Streamline your business’s cardholder management processes with the OnGuard Cardholder Self Service Module.

Through an easy-to-access web portal, cardholders can schedule visits, update their PIN code and request access from any connected device with a supported browser. In addition, cardholders can now resend mobile credentials to themselves, which is useful if they have lost or replaced their mobile phone.
An easier way to manage visits and access requests.

Building on Lenel’s history of innovation in delegated access management, the OnGuard® Cardholder Self Service (CSS) Module provides an automated, integrated and innovative approach to handling common cardholder tasks.

OnGuard CSS is an intuitive and easy-to-use web interface for cardholders. This comprehensive interface empowers cardholders to self-manage access requests, including scheduling visits and updating the PIN codes of their OnGuard system badges.

**OnGuard CSS offers businesses convenience in the management of common cardholder tasks**

- Streamlines handling of cardholder access requests by approvers and OnGuard system administrators
- Provides cardholders with on-demand insight into the status of access requests
- Gives cardholders the ability to resend mobile credentials to themselves, which is helpful in the event of a phone loss or replacement
- Offers CSS Admin the ability to hide features or pages from cardholder view, enabling Admin to conform with company policies or other guidelines/rules, should they apply

**System Requirements**

The OnGuard CSS module requires OnGuard version 7.2 or higher. The visitor management portion of the system requires OnGuard version 7.4 and the OnGuard visitor management option. OnGuard version 7.4 is also required for the PIN code change feature. OnGuard 7.5 is required to request a resend of mobile credentials. A Microsoft® Active Directory® account is required in the OnGuard system for each cardholder who will have access to the OnGuard CSS module.

**Licensing**

OnGuard CSS is licensed separately based on system size. To process the access request workflow, OnGuard Access Manager client licenses are also required. A valid Lenel® Software Upgrade and Support Plan (SUSP) is required for the OnGuard system in order to obtain an OnGuard CSS license.

To enable OnGuard CSS for your OnGuard system, please contact your local Lenel VAR.