

EHAMILTON

How do I add an Access Level to a user?

LenelS2 HelpBot AI Assistant

Answering your system questions—anytime, anywhere.

Adding an Access Level in OnGuard

Adding an access level in OnGuard is a crucial step in providing specific access rights for different users or groups within your system.

To add an access level in OnGuard, follow these steps:

1. Click the [Add] button in the Access Levels window.
2. In the Name field, type a unique, descriptive name for the access level.
3. In the LCD name field, type the name as it will appear on the LCD.
4. In the Assign to Access Level field, select the appropriate access level.
5. If the selected readers are elevator readers, select an appropriate time zone in the Timezones field.

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What versions of OnGuard are supported?

OnGuard Badge Override

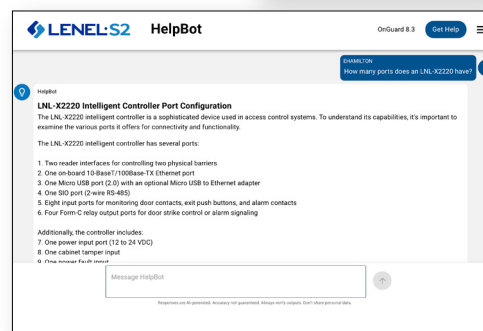
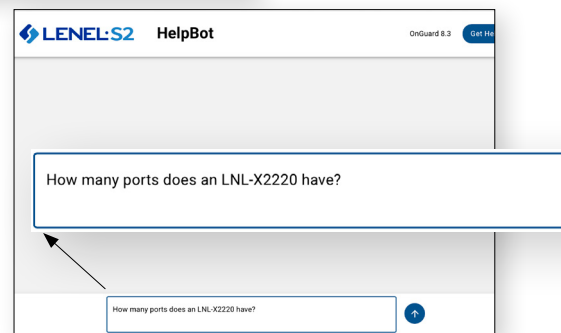
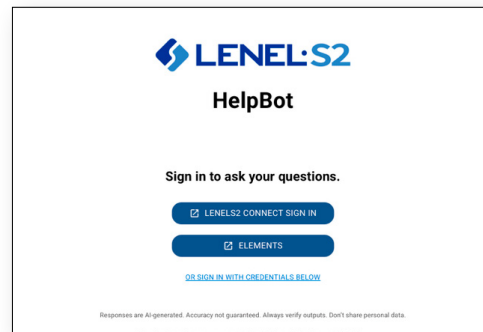
The Badge Override feature is a relatively new feature in OnGuard 8.3.

The LenelS2 HelpBot streamlines access to critical information and support for the OnGuard, NetBox*, and Elements access control platforms. By leveraging AI-enabled natural language search capabilities and an extensive database of product documentation and technical knowledge articles, the LenelS2 HelpBot offers prompt assistance accessible from web browsers on a PC, cell phone, or tablet. Whether it's a quick query or a detailed troubleshooting guide, the HelpBot is there to assist.

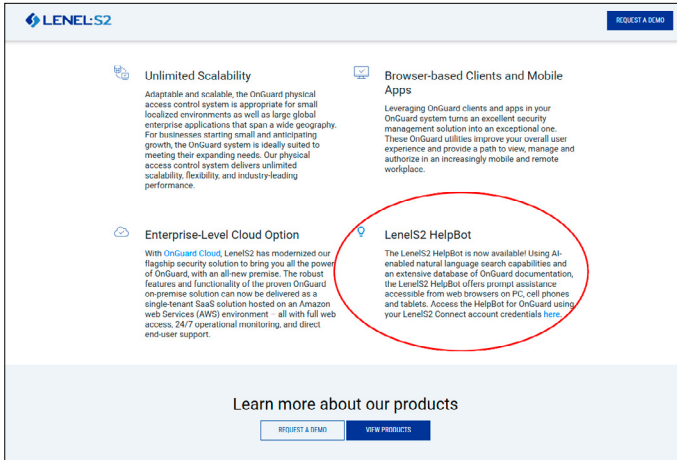
Use Natural Language to Get Information Quickly

The LenelS2 virtual assistant provides easy-to-understand answers and guidance, reducing the complexity of managing and operating LenelS2 access control systems. Use of the HelpBot delivers improved efficiency and a reduction in the need to call Technical Support. And if you need more in-depth access to the referenced documents, the HelpBot provides a link to the appropriate documentation and the specific page for the topic you inquired about.

