GATEKEEPER

Enterprise Client Application Reference Guide
For Windows & Mac
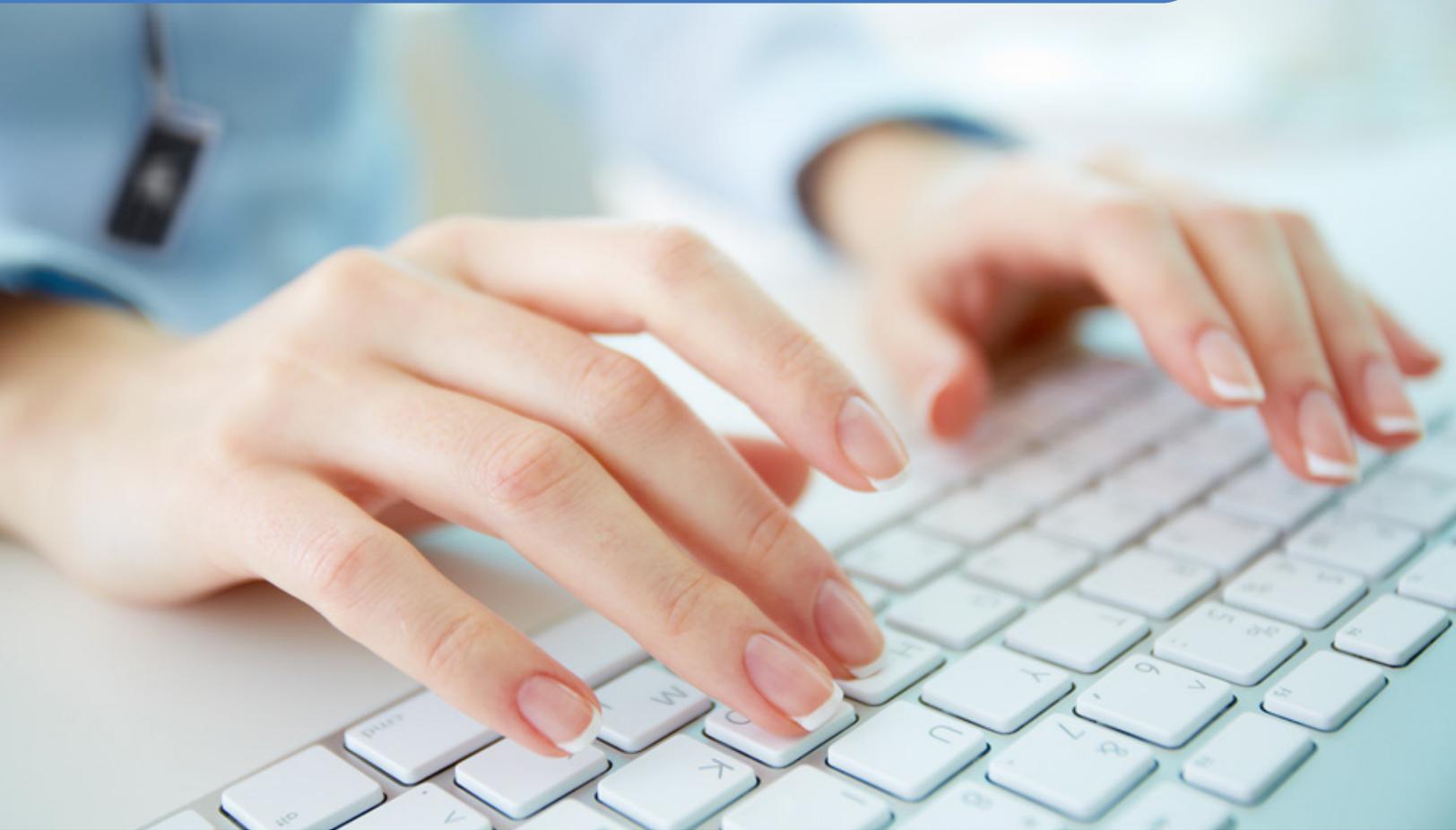
Contents

1. GateKeeper Feature Description

1.1 What is the GateKeeper Desktop Application?

The GateKeeper desktop application is used to pair the key to the User's Domain/Local/Web Credentials. The desktop application is capable of automatically locking/unlocking the computer based on the user's proximity.

## 1.2 What is the GateKeeper Chrome Extension?

The GateKeeper Chrome extension is a password manager that provides users secure access to their web login credentials. It installs along with the Client application.

