

Allegion License Management Frequently Asked Questions - Internal

What is the list price for a license?

The list prices are \$6 per 1-year license and \$10 per 5-year license. Discounting is same as it is for plastic credentials.

What are the SKUs for a 1-year and 5-year license?

SMA-ENGAGE-FLEX-1YR: 1-year Flexible Mobile License
SMA-ENGAGE-FIX-5YR: 5-year Fixed Mobile License

What is the minimum number of licenses that can be purchased?

Licenses are sold in blocks of ten, either as ten 1-year licenses or ten 5-year licenses at a time.

Can mobile credentials be quoted like other Allegion products?

Mobile credentials can be purchased at a customer's buy program. When placing bulk orders, credentials may be quoted like other Allegion products.

Can the licenses be transferred between accounts?

Yes, the licenses can be transferred between accounts using the transfer functionality within Allegion License Manager. Purchased blocks of licenses can be divided and transferred to as many reseller accounts as needed.

Can indirect customers use Allegion License Manager?

Yes, indirect customers can access ALM and handle their inventory even if they're not directly purchasing licenses from Allegion. They will need to set-up an Allegion 360 Portal account to access Allegion License Manager.

Does ENGAGE™ send notifications when credential licenses are nearing expiration?

Yes, as credential licenses approach their expiration date, notifications are sent to facility admins, managers, and operators with access to administer the site.

What is the difference between "Fixed" and "Flexible" licenses?

Five-year Fixed licenses are for long-term residents or full-time office workers and have a set duration of five years. If a fixed license credential is disabled or changed, the remaining time is lost. Flexible licenses have a one-year duration. If at any time during that year the credential is disabled, the remaining time remains available and can be transferred to another credential.

If a flexible credential is issued then disabled after two months, are there still 10 months remaining on the license?

Yes, while the expiration date of the license does not change when a flexible credential is disabled, any time that remains on it will still be available and can be applied to a new credential.

Can both fixed and flexible licenses be included in an ENGAGE account?

Yes, both fixed and flexible licenses are available and shown through the ENGAGE platform.

What is a legacy credential?

A legacy credential is a credential that was issued before Sept. 5, 2023. Legacy Credentials will not expire as long as they remain active and unchanged.

I have a legacy credential that was issued before Sept. 5, 2023 so is free. If I change the access on the credential is it still free?

No. If the facility admin changes the access on the legacy credential, this action discontinues the legacy credential and will require a new paid license to replace it.

If a fixed credential is issued then disabled after a year, are there still four years remaining on the license?

No, fixed credential licenses are single use and when they are disabled any remaining time is lost. At that point, the credential can be re-issued using a separate license.

Can an Allegion salesperson log into Allegion License Manager and see what their customers have purchased?

No, an Allegion salesperson cannot log into ALM and see what their customers have purchased. However, if added as a user on their customer's account in CRM, they would have the same permissions in ALM as their customer.

Can purchases be made with a credit card?

Purchases go through the standard Allegion PO process, but credit card payments are accepted for invoice payment.

Will card tracks be available in mobile?

Customers can choose the bit format and facility code, but currently cannot control their starting badge ID. However, this feature is coming soon, and will allow customers to choose their starting badge ID and ensure that the next issued mobile is not reused. ENGAGE takes care of making sure that mobile credentials are unique, but it will require the user to set their starting badge ID.

Who is responsible for technical support for field partners when assistance is needed?

Head of support Reneil Magday and his team will handle technical support. Requests can be sent to mobilecredentials@allegion.com.

What is the support team's responsibility to ensure customer satisfaction with the service offered by ENGAGE?

Allegion License Manager Support users will be able to access ALM and view accounts from the customer's perspective so they can more easily identify problems. Support users will also be able to issue free licenses as needed in order to ensure that customers can be made comfortable using the system.

What information is required for a PO to place an order for licenses?

Only the customer account is required. Site ID is optional.

What happens to purchased licenses when ENGAGE transitions to Zentra?

ENGAGE will still be used for issuing credentials, and Engage's transition to Zentra won't affect this process. If customers buy credentials and later decide to move to Zentra, Engage will discount their Zentra account to make things right and ensure customers are happy with the service.

What is the timeline for PO fulfilment and when will licenses be available for distribution via Allegion License Manager?

Digital orders are processed immediately, but traditional order entry processes may cause delays. It is recommended to have buffers in place for immediate distribution.

Can customers request facility code and start/stop on a PO?

Yes, customers can specify the facility code and format on ENGAGE.

What happens if a customer buys 500 licenses and needs to give them to two different end users with different formats?

Each end user should have a different ENGAGE site where they can set their own facility codes and formats. The customer will be able to transfer licenses to each site via ALM.

Is training available for regional sales offices?

Yes, training is upcoming for regional sales offices.

What materials are available for Allegion sales reps to explain the process to customers?

Leave-behind materials and videos are being created for sales reps to explain the process to customers.

Is there a user guide for Allegion License Manager?

Yes. You can find the Allegion License Manager User Guide [here](#).

About Allegion

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