

KnoxConnect allows a **Primary Administrator** to create entities within a jurisdiction called Divisions. A division is used to create logical groupings of users and devices to segregate them from viewing by software users in other divisions. This enables a single instance of software to be shared by multiple areas within an entity, --for instance, EMS and Fire or regions in a company-- but ensures that admin users from each area see and can act only on their division's devices and users.

- The Primary Admin always has access to see and act on all users and devices in all divisions.
 - Other admin roles, devices and users can still be established at the jurisdiction level, meaning they can see and act on all divisions according to their roles.
- Secondary Admins or below can be established at the division level.
- Users in a division can view and act only in their division.

DIVISIONS SETUP REQUIRES THE FOLLOWING STEPS:

1. Create one or more divisions
2. Associate users to division(s)
3. Associate devices to division(s)

GETTING STARTED

Prerequisites for using divisions:

- Identify divisions
- Identify users and devices that will be in each
- Have a plan to sync devices with KnoxConnect after updating in Divisions

DETERMINE DIVISION STRUCTURE

DIVISIONS

Divisions should be used to segregate users and devices from each other. Both software and PIN users must be a member of any division in which they will have device access. Users and devices not assigned a division have jurisdiction-wide permissions to see and act on all divisions according to their roles.

Note: Knox strongly recommends implementing simple structures with devices and users belonging to no more than one division.

CREATING DIVISIONS

1. Select the **Jurisdiction** tab from the main menu
2. You should see a **Divisions** button (feature turned on), select it.
3. A list of divisions will be displayed if you have any.
4. Select **Add Division** button.
5. Type in a Name, Description, with Address and Notes being optional
6. Select the **Create** button.
7. You will receive a "Success" message indicating the division has been created.
8. Select the **Back** button, and you should see the newly created division on main Division screen.

Create Division

Name:

Description:

Address (Optional):

Notes (Optional):

Ahoskie Fire Dept - Divisions				◀ Back to Jurisdiction		
Name ▼	Subdivisions	Description	Address	Details	Edit	Delete
search Name		search Description	search Address			
EMS		EMS		<input type="button" value="Details"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
EMS 2		EMS 2	234 Northwest Ave	<input type="button" value="Details"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Fire		Fire		<input type="button" value="Details"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

MANAGING DIVISIONS

VIEW/EDIT DIVISION

1. Select the **Jurisdiction** tab from the main menu.
2. Click on **Divisions** button.
3. A list of divisions will be displayed if you have any for your jurisdiction.
4. To change division information, select **Edit** next to the division/subdivision you want to edit.
5. Make any field changes and click **Save** button.
6. A “Success” message will appear after division update.

Edit Division

Name:

Description:

Address (Optional):

Notes (Optional):

Division Update Successful

ASSOCIATE USERS WITH DIVISIONS

Pre-requisite: You need to have at least one division created.

Putting users in divisions creates separation that can, with other configuration:

- Limit who has access to see and manage those users
- Limit what devices those users can manage
- Limit what devices those users can engage with (e.g., enter PIN into)

Example showing assignments for 2 divisions (Fire, EMS):

Users													
First Name	Last Name	Suffix	Knox ID	User ID	Role	Groups	Divisions	SUP	Valid Pin	Last Login	Edit	PIN Assignments	Delete
search Name				search ID	All	All	All	All					
User	(5555)		178589		Assigned PIN		Fire		✓		<input type="button" value="Edit"/>	<input type="button" value="View"/>	<input type="button" value="Delete"/>
James	McKnabb		178591		Primary Admin		EMS, Fire	Sup	✓	1/17/2022	<input type="button" value="Edit"/>	<input type="button" value="View"/>	
Dave	Smythe		216602		Device Admin		EMS		✓	12/9/2021	<input type="button" value="Edit"/>	<input type="button" value="View"/>	<input type="button" value="Delete"/>