1.3 Adding a User

To register the GateKeeper device with your computer's login credentials, click on the **Add User** tab and follow the instructions.

Step 1: Put the battery in the key fob, plug the USB dongle in a front port of the computer, touch the key fob to the USB dongle and click on the **Scan** button. In a couple of seconds, the key fob will beep rapidly for 2 seconds and the key fob's serial number and address will populate on the screen. Click on **Next** to continue.

If you would like to use your phone as your key rather than the Halberd, please follow the same process above after opening the GateKeeper Trident app and turning ON the Bluetooth on your Android or iPhone.
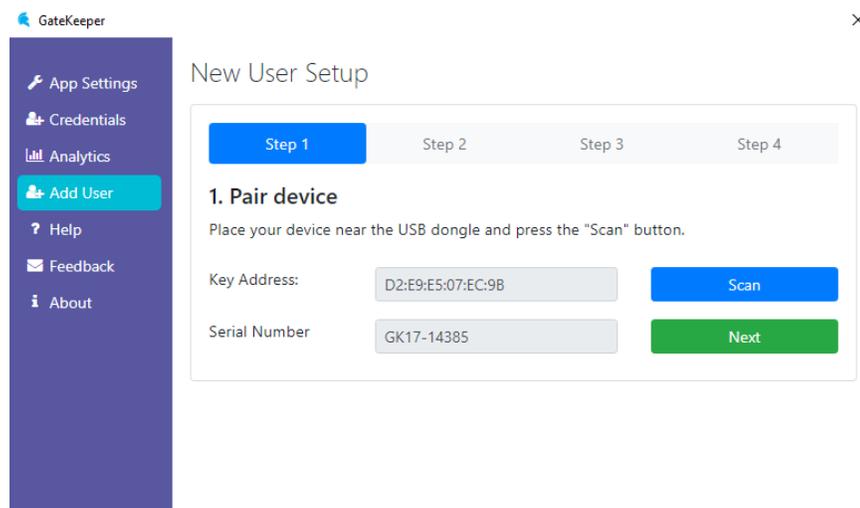
Step 2: On this step you can either type in the username, domain & display name or you can pick the user from the Active Directory by clicking on **Choose User from AD** and type in the user's name. If you're registering the key for a different user, you can leave the password field blank. Click on **Next** to continue.

NOTE – If you want to register the device to the local Windows/Mac account, just leave the **Domain** filed blank.

Step 3: Type in a 4-8-digit PIN. You can also click on **Generate Random PIN** for the system to fill it in for you. Click on **Next** to continue.

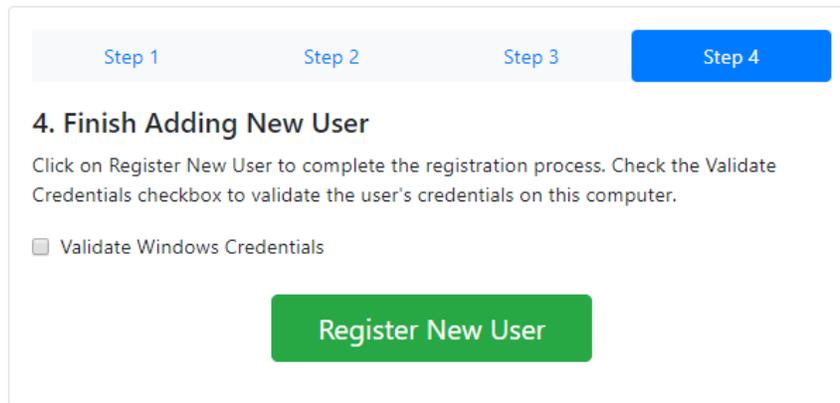**Step 4:** The **Validate Windows/Mac Credentials** box should be checked if all the fields in Step 2 were filled in. Click on **Register New User** to add a user.

A notification will pop up stating that the user was successfully registered and the application will generate a recovery code that can be used to recover all your web login credentials in case you lose your GateKeeper device. To save this code, click on **Copy**.

