



**NUVEQ SDN BHD**

**Nuveq Cloud Access Portal**

# Quick guide

**Please read the instructions carefully,  
Before operation and keep for future  
reference.**

**support@nuveq.net**

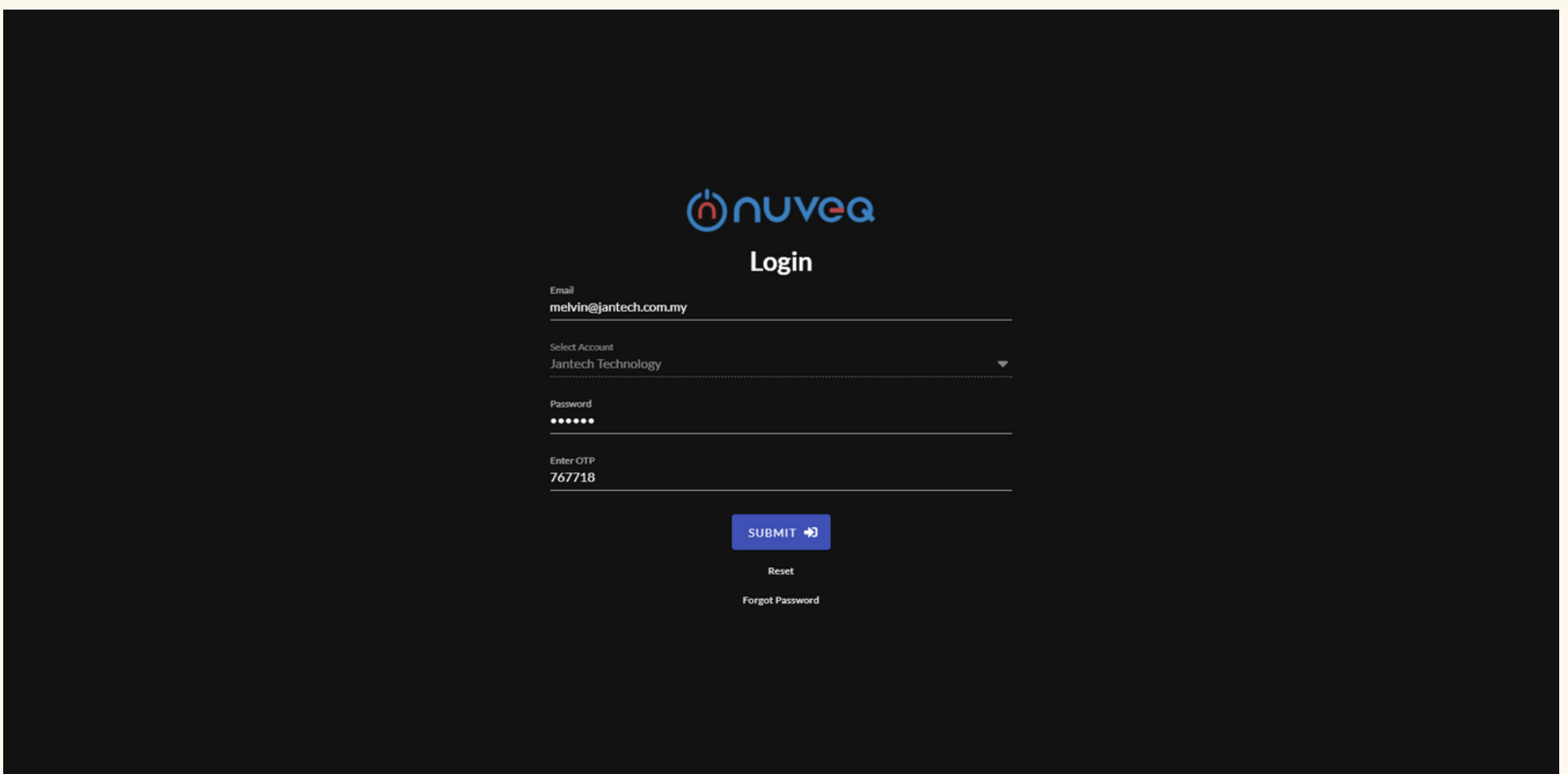
**www.nuveq.net**

# Logging in to the portal

Your login to the portal has already been created in advance and you will be able to access it from any PC with an internet connection at

**<https://nuveq.cloud/login>**

- Key in your email address and submit.
- If you are managing multiple accounts, select the account from the pulldown.
- Key in your password and submit. Default password is **123456**, which can be changed once logged into the portal.
- You will receive an email with the OTP to login. Enter the OTP and submit.

