FAQ

What is a Reseller?

-Reseller stands for value added reseller. A Reseller does not own a security system and credentials, however may also be an owner, which does.

What is an Owner?

-An Owner is the profile that owns card credentials, readers, and needs to be tied to a Reseller to purchase credentials through them.

Logging into the Mobile Credential portal

-Begin use of the portal by logging in with user credentials provided via email. The first time a new owner or Reseller logs into the portal it prompts the user for a new password. The password must contain three of the following, lowercase letters, uppercase letters, numbers, or symbols. It must also be of significant size 7 or greater.

-A Reseller login is always a @badgingportal.com domain

-In the Reseller homepage a general overview of the readers the Reseller manages is given.

-To Manage the readers click on the three bar icon located in the top left corner of the page. From there three options are given, download toolkit, manage readers, and manage user accounts.

-In the Owner homepage a general overview of the readers and credentials is shown, from here an owner has access to distributing credentials and managing their own readers.

How do I get a setup toolkit?

-Click on the three bar icon on the top left hand corner of the Reseller home page, click the common tasks drop down menu, and click on 'Download toolkit'. On this page click the yellow button that reads 'Download Toolkit', the download will start automatically.
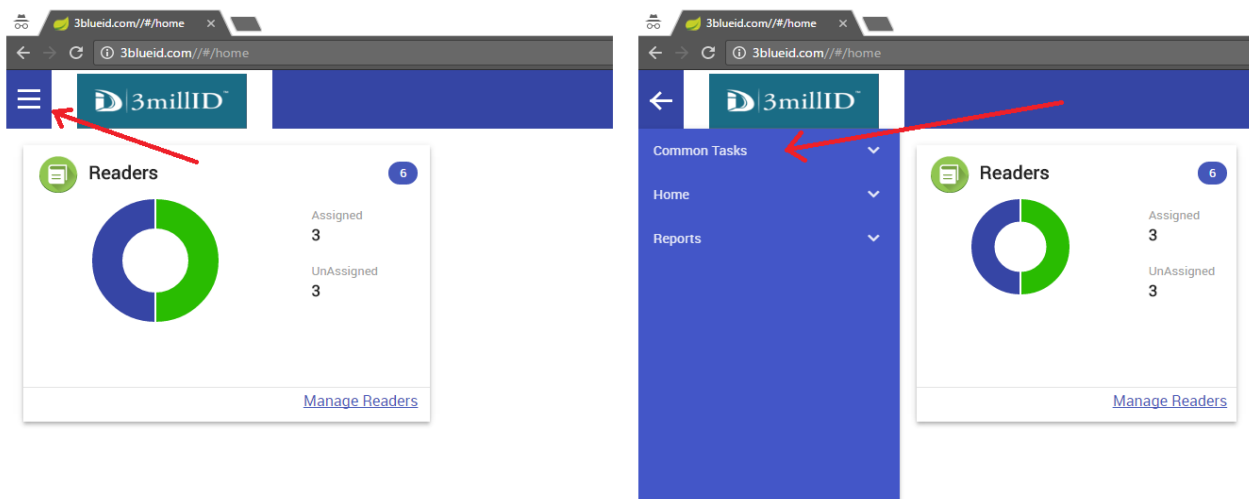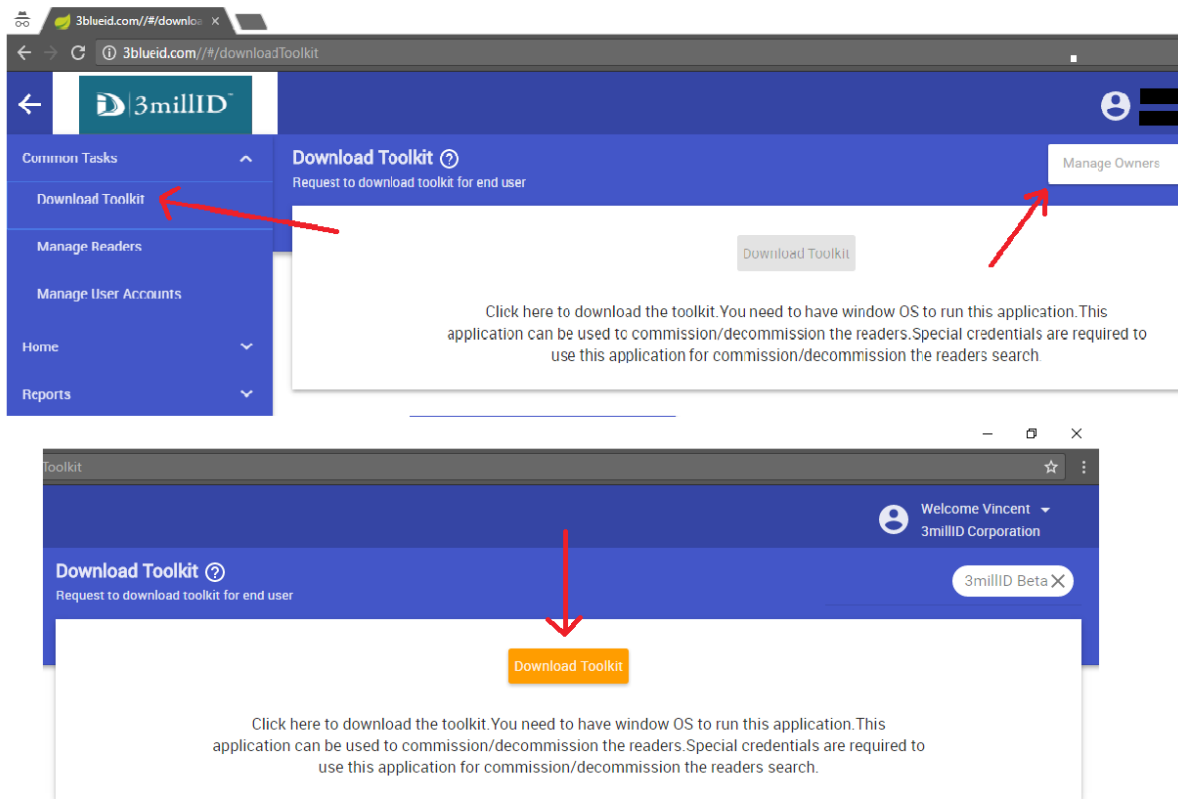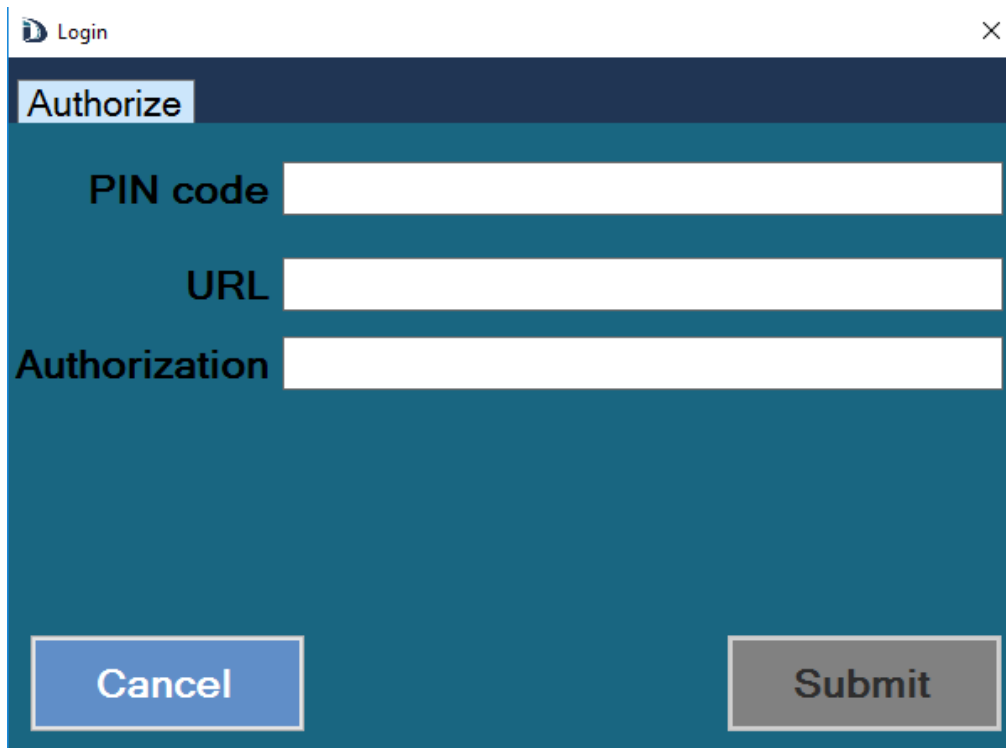
-To install the toolkit, go to the download and unzip the folder in the directory of your choosing, by right clicking and going to the 'Extract' option. Once the folder has been extracted double click on the application, and if necessary allow the program to run with administrator permission. The application will now install the reader software toolkit to your device.
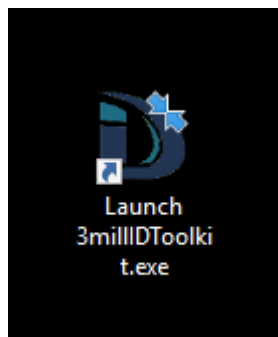
I've set up my toolkit, but now it doesn't seem to work?
-To log into a toolkit, to make modification to a reader, or readers, you must get an installation credential. Ask the owner of the security system to issue you an installation credential to a working email address to proceed.

-After an installation credential has been issued open the email to get the login information needed to log into the toolkit. The log in information should include a PIN, Server URL, and an Authorization Code when being issued an installation credential. If the email does not include all three components you have probably been issued a normal credential.

-Each owner decides who can access each of their readers, and when, if access problems persists contact the owner to ensure that you have access to the readers to proceed.

How do I set up readers?

-In the portal for the Reseller, under the menu in the top left corner, and under the sub folder Common Tasks, there is a menu option for manage readers. To set up any readers for an owner they first must be managed in the portal.