In case you are not able to save this code now, you can always generate it later using the **Advanced** tab.
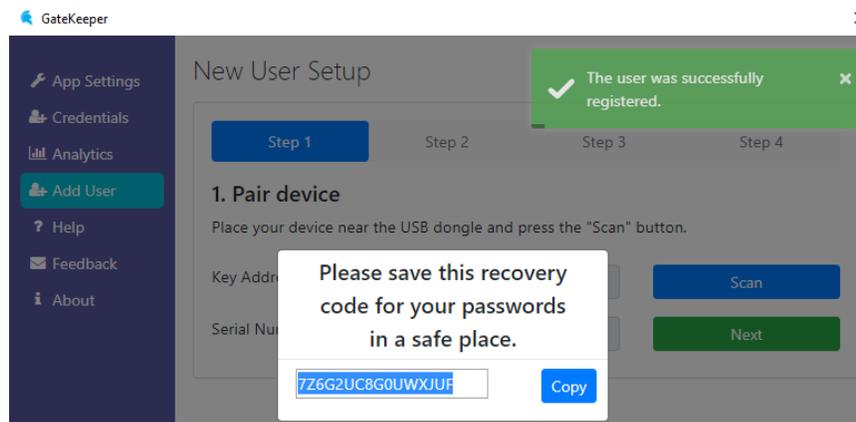
1.4 Connecting a User to the application

To connect a user's device to the application, go to the **App Settings** tab, click on **Connect User**, type in the PIN for the device and click on **Connect**.
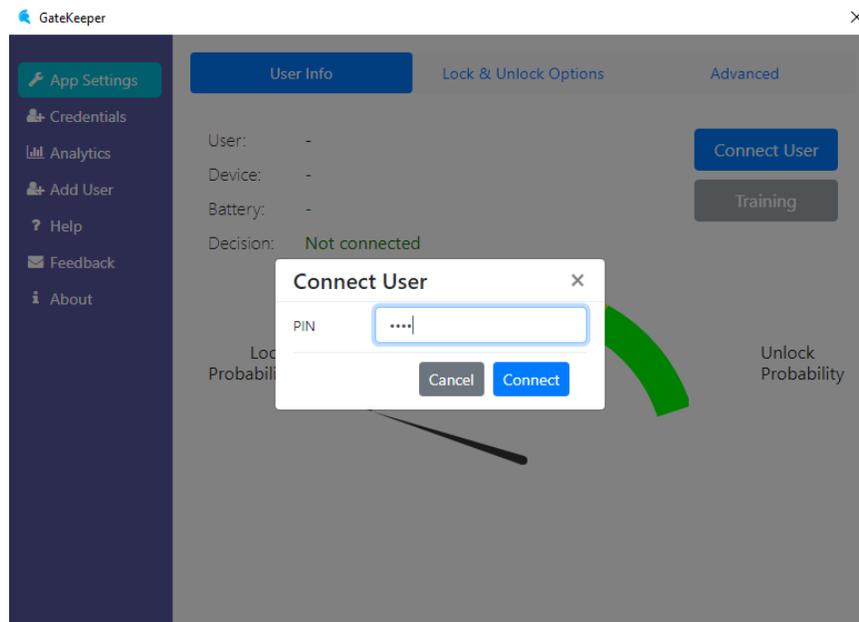
1.5 App Settings

This tab displays the user currently connected to the application, the lock/unlock options selected for the computer, along with the **Server** and **Advanced** settings.

1.5.1 User Info

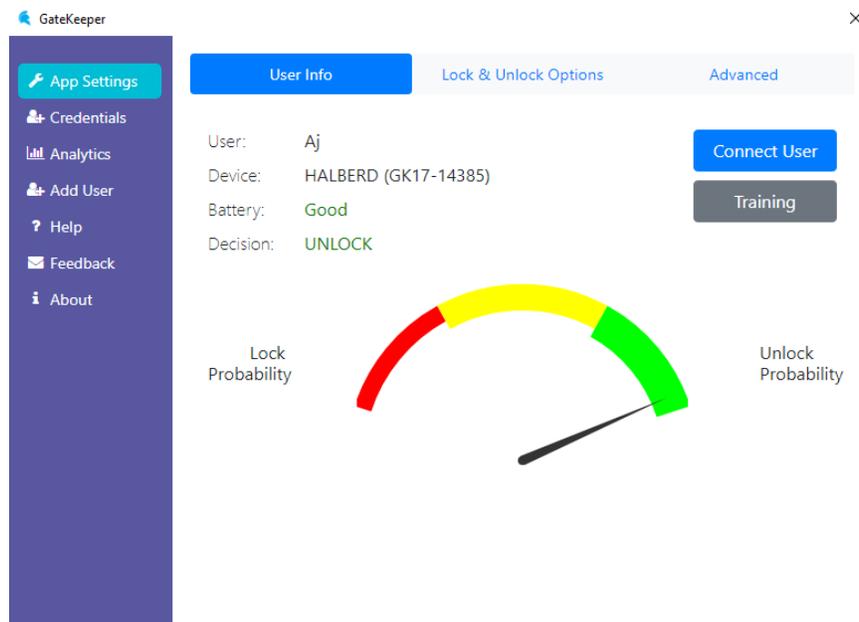This page displays the username, lock/unlock probability, battery status, and decision whether the computer is in 1) Lock state, 2) no change or 3) Unlock state, with respect to how far the device is from the USB dongle.

