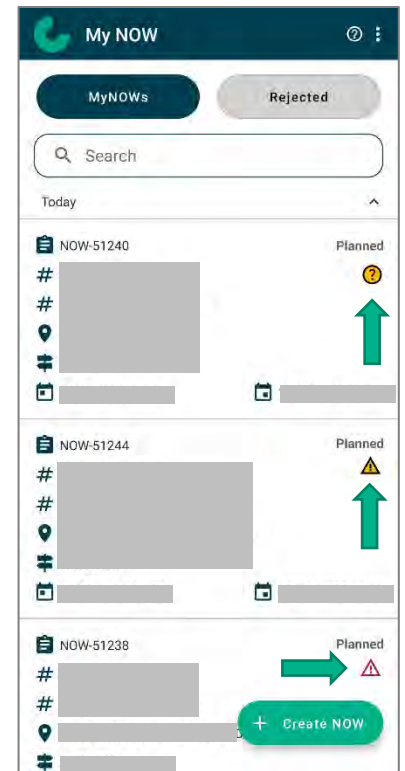
- If a site has been deemed to be "Out of Bounds" the following health and safety icon will appear:



- Site is "Out of Bounds".

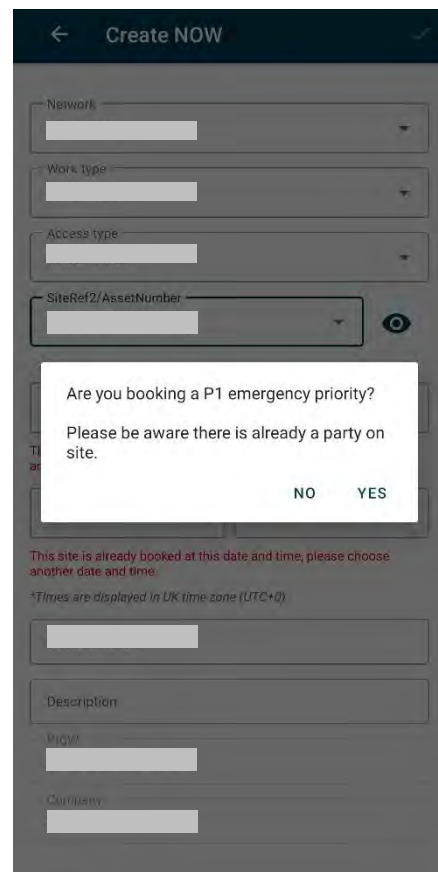
- You will only be able to access a site that is "Out of Bounds" if you are the person resolving the OOB issue.

- When resolving an OOB issue, you will need to select the work type "Out of Bounds Resolution" and enter the incident number/reference into the "Work Order Ref" field before you can complete the NOW creation to resolve the OOB issue.




5.9 Creating a NOW: Reactive P1 Work type

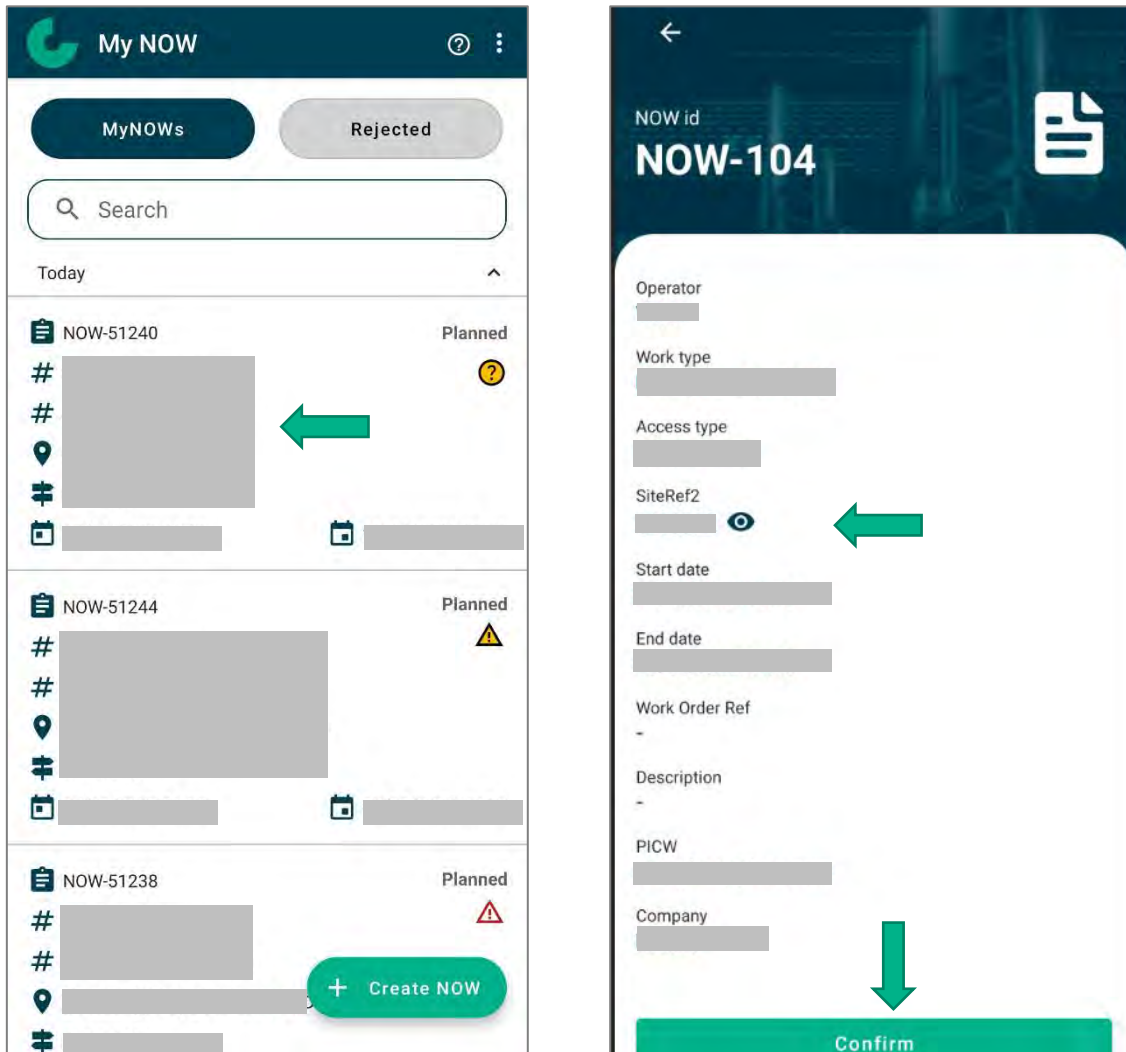
1. When creating a NOW on a site that already contains a booking with the “Reactive P1” work type, you will be prompted with the following pop-up.
2. If you select:
3. “YES” – you can proceed with your emergency booking.
4. “NO” – You will need to reschedule your work to another date and/or time when the site is available.



5.10 Using a NOW

From the Home screen, you can select the NOW you want to use for your work.

1. Select the NOW from the list. The details of the NOW are displayed.
2. To check the information of the site, click on .



3. Click the '**Back Arrow**' ← to display Selected NOW summary.
4. Click '**Confirm**' to use the NOW and log into the site.

