



Updating doors on the OnPortal system

1. Connect the OnPortal PP to the network so it can communicate with the server.
2. Sign into OnPortal on the PP.
 - a. If it says “Lost Connection to Master Check and Network Connectivity” then the PP is not on the same network as the server and will need to be connected to that network.
3. Click on reception at the top left the maintenance from the dropdown menu.
 - a. If maintenance is not on the dropdown list then you need to sign out and sign in with a password that has more access.
4. Click load portable programmer from the center of the screen.
5. Disconnect from the network but stay on the PP page.
 - a. If it says “Lost Connection to Master Check and Network Connectivity” at any time after loading, then the PP has timed out and will need to be loaded again to continue.
6. Take the PP to the room and connect it to the lock using the PP cable.
7. Click update lock at the top of the screen.
8. Click the update lock button at the bottom of the screen.
9. Repeat steps 5-7 for each lock on the property.