

Administrator Portal Guide

Single Tenant

External Document
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OmniPoint®



WATCHMAN®



CellGate Readers



Entría™



Introduction

The **CellGate TrueCloud Connect Portal** serves as a powerful and user-friendly platform for remotely managing property access. It can connect to all CellGate devices and manage resident access, visitor access, open/close schedules, etc. This guide describes how to use the Portal to do the following, among many other functions:

- **Create Users:** Users are anyone who has an account within the Portal. This allows them to be given access methods, restrictions, etc.
- **Create Schedules:** Schedules are time periods that devices, gates, and doors are held open for a certain amount of time or access restrictions imposed upon specific Users. The same schedules can be imposed on multiple devices simultaneously.

This guide stands as a foundational resource to make the most of the Portal's capabilities and maintain secure, well-managed property access.

Web Portal Navigation

Log into the Web Portal at **user.zapopen.com** with your email address and password.



The navigation bar displays at the top of the Portal. The options are defined below:

1. The **Dashboard** icon returns you to the Dashboard. In the Dashboard, you can view all of the property locations on your account, and each device at those locations. You can also view and filter all the installed CellGate devices and their activity logs. (See page 7.)
2. The **Manage Callgroup** icon lets you view, create, and edit Callgroups. (See page 12.)
3. The **Video Callgroup** icon brings you to the same page as the Manage Callgroup.
4. The **Users** icon allows you to edit User information and permissions and to add and delete users. (See page 18, for descriptions see page 50.)
5. The **Logs** icon shows the recent activity on each of your gates. You can export this information to manage it in Excel. (See page 33.)
6. The **My Account** icon allows you to edit your account information, including your account contact information. You can add and remove contacts, and update address and timezone information. (See page 35.)
7. The **Billing** icon allows you to view your billing information, including your billing contact. You can see the amount billed to you each billing period and view recent invoices. (See page 38.)
8. The **Basic Mode** contains fewer functions than **Advanced Mode**. (See page 40.)

Dashboard

The Dashboard is the first screen you see when you log into the Portal at **user.zapopen.com** with your email address and password.

In the Dashboard, you can view all of the property locations on your account, and each device at those locations. You can also view and filter all the installed CellGate devices and their activity logs.

The options are defined below:



Trigger Gate

Open, close, and hold open the gate



Take Picture

Take a photo from the gate's camera
(depends on service tier and device type)



Edit

Edit the name of the gate (pg. 8)



Logs

View recent logs from the device (pg. 8)



Schedule

Set a schedule for this gate (pg. 9)



Notifications

Set up text and email notifications for activity at the gate (pg. 11)



Edit the name of the gate

When you click the **Edit** button, the box to the right will appear.

Here, you can edit the name of the gate and its description.

Edit Gate Device

Name

Watchman Gate

Description

Gate 1

Save

Cancel



View recent logs from the device

When you click on **Logs**, you will see a record of the most recent 500 interactions with that device over the last 45 days.

The **Log Filter** allows you to filter interactions by the criteria on the right. (The Log automatically filters for the device selected.)

Log Filter

Zone/Level

Install Location

Code/Credential

Zap Open Number

Phone Number

Callgroup Name

Virtual Key Name

Name

Date

From...

To...

12 : 00 AM

11 : 59 PM

Timezone

(UTC -5) Central Standard Time

Response

☐ Successful ☐ Failed ☐ Pending

Filter By

Schedule

Filter By Virtual

Key

☐ Virtual Key

Log Types

☒ Images

☒ Devices

☒ Alarms

☒ Device Actions

☒ Access

Filter

Clear

The Activity box will display the results of the filter.

Activity

Export

Happened On

Device

Initiated By

Action

Response

04/01/2025 11:36
am CST

Gate Status
Entria Testing /

Device

Gate Closed

Success



Set a schedule for this gate

Here you can set a Hold Open schedules for the gate.

You'll see the following window.

EPM Test location - Watchman Gate EDIT SCHEDULE

WEEKLY

+ Add

Start Date

End Date

12 AM

1 AM

2 AM

3 AM

4 AM

5 AM

6 AM

7 AM

8 AM

9 AM

10 AM

11 AM

12 PM

1 PM

2 PM

3 PM

4 PM

5 PM

6 PM

7 PM

8 PM

9 PM

10 PM

11 PM

12 AM

No Times Set

ALTERNATIVE SCHEDULES & BLACKOUTS

+ Add

12 AM

1 AM

2 AM

3 AM

4 AM

5 AM

6 AM

7 AM

8 AM

9 AM

10 AM

11 AM

12 PM

1 PM

2 PM

3 PM

4 PM

5 PM

6 PM

7 PM

8 PM

9 PM

10 PM

11 PM

12 AM

No Times Set

Save

Cancel



Clicking **+Add** brings up the window to the right.

- Start Day:** The day of week that the Hold Open begins. This repeats every week (above).
- End Day:** The day of week that the Hold Open ends. This repeats every week (above).

Specify the **times** during those days that the Hold Open schedule occurs.

Click **Save**.

ADD A TIMEFRAME

Schedule Type

Hold Open

Start Day

07

:

46

AM

End Day

07

:

46

AM

Save

Cancel

ALTERNATIVE SCHEDULES & BLACKOUTS

+ Add

12 1 2 3 4 5 6 7 8 9 10 11 12 1 2 3 4 5 6 7 8 9 10 11 12

AM AM AM AM AM AM AM AM AM AM AM AM PM PM PM PM PM PM PM PM PM PM PM PM PM AM

To add an alternative schedule or blackout, click **+Add**.