First 1 Last

ASSIGN USER TO A DIVISION

1. From the left menu select the **Users** tab
 - You will see divisional assignments under **Divisions** column if there are any.
2. Select **Edit** button next to the User you would like to assign to a division/subdivision
3. On User screen, navigate to **Divisions** section
 - You should see a list of divisions that you can assign to User

Field Capabilities:

- Standard user
- Supervisor
- Dependent PIN user: a second PIN is required even when Dual PIN is turned off

Change user's role, and send invitation by email

Divisions:

(Select All)

(Select None)

EMS

Fire

Third Div

Optional User ID:

4. The checkbox options available are:
 - Select All - to assign all current divisions to that User
 - Select None - resets your selections to none
 - Available divisions to assign user to (e.g., Fire, EMS)
5. Select option(s) you want.
6. Select Save button - when the information is validated and processed the user will receive a message that says "Success!"
7. Select Back button to navigate back to User screen
 - You should see your newly assigned division(s) for the User under Divisions column

REMOVE USERS FROM DIVISIONS

Pre-requisite: You need to have at least one division created and associated with user(s).

1. From the left menu select the **Users** tab
 - You will see a user's division membership under the **Divisions** column if there are any. If no divisions appear, the user is assigned at the Jurisdiction level and has access to all divisions.

Example showing assignments for Fire Division, and 2 roles that have access to all divisions:

Users													
First Name	Last Name ▼	Suffix	Knox ID	User ID	Role	Groups	Divisions	SUP	Valid Pin	Last Login	Edit	PIN Assignments	Delete
search Name				search ID	All	All	All	All					
User	(5555)		178589		Assigned PIN	South Fire	Fire		✓		Edit	View	Delete
John	Dispatchie		229691		Dispatcher		Access to All		✓	3/11/2022	Edit	View	Delete
James	McKnabb		178591		Primary Admin	South Fire	Access to All	Sup	✓	3/16/2022	Edit	View	
Dave	Smythe		216602		Secondary Admin	West Fire	Fire		✓	3/14/2022	Edit	View	Delete

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2. Select **Edit** button next to the User you would like to remove from a division
3. On User screen, navigate to Divisions section
 - You should see a list of divisions that are assigned to User

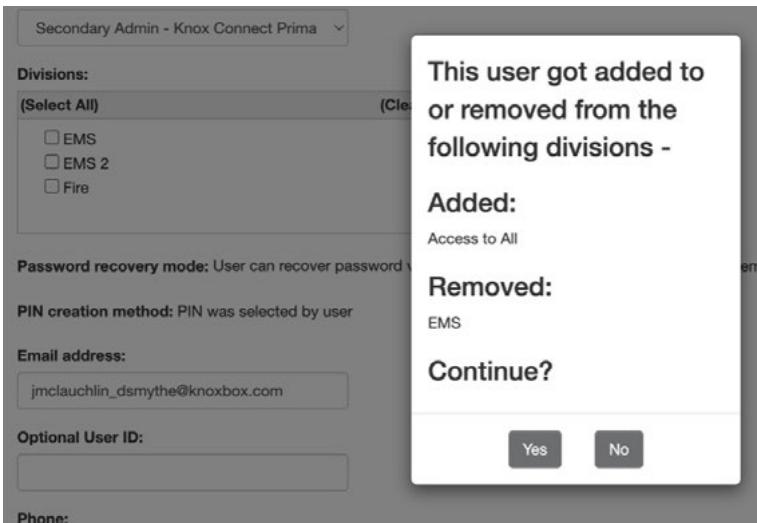
Username for login:

Role:

Divisions:

