

Managing who can open your gate

Dear gate manager,

As a manager, you decide who can open your gate with TapIsLA. You invite new users, help people who have a new phone or have forgotten their password, and remove people who no longer need access. This manual explains step by step how to do that.

Everything is done in the **Manage** section of the TapIsLA portal. You can use it on your phone, but a computer is easier for larger lists.

Good to know

Unlike ordinary users, a manager account is not linked to one device. You can log in on your phone as well as on a computer.

Who can do what?

ROLE	WHAT THIS ROLE CAN DO
User	Opens the gate with the button on their phone. Can change their own password. Works on one linked phone only.
Manager	Everything a user can do, plus: add, edit, disable and remove users of their own gate(s), send new passwords and view the activity log.
Main administrator (TapIsLA)	Sets up gates and modules, assigns managers and changes roles. Contact TapIsLA for these changes.

1. Opening the management section

1. Go to **tapisla.com** and log in with your email address and password.
2. Below the open button, click **Manage** (in Dutch: **Beheer**).



The portal. The Manage link is below the open button.

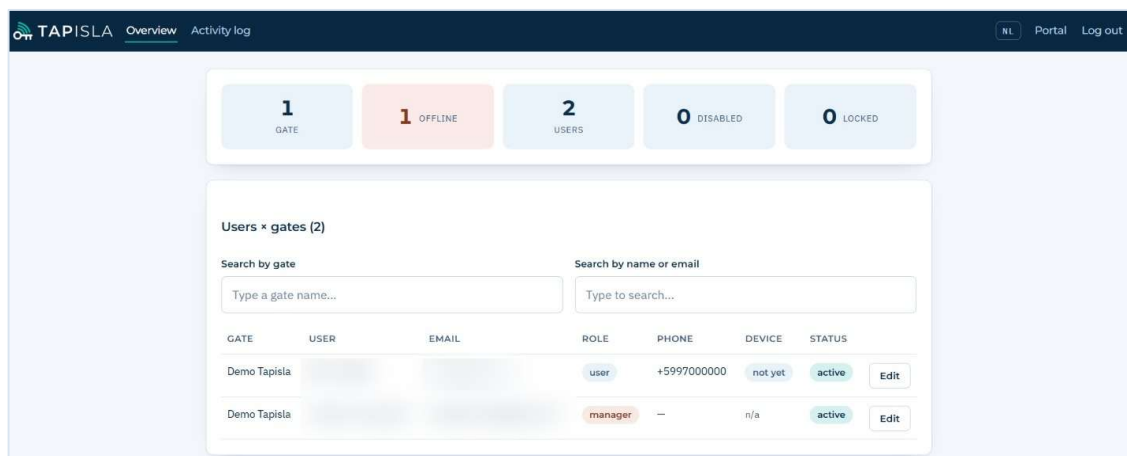
At the top of the management section you will find:

- **Overview** – all users of your gate(s). This is where you do most of the work.
- **Activity log** – who opened the gate, and who tried to log in (see section 8).
- **NL / EN** – switches the language of the portal.
- **Portal** – back to the open button. **Log out** – logs you out.

2. The overview

At the top you see a number of tiles that show the status of your gate(s) at a glance:

TILE	MEANING
Gate(s)	The number of gates you manage.
Offline	Gates whose module currently has no internet connection. Opening with the phone button does not work for that gate (see section 9).
Users	The number of users across your gates.
Disabled	Users who have temporarily been switched off (the Active box is unticked).
Locked	Users who are locked for one hour after too many failed login attempts (see section 7).



The overview with the status tiles, search fields and the user list.

If you manage more than one gate, type the gate name under **Search by gate** to see only that gate. To find someone quickly, type part of their name or email address under **Search by name or email**.

The Device column

- **not yet** – the user has been invited but has not logged in yet on a phone.
- **linked · date** – the account is linked to a phone since that date. Everything is fine.
- **n/a** – not applicable. Managers are not linked to a device.

rw-regatta	user	—	linked · 18-09-2026	active	Edit
rw-regatta	user	—	not yet	active	Edit
rw-regatta	user	—	linked · 31-08-2026	active	Edit
rw-regatta	user	—	not yet	active	Edit
rw-regatta	user	—	not yet	active	Edit
rw-regatta	user	—	linked · 20-09-2026	active	Edit
rw-regatta	user	—	linked · 18-09-2026	active	Edit
rw-regatta	user	—	linked · 20-09-2026	active	Edit
rw-regatta	user	—	not yet	active	Edit
rw-regatta	user	—	not yet	active	Edit
rw-regatta	manager	—	n/a	active	Edit

The Device column shows at a glance who has activated their invitation.