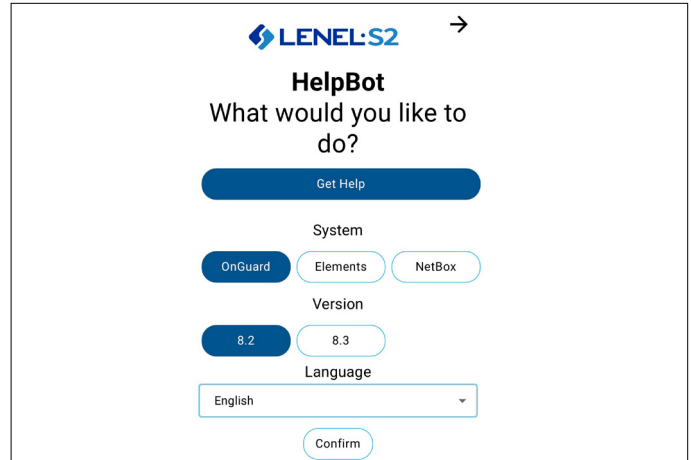
* Coming soon for NetBox



LenelS2 HelpBot is available 24/7/365 for up-to-date technical support.



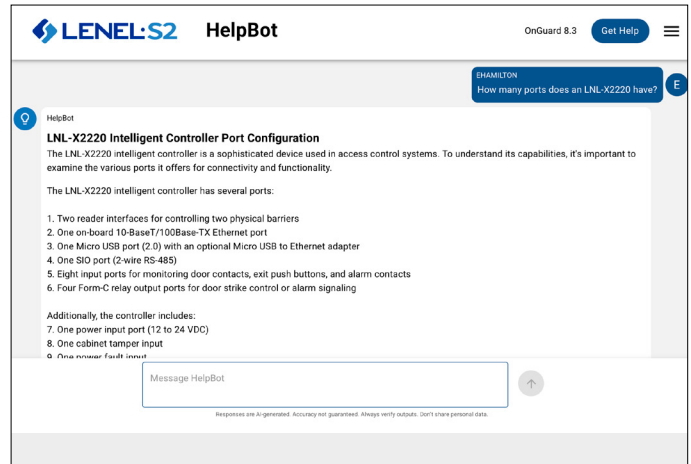
Access the LenelS2 HelpBot from either the OnGuard or Elements product pages on LenelS2.com, through LenelS2 Connect, or within Elements.



Follow the prompts to navigate to your specific product and version support.



Type your question into the question field, and then hit ENTER on your keyboard or click on the up-arrow icon next to the question field.



HelpBot replies with the most up-to-date information, and provides link(s) to more detailed information.

LenelS2 HelpBot Benefits

Accessibility

Available 24/7/365 via any web browser on a PC, cell phone, or tablet. When utilizing a phone or tablet, you may dictate your question by using the microphone icon on your device's keyboard.



Multi-Language Support

Assists users in 24 languages, catering to a diverse user base.



Comprehensive Documentation

Accesses over 40,000 pages of user documentation and technical knowledge bases for detailed and reliable information.



Natural Language Queries

Understands and responds to natural language queries, making it user-friendly and intuitive.



Reduction of Technical Support Calls

HelpBot technology offers a self-help option that complements the LenelS2 technical support team. Save the task of a phone call by getting your answers quickly through the tool.



Time-Efficient

Saves time by delivering quick responses to user queries.



Enhanced User Experience

Improves overall user experience by providing reliable and consistent support.



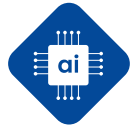
Developed by LenelS2's In-House Data Science Team

Our dedicated Data Science Team has leveraged AI-enabled search capabilities and years of industry experience to develop the LenelS2 HelpBot.



Adheres to an extensive Responsible AI Process

In developing the HelpBot, the Data Science team conducted extensive accuracy testing and implemented industry-standard cybersecurity best practices. HelpBot does not retain user queries or learn from external copyrighted materials.



End Users

Assists with day-to-day operations and troubleshooting for OnGuard, NetBox*, and Elements platforms.



LenelS2 VARs

Provides support for Value-Added Resellers (VARs) in managing and deploying LenelS2 solutions, enhancing their service delivery.



How to access HelpBot

The LenelS2 HelpBot is currently available for OnGuard and Elements users and VARs (NetBox coming soon). OnGuard users and VARs can log in through their LenelS2 Connect account, while Elements users and VARs can access the HelpBot directly through the navigation pane, under Support.

* Coming soon for NetBox



[LenelS2.com](https://www.lenels2.com)

(866) 788-5095

Specifications subject to change without notice.

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