SiteRef2 

Site number
[Redacted]

Asset number
[Redacted]

CTIL ID
[Redacted]

PoP customer
[Redacted]

Site name
[Redacted]

Site post code
[Redacted]

Site address
[Redacted]

Site street 2
-

Site city
[Redacted]

Site country
[Redacted]

UK country
United Kingdom

Access notes
[Redacted]
**Updated info 24/05/2021 **
General Maintenance Access
⚡ Hours of access: We have unrestricted hours as per the lease, however the SP has requested for works to take place within standard working hours (09:00 ⚡ 17:00)
⚡ Notice Required: 72 hours
⚡ Fees Applicable (per visit/year):

Emergency Access
⚡ Hours of access: 24/7 unrestricted
⚡ Notice Required: 24 hours
⚡ Fees Applicable (per visit/year):

Access Information
[Redacted]

⚡ **Other info:**
** [Redacted] **

Smart Lock Installed
[Redacted]

Gate
[Redacted]

Anti-Climb
[Redacted]

Cabin
[Redacted]

Directions (TEF man on site)
-

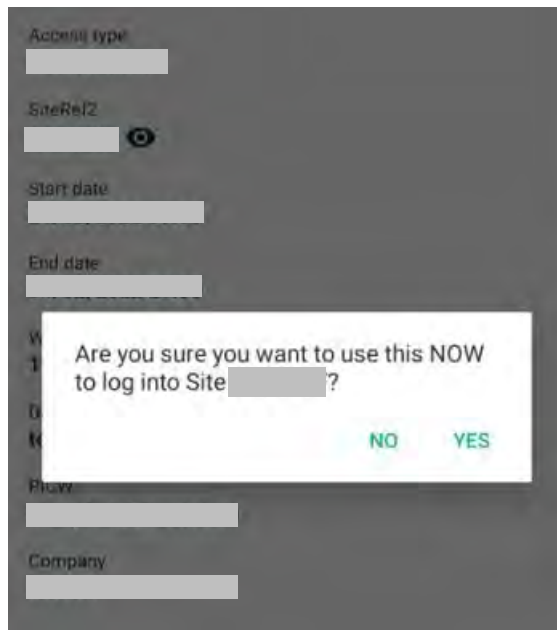
Access Notes include:

1. General Maintenance Access
2. Emergency Access
3. Access information
4. Directions
5. Access site safety
6. Aerial Access
7. Equipment Access
8. Plus, additional information

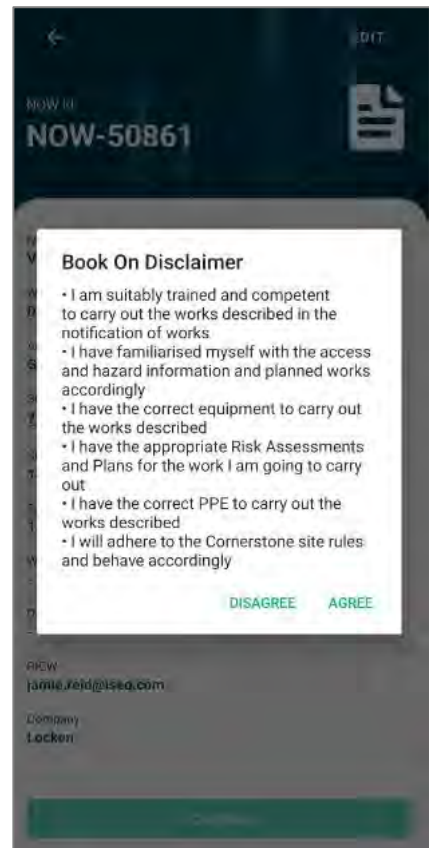
Access site safety
[Redacted]

Aerial Access
[Redacted]
----AAA-----

Equipment Access
[Redacted]
----AAA-----

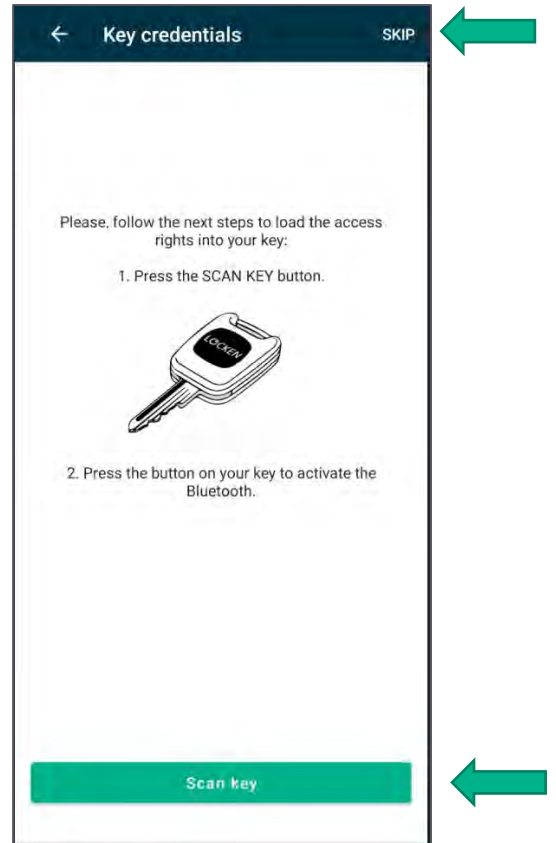


5. You will then be presented with the following disclaimer.
6. You must **“AGREE”** to the disclaimer booking on to site.
5. Selecting **“DISAGREE”** will return you back to the MYNOW page.



6. You will be asked to update your key.

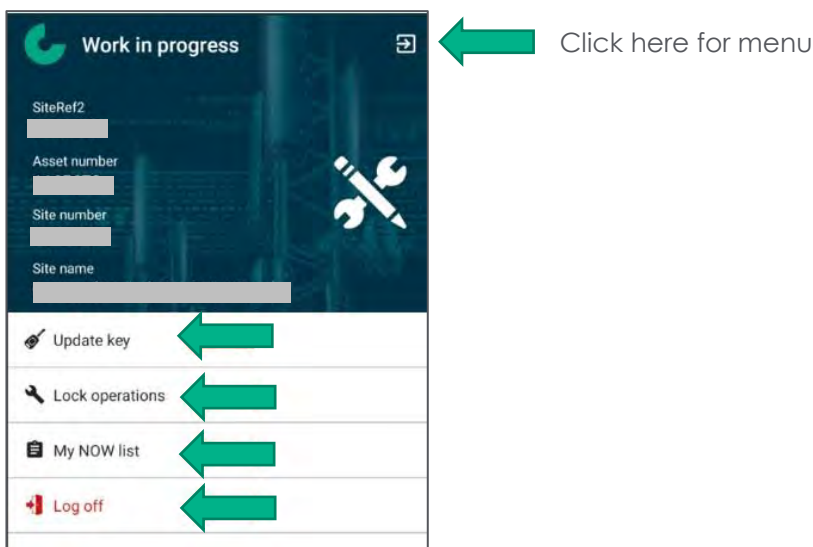
- If you want to update your key, click **'Scan key'** (see **'Update Your Key'** section)
- If you don't want to update your key, click **'SKIP'** to display work in progress screen