1.5.2 Training your GateKeeper

The GateKeeper application uses a machine learning algorithm for self-optimization and the users can train it to make more accurate decisions to lock/unlock the computer. We pre-ship the application with the training data but if you want to train it yourself just click on the **Training** button. Follow the instructions below to train it.

**Step 1** – Connect your GateKeeper device to the application and click on **Training**.

Step 2 – Wear the GateKeeper device in your natural position. We recommend carrying the GateKeeper key around your neck or attached to your belt.
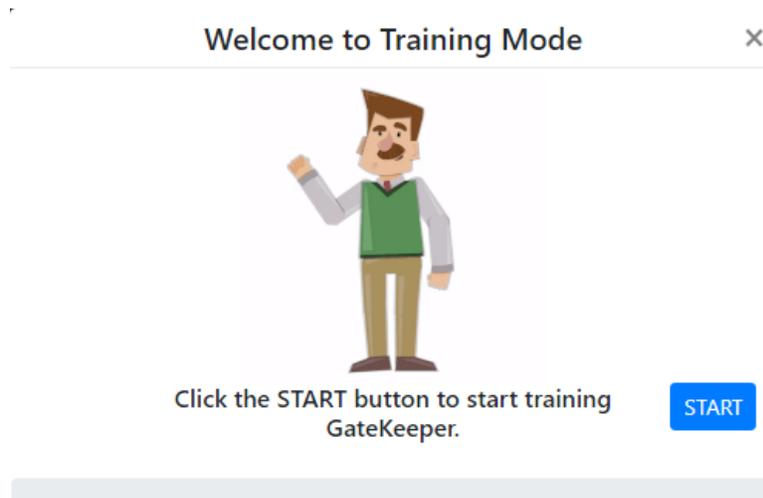
Step 3 – Click on Start. Now, walk away to a distance where you'd like your computer to lock, stop there and press the button on the GateKeeper device a few times.
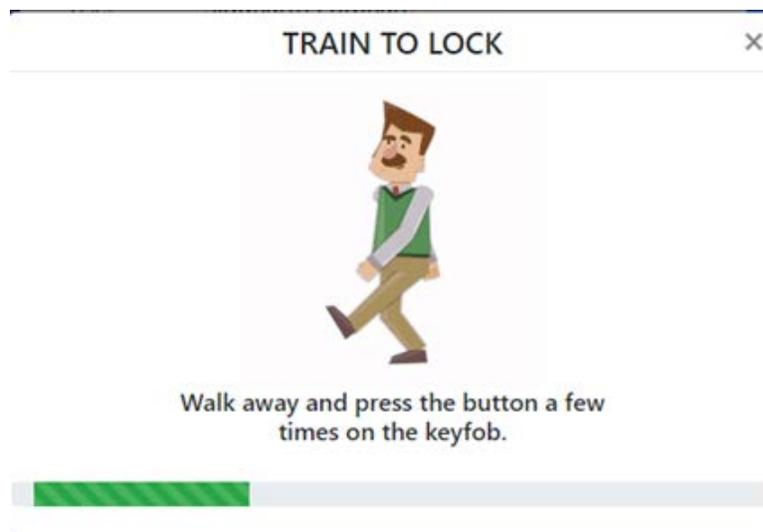
Step 4 – The Next button will show up once the LOCK training is completed. Now walk back to your computer and sit in your chair with the GateKeeper device where you would normally carry it and click on the NEXT button. This will start the UNLOCK training.

