

# USER GUIDE: CALL CENTER AGENT

## What is DaVinci?

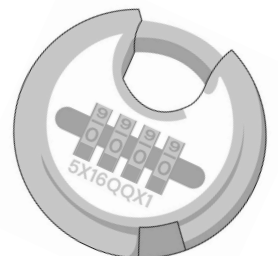
The DaVinci Lock® system combines a serial code-engraved standard combination lock with our software and your facility management system (FMS) to simplify access control. When a lock is placed on a unit, tenants automatically receive the unlock code via SMS and email. Perfect for securing units for tenant use, overlocks, or vacancies.

As a **call center agent**, you have access to tools and features to support everyday operations:

- Search for a lock by serial code to view lock-specific logs and unlock codes
- Update a lock to the "Returned to Dropbox" and "Tenant Using Lock" statuses
- Access to the Gate Management settings and reporting in the Tenant Connect portal.

## RESOURCES

- 1 Search Locks - [Web Portal](#)
- 2 Assign & Update Locks - [Web Portal](#)
- 3 Access to Tenant Connect Portal - [Web Portal](#)



Scan the **QR code** or visit **[support.davincilock.com](https://support.davincilock.com)** for tutorials, help articles, and additional support resources!