An alternative schedule will run in place of the normal schedule for the specified dates.

A blackout schedule prevents the normal schedule from running on a specified date.

You'll see the window to the right.

Specify if it's a **Hold Open** (alternative schedule) or **Blackout**.

Specify a start date, end date, and the times during those days for the schedule.

The Start Date and End Date are required.

ADD A TIMEFRAME

Schedule Type

Hold Open

Title

Start Date

10

:

50

AM

End Date

10

:

50

AM

Save

Cancel

Click **Save**.





Set up text and email notifications for activity at the gate

You can set up notifications to be sent when specific interactions happen with your devices:

- When a gate opens or closes
- When a picture is taken
- When a gate is propped open
- And other interactions

Find the interaction you want to be notified about, and click **+Add**.

Choose how the notification should be sent, whether email or text (SMS). Photos can be sent via MMS to a cell phone number.

Then input the email address or phone number the notification should be sent to.

The screenshot displays the 'Watchman Gate Notifications' interface. It features a list of notification types categorized into three sections: 'Watchman Gate Notifications', 'Internal Camera Notifications', and 'Gate Status Notifications'. Each category has a '+ Add' button next to it. A red box highlights these '+ Add' buttons, and a red arrow points from one of them to a modal window titled 'Add a Notification'. The modal contains a 'Notification Type' dropdown menu with 'Opened' selected, a 'Contact how?' dropdown menu, and 'Save' and 'Cancel' buttons at the bottom.

Watchman Gate Notifications	
Opened	+ Add
Scheduled Message Failure	+ Add

Internal Camera Notifications	
Picture Taken	+ Add

Gate Status Notifications	
Closed	+ Add
Open	+ Add

Add a Notification

Notification Type
Opened

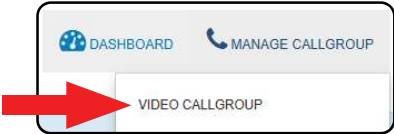
Contact how?
[Dropdown]

Save Cancel



Manage Callgroup

Visitors to a property are able to make calls through a Watchman device. That call goes to a group of assigned individuals (dialed in a certain order) named a Callgroup.



Video Callgroup

Filter

Display Name

Address

Phone Number

Select Device

User Login Created

☐ Active ☐ In Active

Video Callgroup Active

☐ Active ☐ In Active

Filter

Clear

Voice Callgroup

Filter

Voice Callgroup Name

Description

Phone Number

Select Device

Filter

Clear

You can filter your Voice or Video Callgroups by Display Name, Address, Phone Number, or by the Device itself. To use this feature, type the information you would like to filter for, then click the **Filter** button. You can choose to see whether the user has already created a login (Login Active) and whether the Callgroup is active (View CallGroup Active).

 **Copy All**

Copies all Callgroups from one device to another (pg. 14)

 **Resend Notifications**

Resend notifications for Users included in Callgroups (pg. 14)

 **Copy to Devices**

Copy selected Callgroups to your device (pg. 15)

 **Remove**

Remove selected Callgroups (pg. 15)

 **Add**

Add a Callgroup (pg. 16)

 **Export**

Export selected Callgroup to a spreadsheet (pg. 17)

 **Edit Callgroup**

Edit the Callgroup information: name, address, phone number, etc. (pg. 17)



Copies all Callgroups from one device to another.

When you click **Copy All**, the window to the right will appear.

From Device: The device containing the desired Callgroup.

To Device: The device that will be given the copies of the Callgroup.

Copy All Callgroups From Device

Please select From device and To device to Copy All callgroups.

From Device

- WTM-M2 - firmware t...

To Device

- W480 - 480 w/ 2 exp ...

Select

Cancel



Resend Notifications

Resend notifications for Users included in Callgroups

When you click **Resend Notifications**, the window to the right will appear.

This function will notify individuals that they've been included in a Callgroup.

Notification Type: Email, SMS, or Both

Sending Option: Send Now, Schedule it for later. If scheduled for later, then choose a date and time for the notifications to be sent.

Send/Schedule Notifications

Notification Type

Email

Sending Option

☒ Send Now ☐ Schedule it for later

Send

Cancel

 Copy to Devices

Copy selected Callgroups to your device

When you click **Copy to Devices**, the window to the right will appear.

Device: The device(s) that will be given the copies of the Callgroup.

Video Callgroup -

Please select the device to associate with the Video Callgroup.

Device	Pushed To Device
☒ - WXL-M2 - WXL w/2 boards	☐
☐ - WTM-M - Tech Support Room	☐
☐ - WTM-M2 - firmware testing	☐
☐ - WTM-S2 - install point	☐
☐ - W480 - 480 w/ 2 exp boards	☐
☐ - WXL-M2 - WXL ATT	☐
☐ - W461 - desktop	☐
☐ - WTM-S2 -	☐

Select Cancel

 Remove

Remove selected Callgroup

Voice Callgroups

	Group Name
☐	Academy
☒	test1111



Do you want to delete users associated with the selected CallGroup(s)?

Note: Admin users or users in other groups will not be deleted

Yes Delete all users No Only delete callgroup(s)

Click the checkbox next to any number of Callgroups, then click **Remove**.

The box to the right will appear. You can choose to delete all the users in the Callgroup or just the Callgroup itself. Admins cannot be deleted with this method.



Add a Callgroup

Assign To Device

These are the devices that can call the Callgroup currently being created.