TRAIN TO UNLOCK

Wait while we train the system to unlock
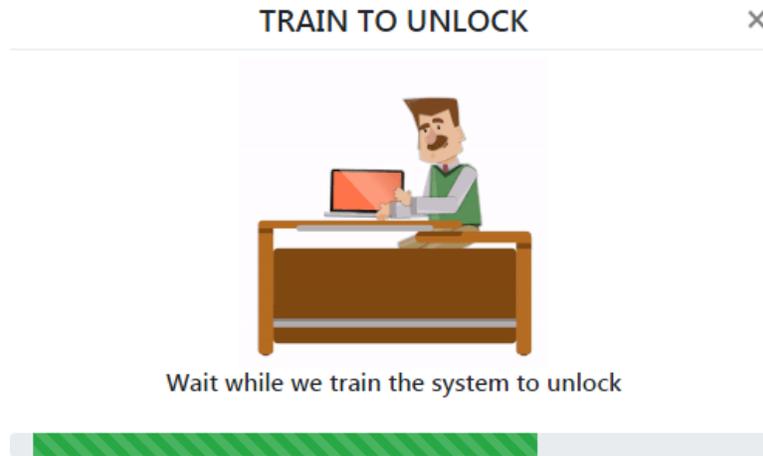
Step 5 – Once the UNLOCK training is completed, click on **Finish** to complete the training process. If you still find the computer not locking at the range you want it to, just train it again.

1.5.3 Lock & Unlock Options

Users can select how they want to lock/unlock their computers using the GateKeeper device.
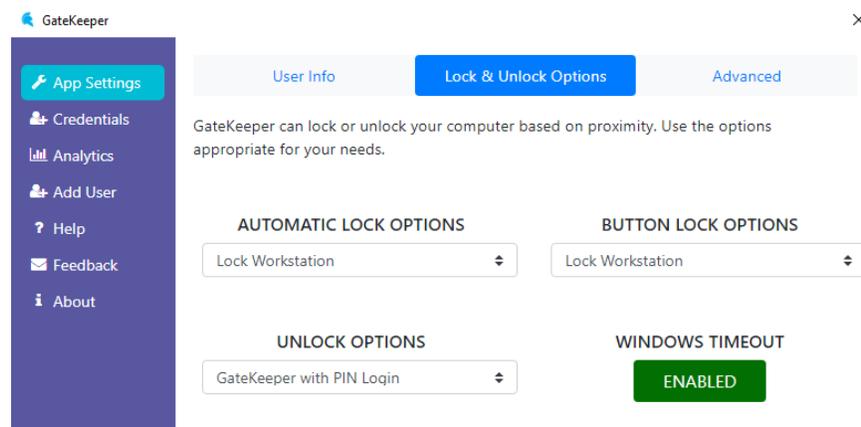
Auto Lock Options let you choose how the computer locks when you walk away. Select 'Lock workstation' to lock the computer automatically. Select 'Logout' if you want the GateKeeper to end the user session. Select 'Disconnect Session' if you have someone else using the same computer with a different set of credentials.

Button Lock Options let you choose how the computer locks when you click the button on the key. Select 'Lock workstation' to lock the computer automatically. Select 'Logout' if you want the GateKeeper to end

the user session Select 'Disconnect Session' if you have someone else using the same computer with a different set of credentials.

Unlock Options let you choose how you unlock the computer. Select 'PIN' to enable two-factor authentication and the users will have to enter a secret PIN to unlock the computer. This is just like using your debit card with a PIN. To unlock computers automatically select 'Auto'. Select 'Touch' to physically touch the key to the USB dongle to unlock the computer. This is just like tapping an NFC card against a reader.

The **Windows Timeout** button can be used to enable or disable existing timeout policy on the computer. Disable it to grant the GateKeeper the sole authority to lock the computer or enable it to make the computer lock when it's left idle.

1.5.4 Advanced

Automatically unlock computer if user returns within this time gives you the ability to unlock the computer automatically with the PIN mode enabled when you return to your computer before the timer expires. It only works if the same user is returning to the computer quickly.
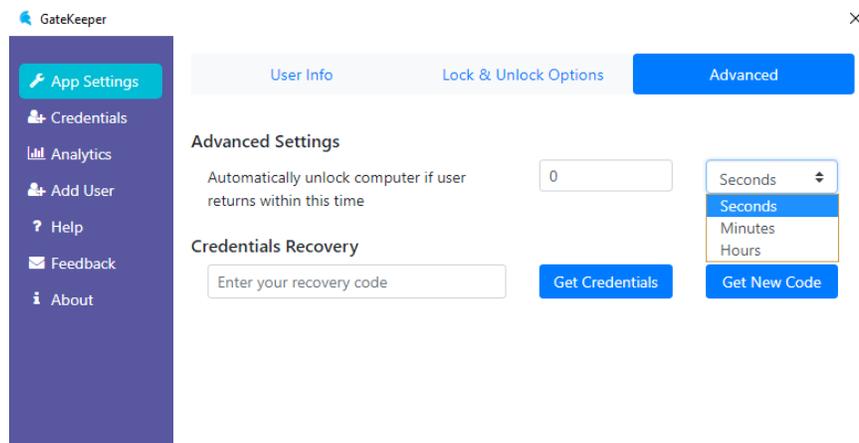
Credentials Recovery

In case you've missed your key use this tool to get all your web login credentials.