5.11 Work in Progress (WIP) Screen

The menu in the top right corner of the Work in Progress screen allows you to:

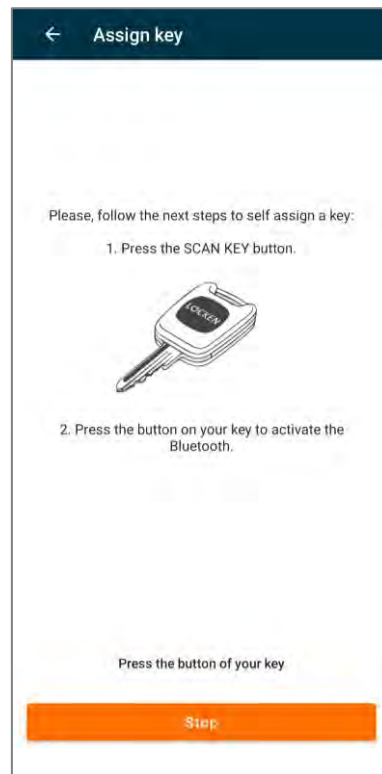
1. Logout from the App (you will still be logged into site using the NOW in progress)
2. Update your key (see 'Update Your Key' section)
3. Access Lock operations menu (only if you are identifier as **'Lock Installer'** in LSA)
4. View your list of NOWs
5. Log off from the site



5.12 Updating Your Key

To update your key:

1. Follow the instructions on the screen.
2. Click **'Scan key'**.
3. Press the button on your key when asked.
4. A **'Key assigned successfully'** message will be displayed.
5. Your key is now synchronised with the LSA.
6. Click **'Back Arrow'** ← to display Home screen.

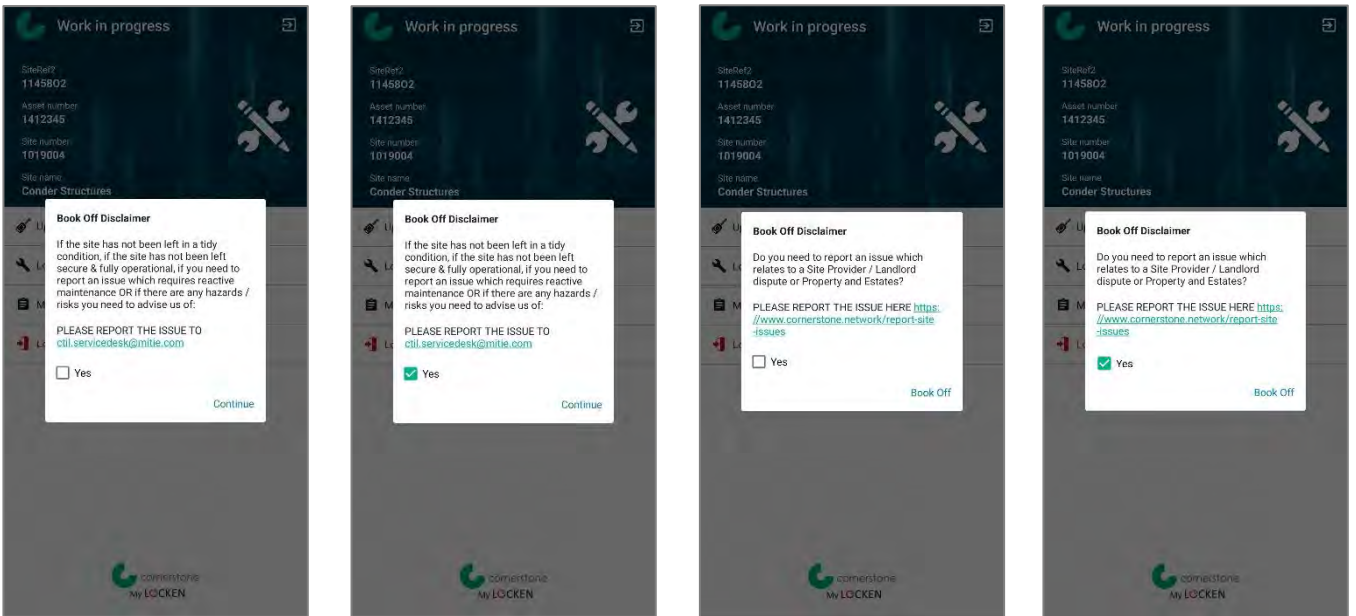


7. We recommend all users update their keys on a daily basis.

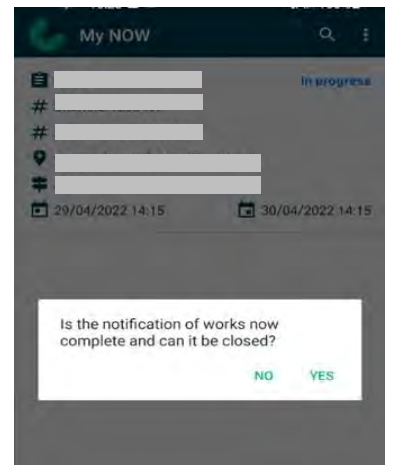
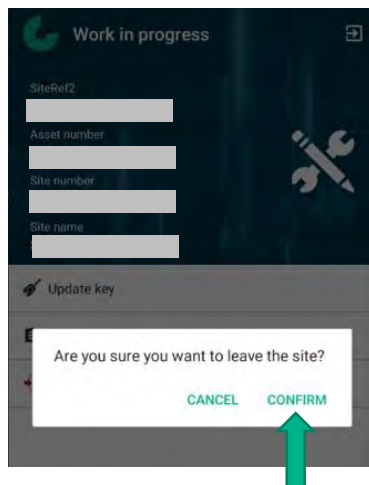
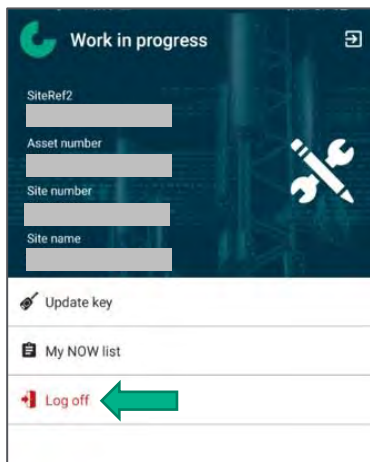
5.13 Logging Off from the Site

From the Work in Progress screen, you can log off from the site.

1. Click 'Log off'.
2. A confirmation message will be displayed, click '**Confirm**' to log off site.
3. You will then be presented with 2 questions that require you to read the statement and check a box and select "**Continue**" to proceed with booking off.