-To manage readers for an owner, first go to the search bar in the top right corner and search for the owner that you plan to make edits too. This will bring up a list of Active and Inactive readers for that owner. If the owner does not yet have any readers installed or programmed, all readers should be in the Unassigned folder. If a reader is found in the Assigned folder, and no readers have been permanently installed, a reader has already been configured, and will need to be Unassigned its current name before being given a new one.
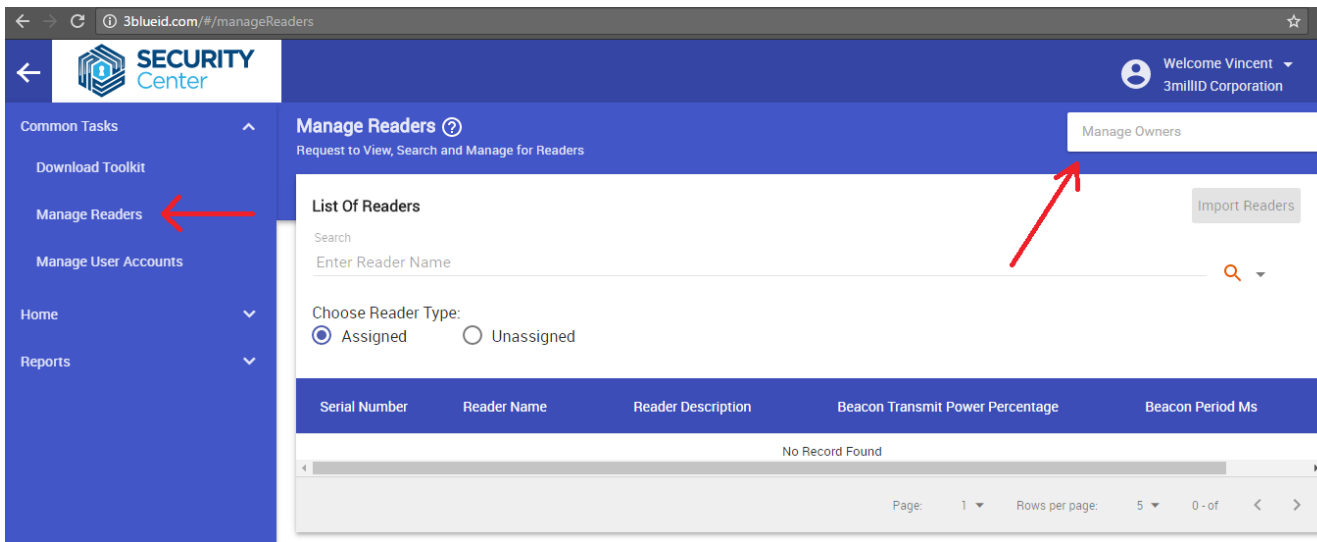
-To add new readers to the list, an Excel sheet detailing the information on the readers must be created first. To see how to format the Excel sheet, see the related FAQ 'How to format a Reader info sheet.'