- (Select All)
- (Select None)
- EMS
- Fire
- Third Division

4. Unselect divisions(s) you want to remove.
5. System will ask you to confirm the change.



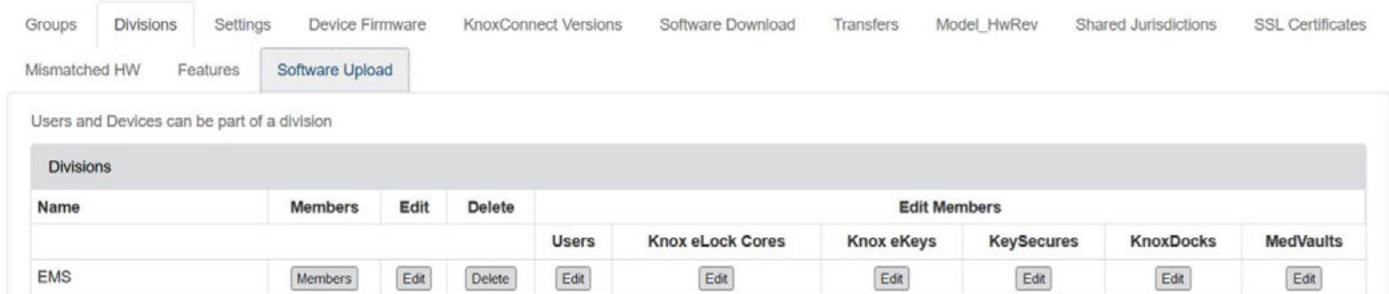
6. Select **Yes** button to confirm. When the information is validated and processed you will receive a message that says **“Success!”**
7. Select **Back** button to navigate back to User screen
 - You should see division(s) assignment updated for that User under Divisions column

First Name	Last Name	Suffix	Knox ID	User ID	Role	Groups	Divisions	SUP	Valid Pin	Last Login	Edit	PIN Assignments	Delete
search Name				search ID	All	All	All	All					
User	(5555)		178589		Assigned PIN	South	Fire		✓		<input type="button" value="Edit"/>	<input type="button" value="View"/>	<input type="button" value="Delete"/>
James	McKnabb		178591		Primary Admin	North	EMS, Fire	Sup	✓	1/28/2022	<input type="button" value="Edit"/>	<input type="button" value="View"/>	
Dave	Smythe		216602		Device Admin	West			✓	12/9/2021	<input type="button" value="Edit"/>	<input type="button" value="View"/>	<input type="button" value="Delete"/>

BULK EDIT USERS FOR DIVISIONS

BESIDES EDITING DIVISIONS AT USER LEVEL, ADMINISTRATORS CAN USE BULK EDIT SCREEN.

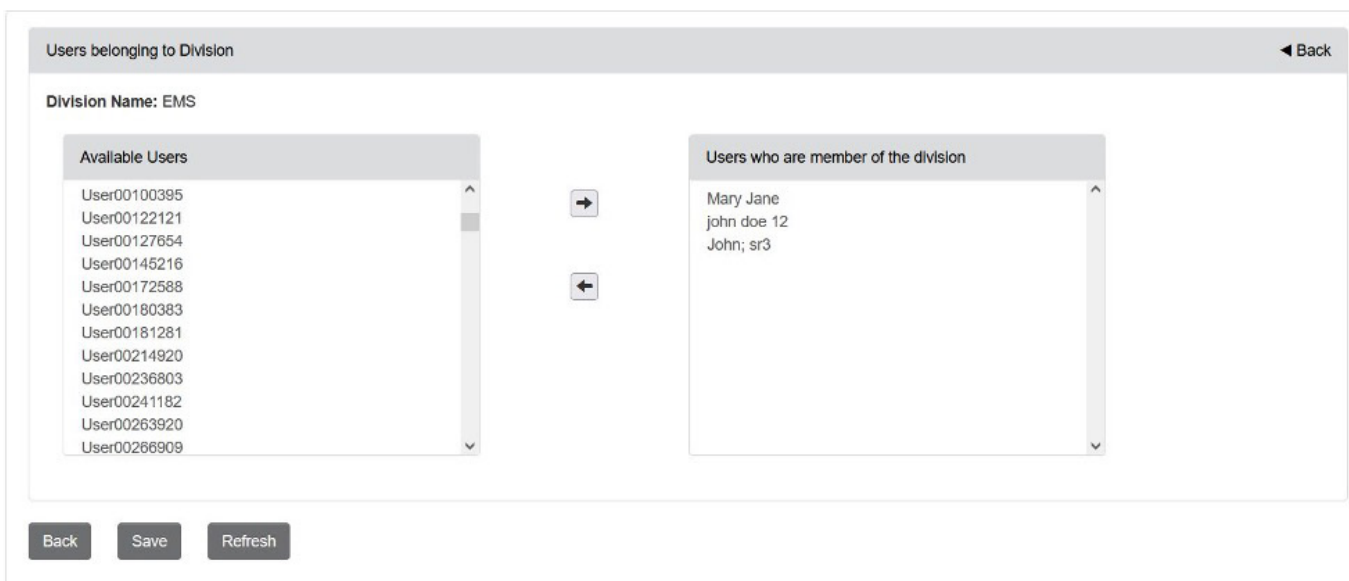
1. Select **Admin** from Left Menu.
2. Click **Divisions** Tab.
3. Click **Edit** button under Users column to modify user membership for a division.