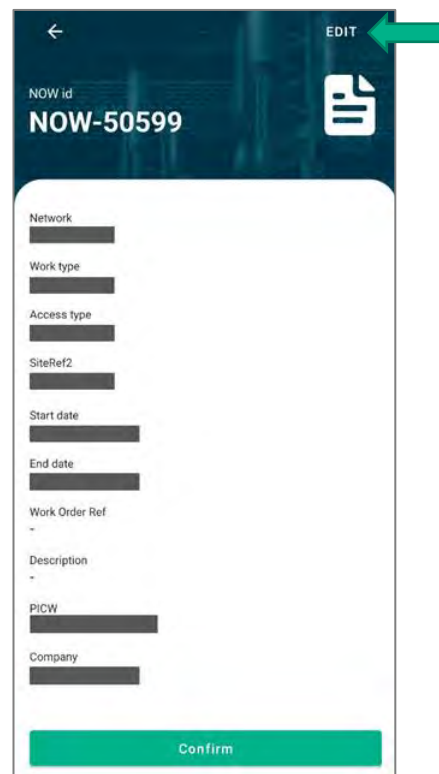
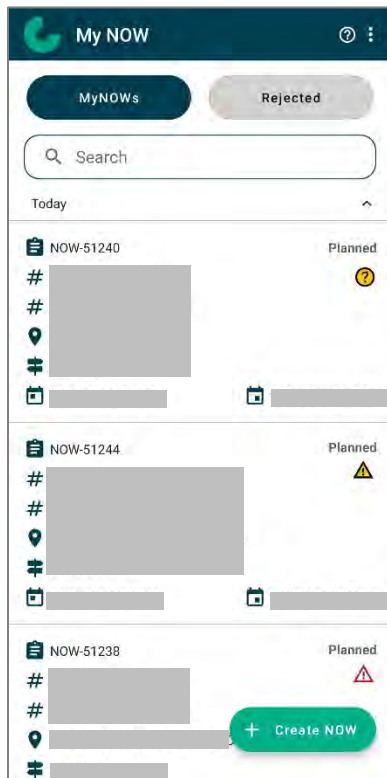
4. You will be asked if the NOW is completed.
5. If the NOW is completed, click '**YES**'. The NOW will be '**Closed**'.
6. If the NOW is not completed, click '**NO**'. The NOW will still be '**In progress**'.
7. Then you'll be back to the Home screen.



5.14 Editing a NOW

From the App Home screen or from the WIP screen, you can access your MyNOW list. If you want to edit a NOW:

1. Select the NOW from the list.
 - The details of the NOW are displayed
2. Click 'Edit'.



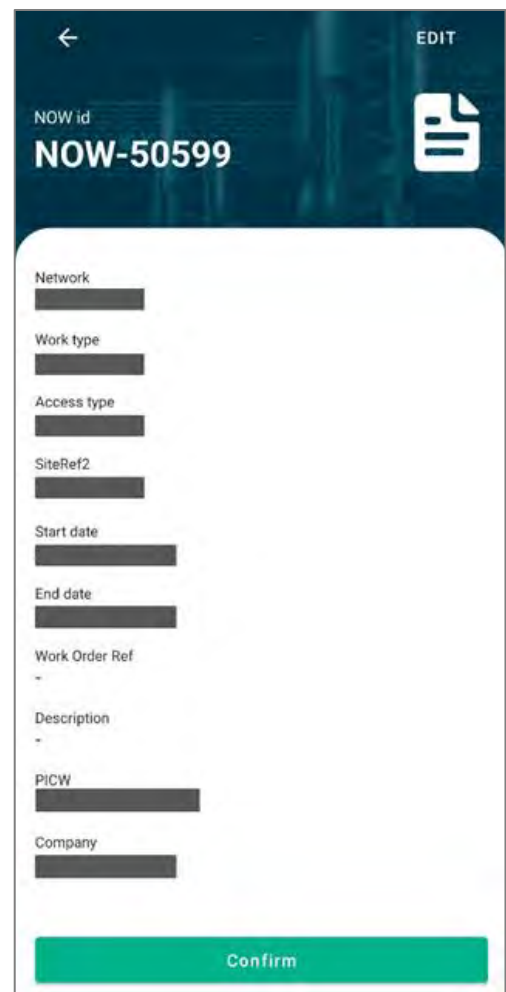
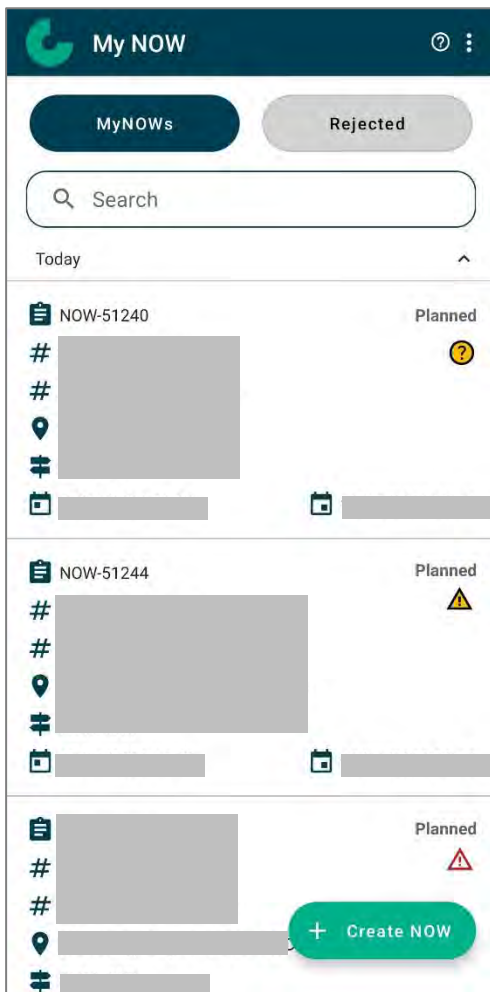
3. If the NOW is 'Planned', you can amend all fields of the NOW.
 - Then click validated ✓ in the top right corner of the screen
 - You can only validate the form when all mandatory fields are filled

4. If the NOW is **'In Progress'**, you can only amend the end date/time and description fields.
5. Then click validated ✓ in the top right corner of the screen.
6. You can only validate the form when all mandatory fields are filled.

