

Brivo Data Upload for New Accounts


Overview

This form details the process to allow new Brivo account holders to upload user names, card and PIN values, as well as images for badging purposes, from legacy control systems.

Brivo Onair is often installed in situations where it is necessary to transfer an existing population of users, credentials, and ID photos into the Brivo system. To include photo images in addition to the text import, order the Professional Services B-PRO-OA-DATAUPLD and B-PRO-OA-IMGEUPLD together.

Brivo offers two upload tiers. For uploads of up to 2,500 users, please order a Standard Upload (B-PRO-OA-DATAUPLD-STD). For uploads of more than 2,500 users, please order an Enterprise Upload (B-PRO-OA-DATAUPLD-ENT). Rush services are not available for Enterprise Uploads.

We also have available complete start-up packages that include consultation services, uploads, and user training and assistance with system set-up (B-PRO-OA-SILVER or B-PRO-OA-GOLD). Please refer to our price list for more information on these services.

	<p>NOTE:</p> <p><i>These accounts must already exist or be created by an Authorized Brivo Dealer. To import user text, a B-PRO-OA-DATAUPLD Brivo professional service must be purchased and a separate B-PRO-OA-IMGEUPLD line item must be purchased for the image upload. Additionally, if selecting the option to import images, an image archive must be included as a .zip file.</i></p>
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It is possible to transfer the following user data fields into a new Brivo Onair account: First Name, Last Name, Card Number(s), PIN Values (must be unique), User Expiration Date, Custom Fields, and Group associations. JPEG images can be uploaded if each image is linked via the naming convention of the file to the user in the upload format described below. Both services can be completed at the same time.

The process to enable the transfer of data involves the following steps:

1. Identify or create the Brivo Onair hosted account into which the data is to be transferred.
2. Export the required data from the legacy system into a spreadsheet and make a back-up copy to retain in case of data transmission issues or if corrections to the file are required.
3. Check the integrity of the data and the formatting of the data to ensure it complies with Brivo's data format (see schema below), labeling requirements, and constraints as described in the sections that follow.
4. Place a purchase order for the B-PRO-OA-DATAUPLD-STD or B-PRO-OA-DATAUPLD-ENT service and include the Brivo Onair account number on the PO and send the PO to salesorders@brivo.com. If an image upload is required, you must add the B-PRO-OA-IMGEUPLD service.

5. Send the data file and the completed Data Upload Form (attached at the end of this document) to uploads@brivo.com. If sending image files as well, send them to uploads@brivo.com.
6. Within one (1) business day, Brivo will advise the dealer contact via email if the data file is suitable to be uploaded. If there is a problem, Brivo will advise and assist you in the correction of your data.
7. Within three (3) business days of receiving a suitable file, Brivo will upload the data into the designated Brivo Onair account. If you require faster service, please order the B-PRO-DATAUPLD-RSH service rather than the B-PRO-OA-DATAUPLD-STD and your transfer will be completed within one (1) business day after submitting a suitable file.

NOTE: It is not possible for us to provide rush services for Enterprise data uploads or any image uploads.

8. Brivo will advise the dealer contact when the upload is complete and the service will be invoiced.
9. Once the data has been uploaded, we recommend that you review the data to ensure that nothing has changed in the upload process.

Required User Data Format

The table below should be used as a guide for creating the data file to be sent to uploads@brivo.com. User data must be submitted to Brivo in an Excel spreadsheet with an .XLS or .CSV file format.

First Name	Last Name	Card Format	Facility Code	Card Number	Group Name* (1-16)	User Image File Name (if supplied)	Custom Fields* (1-60)
Frank	Smith	26 bit	251	11224		Bfrank1.jpg	
Bob	Frank	26 bit	48	11245		FrankSm1.jpg	
Andrew	Mellon	26 bit	26	3345		Amellon.jpg	
Bob	Jones	HID 37-bit	350	112244			
Bart	Simpson	HID 37-bit	N/A	16253214			
Clay	Pigeon	HID 37-bit	65534	2335			

* indicates an optional data field. Please see text below for explanation.