If you are a **Voice Callgroup user**, click this button to add a **Voice Callgroup**, the following screen opens:

ADD VOICE CALLGROUP

Voice Callgroup

Group Name:

Description:

Press * or 9 to open the gate

Devices:

Assign To Device

The **Group Name** is the name of the Callgroup. The name should be 5-15 characters long.
The **Description** is optional

Telephone Entry Calls - All numbers are called simultaneously for 30 seconds

First Called

The **First Called** users are called first when visitors try to enter.

Telephone Entry Calls - All numbers are called simultaneously for 30 seconds

Second Called

If none of the First Called users answer, this second group is called.

Telephone Entry Calls - All numbers are called simultaneously for 30 seconds

Third Called

If none of the Second Called users answer, this third group is called.

Each individual can appear in multiple Voice Callgroups.



Add a Callgroup

Assign To Device

These are the devices that can call the Callgroup currently being created.

If you are a **video Callgroup user**, click this button to add a **Video Callgroup**, the following screen opens:

Video Callgroup Swap Go to Add User Wizard

Display Name:

Address:

Devices: [Assign To Device](#)

The **Display Name** is the name of the Callgroup. The name should be 5-15 characters long. The **Address** is optional.

Cellgate App Calls - all users simultaneously called for 30 seconds

First Called

Select...
Select...
Select...

The **First Called** users are called first when visitors try to enter.

Cellgate App Calls - all users simultaneously called for 30 seconds - (Optional Skipped if empty)

Second Called

Select...
Select...
Select...

If none of the First Called users answer, this second group is called.

Telephone Entry Calls - All numbers are called simultaneously for 30 seconds

Telephone entry calls will ring last in sequence. Calls will come from 972-231-1999. Press * to allow visitors to enter.

Third Called

() - -
() - -
() - -

Cancel Save All

If none of the Second Called users answer, this third group is called.

Each individual can appear in multiple Video Callgroups.

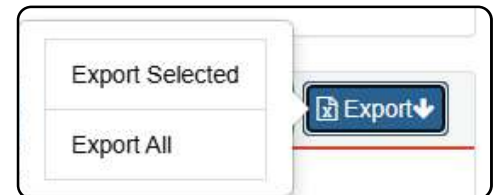


Export

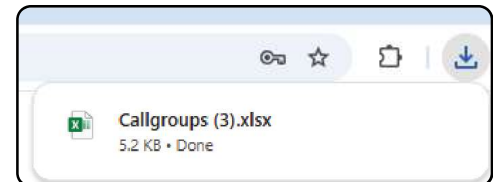
Export selected Callgroup to a spreadsheet

This button allows you to export all the members of a Callgroup and their information (address, phone number, etc) into a spreadsheet.

You can either export just the Callgroups you select, or every Callgroup in the system.



Once you select an option, the Callgroups will export into a downloadable .xlsx spreadsheet that can be opened with Microsoft Excel.

 Edit Callgroup

Edit the Callgroup information: name, address, phone number, etc.

When you click this button, you'll be brought to the same screen as when the Callgroup was created (see page 13). You can edit the Display name, address, First Called, Second Called, and Third Called information.

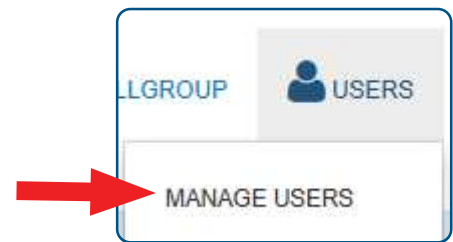
Users

Users are anyone who has been registered within the Portal. This allows them to be given access methods and restrictions, etc.

Manage Users

When you click on the **User** tab, then **Manage Users**, you'll see a list of all current registered Users.

Below is the list of actions that can be taken within the User page.



 Search

Search for a particular User by name or credential

 Clear

Clear the field and search definitions

 Add Code

Create an access code that can be assigned to a visitor (pg. 24)

 Add User

Add a User who can be given access methods, restrictions, etc. (pg. 19)

[+ Add User](#)

Add a User

On the next page, fill out the following information for the User.

First Name: This is the only required field.

Last Name

Email

Phone Number

Timezone

Notes

Then click **Next**.

The screenshot shows the 'ADD USER' form with a progress bar at the top indicating four steps: USER DETAILS (active), USER PROFILE, ACCESS LOCATIONS & RESTRICTIONS, and ACCESS METHODS. Below the progress bar is a red header 'Add New User'. The main heading is 'WHO DO YOU WANT TO ADD TO THE SYSTEM?' with a help icon. The form contains the following fields: First Name (required, indicated by a red border), Last Name, Email, Phone Number (with a country code dropdown), Timezone (a dropdown menu currently showing '(UTC -5) Central Standard Time'), and Notes. A 'Next' button is located at the bottom right.

On the next page, identify the following information about the User.

User Type: Admin, Resident, Visitor

User Role: Here you'll identify which Role the User will be assigned.

The screenshot shows the 'ADD USER' form with a progress bar at the top indicating four steps: USER DETAILS, USER PROFILE (active), ACCESS LOCATIONS & RESTRICTIONS, and ACCESS METHODS. Below the progress bar is a red header 'Add New User'. The main heading is 'WHAT ROLE SHOULD TEST USER HAVE?' with a help icon. The form contains two dropdown menus: 'User Types' and 'User Role', both currently showing 'Select...'. A 'Help ?' button is located to the right of the 'User Role' dropdown. At the bottom, there are 'Back' and 'Next' buttons.