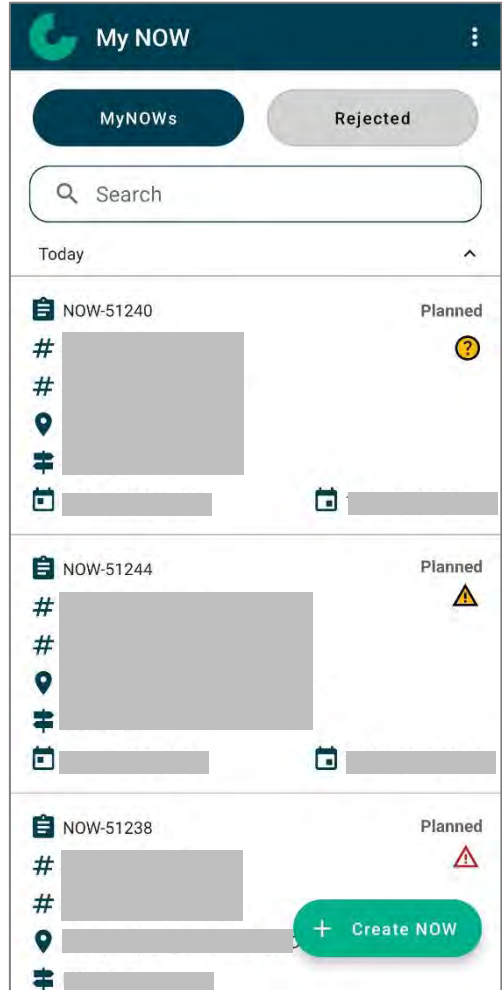
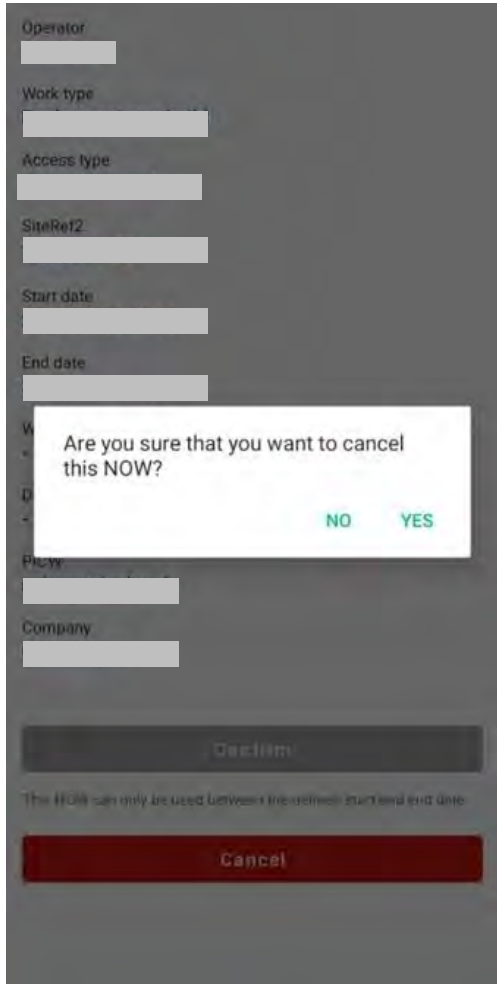
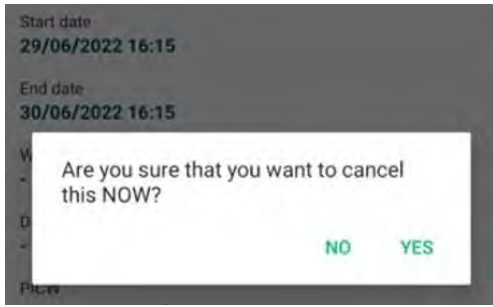
5.15 Cancelling a NOW

From the App Home screen or from the WIP screen, you can access your MyNOW list. If you want to edit a NOW:

1. Select the NOW from the list.
 - The details of the NOW are displayed.
2. Scroll down the page then click '**Cancel**'.

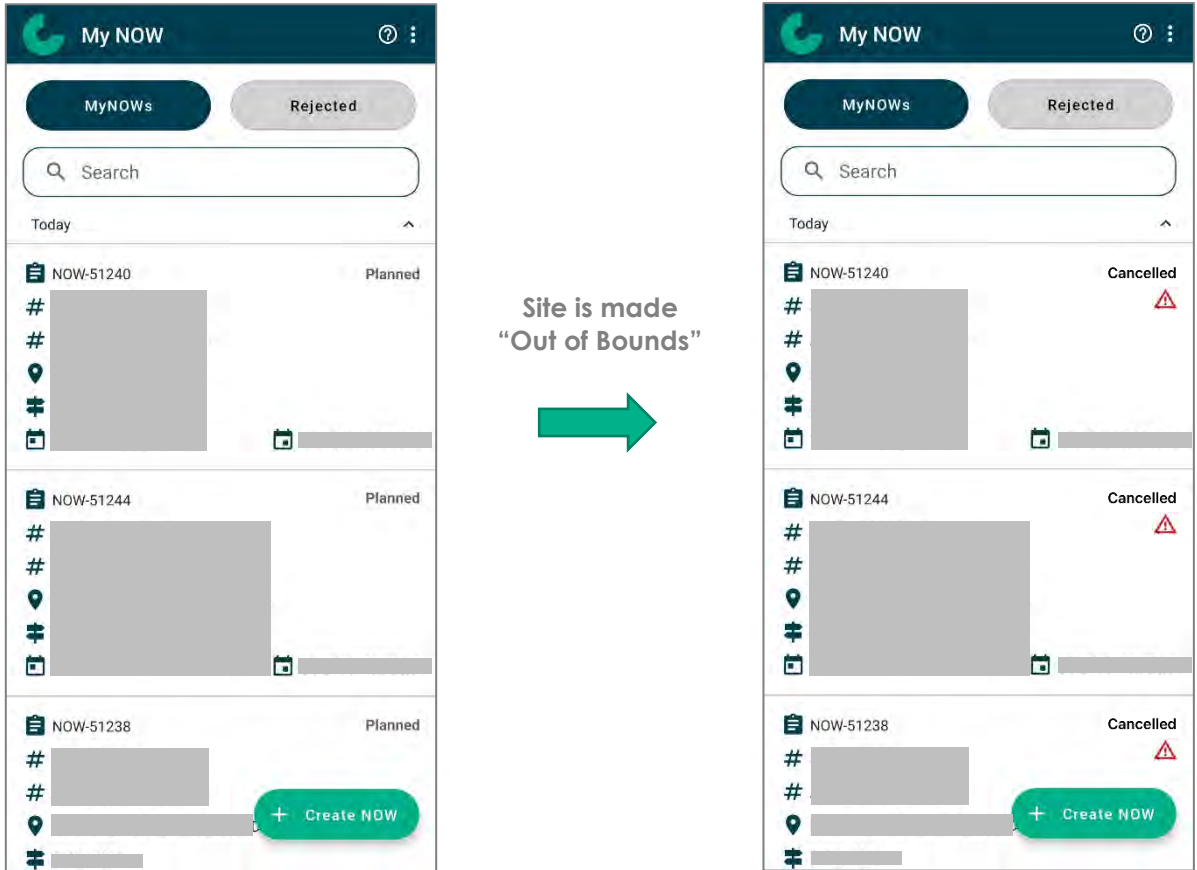


3. Click '**YES**' to confirm.
4. In your MyNOW list you can see that this NOW has been '**Cancelled**'.



5.15.1 Out of Bounds Automatic Cancellation

5. If a site is made "Out of Bounds" (OOB) and the work type, you have selected **IS NOT** "OOB Resolution" then the PICW for that NOW will be informed via SMS (see [Section 5.3](#)) and email (see [Section 5.4](#)).
6. The status of the NOW will change from "Planned" to "Cancelled"

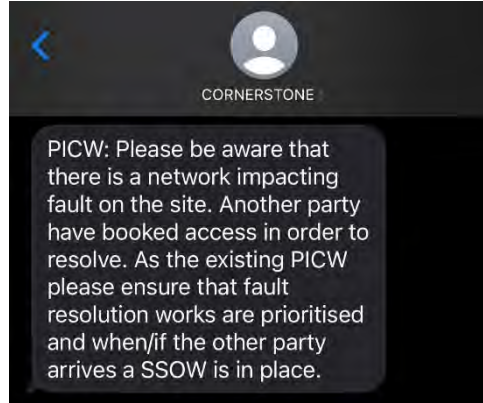
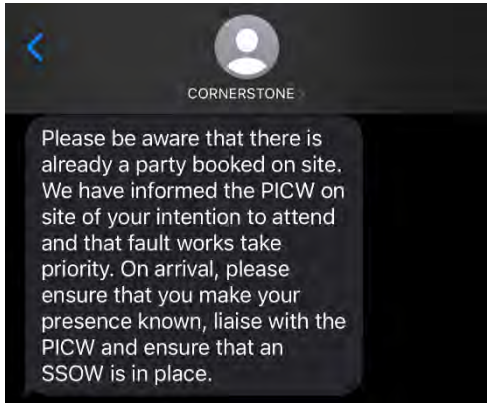