Optional Fields

Group Name: This field is also known as “Access Level” in other systems. If the customer has already segregated the user population into Groups or Access Levels, those mappings can be carried over to the Brivo system when data is uploaded. If the Group name is not supplied, the users and cards will all be added to the system, but they will have no default permissions, which will have to be added by the customer using the Brivo Onair interface at a later time. When uploading multiple groups per user, it is required to put each group name in a separate column. There will only be one (1) row per person no matter how many groups they are in. There is a maximum of 16 groups per user. If a group is not already in the account, it can be created during the upload process.

Image Name: If user images are required the B-PRO-OA-IMGEUPLD service has been ordered, please associate the file name of the image to the user to which it belongs in this field. An exactly matching image filename is required to upload the images properly. The file extension must also be included (.jpg) in the image name.

Custom Fields: Custom fields store optional information about a user, such as parking space assignment or cell phone number. You can create up to sixty (60) custom fields, and each can hold up to forty (40) alpha-numeric characters. The first ten (10) custom fields display on the User page. The custom field definition must exist in the account before the custom field can be uploaded.

Constraints on User Data

The following constraints apply to all data submissions. Data must be “clean” prior to submission to Brivo. If it does not meet the constraints listed below, Brivo will be required to return the data to be corrected before it is loaded into the system. This may cause a delay in processing.

1. Brivo supports the importing of up to 16 unique cards per user. If your users have more than one card, then additional columns need to be created for each unique card. For example, if the upload contains two (2) cards for each user, there must be two (2) facility code columns, two (2) card format columns, and two (2) card number columns for each user. Use column headers to identify the additional cards per user as in the example below.

First Name	Last Name	Card Format 1	Facility Code 1	Card Number 1	Card Format 2	Facility Code 2	Card Number 2
John	Smith	26 Bit	251	11224	HID 37-Bit	65534	2335

2. Card format combinations must be unique: Brivo Onair currently requires all pertinent card values, such as the combination of format, facility code, and card number to be unique within an account.
3. If data is being uploaded into an existing account, then there is a possibility that duplicate users exist in the account and the upload file. If there is already an internal card number and a user name in the account matching a user in the file, then only the new information pertaining to that user will be uploaded. New groups will be added to the existing user as long as the user is in 16 or fewer groups. If a partial duplication exists, for example, a duplicate card with a different user name, then nothing will be uploaded for that user.
4. A facility code must be supplied for all card formats with the exception of the particular type of 37-bit cards that do **not** require a facility code.
5. The card format supplied must be one of the following supported by Brivo Onair:

Standard 26 bit	Generic 34 bit (Even Parity)	HID 37 bit
Allegion 34 bit Wiegand	Generic 34 bit (Odd Parity)	HID 37 bit with facility code
CASI-RUSCO 40 bit	HID 35 bit	
HID Corporate 1000	HID 33 D10202 bit	

6. If the card format supplied to Brivo does not match one of the Brivo Onair’s list of supported card formats, the administrator will be required to use the Brivo swipe-to-enroll method for each card in order to enter the cards into the system. Details on this process are found in the Brivo Onair Administrator’s Manual in the Cards chapter.
7. Maximum characters per text field allowed for user data:
 - a. First Name 32 characters
 - b. Last Name 32 characters
 - c. Custom Field 40 characters
 - d. Group Name 32 characters

Constraints on User Images

The user image file name provided as part of the user data file (.xls or .csv) must exactly match the name of the image file, including the extension.

1. For best results, please provide images that are 300x300 pixels. The maximum image size is 2MB. Images that are not 300x300 pixels will be scaled to fit while maintaining the aspect ratio.
2. User image format must be JPEG.
3. User images must be archived in a .zip file.
4. User image file names cannot exceed 200 characters.
5. Images must be emailed to Brivo in JPEG format archived in a .zip file. If the file is too large to email, a link to a secure folder can be provided to which the file can be uploaded.

All questions and notices from Brivo regarding the data upload will be directed to the dealer contact listed on the Brivo Onair Data Upload Form.

Brivo Data Upload for New Accounts Form

Dealer Information

Dealer Name

Billing Address

Purchase Order #*

Brivo Job #*

Dealer Contact

Name

Phone

Email

Brivo Onair Customer
Account Name*Brivo Onair Customer
Account Number*

Brivo Onair Customer Contact

Name

Phone

Email

Upload Submissions

Data and image files should be emailed to uploads@brivo.com with a copy of this form.

For quotations and ordering information, please email sales@brivo.com.

For additional questions, please contact Brivo Professional Services at pro.services@brivo.com.

* Indicates a required field