Users and Devices can be part of a division

Divisions									
Name	Members	Edit	Delete	Edit Members					
				Users	Knox eLock Cores	Knox eKeys	KeySecures	KnoxDocks	MedVaults
EMS	<input type="button" value="Members"/>	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>	<input type="button" value="Edit"/>	<input type="button" value="Edit"/>	<input type="button" value="Edit"/>	<input type="button" value="Edit"/>	<input type="button" value="Edit"/>	<input type="button" value="Edit"/>

4. Highlight user(s) that you want to add to **Division** and click right arrow button to associate to division.
5. If there are users assigned, and you want to remove them, highlight user(s) and click left arrow.
6. Click **Save** when you are finished editing. When the information is validated and processed you will receive a message that says **“Success!”**



Users belonging to Division ◀ Back

Division Name: EMS

Available Users

- User00100395
- User00122121
- User00127654
- User00145216
- User00172588
- User00180383
- User00181281
- User00214920
- User00236803
- User00241182
- User00263920
- User00266909

→

←

Users who are member of the division

- Mary Jane
- john doe 12
- John; sr3

ADD/EDIT USERS FOR DIVISIONS, VIA SPREADSHEET

Administrators can associate division(s) with users when using spreadsheets for user management.

1. From Main Menu, Click on **Users** option.
2. On User grid, click on button **Edit Users** via spreadsheet.

Users

First Name	Last Name ▼	Suffix	Knox ID	User ID	Role	Groups	Divisions	SUP	Valid Pin	Last Login	Edit	PIN Assignments	Delete
search Name				search ID	All	All	Fire	All					
PinUser	(5555)		178589		Assigned PIN	South Fire	Fire		✓		Edit	View	Delete
Jane	Robson		229699		Secondary Admin		Fire		✓	7/22/2022	Edit	View	Delete
Dave	Smythe		216602		Secondary Admin	West Fire	Fire		✓	7/22/2022	Edit	View	Delete

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Add User Refresh

Export List Excel Text CSV

Import New Users via spreadsheet Edit Users via spreadsheet

3. Follow the on-page instructions for **DIVISION** section.

- **DIVISION:** Specify the user's division membership by entering the division name.
 - Specify multiple divisions by separating the division names by a semicolon.
 - Specify a subdivision within a division by separating the two by a forward slash
 - Example: div1;div2/div2-a

ASSOCIATE DEVICES WITH DIVISIONS

Putting a device in divisions will:

- Limit who has access to see and manage the device
- Limit what users can engage the device (e.g., enter PIN into)

ASSIGN DEVICE TO A DIVISION

1. Select the device type from the Left Menu (e.g., KeySecure, MedVault) that you would like to assign to division(s)
2. Click on **Edit** button for the device you want to manage