Restrictions

Add Restrictions: If you select **No**, then the User will have full access to the selected entrance, at any time and any day, until the restrictions are changed. If you select **Yes**, then fill in the details.

Add Restrictions

On the left side of the screen, you'll see this:



This is a list of all entrances to the property (as defined by devices and relays).

Check the boxes for any entrances you want the User Group to access.

Click **+ Add Restriction** next to any entrance you want to add specific restrictions to.

Access to All Properties / Install Locations?

Search...

- ☐ Tech Demo
- ☐ Tech Support Room
 - ☒ # [redacted] WTM-M **+ Add Restriction**
- ☐ Front Gate
- ☐ firmware testing
- ☐ WXL w/2 boards
- ☐ 480 2/exp testing
- ☐ 480 w/ 2 exp boards
- ☐ OmniPoint Location

Restrictions apply only to physical credentials (such as fobs, keycards, etc.).
For details on Remote App Access & Restrictions methods, see page 23.

Once you click **+ Add Restriction** , the right side of the screen will become active.

Add Restrictions Yes No

Restriction For > OmniPoint Location 1

Select Preset (Optional)

What date range?

Specific

Any

From

From...

12

:

00

AM

To

To...

11

:

59

PM

What days?

Specific

Any

Select Day

Mon

Tue

Wed

Thu

Fri

Sat

Sun

What timeframe?

Specific

Any

From

12

:

00

AM

To

11

:

59

PM

How many times?

Specific

Any

Add to Schedule

Clear Schedules

Select Preset (Optional): Select a Restrictions preset so you don't have to fill out all the details.

What date range? Select the calendar days and times for the User's access to begin and end. This is a single range, not multiple.

What days? Select the days of the week that the User can access the selected entrance.

What timeframe? Select the daily times that the User can access the selected entrance.

How many times? Set the amount of times that the User can access the selected entrance before their access is terminated. Select Any if there is unlimited amount.

REMOTE APP ACCESS & RESTRICTIONS

Restrict App Momentary Triggers: If you select **No**, then the User will have full access to the selected entrance, at any time and any day, until the restrictions are changed. If you select **Yes**, then fill in the details

Restrict App Momentary Triggers

Yes

No

On the left side of the screen, you'll see this:

This is a list of all entrances to the property (as defined by devices and relays).

Check the boxes for any entrances you want the User Group to access.

Click **+ Add Restriction** next to any entrance you want to add specific restrictions to.

Restrict App Momentary Triggers **Yes** **No**

Allow Remote Access from all Locations? **Yes**

Q Search...

- ☒ Canterbury Lane
- ☒ Main Gate **+ Add Restriction**
- ☒ # WTM- S2 **+ Add Restriction**
- ☒ Entrance Gate **+ Add Restriction**
- ☒ Exit Gate **+ Add Restriction**

Once you click **+ Add Restriction** , the right side of the screen will become active.

Restriction For > Main Gate > # WXL-M2

Select Preset (Optional)

Webesleeping

What date range?

Specific Any

What days?

Specific Any

Select Day Mon Tue Wed Thu Fri Sat Sun

What timeframe?

Specific Any

From

06 : 00 AM

To

10 : 00 PM

How many times?

Specific Any

Add to Schedule

Clear Schedules

Start Date

End Date

No records found

How many times?

No records found

TIME	AM												PM												
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	
MONDAY																									
TUESDAY																									
WEDNESDAY																									
THURSDAY																									
FRIDAY																									
SATURDAY																									
SUNDAY																									

Save

Cancel

Select Preset (Optional): Select a App Restrictions preset so you don’t have to fill out all the details.

What date range? Select the calendar days and times for the User’s access to begin and end. This is a single range, not multiple.

What days? Select the days of the week that the User can access the selected entrance.

What timeframe? Select the daily times that the User can access the selected entrance.

How many times? Set the amount of times that the User can access the selected entrance before their access is terminated. Select **Any** if there is unlimited amount.

Click **Add to Schedule**, then **Save**.

Access Method

On the next screen you'll determine how the User will enter the property.

One or more methods can be chosen.

Enter the details for whichever method you want, then click **Add Access Method**: Gate Code, RFID/Card/Clicker, Encrypted Credential, Smartphone Login and Invite callgroup user.

HOW SHOULD TEST ACCESS THE SYSTEM?

Enter a Gate Code

With a RFID/Card/Clicker

Invite Callgroup User

Enter a Gate Code

To allow the User to access the property with a Gate Code, choose an Access Code that is 4-5 digits long and numerically between 0010 and 65534.

Then click **Add Access Method**.

The method will appear below.

Access Code

Restricted codes will not save to device

Add Access Method

Back

Next

ACCESS METHODS

Type	Code
  Gate Code	37423



With a RFID/Card/Clicker

To allow the User to access the property with an RFID card or clicker, fill in the details below.

What kind of device? Here you will determine the type of entry, whether RFID Tag, Access Card, or Clicker Remote.

Code: Numeric value assigned to the clicker.

Wiegand Code: Generated automatically based upon the code and facility code.

Facility Code: Only available if the account has it enabled.

Then click **Add Access Method**.
The method will appear below.

Use an Existing RFID/Card/Clicker? ☐ Yes ☒ No

What kind of device?

Code

Wiegand Code

Facility Code

Restricted codes will not save to device

[Add Access Method](#)

ACCESS METHODS	
Type	Code
 RFID Tag	36754

Cellgate Encrypted Credential

This option is available if enabled by CellGate and using CellGate readers (Halo, Digit, or Infinity).