-After you have an Excel spreadsheet saved as an .CSV file, detailing the reader information, save it to a known directory on your PC. Then back in the portal under the 'Manage Readers' tab, and have an owner selected, press the button that says 'Import Readers' on the right hand side of the page. A second page with a highlighted hyperlink will appear that says 'Upload readers', click this link. This will open a search menu where the path to the Excel spreadsheet file should be entered. (Tentative, may be updated with a portal change)
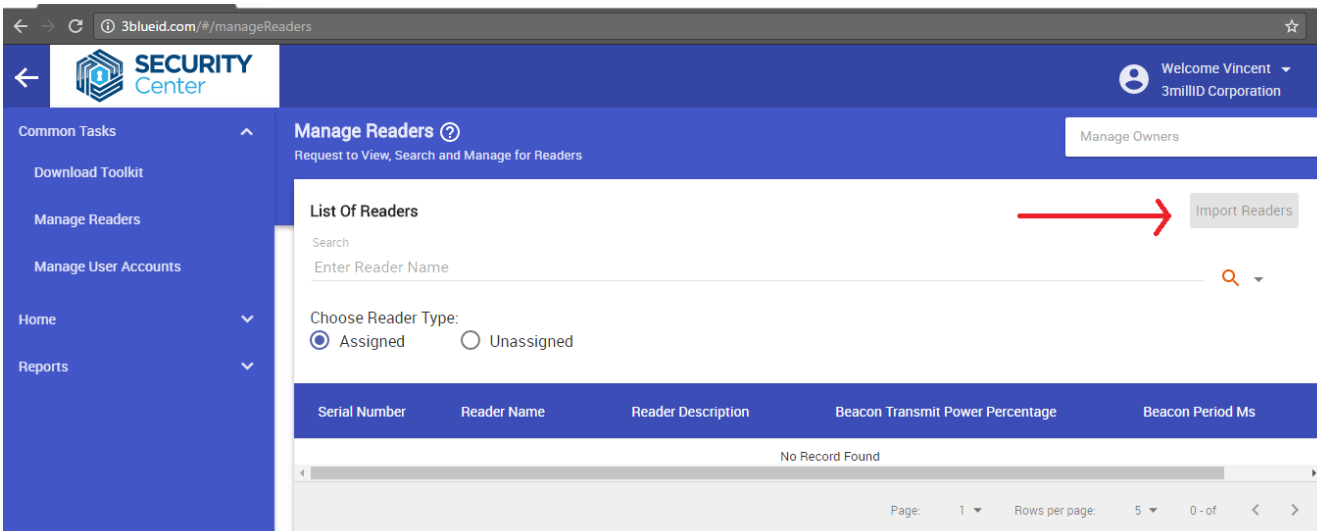
-If you need assistance formatting the Excel sheet, a demo sheet is provided as a download on the import readers page.
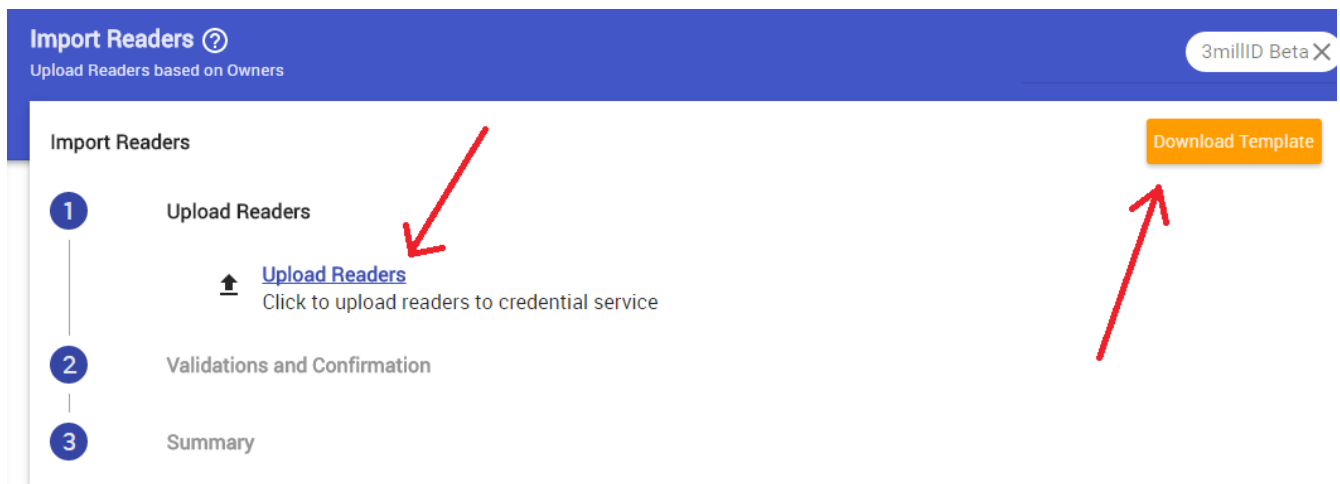
-Post upload if the data was input correctly, reader info on the spreadsheet will now populate the Unassigned folder.

-Going back to the toolkit and after logging into your toolkit via your installation credential. If your wondering how to login to the toolkit see the FAQ 'I've set up my toolkit, but now it doesn't seem to work?'

-After logging in (ensure that your device has an internet connection) go to the install option on the device. In the install option you should see the device scanning for readers. If not, do you have a 3MillID Bluetooth connector? If not see the FAQ on 'How to get a Bluetooth Reader Installation USB'.

-Select a reader to be assigned a name, then select a name from the preconfigured list, of readers found in the Unassigned folder. If the reader fails to accept the name, ensure the reader not already named, or you are standing to far from the reader.

-After assigning the reader a name, it should now be tied to the owner, and will now be visible to phones with credentials issued by the same owner.

I'm a Reseller, how do I set up an account for an owner?
-To use the 3millID digital Bluetooth credential system a profile must be made for you in the 3Blueid.com portal. To get an account as a Reseller contact 3millID sales and ask to be set up a Bluetooth credential reseller. To add your customers ensure that you and your customer have reviewed the **Portal Agreement**.

**How do I submit an order for Credentials?**
-VARs submit an order to the 3millID certified reseller webstore.

-Owners, submit a P.O. for credentials to your Reseller via your preferred method.

-Credentials must be ordered before a Bluetooth security system can be configured.

