

LOCKEN SMART LOCK FREQUENTLY ASKED QUESTIONS (FAQ'S)

How do I get a Locken key?

Locken keys are requested via the company attending the site/s. The individual/ lead engineers in charge of the site works are issued with the key/s to gain access. Keys are requested via cornerstone.locks.keys.signage@mitie.com

Can I use any Locken key?

All keys must be assigned to an individual before they can be used. Please refer to the 'User Guide' for instructions on how to do this.

What is the rollout plan?

All sites classed as in scope will be upgraded by Autumn 2024. Due to the excellent progress, we have made to date, **it is essential that you check the latest access information available in Siterra to see whether a Locken key is required, before attending any site, around the UK.**

How do I know if a site has been upgraded to Locken locks?

Once a site has been upgraded with a Locken smart lock/s, Siterra will be updated to reflect the upgrade. For all the latest information, please visit the 'Smart Lock Installed' section on Siterra, which appears below the Access Physical Information.



This Cornerstone site has been upgraded to Locken smart locks.

If you experience any issues please contact the Locken Helpdesk **0203 608 02 32** available Monday to Friday 0800-1700

Out of hours please contact Mitie **01329 332884**

 **cornerstone**
www.cornerstone.network

What is the approval process for keys?

Email approval is requested from the relevant end operator to confirm whether the company is authorised to conduct work on their behalf.

Do other operator issued Locken keys work on Cornerstone sites?

Currently, only Cornerstone issued Locken keys allow access to Cornerstone sites.

What happens if a key is lost or stolen?

Any keys lost or stolen should be reported to Cornerstone where they can swiftly be deactivated. One of the many benefits of Locken smart keys is that a key will only work once activated by the mobile app and with a valid site booking.

Can locks be forced open?

Locken locks are very robust and designed as a captive system. This means the key will break in the lock if forced preventing unauthorised access.

What happens if an individual leaves a company to work for another company still accessing Cornerstone sites?

Keys are the responsibility of the organisation which they were issued to, and the organisation should ensure that they collect back any keys from individuals leaving the organisation. Keys should be requested from the new company as per the usual process.

What happens if there is no coverage at the site I am attending?

If you arrive on site and find there is no coverage, please leave the site and find somewhere where you can get a mobile signal. Then log onto the app and update your key as well as let your team leader know that you had to do this.