6 SMS and Email Notifications

6.1 Emergency Priority Works (SMS)

If a site requires a “Reactive P1” NOW to be created and another party is already on site, the following SMS messages will be sent to the relevant PICWs notifying each PICW of the situation:

1. PICW: Reactive P1 (Image on the left)
2. PICW: Currently on site (Image on the right)



6.2 Emergency Priority Works (Email)

If a site requires a “Reactive P1” NOW to be created and another party is already on site, the following emails will be sent to the relevant PICWs notifying each PICW of the situation:

1. Reactive P1 PICW (Top Screenshot)
2. Existing PICW on site (Bottom Screenshot)

ATTENTION! Important Information on your upcoming site visit

noreply@lockensmartaccess.com
To [Redacted]



Please be aware that there is already a party booked on site. We have informed the PICW on site of your intention to attend and that fault works take priority. On arrival, please ensure that you make your presence known, liaise with the PICW and ensure that an SSOW is in place.

ACTION REQUIRED! Service impacting attendance required by another Party

noreply@lockensmartaccess.com
To [Redacted]



Please be aware that there is a network impacting fault on the site. Another party have booked access to resolve. As the existing PICW please ensure that fault resolution works are prioritised and when/if the other party arrives a SSOW is in place.

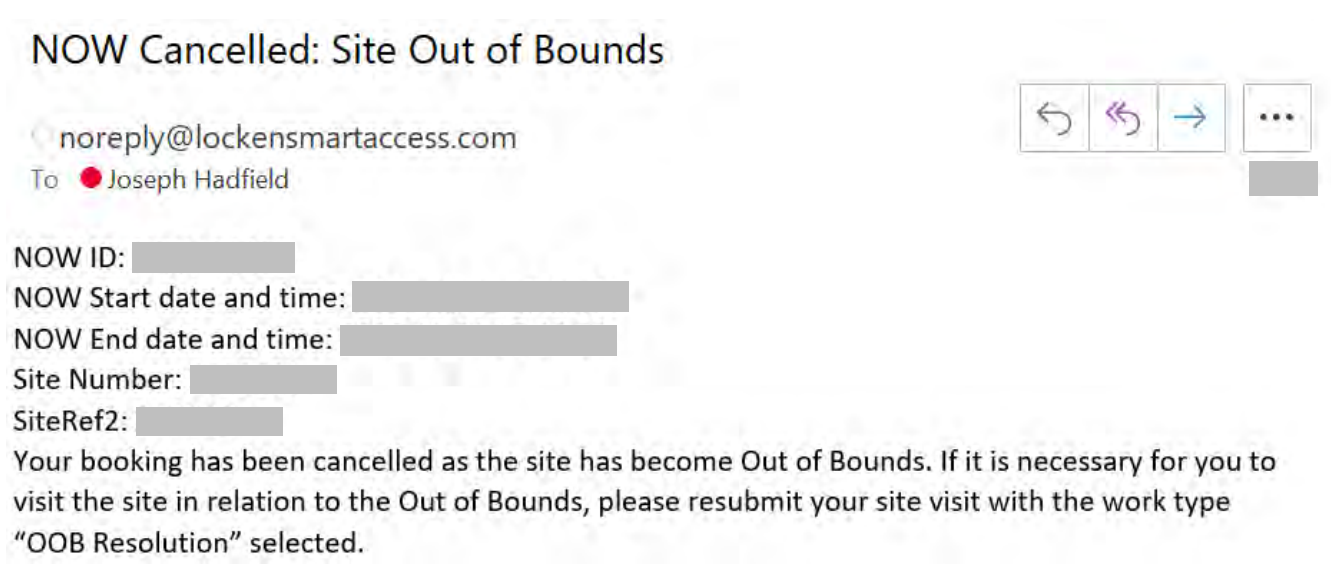
6.3 Out of Bounds Cancellation (SMS)

If a site is made “Out of Bounds” (OOB) and the work type, you have selected is not “OOB Resolution” then the PICW for that NOW will be informed by receiving the following SMS message:



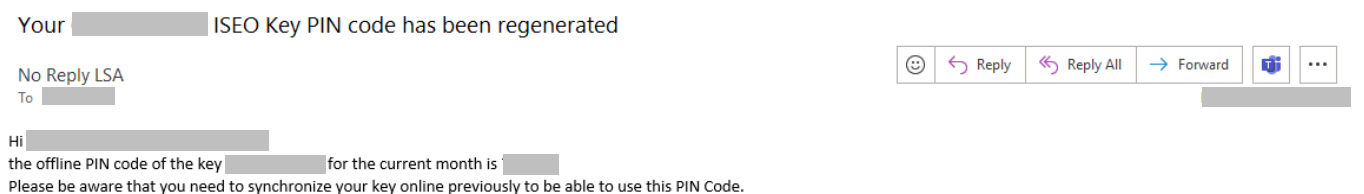
6.4 Out of Bounds Cancellation (Email)

If a site is made “Out of Bounds” (OOB) and the work type, you have selected is not “OOB Resolution” then the PICW for that NOW will be informed by receiving the following email:



6.5 Offline Mode PIN Notification (Email)

On the 1st day of every month a new PIN code will be reassigned to your key and emailed to your registered email address. This is the PIN code that needs to be used when offline mode button has been selected.



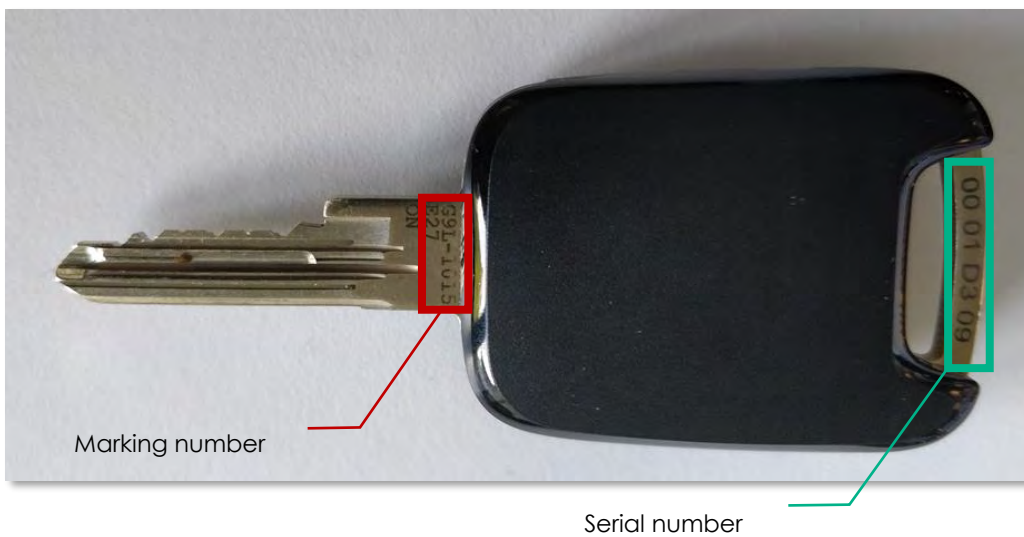
7 Locken Key Information

This section explores the Locken Key and important information that forms part of the Cornerstone Network MyLocken system.

