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. The OnGuard Cardholder Self Service (CSS) module streamlines your business’s cardholder management processes.

**OnGuard® Cardholder Self Service module**

Efficiently manage your organization’s cardholder needs from any connected device.

**Automate common tasks with the OnGuard Cardholder Self Service module.**

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An easier way to manage visits and access requests.

Building on Lenel’s history of innovation in delegated access management—which began with OnGuard® Area Access Manager and Web Area Access Manager—the OnGuard Cardholder Self Service (CSS) module provides an automated, integrated and innovative approach to handling common cardholder tasks.

OnGuard CSS installs an intuitive and easy-to-use web interface for cardholders. This interface empowers cardholders to self-manage access requests, schedule visits and update the PIN codes of their OnGuard system badges.

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

- Provides convenient self-service options, such as cardholder PIN code changes and visit scheduling in the OnGuard visitor management system
- Streamlines handling of access requests by approvers and OnGuard system administrators
- Provides cardholders with on-demand insight into the status of access requests

Schedule a visit

Change PIN

Request access

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. 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.