

# USER GUIDE: RESTRICTED PERSONNEL

## What is DaVinci?

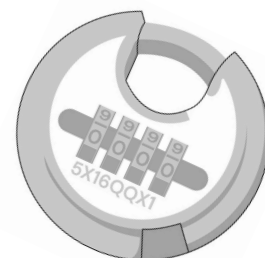
The DaVinci Lock® system combines a serial code-engraved standard combination lock with our software and your facility management system (FMS) to simplify access control. When a lock is placed on a unit, tenants automatically receive the unlock code via SMS and email. Perfect for securing units for tenant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

As a **restricted personnel user**, you have access to tools and features to support everyday operations:

- Activate, assign, & transfer locks
- View & update unlock codes except locks in the "Tenant Using Lock" or "Assigned Auction" statuses.
  - When the "Hide All Locks" setting is enabled, locks in the "Tenant Using Lock" status can be updated to a new status, but lock codes will not be visible, regardless of the status.
- Review, update, & email the Process Returned Locks report

## RESOURCES

- 1 Activate Locks - [Web Portal](#) / [Mobile App](#)
- 2 Assign & Update Locks - [Web Portal](#) / [Mobile App](#)
- 3 Transfer Locks - [Web Portal](#) / [Mobile App](#)
- 4 Process Returned Locks - [Web Portal](#) / [Mobile App](#)



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