7.1 Key identification numbers

To identify your key the easiest way is to refer to **marking number** printed on the top of the blade (red box below), the first row is the key plan **G9L-1015** and the second row is the key number, i.e; **E32**.


There is also a **serial number** on the top ring that is unique and can also be used to identify the key (blue box below).




7.2 Key Signals

The below diagram explains the LED light signals that the key can emit when being used to open a lock.

LIGHT SIGNALS (EN)

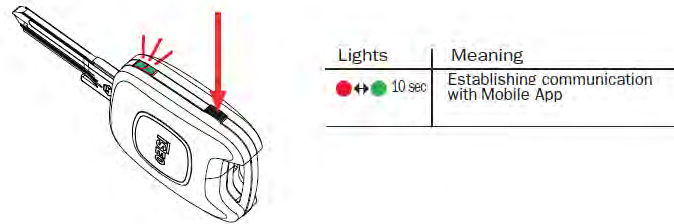


Lights	Meaning
1 x ●	Opening allowed
3 x ●	Opening denied
2 x ● + 1 x ●	Opening but cylinder not programmed
7 x ● Fast	Key in factory mode (not programmed)
1 x ●	Opening but low battery
1 x ●	Battery empty (not opening)
3 x ● Fast	The battery does not provide energy because low temperature (not opening)

 The key is able to inform the user, by a specific signal (3 fast led flashing), that battery, even if not fully empty, is not able to give enough energy, due to the low temperature effect on the battery chemical reaction. A possible and immediate remedy is to warm the key by the heat of the hands.

7.3 Bluetooth activation

To activate the Bluetooth of your key, press the button of your key once and check the light signals of the key as below.



7.4 Maintaining your Key

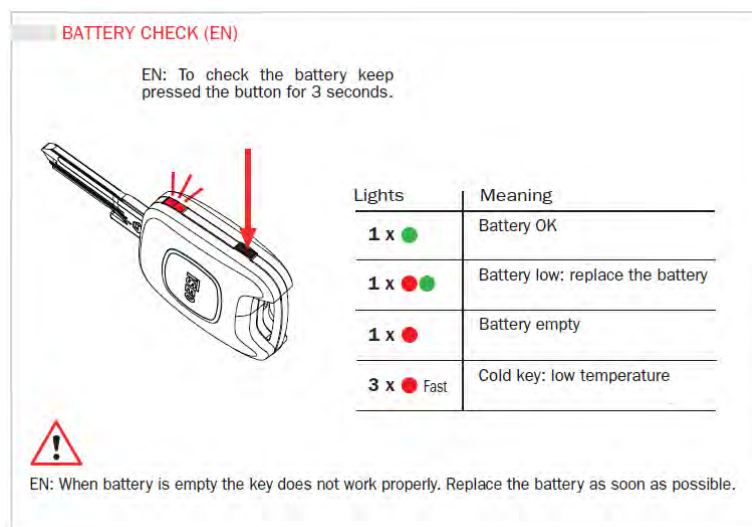
Locken smart keys need very little maintenance but there are certain conditions that should be followed to optimise their lifespan.

7.5 Operating conditions

- Locken smart keys can operate within the following temperature range: **-20°C to +70°C**
- However, if a key is consistently left in either very cold or very hot temperatures it can have an impact on the lifespan of the battery, so we recommend keys are kept at a normal room temperature when they are not being used

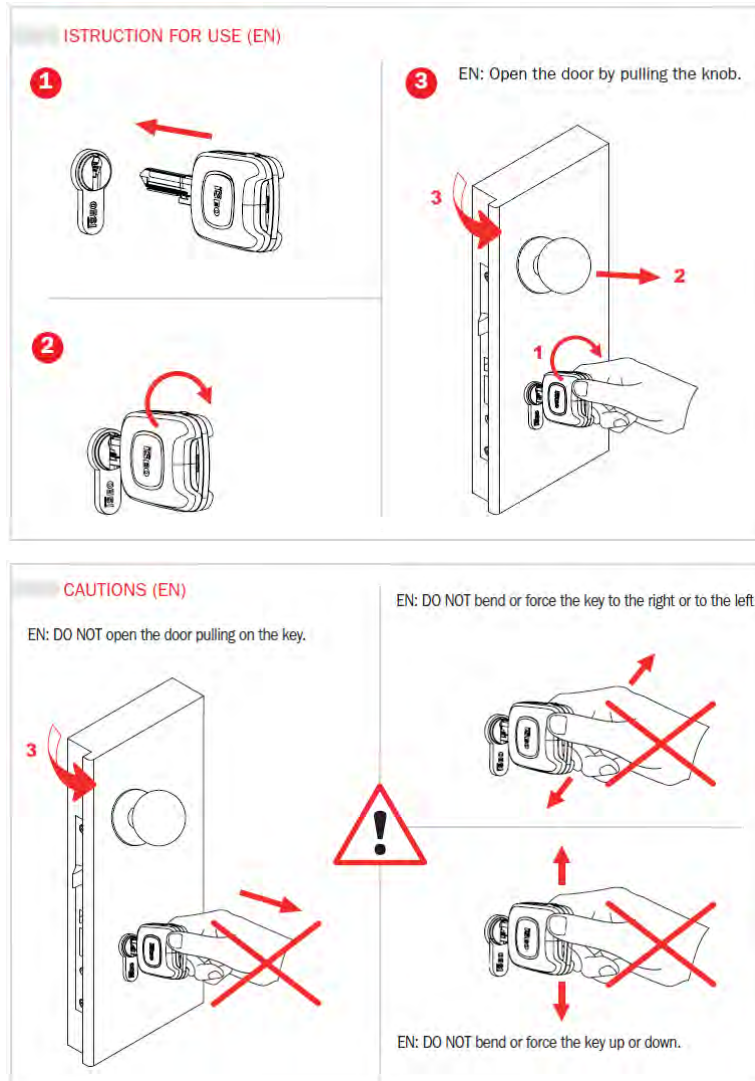
7.6 Key Battery check

- Locken smart key's batteries can last up to 5 years (depending on usage)
- Battery type - **One CR2450** (Nominal voltage: 3V /Nominal capacity: 540mAh)
- To check the battery status, press the button of the key for 3 sec. See diagram below:



7.8 Instruction for use

- The product must be destined only for the use for which it is expressly designed and therefore as an electronic key for civil and industrial locations. Any other use is considered improper and dangerous.
- Clean the product by a soft, damp cloth. Do not clean with chemicals. If unsuitable cleaning agents or methods are used, the plastic and metal parts may be damaged



8 Troubleshooting

1. I cannot enter the application, am getting “wrong username or password”.

Ensure the username field is filled with your complete e-mail address (not your first or last name). All text for e-mail address **MUST** be in lower case.