To generate the code, click on **Get New Code** and enter your PIN.

Click on **Copy** and save this code in a secure place.

To get your web credentials back, enter your code in the text box and click on **Get Credentials.**

This will save your credentials in a CSV file on your computer.

Server Settings

Point the client application to the server using the Server Settings text fields.
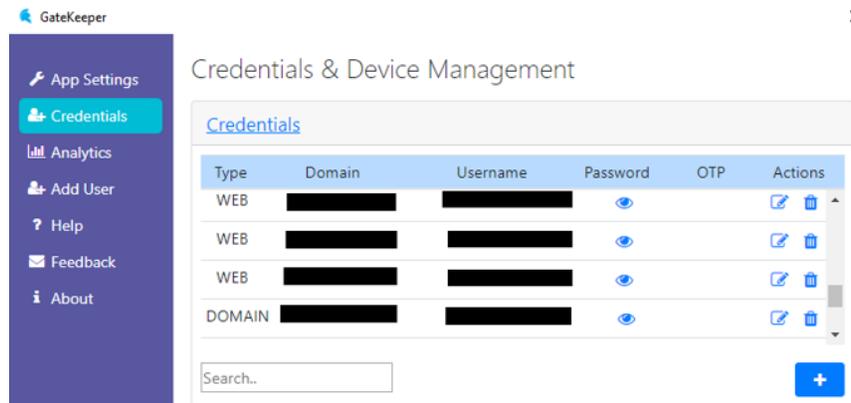

1.6 Credentials & Device Management

The **Credentials** tab displays all the domain/local/web credentials associated with the user connected to the application. You can edit/delete these credentials.

To add a new credential, click on '+'. Fill in the details and click on **Save Changes**. This will add the credentials to the users account and the user can add their device to login with these credentials.

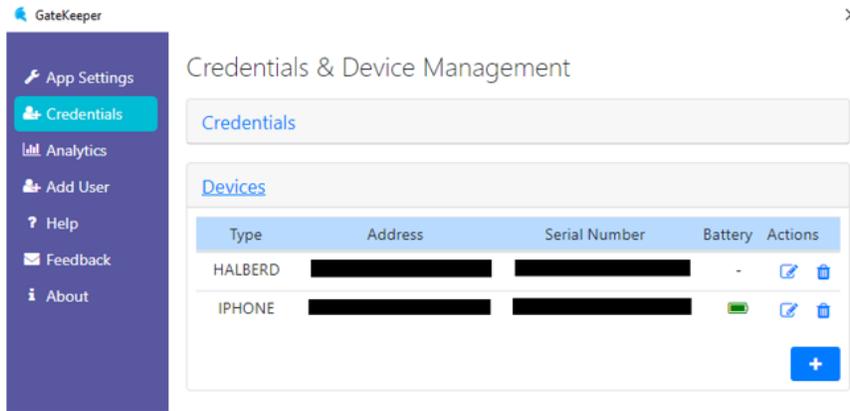The **Devices** tab displays all the GateKeeper devices associated with the currently connected user. You can edit/delete these devices.

To add a new device, touch the device to the USB dongle and click on '+'. Enter a PIN for the device and click on **Save**. This will add the device to user's account and now the user can access all their credentials using this device.


1.7 Analytics

This tab shows a quick dashboard displaying the total lock, unlock events, total keystrokes saved, and total Secure Login Time.

The **Keystrokes Saved** are calculated by subtracting the length of your windows password by the length of the PIN you've registered your GateKeeper key with. If you would like to use your phone as your key rather than the Halberd, please follow the same process above but with your Android or iPhone.