A screenshot of the NUVEQ login page. The page has a dark background with the NUVEQ logo at the top center. Below the logo is the word "Login". There are four input fields: "Email" with the value "melvin@jantech.com.my", "Select Account" with a dropdown menu showing "Jantech Technology", "Password" with masked characters "\*\*\*\*\*", and "Enter OTP" with the value "767718". Below the input fields is a blue "SUBMIT" button with a right-pointing arrow. Underneath the button are two links: "Reset" and "Forgot Password".

On successful login, you will be directed to the dashboard showing an overview of the system.

# Dashboard overview

The dashboard provides a comprehensive overview of the access control system. It features a left-hand navigation menu with options like Controller Status, Input Status, Output Status, Device Management, and Access Management. The main content area is divided into several sections: Controller States (7 online, 0 offline, 7 total), Door States (10 closed, 0 alarms, 0 open), Unacknowledged Alarms (4), and Queued Commands (0). A central Google Map shows the site location, and a table at the bottom displays recent events.

Time	Site Name	Door Name	Staff Name	Photo	Card Number	Direction	Event
Sep 27, 2021, 4:01:35 PM	KL HQ	Tech Office	Daphne		7121628	Entry	Valid access
Sep 27, 2021, 3:58:46 PM	KL HQ	Mr Tioo Room	GK Tioo		746921906754	Entry	Valid access
Sep 27, 2021, 3:37:13 PM	KL HQ	L2 Glass door	GK Tioo		746921906754	Entry	Valid access
Sep 27, 2021, 3:28:30 PM	KL HQ	...	Ms Kong		13651808	Entry	...
			Ms Kong		13651808	Entry	...

## Checking your controller states

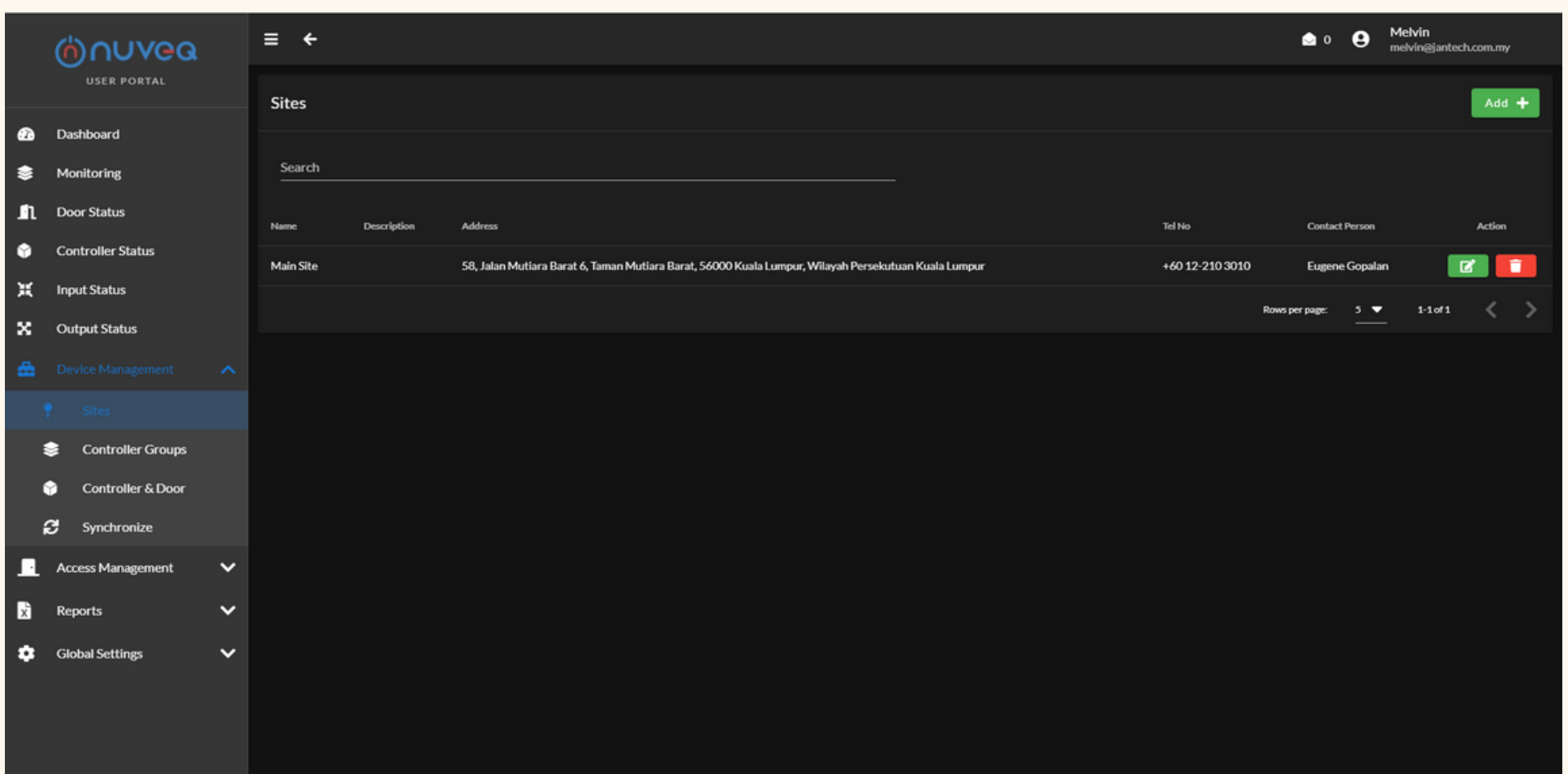
Prior to making any settings, check that your controllers are online, so any changes done are saved to the controllers immediately.