2. I am getting the error message: “RAW: User account is locked”.

This message appears when trying to change the password to an account that has not been validated yet. **You must validate your account first.**

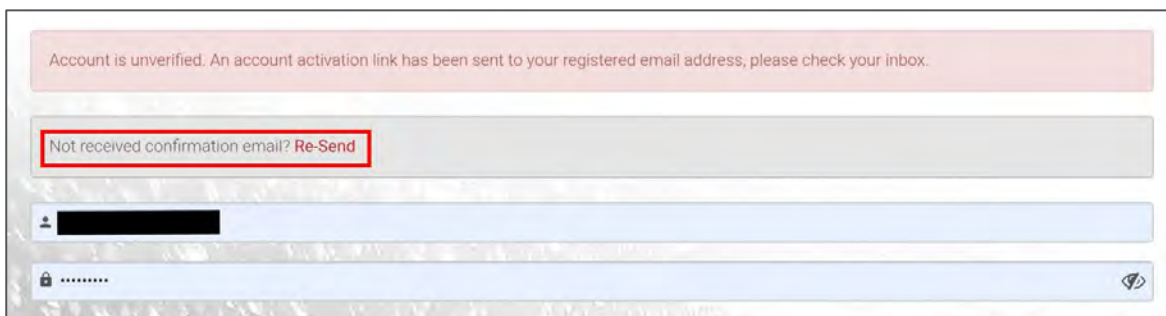
3. I am getting the error message: “RAW error: Invalid Code” when pressing the confirm button on the account confirmation email.

This error message appears when trying to confirm your account with a link that has expired or is no longer valid. The Account confirmation email links expire after 2 hours or after requesting a new confirmation email to be sent. If requesting a new confirmation email the original one will no longer work, and you will have to wait for the latest account confirmation email to come through. Please wait up to 15 minutes for it to arrive.

4. I am not receiving the e-mail to validate my account.

Please check your junk/spam folder to see if the e-mail is there. If it is not, try to login (using your e-mail address as the username) and if you get an error saying your account is not verified, click on "Re-Send" button. After clicking Re-send, “email sent successfully” message will be displayed. Please wait up to 15 minutes for the new email to arrive.

DO NOT TRY TO CHANGE THE PASSWORD, YOU WILL ONLY RECEIVE AN ERROR MESSAGE SAYING THE ACCOUNT IS LOCKED WITHOUT ANY OPTION TO RE-SEND THE CONFIRMATION EMAIL.



5. I ticked “remember me on this computer” however it is not remembering my information.

Please check the parameters of your browser as this feature is linked to your smartphone settings. You may need to activate “save login and password” or “save form data” in your smartphone’s browser.

6. I have tried to create an account with my email address, but an error has appeared stating that “Username XXX is already taken. Pick a different username”.

A MyLocken account has previously been set up with the email address entered. If you have registered an account for the MBNL MyLocken mobile application, the same login credentials will be used for both mobile applications.

7. I am not receiving the verification PIN Code

Ensure that the correct mobile phone number has been entered **EXCLUDING** the first “0”.

8. My key been suspended.

Please contact Patrick McCarthy on patrick.mccarthy@cornerstone.network or if Patrick McCarthy is on leave, please contact Fran Jones on fran.jones@cornerstone.network

LOCKEN TECH SUPPORT DO NOT HAVE THE AUTHORITY TO DEACTIVATE YOUR KEY.

9. I'm on site and my key doesn't unlock the door/gate/anti-climb lock.

Have you created a NOW and assigned/updated your key, before entering the key into the lock?

If the mobile application provides any response that is not "key [key serial number] validated successfully" OR "key [key serial number] assigned successfully" please take note of the response displayed on the app as well as the key LED flash sequence when the key is entered into the lock. Call Locken Tech Support.

10. My validation request has not changed from "Pending" status.

Validation can take up to 72 hours, emergency validation requests will need to be informed to and agreed by Cornerstone.

Please contact Patrick McCarthy on patrick.mccarthy@cornerstone.network.

If Patrick McCarthy is on leave, please contact Fran Jones on fran.jones@cornerstone.network

LOCKEN TECH SUPPORT DO NOT HAVE THE AUTHORITY TO VALIDATE ANY REQUESTS.

11. My validation request has been "Rejected" or "Denied".

Tap on the "See Comments" link to find out the reason.

12. How do I share a key with another colleague in my organisation?

Please see [Section 4.4 Reassigning a Key to Yourself \(Pool Key\)](#)

13. I cannot close a NOW.

If a NOW has expired and you have forgotten to "Close" a NOW, you have up to 48 HOURS AFTER YOUR NOW END DATE TIME to close the NOW. If 48 hours have surpassed, please contact Tech Support for Assistance.

I've entered my PIN code and I'm getting an error message.

Please try the previous PIN code sent via email from noreply.lsa@iseo.com. If you haven't updated your key for at least 14 days. You will need to update your key in the normal book on process.

14. I've forgotten my PIN code

Please contact Locken Support who will be able to provide this.

15. I cannot open the lock

Please check how the light signal of the key when inserting into the lock. If the key signal is green and you cannot open the lock, please contact LOCKEN Support. If the key signal is red, synchronise your key and try again.

16. I cannot insert my key in the lock

Please check if something is stuck in the keyway. Use an air duster to remove any dust from the keyway.

17. My key has difficulties to turn in the lock

Please check if something is stuck in the keyway. Use an air duster to remove any dust from the keyway. If you need to lubricate the cylinder, please follow the below instructions.

DO NOT USE WD40 INSIDE THE CYLINDER

CYLINDER LUBRICATION (EN)

- 1** EN: Clean the key teeth carefully.



- 2** EN: Place a drop of lubricant on the key teeth.



- 3** EN: Insert the key into the cylinder 3 times and rotate, to spread the oil into cylinder.



EN: ISEO suggests to lubricate cylinders using "RIVOLTA T.R.S. plus" lubricant. Alternatively it is possible to use an equivalent lubricant, following the indication in the table below.

Highly efficient and fully synthetic creep oil. Free of silicone. Colour: amber. Odour: faint.

TECHNICAL DATA	Unit of measurement	Norm	T.R.S. Plus
Density	g/ml	DIN 51757	0.80
Viscosity at 20°C	mm ² /s	DIN 51562	4.1
Flash point	°C	DIN EN ISO 2719	> R3

CAUTIONS

EN: DO NOT spray oil directly inside the cylinder.



9 Locken Technical Support

If you have any trouble with your smart key or APP, please contact LOCKEN Support. Before calling LOCKEN Support, please provide the following information:

1. LOCKEN Customer: **Cornerstone**
2. Key serial number: Located on the key section of the key (will start with "00 XX XX XX")

Support Contact

Monday–Friday 08:00-17:00

1. Company: Locken Technical Support
2. Telephone: (+44) 203 608 02 32
3. E-mail: support.uk@iseo.com

Out of hours (Monday-Friday 17:00-08:00. Saturday & Sunday All Day)

1. Company: Mitie
2. Telephone: N/A
3. E-mail: cornerstone.locks.keys.signage@mitie.com