

Key Handler is easy to use. To help you get started we suggest you spend a few minutes reading this to understand how Key Handler works.

## The Heart of Key Handler

At the heart of Key Handler are your keys. By keys we mean an individual key or a bunch of keys. Keys belong to Key Owners and each Key Owner may have more than one bunch of keys.

For properties, for example, the Key Owner is the address of the property and not the landlord. The keys typically live on a numbered hook, in a key cupboard or on a key board, which you assign to each key. The location feature allows you to work with multiple key boards or cupboards or with multiple offices.

## Unique ID

Key Handler automatically allocates a unique ID number to each bunch of keys so it always knows exactly which key is which – handy if you have two bunches belonging to the same key owner and hanging on the same hook!

## Key Tag

You can also assign a 'Key Tag' to each bunch of keys. The purpose of the Key Tag is to help you tell key bunches apart when you are away from Key Handler. So for example the Key Tag showing on the key fob for 23 Station Villas could be 23SV. The tag identifies the keys to the handler without providing the full address, and hence free access, should the keys be lost or stolen.

## Key Handlers

Key Handlers are the people who the keys are booked out to and returned by. For property lettings these are usually maintenance personnel and staff conducting viewings. Key Handler provides the option to use barcodes to help with booking keys in and out and for stock checks.

## Booking Keys In and Out

To book a key out you simply search for and select the Key Handler (e.g. a named plumber) from the list on screen. You then search for and select the keys you require. The details of the keys will be displayed, including their hook number and ID allowing you to easily find them. At this point you can alter the date and time the keys are due back before you book or scan them out. When the keys are returned simply select or scan them in and hang them up – it's as simple as that!

## Reserving Keys

Key Handler is also full of other features. For example, the reservation system lets you book keys for Key Handlers for specified times, helping to ensure the keys will be available as promised.