Device Serial Number ▼	Device Location	Type	Groups	Divisions	Online	Synced	Key Status	Key Retention Disabled	Firmware Version	Edit	User PINs
Serial Number	search Location	KeySecure ▼	All ▼	All ▼							
20001163	New Device	KeySecure		Fire	Never	-				Edit	Edit
40005341	Home Bay	KeySecure			✓	-			2.6.2	Edit	Edit

First 1 Last

Refresh Apply to all KeySecures Menu

- In the Divisions section of the device info screen, you will see a list of available divisions for your jurisdiction.
- Select the division(s) you want the device to be assigned to.
- Click **Save** button to save settings. A **“Success!”** message will appear.

Device Location

Asset Number

Groups
Select multiple groups with the Ctrl key
 none
 eKey Group

Divisions:
 (Select All)
 (Select None)
 EMS
 Fire

Divisions:

(Select All)

EMS

Fire

Third Division

Device Hardware Programming

	Programmed Device Settings	Actual Device
Firmware Version	2.6.8	2.6.8
PIN Attempts Before Lockout	<input type="text" value="3"/>	3
Lockout Time	<input type="text" value="10"/>	10
Override Lockout	<input type="checkbox"/>	
Disable eKey Retention	<input type="checkbox"/>	-
Disable mKey Retention	<input type="checkbox"/>	-
SecurePIN Setting	Enabled	Enabled
SSL Certificate Version	0	0
KnoxConnect Mode	cloud	cloud

Network Template James Home

Back Save Refresh Success!

6. Select **Back** button to navigate back to device list page
7. You should now see the Divisions column updated for that assignment.

Device Serial Number	Device Location	Type	Groups	Divisions	Online	Synced	Key Status	Key Retention Disabled	Firmware Version	Edit	User PINs
Serial Number	search Location	All	All	All							
7000018	James Ford F150	KeyDefender		Fire	02/22/2022	-	eKey unsecured 02/07/2022		3.1.6	Edit	Edit
20001163	New Device	KeySecure		Fire	Never	-				Edit	Edit
40005341	Home Bay	KeySecure		Fire	✓	-			2.6.8	Edit	Edit

Refresh Apply to all KeySecures Menu

Export List Excel Text CSV

First 1 Last

REMOVE DEVICE FROM A DIVISION

1. Select the device type from the Left Menu (e.g., KeySecure, MedVault) that you would like to assign to division(s)
2. Click on **Edit** button for the device you want to manage

Device Information ◀ Back

Model KS-6K2

Hardware Revision X5

Serial Number 40005341

Product Type KeySecure

Device Location

Asset Number

Groups
Select multiple groups with the Ctrl key

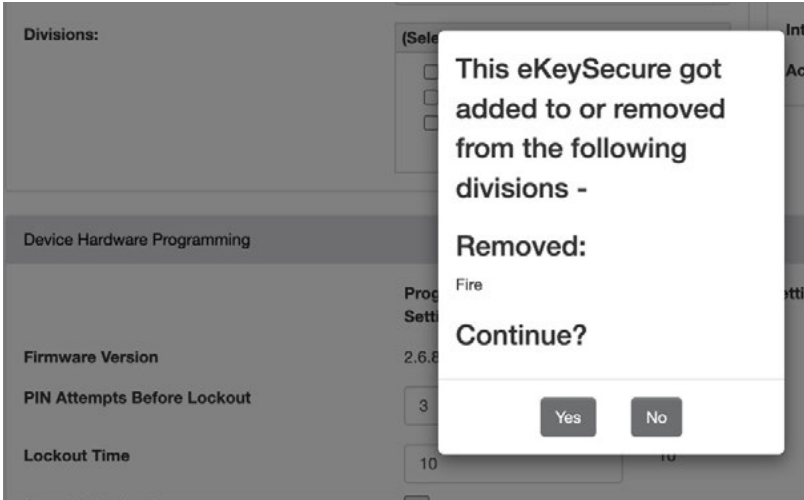
none
 South Fire
 West Fire

Divisions:

(Select All) (Clear All)

EMS
 EMS 2
 Fire

3. Unselect the Division(s) you want to remove.
4. Click **Save** button to save settings. A message will appear asking you to confirm change.