To allow the User to access the property with an encrypted credential (card or fob).

Fill in the details below.

Code: Numeric value assigned to the clicker.

Wiegand Code: Generated automatically based upon the code and facility code.

Facility Code: Will auto-fill based upon the account settings.

Use an Existing Cellgate Encrypted Credential? ☐ Yes ☒ No

Code

Wiegand Code

Facility Code

Restricted codes will not save to device

[Add Access Method](#)

[Back](#) [Next](#)

ACCESS METHODS	
Type	Code
 Cellgate Encrypted Credential	3758

Web/Smartphone Login

To give a User an access method via smartphone, fill in the details below. Depending on the role, this allows the User to trigger a gate, door, or camera with the CellGate App or User Portal.

Note: Only Admin Users have the ability to assign, manage, and control these smartphone access methods

Email

Password

Repeat Password

Email

Password

Password should have minimum 8 and maximum 15 characters with 1 digit.
Password must have at least 1 lowercase letter.

Repeat Password

User Expiration ☐ Yes ☒ No

Add Access Method

Back Next

WEB/SMARTPHONE ACCESS

Username:

Invite Callgroup User

To give a user permission to edit, fill in the details below.

Email

Phone

Video / Vocie Call Group: Decide which Callgroup, the admin can edit and manage.

Then click **Next**.

Email

Phone

Video Call Group: Add New Callgroup

Note: If an existing callgroup is selected, you will be redirected to new screen to choose this users position

Back Next

This option only appears if the role you selected for this User is Callgroup.

When you're finished adding the access methods, click **Next**. You'll be returned to the Account User page.

Back

Next

+ Add Code

Add a Code

Create an access code for visitors.

When you click on **+Add Code**, fill in the details.

First Name

Last Name

User Type: Resident, Visitor

User Group: Guest Code, Vendor Code

Access Code: Create a code that is 4-5 digits long and numerically between 0010 and 65534.

User Details

First Name

Last Name

User Group and User Role

User Type

Visitor

User Group

Vendor Code

User Role/Description

Vendor Code

: A Role with no access to the Web Portal or app. You can use this role to assign codes or credentials to vendors

Access Methods

Access Code

Restricted codes will not save to device

Restrictions

Add Restrictions: If you select **No**, then the User will have full access to the selected entrance, at any time and any day, until the restrictions are changed. If you select **Yes**, then fill in the details.

Add Restrictions

Yes

No

At the bottom, you'll set Restrictions.

On the left side of the screen, you'll see this:

This is a list of all entrances to the property (as defined by devices).

Check the boxes for any entrances you want the User to access.

Click **+ Add Restriction** next to any entrance you want to add specific restrictions to.

Access to All Properties / Install Locations?

Yes

No

Search....

Tech Demo

Tech Support Room

WTM-M

+ Add Restriction

Front Gate

firmware testing

Restrictions apply only to physical credentials (such as fobs, keycards, etc.). For details on Remote App Access & Restrictions methods, see page 23.

Once you click **+ Add Restriction**, the right side of the screen will become active.

Add Restrictions
Yes
No

Restriction For > OmniPoint Location 1

Select Preset (Optional)

What date range?

Specific Any

From

From... 12 : 00 AM

To

To... 11 : 59 PM

What days?

Specific Any

Select Day Mon Tue Wed Thu Fri Sat Sun

What timeframe?

Specific Any

From

12 : 00 AM

To

11 : 59 PM

How many times?

Specific Any

Add to Schedule Clear Schedules

Select Preset (Optional): Select a Restrictions preset so you don't have to fill out all the details.

What date range? Select the calendar days and times for the User's access to begin and end. This is a single range, not multiple.

What days? Select the days of the week that the User can access the selected entrance.

What timeframe? Select the daily times that the User can access the selected entrance.

How many times? Set the amount of times that the User can access the selected entrance before their access is terminated. Select **Any** if there is unlimited amount.

Click **Add to Schedule**, then **Save**.

Edit Users

At the home page of the Users tab, you'll see a list of all registered Users.

You can edit a User by clicking on that User's line.

ACCOUNT USERS

Access Codes with an asterisk are stored on device.

Select...

Filter...

Search

Clear

+Add Code

+Add User

Name	Properties/Locations	Access	Access Restrictions	Callgroups	Group
FirstName LastName	All devices on this account				Account Admin

You'll see the page to the right with the following editable details:

First Name

Last Name

Username/Password

Alternate Email

Phone Number

Unit

Timezone: Select a timezone for the User.

Actions

User Expiration: Select if you want a User account to expire within the Portal. Selecting Yes will reveal the Expiration Date options.

Expiration Date

Notes

EDIT USER

User Details

First Name

FirstName

Last Name

LastName

Username

testAccount07052025@mail.com

Edit

Reset Password

Alternate Email

testAccount07052025@mail.com

Phone Number

() -

Unit

Timezone

(UTC -4) Eastern Standard Time

Actions

Delete

User Expiration

Yes

No

Expiration Date

Valid From...

Valid To...

12

:

00

AM

12

:

00

AM

Notes

Save

Below the User Details window, you'll see the **Access Methods** window.