Important: one phone per user

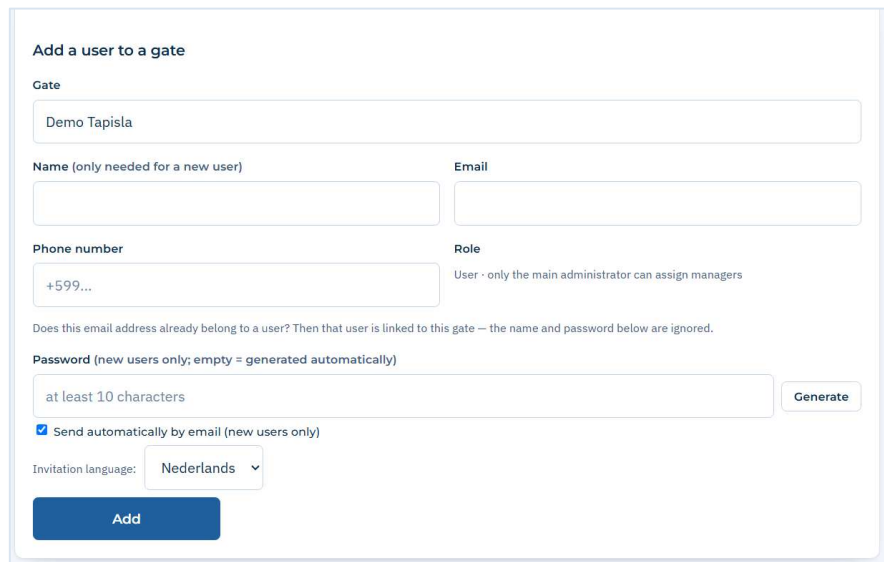
For security, a user account works on one phone only: the device on which the user logs in for the first time. That way a password that is passed on does not work on someone else's phone.

This also means that a user loses access after buying a new phone, after clearing the browser data, or if they accidentally logged in on a computer first. You solve this easily by sending a new password (see section 5).

3. Adding a user

Scroll down on the Overview page to **Add a user to a gate**.

1. **Gate** – choose the gate the user gets access to.
2. **Name** and **Email** – the email address is also the login name. Check it carefully: the invitation is sent to this address.
3. **Phone number** – only needed if the gate can also be opened by SMS. Use the international format, for example +599 717 1234.
4. **Password** – leave it empty. The system then creates a strong password itself (at least 10 characters).
5. Leave **Send automatically by email** ticked and choose the **Invitation language** (Nederlands or English).
6. Click **Add**.



Add a user to a gate

Gate
Demo Tapisla

Name (only needed for a new user) Email

Phone number Role
+599... User - only the main administrator can assign managers

Does this email address already belong to a user? Then that user is linked to this gate – the name and password below are ignored.

Password (new users only; empty = generated automatically)
at least 10 characters Generate

☒ Send automatically by email (new users only)

Invitation language: Nederlands ▼

Add

Adding a new user.

Tip

Let the system generate the password. The user receives it by email and can change it later via Password in the portal. This saves you a lot of work.

Email address already known? If the email address already belongs to an existing user (for example someone who also has access to another gate), that person is simply linked to this gate. The name and password you entered are then ignored, and the user keeps their current password.

The role of a new user is always User. Only the main administrator can make someone a manager.

The invitation message

After saving, a window appears with the message that has been sent to the user. It contains the link, the email address and the password. Did the email not arrive? Click **Copy message** and send the text via WhatsApp, for example.



The message the user receives. Copy message lets you send it via WhatsApp as well.

Pass this on to the user

Open the link **on the phone you will use to open the gate**, in **Safari** (iPhone) or **Chrome** (Android). Do not open it on a computer, and not inside the email app or WhatsApp: tap the link and choose "Open in browser".

Then add the button to the home screen. The manual "The gate button on your home screen" explains this in four steps.

4. Editing a user

Find the user in the overview and click **Edit**. A form opens below the row.

GATE	USER	EMAIL	ROLE	PHONE	DEVICE	STATUS
Demo Tapisla	Demo Tapisla		user	+5997000000	not yet	active

Email

Phone number

Role on this gate

user · only the main administrator can change this

☒ Active

New password (leave empty to keep it unchanged — filling it in also unlinks the current device)

Generate

☒ Email the new password to the user automatically

User language (for invitations and other emails):

Nederlands ▾

Save

Remove user from this gate

Editing a user.

- **Email** and **Phone number** – correct a typo here. For gates that also open by SMS, the gate recognises the user by this phone number.
- **Active** – untick this box to block a user temporarily without removing them, for example during a longer absence. Tick it again to restore access.
- **New password** – leave empty to keep the current password. See section 5.
- **User language** – the language of emails to this user.

Click **Save** to store the changes.

5. New phone or forgotten password

The most common request from users is: "The gate app no longer works." Usually one of these is the cause:

- the user has a new phone, or the phone was reset;
- the user first logged in on a computer or another phone;
- the browser data (cookies) was cleared, for example by a cleaning app;
- the user has forgotten the password.

The solution is the same in all cases: send a new password.