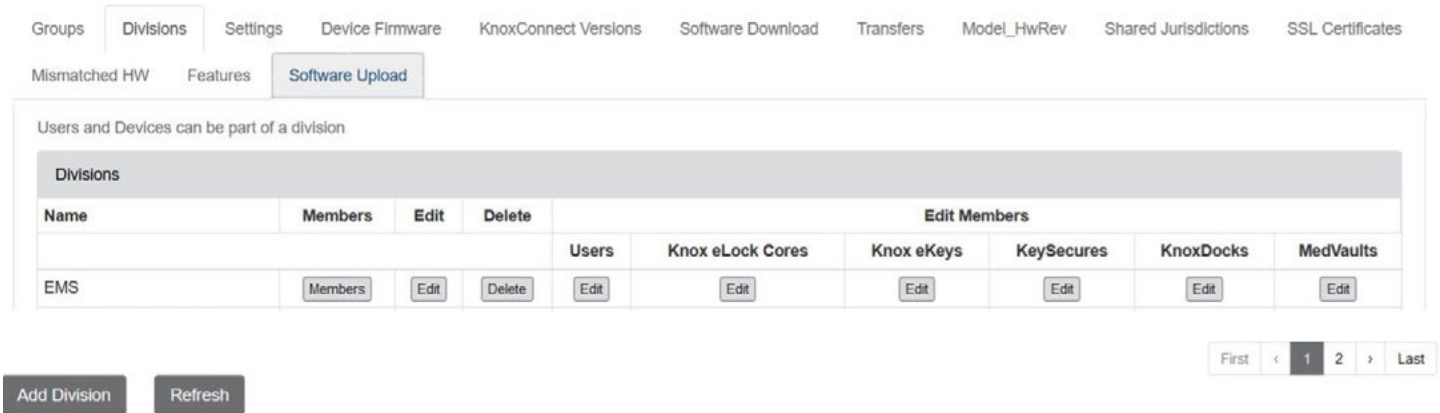
5. Click **Yes** button to confirm change. A **“Success!”** message will appear.



BULK EDIT DEVICES FOR DIVISIONS

Besides editing Divisions at device level, Administrators can use bulk edit screen.

1. Select **Admin** from Left Menu.
2. Click **Divisions** Tab.
3. Click **Edit** button under device type column (e.g., KeySecures) to modify device membership for a division.



4. Highlight device(s) that you want to add to **Division** and click right arrow button to associate to division.

5. If there are devices assigned, and you want to remove them, highlight device(s) and click left arrow.
6. Click **Save** when you are finished editing. When the information is validated and processed you will receive a message that says **“Success!”**

KeySecures belonging to Division ◀ Back

Division Name: EMS

Available KeySecures (SN)

1 (Office2)
 4 (office4)
 13 (Apparatus 2)
 15 (Truck/3/)

➔

➔

KeySecures which are member of the division

3 (Truck(1))
 16 (Truck 14)

Back
Save
Refresh

APPLY ALL, EDIT DEVICES FOR DIVISIONS

Administrators have an option to use Apply All to update devices.