Access Methods

Migrate All Methods

Type	Code	
Gate Code	1245	Edit Migrate to a User
Gate Code	1246	Edit Migrate to a User
Clicker Remote	2516	Edit Migrate to a User

Add:

Please Select

Two different access methods can be added and edited:

1. Access Code: Choose a code that is 4-5 digits long and numerically between 0010 and 65534.

Access Code

Restricted codes will not save to device

2. RFID / Card / Clicker: Fill in the details below.

- What kind of device?** Here you will determine the type of entry, whether RFID Tag, Access Card, or Clicker Remote.
- Code:** Numeric value assigned to the credential.
- Wiegand Code:** Generated automatically based upon the code and facility code.
- Facility Code:** Only available if the account has it enabled.

Use an Existing RFID/Card/Clicker?

Yes

No

What kind of device?

Code

Wiegand Code

Facility Code

Restricted codes will not save to device



Edit

Edit the details of the access method.



Migrate to a User

Transfer that access method from the current User to another User.
This is a transfer, not a copy.



Migrate All Methods

Transfer all access methods from the current User to another User.
This is a transfer, not a copy.

Migrate Access Methods to user

This will transfer ALL of a users access methods!
Transferring methods for user: **FirstName LastName**

Transfer to User:

Hold Open 89400

Save

Cancel



Below the Access Methods window, you'll see the **User Role** window.

Add New User

WHAT ROLE SHOULD TESTEST HAVE?

User Types

Resident

User Role

Voice Callgroup User With Remote Access

User Role/Description

Voice Callgroup User With Remote Access : Voice Callgroup User With Remote Access Role

User Types: Choose the user's type: Admin, Resident, Visitor.

User Role: Choose the user role

Admin Users:

- * Account Admin
- * Site Admin
- * Billing Admin

Resident Users:

- * Voice Callgroup User with Remote Access
- * Credential Only User (Voice Callgroup)
- * Video Callgroup User with Remote Access
- * Video Callgroup User
- * Credential Only User (Video Callgroup)

Visitor Users: Guest Code, Vendor Code

Below the User Role window, you'll see the **Restrictions** window.

Restrictions

Add Restrictions: If you select **No**, then the User will have full access to the selected entrance, at any time and any day, until the restrictions are changed. If you select **Yes**, then fill in the details.

Add Restrictions

YesNo

On the left side of the screen, you'll see this: 

This is a list of all entrances to the property (as defined by devices and relays).

Check the boxes for any entrances you want the User Group to access.

Click **+ Add Restriction** next to any entrance you want to add specific restrictions to.

Access to All Properties / Install Locations? YesNo

Search...

▼

Tech Demo

▼

▼

Tech Support Room

▶

✓

#

WTM-M

+ Add Restriction

▶

Front Gate

▶

firmware testing

▶

WXL w/2 boards

▶

480 2/exp testing

▶

480 w/ 2 exp boards

▶

OmniPoint Location

Restrictions apply only to physical credentials (such as fobs, keycards, etc.).
For details on Remote App Access & Restrictions methods, see page 23.

Once you click **+Add Restriction** , the right side of the screen will become active.

Add Restrictions **Yes** No

Restriction For > OmniPoint Location 1

Select Preset (Optional)

What date range? **Specific** Any

From

From... 12 : 00 AM

To

To... 11 : 59 PM

What days? **Specific** Any

Select Day Mon Tue Wed Thu Fri Sat Sun

What timeframe? **Specific** Any

From

12 : 00 AM

To

11 : 59 PM

How many times? **Specific** Any

Add to Schedule Clear Schedules

Select Preset (Optional): Select a Restrictions preset so you don't have to fill out all the details.

What date range? Select the calendar days and times for the User's access to begin and end. This is a single range, not multiple.

What days? Select the days of the week that the User can access the selected entrance.

What timeframe? Select the daily times that the User can access the selected entrance.

How many times? Set the amount of times that the User can access the selected entrance before their access is terminated. Select **Any** if there is unlimited amount.

Logs

Logs keep a record of every interaction (called *transactions* in the Portal) that people have with every device on your property.

When you click on the Logs tab, you'll see the **Log Filter** box. You can choose to filter transactions with the below criteria and click **Filter**.

Install Location: Filter by the location of the transaction (property, building, etc)

Code/Credential: Filter by the code number or credential value.

Phone Number: Filter by the phone number assigned to an individual.

Callgroup Name: Filter by transactions that involve a specific Callgroup.

Name: The name of the User who triggered the transaction.

Log types: The log that the transaction created (camera taking a picture, gate opens, etc.)

Date: The day and time the transaction occurred.

Timezone: Which timezone is being displayed.

Response: If a transaction (such as presenting a credential) was successful, failed, or pending.

Filter by Schedule: Filter by schedule and Hold Open activations.

(Note: Zap Open Number (Legacy Feature) is no longer offered for new accounts. Existing accounts that already have one can still use it to filter by their assigned number.)

Below the **Log Filter** box, you will see the **Activity** box.

This shows details on every transaction on every device on the property.

Activity Export				
Happened On	Device	Initiated By	Action	Response
04/01/2025 11:36 am CST	Gate Status Entria Testing / 	Device	Gate Closed	Success
04/01/2025 10:27 am CST	Camera 1 Entria Testing / 	Jesse - Cellgate Support (Admin)	Internal Camera Response Picture	Success View
04/01/2025 10:02 am CST	Gate Status Entria Testing / 	Device	Gate Closed	Success
04/01/2025 08:43 am CST	Gate Status Entria Testing / 	Device	Gate Closed	Success
03/31/2025 06:32 pm CST	Gate Status Entria Testing / 	Device	Gate Closed	Success
03/31/2025 12:24 am CST	Watchman Gate Tech Demo / Tech Support Room	Archit (User) Scheduled Event	Gate Opened (hold for 24 hours)	Communication Failure

Happened On: The date, time, and timezone that the transaction occurred

Device: Which device triggered the transaction. This could be a gate, camera, etc.