- Click Controller Status on the left menu. You will see a list of your controllers.
- Ensure that all controller statuses say “online” in a green icon.
- If any of the controllers are offline, check the power and network connections to the controller. You can try resetting the controller (power off and on) to get it to reconnect to the cloud.

# Site setup

Nuveq Cloud Access is designed to support multi-site configurations from the start. At the minimum, you need to have one site to specify where your controller is installed.

- Open Device Management: Sites
- There will be a default site which was created when your account was registered.
- Edit the site by clicking the Green action button and update the site details. Updating the address will show the location on the map at the bottom and on the Dashboard as well.
- Save & Close. If you have multiple sites linked to this account, create all the additional sites by clicking the ADD+ button at the top.



## Controller & Door

If you have multiple new controllers, you can identify them from the MAC address sticker on the PCB, or more easily by clicking the blue Identify action button. The identify action button helps you to locate the controller by beeping the onboard buzzer for 10 seconds.

- Click the identify action button to ensure that you are editing the correct controller.
- Click the Edit controller (Green button).
- Rename the controller and add an optional description.
- Change other controller the settings as required.
  - Assign the controller to a site with the site pulldown (if you have more than 1 site).
- Edit and rename the doors and change door settings if needed. Default door settings are usually suitable for a typical door access and may not need to be changed.

Click Save and close when any changes are made to controller or doors to save the configuration to the database.