The **Secure Login time** is the time between a lock and unlock event, during which the computer would've been left unlocked when not in use.
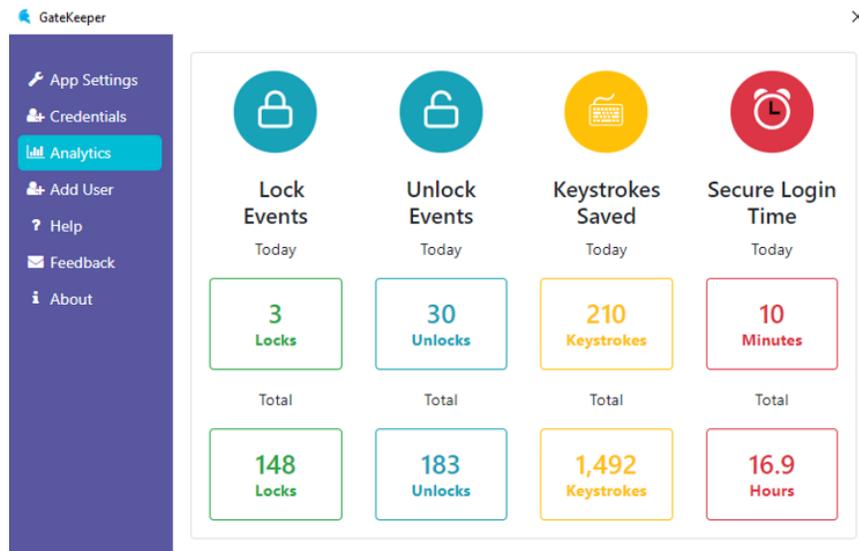

1.8 Help
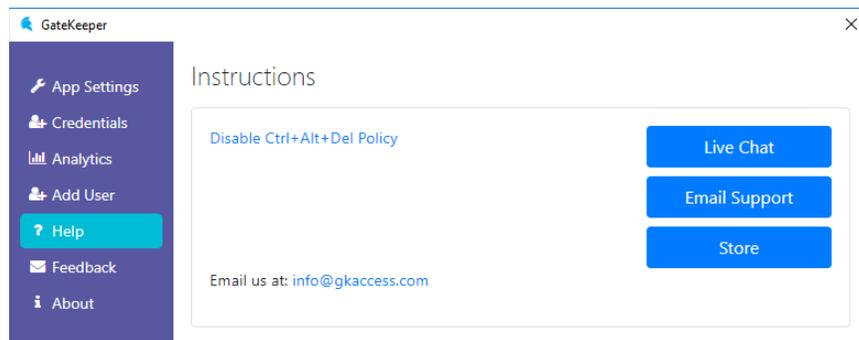
This tab offers links to the instructions on how to disable the group policy of the Ctrl+Alt+Del screen for Windows users.

Use this tab to reach out to our Support Team through Live Chat or Email. You can also access our online store from here. For additional assistance or inquiries, email us at: info@gkaccess.com
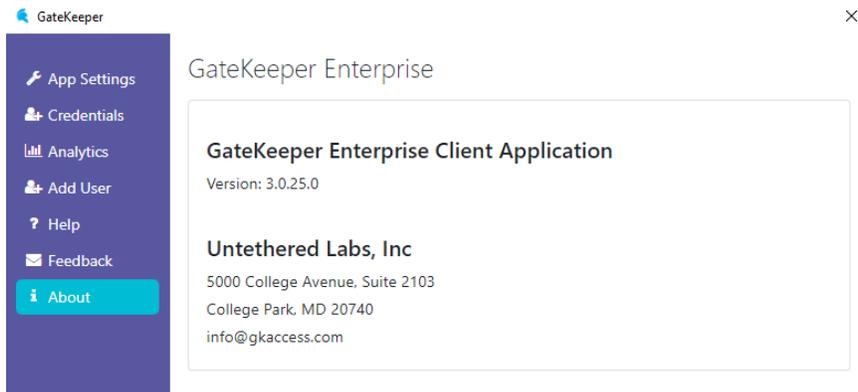
1.9 Feedback