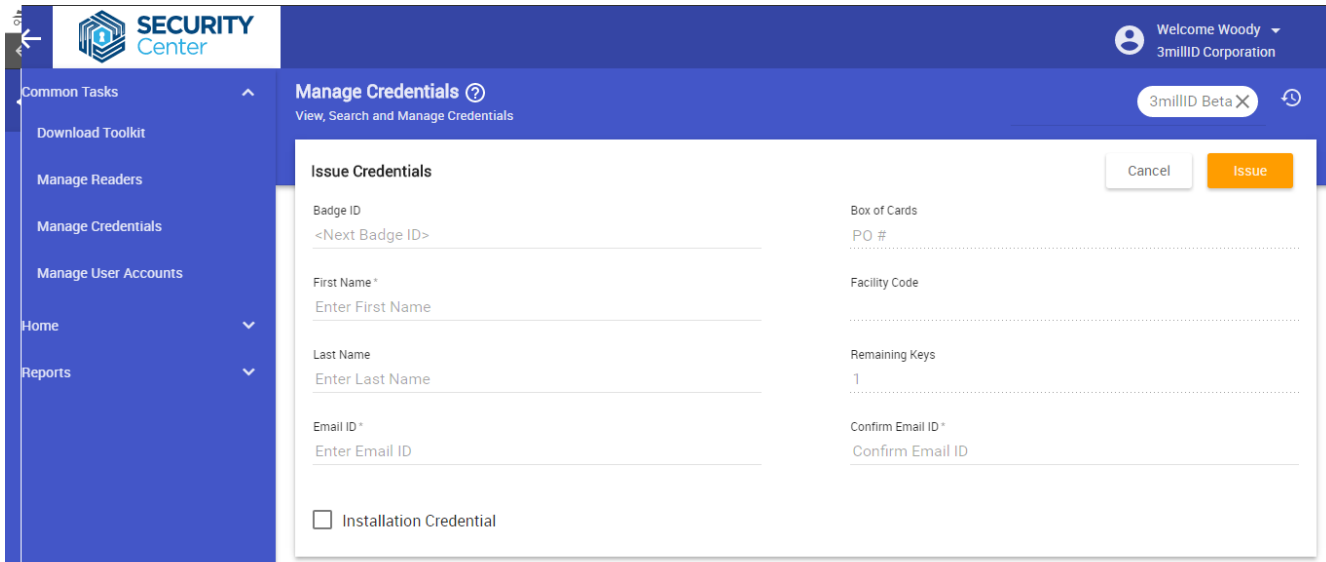**My Reseller is asking to issue an installation Credential, how do I do this?**
-To Issue an installation credential log into the Owner login on 3blueid.com/#/login and go to Manage Credentials.
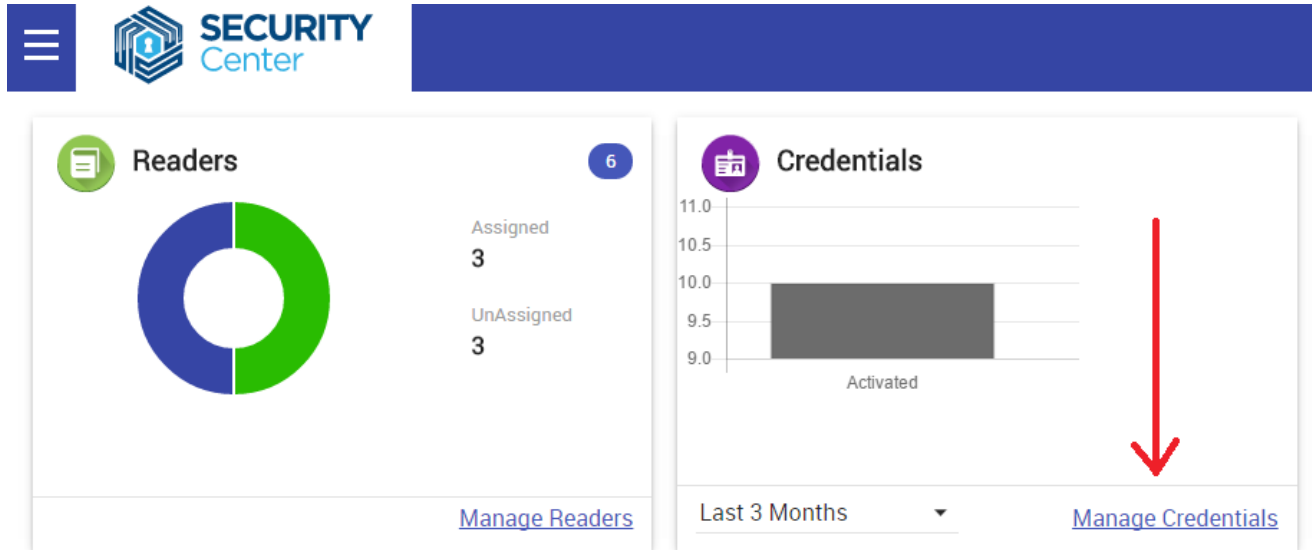
-Then after going to Manage Credentials under the Reseller you intend to issue credentials under click on
the issue icon.
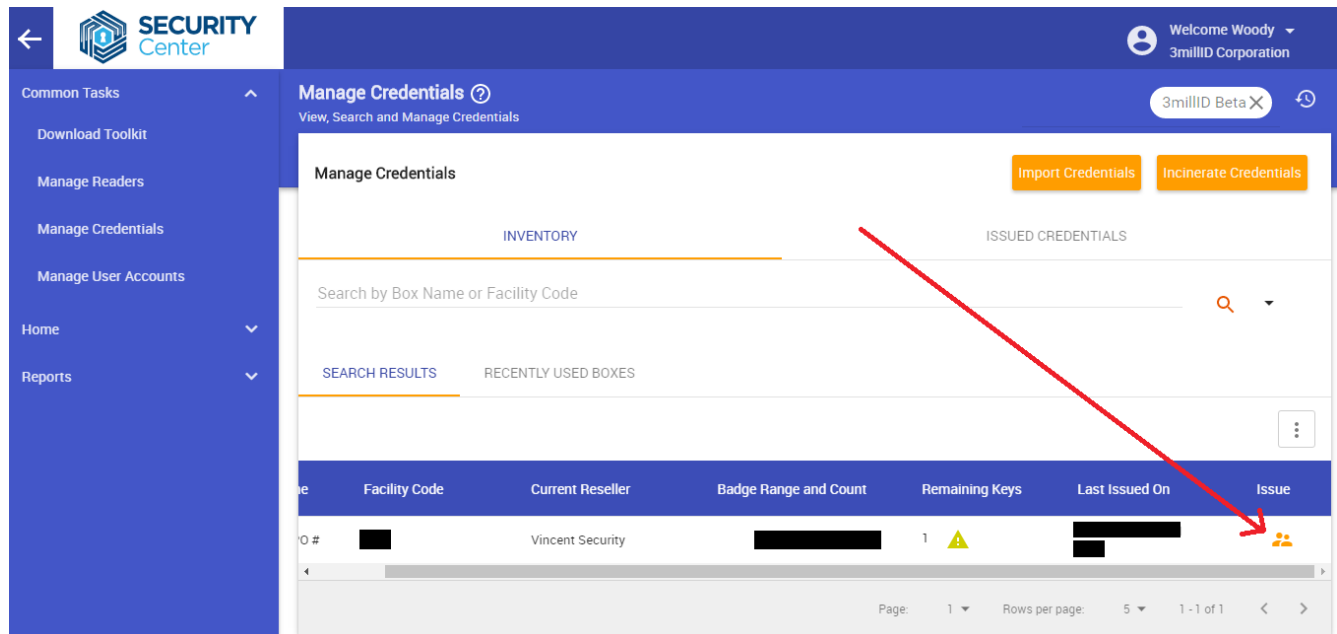