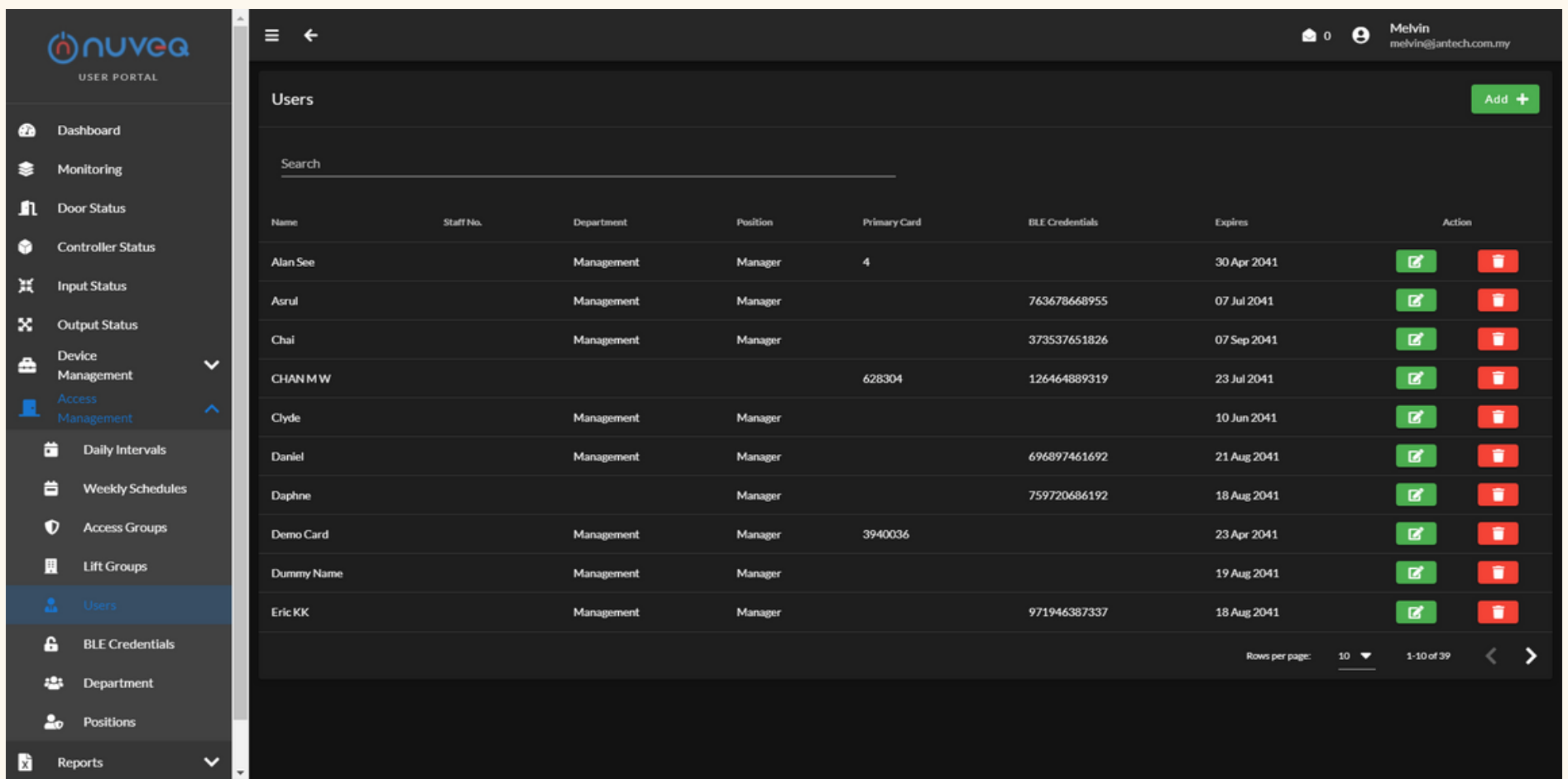


# Synchronize

Whenever a new controller is deployed, it is good practice to clear the memory and reset the controller, to ensure that the data stored in the controller matches all the settings you have just changed.

- Choose an Action – Clear Memory.
- Choose Controller – Select all the new controllers with the checkboxes.
- Click Sync and confirm. The controller memory will be erased, and the controller will reset and reconnect to the cloud once the erase is completed.
- Wait till the controller beeps twice and allow a further 30s for the controller to reconnect to the cloud (this wait is unavoidable as the controller needs to renegotiate with the DHCP server for the IP address for a new connection).
- Choose an Action – Update Controller.
- If you need to, reselect the controllers with the Choose controller menu.
- Click Sync and confirm. All the Controller & door settings changed above are updated to the controller and the controller and portal are now in sync.
- Note: This clear memory and update process is only needed for NEW controllers. Once a controller is in use, there is no further need to completely clear the memory.

# Adding a new user



- Click the Add button
- At the very minimum, a user should have the following to use the access control.
  - Name
  - Tick the Access
  - Enter the access card number.

(Hint: the access card number can be copied and pasted from the Monitoring screen to avoid having to type the number).

- Save and Close.

On save and close, the access card number is updated to all the controllers immediately and is useable for access.

With the steps outlined here, it is possible to get the Controller and Portal setup for basic access control functions. Thank you for your purchase and we trust that this solution will fulfil all your access control requirements for this and all your future projects.



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Thank you

[support@nuveq.net](mailto:support@nuveq.net)

[www.nuveq.net](http://www.nuveq.net)