1. From Main Menu, choose the device type you want to manage (e.g., KeySecure)
2. Click on Apply to all [device type] Menu

KeySecure

Device Serial Number ▼	Device Location	Type	Groups	Divisions	Online	Synced	Key_Status	Key_Retention Disabled	Firmware Version	Edit	User PINs
Serial Number	search Location	All ▼	All ▼	All ▼							
40005341	Home Bay	KeySecure			✔	✔			2.7.4	Edit	Edit

First 1 Last

Refresh
Apply to all KeySecures Menu

Export List
 Excel
 Text
 CSV

3. For option Apply to Device of, chose the division you want to apply changes to
 - Below example shows selection of Fire division:

KeySecure Attributes ← Back

All actions below apply to KeySecures and KeyDefenders

Attribute	Notes	New Device Setting	Apply to All Devices	Apply to Devices of
PIN Attempts Before Lockout	Number of unsuccessful PIN entries that result in lockout (3..10).	<input style="width: 80px;" type="text" value="5"/>	<input type="button" value="Save"/>	<input type="radio"/> Group <input checked="" type="radio"/> Division <input style="width: 80px;" type="text" value="Fire"/> <input type="button" value="Save"/>

4. Click on **Save** button to the right of the Divisional selection to save settings to all applicable devices for that division.
5. You will see **“Success!”** message if the change has been made.

PIN Attempts Before Lockout Number of unsuccessful PIN entries that result in lockout (3..10). **Devices** Group Division

Success!

Divisions and Groups

To avoid complexity when implementing Divisions, it is important to implement any PIN user/Device groups within the Division boundaries. A Group cannot contain devices or users mixed among Divisions. If Divisions are being applied to an existing jurisdiction, any Groups will need to be re-established to follow this rule.

Note: KnoxConnect will provide warnings/errors to admins when the rule is violated.

Example of Users Associated with Divisions and Groups

Users													
First Name	Last Name ▼	Suffix	Knox ID	User ID	Role	Groups	Divisions	SUP	Valid Pin	Last Login	Edit	PIN Assignments	Delete
search Name			search ID		All ▼	All ▼	All ▼	All ▼					
User	(5555)		178589		Assigned PIN	South Fire	Fire		✓		<input type="button" value="Edit"/>	<input type="button" value="View"/>	<input type="button" value="Delete"/>
John	Dispatchie		229691		Dispatcher		Access to All		✓	3/11/2022	<input type="button" value="Edit"/>	<input type="button" value="View"/>	<input type="button" value="Delete"/>
James	McKnabb		178591		Primary Admin	South Fire	Access to All	Sup	✓	3/16/2022	<input type="button" value="Edit"/>	<input type="button" value="View"/>	
Dave	Smythe		216602		Secondary Admin	West Fire	Fire		✓	3/14/2022	<input type="button" value="Edit"/>	<input type="button" value="View"/>	<input type="button" value="Delete"/>

First 1 Last

Example of Devices Associated with a Group

Device Information
◀ Back

Model	KS-6K2
Hardware Revision	X5
Serial Number	40005341
Product Type	KeySecure
Device Location	<input type="text" value="Home Bay"/>
Asset Number	<input type="text"/>
Groups	<div style="border: 1px solid #ccc; padding: 2px;"> North South West West Fire </div>
Divisions:	<div style="border: 1px solid #ccc; padding: 2px;"> <input type="checkbox"/> (Select All) <input type="checkbox"/> (Select None) <input type="checkbox"/> EMS <input checked="" type="checkbox"/> Fire </div>

FILTER DEVICE AUDIT TRAILS BY DIVISION

Administrators can filter device audit trails by division.

1. From Main Menu, click on Device Audit Trails
2. Choose the device tab you want to search for
3. Under **Division** section of filters, chose the Division you want to filter on

KeySecure
KnoxDock
Knox eKey
Knox eLock Core
Debug Events

Audit Date Range From:

Audit Date Range To:

Group

Division

All
 All Divs
 EMS
 Fire

User Name

S/N

1000 records at a time

0 records

Use archive

Audit Trails from KeySecures

Location	KeySecure S/N	Event Category	Knox eKey S/N or Mechanical Key	Event Date ▲	Reporting Date	User Name	User ID	KeySecure Firmware
All	All	All	All			All		

Excel Text CSV

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4. Modify any other filters you also need (e.g., Date range)
5. Click on Get Records to run the query

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