Please use this tab to inform us about any issues you may be experiencing with the application. Make sure you include your email and a brief description of the issue/incident and click on Send. This will grab the GateKeeper logs from the application and send it to us for analysis.
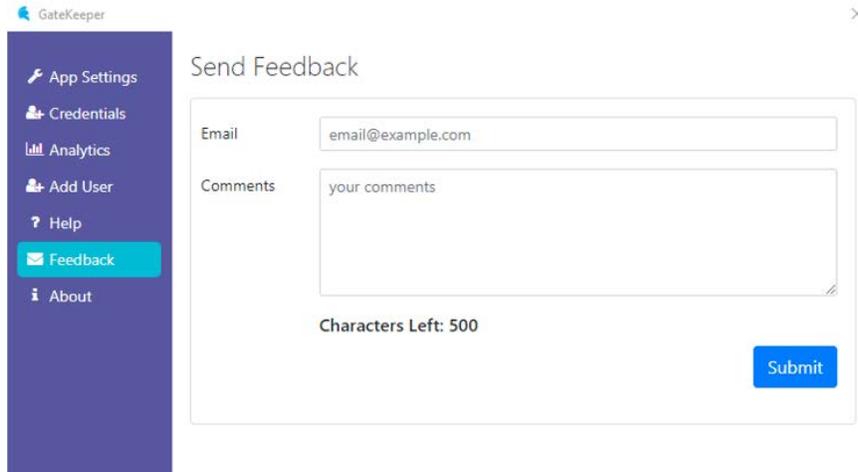
1.10 About

This tab informs you about the application version you're currently using. Please check with the GateKeeper Administrator to see if you're using the latest version.

2. Frequently Asked Questions

2.1 Application Setup

2.1.1 How can I download the GateKeeper Enterprise Client Application?

To download the desktop application, go to our website (www.gkaccess.com) and create an account on our customer portal.

Navigate to the Software section and download the appropriate version for your computer (Win or Mac).

Welcome to the GateKeeper Customer Portal

Enter your credentials to login.

| Email |
| Password |

SUBMIT

Click To Register for a New Account

Forgot your password?

2.1.3 How can I launch the GateKeeper application?

The GateKeeper application can be found as a tray icon on your taskbar for Windows and the top taskbar for Mac. Click on the icon to launch it.

2.1.4 How can I verify my username and domain on Windows machines?

On the Start Menu enter 'cmd' and hit enter. On the command prompt window type 'whoami' and hit enter. This will return you the domain and username in the format <domain-name>/<username>

```
C:\Windows\system32\cmd.exe

Microsoft Windows [Version 10.0.15063]
(c) 2017 Microsoft Corporation. All rights reserved.

C:\Users\AJ>whoami_
```

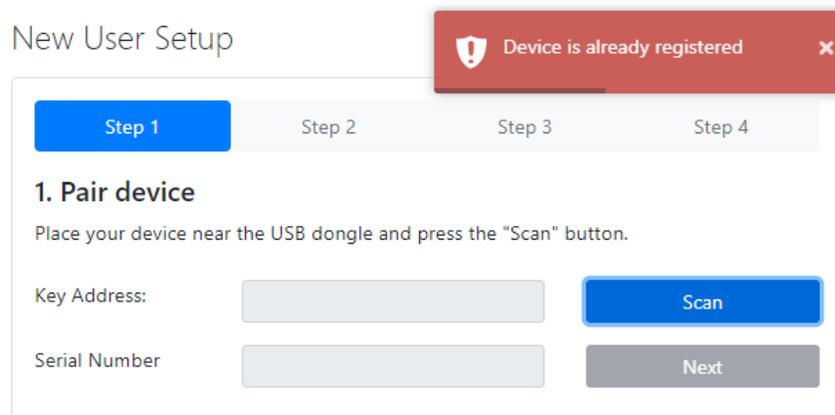### 2.1.5 How many login credentials can be stored on a GateKeeper device?

The device can store as many credentials as you like. To add more credentials, connect your device to the application and add them on the **Credentials** tab.

2.1.6 I don't remember the PIN to my GateKeeper device, can I reset it?

Please contact your GateKeeper Hub server administrator to reset your PIN.

If you have forgotten your PIN, you can recover your stored credentials using the RECOVERY CODE.

2.1.7 When I try to Scan a device, why does it say 'Device is already registered'?

This means the device has already been registered with your user account in the past. If you don't remember the PIN for the device, follow the instructions given in the previous section.

2.1.8 Can I use my Mac's internal Bluetooth with GateKeeper?

No. Currently we only support the GateKeeper USB Dongle on all Mac computers.

2.1.9 My Mac is not locking when I walk away. Why?

Please make sure to restart your Mac after installing the software. After that, the Mac will lock when you walk away.

Questions? Concerns? Please email us at info@gkaccess.com.

3 Document Version

Date	Version	Authors
6/23/2018	1.7	Various
6/19/2018	1.5	Various