-This will bring you to the credential issue screen, where a variety of options for issuing credentials exist. Enter the badge ID to be issued to the Reseller the PO# received for the install, The first and last name of the installer, and finally the email to send the installation keys to. Be sure to tick the box for installation credentials before issuing, and enter an expiry date for the Reseller's install key to become inactive.
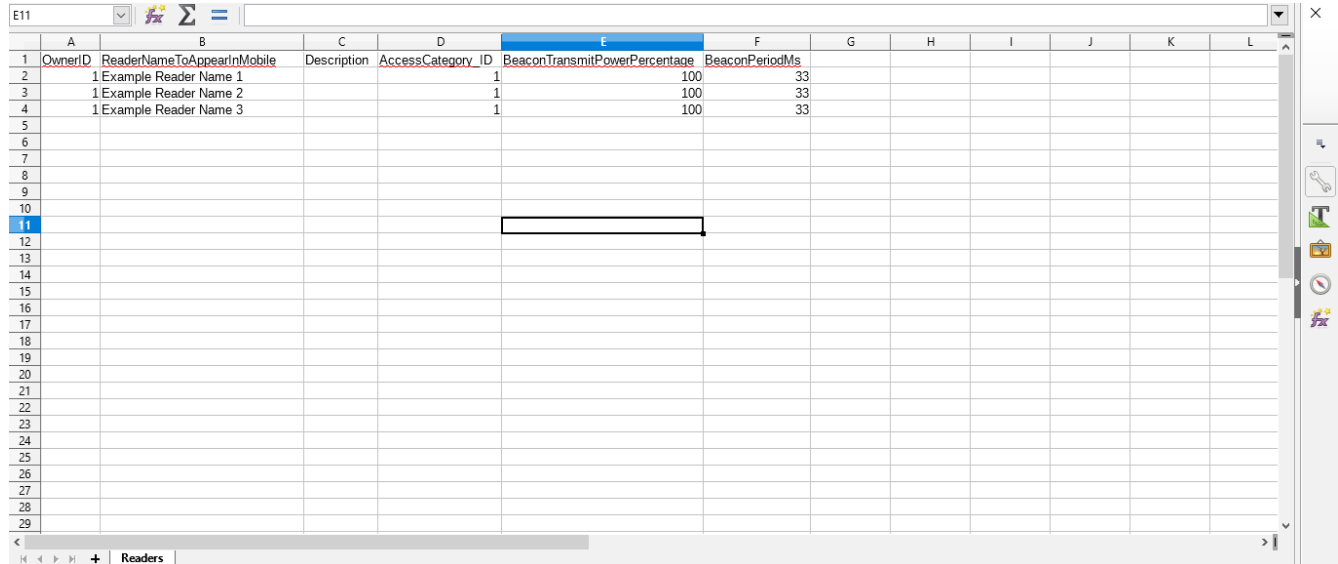
How to format the reader info sheet.