Initiated By: If a device, admin, or User triggered the transaction.

Action: This is the action that triggered the transaction, whether a gate closes, a camera takes a picture, a credential is accepted or rejected, etc.

Response: If the action was successful or not. If a credential is presented to the device, then it will either be accepted or rejected.

My Account

The My Account page shows contact information for individuals who manage the account and fulfill invoices.

Account Status will show the status of your account. This should be Active, unless you've requested an account status change from Gold Key customer support or if there is an issue with payment.

The screenshot displays the 'My Account' page. On the left, there are three sections: 'Main Contacts' (empty), 'Account Contacts' (containing 'Technical Support' and 'Cellgate' with 'Add', 'Edit', and 'Delete' buttons), and 'Property Contacts' (containing a list of properties like 'Commercial Test', 'Entria Testing', etc., each with 'Delete' and 'Edit' buttons). On the right, the 'Account Status' section shows 'Active' status, 'Account Number', and 'Timezone: Central Standard Time'. A red arrow points to the 'Edit' button in the top right corner of the 'Account Status' section.

Click **Edit** to change the timezone of your account.

The 'ACCOUNT EDIT' form is shown. It has a title 'ACCOUNT EDIT' and a sub-header 'Edit Account'. Below this, there is a 'Timezone' label and a dropdown menu currently set to '(UTC -5) Central Standard Time'. At the bottom right, there are 'Save' and 'Cancel' buttons.

Account Contacts

+ Add

Contacts are divided into two types:

Account and **Billing**.

Account identifies the account administrator, the primary manager of the account.

Billing identifies who handles the account's invoices and fulfills the account's payments.

Fill out all of the necessary contact information and click **Save**.

Contact Details

Contact Type	
First Name	
Last Name	
Is Primary Account Contact?	Yes No
Country	United States
Address	
	Unit #
	City
	Zip
Email	
Phone	Phone
	+ Add Another
Notes	Extension

Save

Cancel

Property Contacts				
155 Bg	john	Phone	Email	Delete Edit

Under Property Contacts, you will see a list of properties associated with the account.

Each property will have a primary contact, which can be selected using the **Edit** button.

When you select **Edit**, the window to the right will appear.

Select one of the contacts that you created. For information on how to create contacts, consult page 35 of this guide.

You can also add a new contact by clicking the **Add Contact** button. This will bring up a new window (right) to add a new Property Manager User. Fill in the necessary information, choose a password for that User to access the Portal, and click **Add**.

After selecting a contact, click **Save**.

PROPERTY EDIT

Property Details

Name

Select Contact

Add Contact

Save

Cancel

Add Property Manager User

Property Contact First Name

Property Contact Last Name

Property Contact Phone

() - -

Property Contact Email

Password

Password should have minimum 8 and maximum 15 characters with 1 digit.
 Password must contain at least 1 lowercase letter.

Repeat Password:

Add

Cancel

Billing

Under the Billing tab, you will see your monthly recurring bill, payment information, and invoices.
(Note: The screenshots shown below reflect the account settings for Autopay)

Monthly Recurring

Monthly would bill \$ + tax bill every month

Payment Information

[Edit](#)

MONTHLY RECURRING

4 / 2029

Invoice# : ****

155 BG

Front gate (Advantage Plus)

1. # WTM-EVO - Kit Registration pro-rated Charge. \$

2. # WTM-EVO - Kit Registration one time activation Charge. \$

INVOICES

Invoice #	Due On	Total	Paid	Paid On	Status On
(One-Time)	May 2025	\$	\$	05/07/2025	Paid

[View All Invoices](#) →

Payment Information

Edit

Under Payment Information, you can click **Edit**.

Here you can add credit cards to make payments, and add the contact information for the individuals responsible for those credit cards.

EDIT PAYMENT METHOD

Credit Card

Card

Change Card

Contact

United States

Unit #

Zip

Email

Save

Cancel

To change a credit card, click [Change Card](#)

You'll see the window to the right.

Input the credit card number and the associated individual's name.

Click **Save Card**.

CARD DETAILS

Credit Card

Card number

Autofill link

Name on the Card

Name on the Card

Save Card

Cancel

Once you've included card information and contact information, click **Save**.

Email

Save

Cancel

Billing

Accounts Billed by Invoice

Managed in the Billing section of the portal.

Invoices are emailed to the billing contact on file per the billing cycle.

Payments are not made in the portal.

Payments must be completed per the terms listed on the invoice.

BILLING

Quarterly Recurring

Quarterly would bill \$ + tax bill 3 months

Payment Information

QUARTERLY RECURRING

Filed by Invoice

INVOICES

No Invoices Found





Basic/Advanced Mode

Basic Mode is what you see first on the Dashboard when logging into the Portal.

Switching on Advanced Mode will display several advanced features for each of your devices registered within the Portal.

Advanced Mode

Here are the additional features of Advanced Mode on the Dashboard.

The window below is an example of a single device registered within the Portal.