1. Find the user and click **Edit**.
2. Click **Generate** next to **New password**.
3. Leave **Email the new password to the user automatically** ticked and check the language.
4. Click **Save**. The window with the message appears again; copy it for WhatsApp if needed.
5. Ask the user to open the link on the right phone, in Safari or Chrome.

Please note

Filling in a new password also unlinks the current phone. The old phone stops working immediately, and the first phone on which the user logs in with the new password becomes the linked device.

Users can often solve it themselves. If the password is correct but the phone is not recognised, the login screen offers a button to email a link. With that link (valid for 30 minutes) the user links the phone again, without your help. The link must also be opened in Safari or Chrome, not inside the email app.

6. Removing a user

When someone moves out or should no longer have access, click **Edit** and then **Remove user from this gate**. Access ends immediately.

- This only removes access to **this** gate. If the person has access to other gates, that remains.
- Only need a temporary block? Untick **Active** instead (see section 4).
- Remove users on the day they leave. That is safer and keeps the list up to date.

7. Locked accounts

After **5 failed login attempts** in a row, an account is automatically locked for **60 minutes** and the linked phone is unlinked. This protects against guessing passwords and against sharing an account. Both a wrong password and a login from an unknown phone count as a failed attempt.

The user sees a message about this on the screen. After an hour the user can log in again with email address and password; the phone is then linked again automatically. Has the user forgotten the password? Send a new one (section 5) so that they can log in once the hour is over.

8. The activity log

Under **Activity log** you see what happened at your gate: who opened the gate and when, successful and failed logins, new users and password resets. You can filter by gate and by user. For login problems the log is the best place to start:

YOU SEE	WHAT IT MEANS AND WHAT TO DO
Failed login	The password was wrong. Between brackets you often see why, for example a space or a capital letter at the start (a common auto-correct issue on phones).
Login refused (unknown device)	The password was correct, but the phone was not recognised: a different browser, a private tab, cleared browser data or the built-in browser of an email or chat app. Ask how the user opens the portal. Solution: the user requests a link on the login screen, or you send a new password.

YOU SEE	WHAT IT MEANS AND WHAT TO DO
Account locked	5 failed attempts. The account is locked for an hour and the phone has been unlinked (section 7).
Device linked	The user has logged in on a phone for the first time or linked a phone again. All is well.

Privacy

The log never shows which password someone typed, only the reason why a login failed. Nobody from TapIsla, and no manager, can see a user's password.

9. Gate offline

If the **Offline** tile turns red, the module at the gate has no internet connection. Opening with the phone button does not work for that gate until the connection is back. Users can still use their tag or remote control (and SMS, where available).

1. Check whether there is power at the gate and whether the wifi at that location works (for example after a power cut or after the router has been restarted).
2. In most cases the module reconnects by itself within a few minutes once power and wifi are back.
3. Still offline after 15 minutes? Contact TapIsla.

10. Privacy and security

- Only give access to people who are entitled to it, and remove access as soon as that ends.
- Never ask a user for their password. TapIsla will never ask for it either.
- Do not share your own manager account. Does someone else need to help manage the gate? Ask TapIsla to make them a manager.
- On a shared computer, always click **Log out** when you are done.
- Only use the names, email addresses and phone numbers in the portal for access to the gate.

11. Solving problems quickly

PROBLEM	LIKELY CAUSE	SOLUTION
Invitation email has not arrived	Spam folder, or a typo in the email address.	Check the address under Edit and correct it. Send a new password and share the message via WhatsApp if needed.

PROBLEM	LIKELY CAUSE	SOLUTION
"Unknown device"	Different phone or browser, private tab, cleared data.	User requests a link on the login screen, or you send a new password (section 5).
User has a new phone	The account is still linked to the old phone.	Send a new password (section 5).
User logged in on a computer first	The computer is now the linked device.	Send a new password and have the user open the link on their phone.
Home screen icon asks to log in every time	Icon added from a private tab or from another browser.	Remove the icon, send a new password, open the link in Safari or Chrome and add the icon again.
User pressed "Log out" and is asked for a password	After logging out, the password is needed once.	User logs in with their password. Forgotten? Send a new password.
Account locked	5 failed attempts.	Wait 60 minutes; send a new password if it has been forgotten.
The button does not open the gate	The gate is offline.	See section 9.

Checklists

New resident

- Add the user with the correct email address (section 3).
- Ask them to open the invitation on their own phone, in Safari or Chrome.
- Share the manual "The gate button on your home screen".
- Check a few days later whether the Device column says "linked".

Resident leaves

- Remove the user from the gate on the day they leave (section 6).
- Collect any tags or remote controls separately.

Resident has a new phone

- Send a new password (section 5).
- The user opens the link on the new phone and adds the button to the home screen again.

Do you have questions, or is something not working? Please feel free to contact us.

info@tapisla.com · WhatsApp [add number] · tapisla.com

Kind regards,

TapIsla