-To register new unassigned readers to an owner, a CSV file containing proper data must be filled out and uploaded to the portal. This CSV file must be formatted like the below document image in a spreadsheet editor.

-The First column contains the owner ID of the reader, this is essential to ensure that all readers are being imported to the correct owner and a different owner is not receiving the names of the readers. You can find the Owner ID under the owner search function under the Manage Readers function.
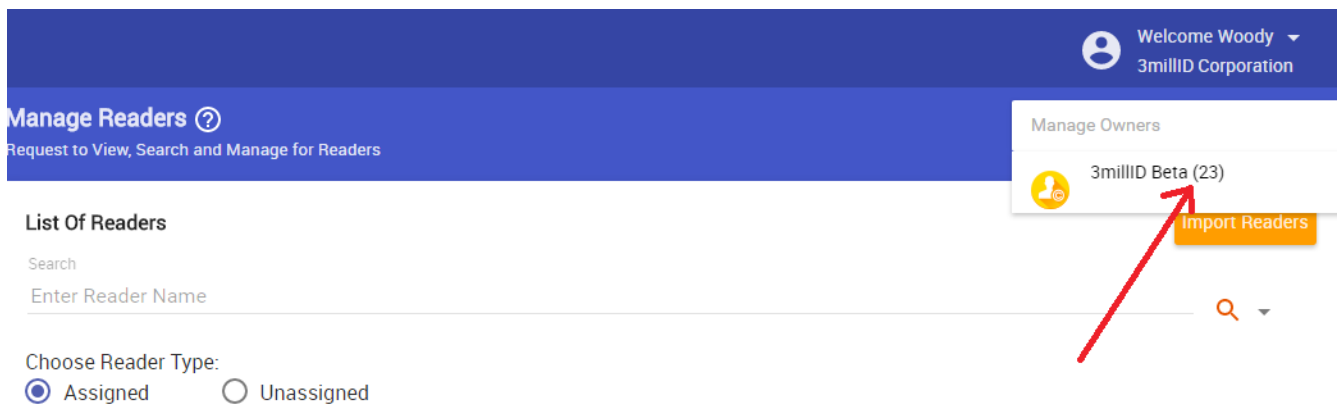
-The Second column contains the reader names to be entered into the portal, and will contain the visible names of the readers when scanning with a mobile device.

-The Third column contains a description of the reader, anything can be entered here as it is an optional field.

-The Fourth column contains the Access category ID which should always contain a 1 in the field.

-The Fifth column contains the beacon power transmit percentage and should always have a 100 in the field.

-The Sixth column contains the Beacon Period in milliseconds and should always be set to 33.
-After the file has been made save the document as a .CSV file in an easily accessible directory. Log into the portal as the Reseller, and go to Manage Readers in the Common tasks, or via the home page.

How to deploy credentials.
-To deploy credentials as an owner it is important to have two things before starting. A list of email addresses, and the owner of the address. There are two methods of entry, one is manually entering the Badge ID, User, and Email of the user into the portal (The Badge ID will count sequentially after each entry). The second is preparing a .CSV file with the badge ID, User, and Email specified on each line to enter multiple IDs at once.

-To begin deploying go to the Manage Credentials link on the home page on the owner profile.
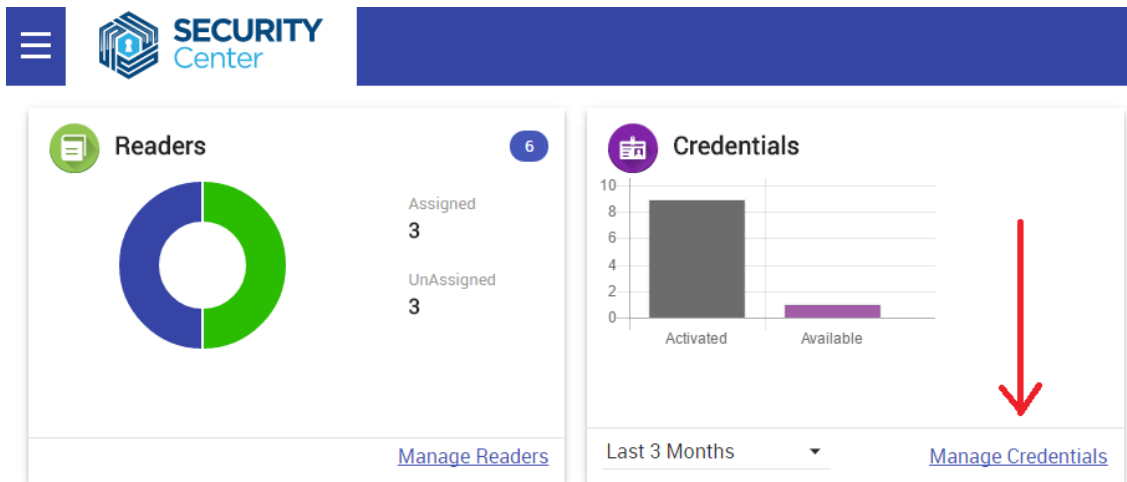
-**For manual Entry, a**fter going to the credential management page under the 'BOX' of credentials go to the icon under the Issue column of the box.