Commercial Test / install point (Advantage Plus)

Device Id: 81624 Firmware Version | 227.230.3.36

Config

Edit

Logs

Notifications

1

2

3

4

5

	Device Type	Gate Status	Enable/Disable Camera	Actions
Trigger Gate	Watchman Gate Gate 1	Gate Closed (Relay 1)		Edit Hide Logs Schedule
Take Picture	Internal Camera Gate 1			Edit Show Logs Schedule No Image Available
	Gate Status	Unknown		Edit Hide Logs Ignore
	Remote Receiver			Edit Hide Logs

Advanced Mode: Description of Additional Features

1

(Advantage Plus)

This identifies your tier plan:

Basic (with and without voice), **Advantage** (voice, photo), or **Advantage Plus** (voice, photo, and video).

2

Device Id: 81624 Firmware Version | 227.230.3.36

Your device ID number is a unique identifier. This is used by CellGate Technical Support and Customer Support to identify your device and troubleshoot. Firmware Version is the current software loaded onto the device.

3



Allows configuration of the device's relays, receivers, and inputs.
This is described on the next page of this guide.

4



Hide this gate/door in Basic Mode.

5

	Gate Status	Unknown				
	Remote Receiver					

You'll get a detailed view of every input into the Watchman devices, such as gate status, Wiegand, REX, and other similar inputs.



Allows configuration of the device's relays, receivers, and inputs.

DEVICE CONFIGURATION

Relay Config

Remote Receiver

Input

Device Name:

Relay 01

Name:

Type:

Relay 02

+ Add

Relay 03

+ Add

Save

Cancel

The **Relay Config** option allows you to add and edit relays on the device.

Each relay controls the on/off state (continuity or non-continuity) of an entrance point: gate, door, etc.

The amount of relays will vary between devices.

Relay Config Remote Receiver Input

Device Name: install point

Entry Keypad 0W

Name: Entry Keypad

Type: Key Pad

Triggers: ☐ 01 - Watchman Gate (# WTM-S2)
☒ 11 - Internal Camera (# WTM-S2)

Note: it can only trigger relay 1

External Weigand 1W ✕ Delete

Name: Remote Receiver

Type: RF/Remote Receiver

Triggers: ☒ 01 - Watchman Gate (# WTM-S2)
☒ 11 - Internal Camera (# WTM-S2)

Save Cancel

This option allows you to connect and configure devices that accept credentials (such as Wiegand devices).

Then you can point those Wiegand devices to open certain relays (door, gate, etc).

Relay Config

Remote Receiver

Input

Device Name:

install point

Input 01

Name:

Gate Status

Type:

Save

Cancel

The **Input** function allows you to edit inputs.

These are methods by which devices receive continuity signals: gate status sensor, REX, etc.





GLOSSARY

Access Code: This is a numeric code that can be used to access a property. It is 4-5 digits long and numerically between 0010 and 65534.

Access Methods: These consist of the following: Gate Code, RFID/Card/Clicker, Encrypted Credential, or Smartphone Login.

Callgroups (Video, Voice): Visitors to a property are able to make calls through a Watchman device. That call goes to a group of assigned individuals (dialed in a certain order) named a Callgroup.

Dashboard: This is the first screen you see when you log into the Web Portal at user.zapopen.com with your email address and password. In the Dashboard, you can view all of the property locations on your account, and each device at those locations. You can also view and filter all the installed CellGate devices and their activity logs.

Devices: These are any CellGate product or supported devices, such as Watchman, Entría, EPM, etc.

Encrypted Credentials: This is a CellGate-branded DESFire encrypted card or fob used to access a property using Wiegand technology.

Inputs: These are methods by which devices receive continuity signals: gate status sensor, REX, etc.

Logs: Logs keep a record of every interaction (called *transactions* in the Portal) that people have with every device on your property.

My Account: This page shows contact information for individuals who manage the account and fulfill invoices.

Restrictions: These allow you to control how Users access the property. You can control which gates and doors they can open and what time they can open them.

Relay Configuration: The Relay Config option allows you to add and edit relays on the device. Each relay controls the on/off state (continuity or non-continuity) of an entrance point: gate, door, etc.

Remote Receiver: This option allows you to connect and configure devices that accept credentials (such as Wiegand devices). Then you can point those Wiegand devices to open certain relays (door, gate, etc).

Schedules: Schedules are time periods that devices, gates, and doors are held open for a certain amount of time. The same schedules can be imposed on multiple devices simultaneously.

Smartphone Login: This is an access method that allow Users to enter a property. Users can trigger a gate, door, or camera with the CellGate App or User Portal.



User Admin Roles: These roles have different permissions to access the Portal and App.

Account Admin: Has full admin privileges in all areas of the portal and app. It can also create codes from the CellGate app.

Billing Admin: Can input and update billing information, including credit card info. It has no app permissions and no visibility to the rest of the Portal.

Site Admin: Can create and edit users and set up recurring schedules. It has full access to the CellGate app but cannot add codes from there.

Read Only Admin: Can view all Portal tabs but cannot add or edit any information. It has no CellGate app access.

Users: A User is anyone who has been registered within the Portal.

User Types: These are different levels of access to the Portal.

Admin: Can create and edit users and set up recurring schedules. It has full access to the CellGate app but cannot add codes from there.

Resident/Employee: Can make changes to their assigned Callgroup but cannot access any other area of the Portal. This type can access the CellGate app to send Momentary Open commands but cannot add codes or take pictures.

Visitor: Has no access to the Portal or app. They can be assigned keypad codes.

No Access: Has no access to the Portal or App. Any credentials a user has when moved to this Role will be invalidated. Codes and credentials assigned to users under this Role will not work.

Wiegand Code: This digital code is auto-generated and embedded in a credential (card or fob).