-On the next page prepare the information for the credential entry. Enter in the badge ID if starting at a specific ID if not sequentially starting with the next available number in the box. Enter in the Box PO# if it applies, and begin entering in the name and email of the first credential. Ensure that the check box for installation credentials is UNCHECKED. Begin to enter the next user and email sequentially. The badge ID will sequentially number through the box if not specified.

-Continue entry of the user credentials sequentially. If an error occurs a card can be revoked see **How to revoke and remove credentials**.

-**For automatic entry** an Excel sheet can be generated with a set of columns containing the user data. The layout is demonstrated below.
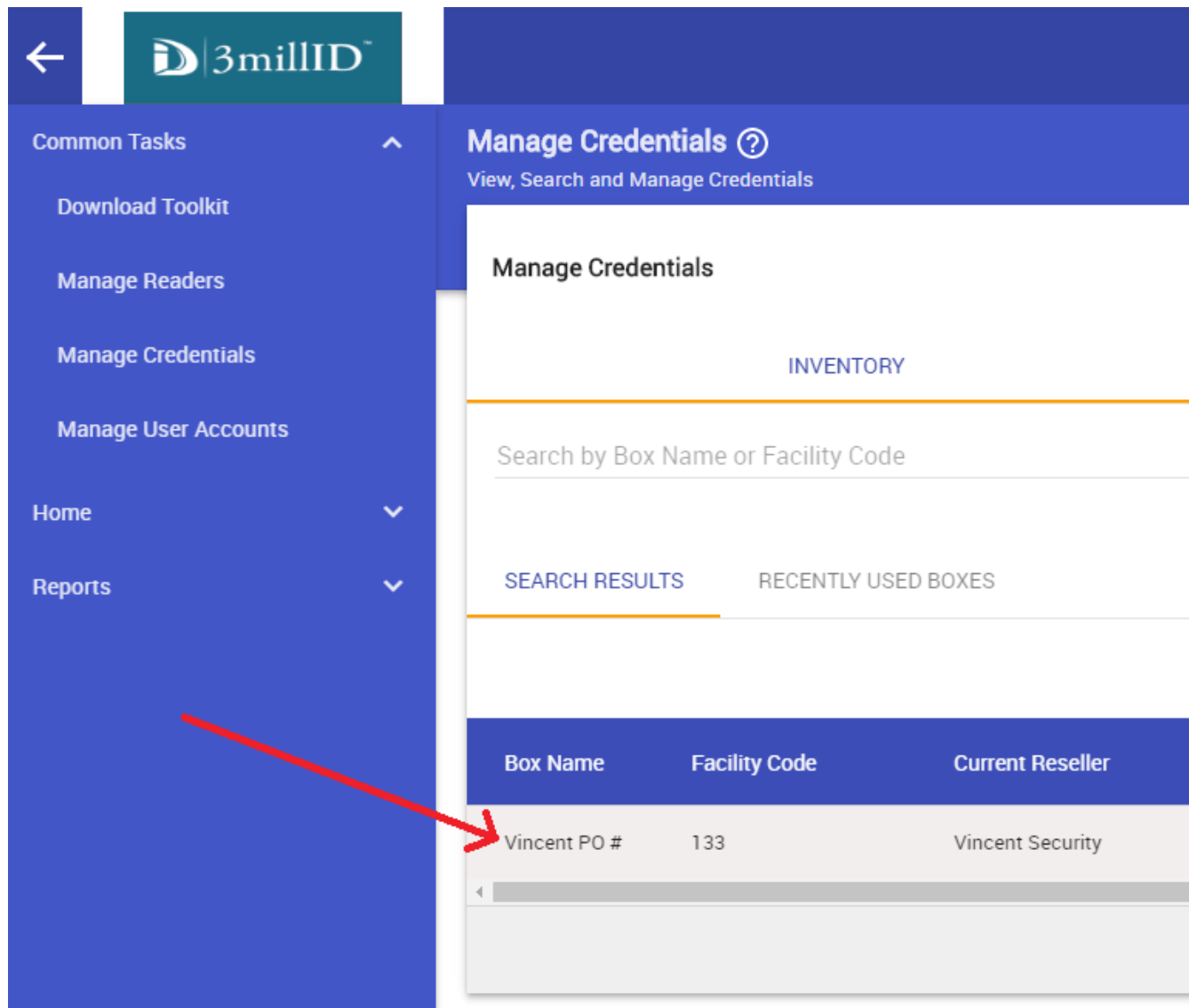

-First Column is the Operation

-Second Column is the Badge ID of the User

-Third Column is the ekey

-Fourth Column is the box of cards. This can be found on the Managing Credentials page, in the area specified below.

-Fifth Column contains the email of the credential user.

-Sixth Column is the First name of the user.

-Seventh Column is the last name of the user.

-After completing the Excel spreadsheet then save the document as a .CSV file in an easily accessible file location. Then in the credentials management page go to 'Import Credentials'.

3millID™

Welcome Woody
3millID Corporation

Manage Credentials (?)
View, Search and Manage Credentials

3millID Beta ✕

Manage Credentials

Import Credentials   Incinerate Credentials

INVENTORY   ISSUED CREDENTIALS

Search by Box Name or Facility Code   🔍   ▾