


# Kensington®

 The Professionals' Choice™



**Register & Retrieve™**

## Professional Lock Management

The industry-leading Register & Retrieve™ Lock Management Portal is a smart cloud-based platform for the management of all Kensington locks. Providing IT managers and users with individual accounts and on-demand access to support services, the simple registration process helps ensure records stay up to date following personnel changes, offers free key replacements, and stores combination codes.

## Benefits



### INFORMATION TECHNOLOGY

- Register locks individually or in bulk to individuals or groups
- Manage Master, Supervisor or Like Keyed programs
- Create user accounts for end users where replacement keys can be ordered or combination codes can be saved
- Record lock ownership and download reports
- Find owners of lost keys
- Reassign locks to new users
- Organize locks by organization and in groups



### END USER

- Order free replacement keys
- Retrieve stored combination codes

FOR MORE INFORMATION CONTACT:

1.855.692.0054 • [sales@kensington.com](mailto:sales@kensington.com)

<https://registerandretrieve.kensington.com>

# Simple & Secure Lock Management

The Register & Retrieve™ Lock Management Portal is a simple and secure, cloud-based system enabling easy administrator control over the allocation and management of all locks and keys.



## Step 1 : Register

- Set lock allocation details
- Establish approval hierarchy requirements for replacement key requests
- Manage Master, Supervisor or Like Keyed programs
- Register locks individually or in bulk to individuals or groups
- Register by organization, group, key holder or location
- Automatically email key holder with account access information related to their assigned lock or group of locks



## Step 2 : Retrieve

- Order free replacement keys
- Retrieve stored combination codes
- Efficiently locate specific information about a lock or group of locks
- View details on key requests



# Let's Get Started

## Welcome/Login

The screenshot shows the Kensington Register & Retrieve login page. A callout bubble points to the language drop-down menu in the top right corner, which lists: English (selected), Chinese, Dansk, Nederlands, Français, Deutsch, Japanese, Svenska, Italian, Spanish LATAM, Spanish EMEA, and UK English. Another callout bubble points to the 'Log in' button, with a note 'Login using existing account'. A third callout bubble points to the 'Forgot your password?' link, with a note 'Reset forgotten password'. A fourth callout bubble points to the 'Create an account' button, with a note 'Or create an account'. The page footer includes copyright information, links for Privacy, Cookie Notice, and Manage my data, and the AKCO logo.

## Create an Account

The screenshot shows the 'Create an account' form. It includes fields for First name\*, Last name\*, Company name\*, Email\*, Password\*, and Confirm password\*. Below these fields is a dropdown menu for 'Do you wish to opt for MFA?' with the option '--Please select--'. A 'Create account' button is at the bottom. A callout bubble points to the form fields with the text 'Fill in all required fields'.

## Forgot Password

The screenshot shows the 'Forgot your password?' form. It includes a text input field for 'Email' and a 'Submit' button. A callout bubble points to the email field with the text 'Type e-mail address used for account creation. A reset link will be sent if address is correct.'

Fill in all  
required fields


Make your  
selection for  
Multi-factor  
Authentication

Click "Create  
account".  
A confirmation  
e-mail will be sent.

# Create an Account

Kensington Register & Retrieve

Welcome to Register & Retrieve™



**Benefits of Register & Retrieve™**

- Register locks individually or to groups
- Manage Master Keyed, Like Keyed or Shared Keyed programs
- Create user accounts where user can order replacement keys and save combination codes
- Record lock ownership and download reports
- Find owners of lost keys
- Reassign locks to new users

**Store and manage lock information**

You can add new lock information one-by-one, in bulk (by uploading a spreadsheet).

Locks can optionally be assigned to users or locations to help streamline lock organization.

**Manage Locks**

Select organization

Click on the user icon to change account settings details or sign out

Click “+” icon to Add new lock, Add new group or Add new organization

Click on “Manage Locks” to add locks to organization

# Manage your Account Details

Kensington Register & Retrieve

My details

Sign out

**Manage your account**

Change your account settings

**Profile**

Email

Password

**My details**

First name

Last name

Language

Address 1

Address 2

Town/city

State/Region

Zip/Post code

Do you wish to opt for MFA?

**Update**

**Manage your account**

Change your account settings

**Profile**

Email

Password

**Manage email**

Email

New Email

**Change email**

**Manage your account**

Change your account settings

**Profile**

Email

**Password**

Current password

New password

Confirm new password

User details and user language selection

Change e-mail address

Change account password



# Register and Retrieve Dashboard

Back to Register & Retrieve Home Screen

If managing multiple organizations, clicking the arrow will drop down a list of organizations that can then be selected – selecting an organization will take you to the My Organization page

Profile – Manage Account

Add new lock, add new group, add new organization

Kensington Register & Retrieve

Kensington + Profile

## Your lock information

Your locks are shown below, click on a lock to view its values, or select multiple locks to perform an action.

Add lock information



Show 100 entries

Add new locks

Click on "Group" to a filtered view of only locks assigned to a specific group

Search to filter your organization's locks by lock type, group, allocation, or device make/model

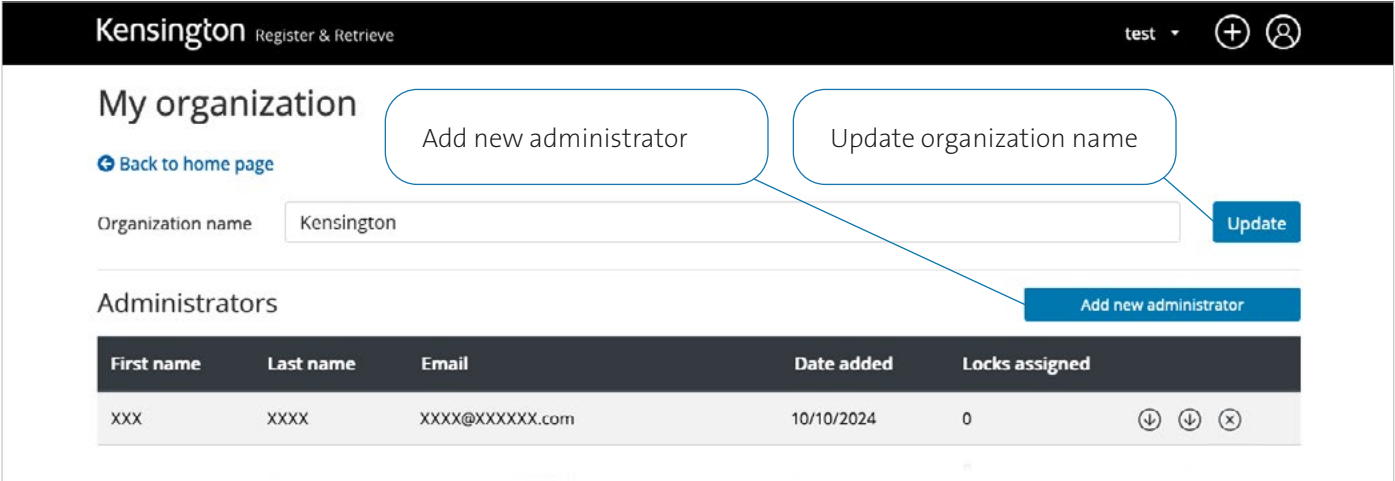
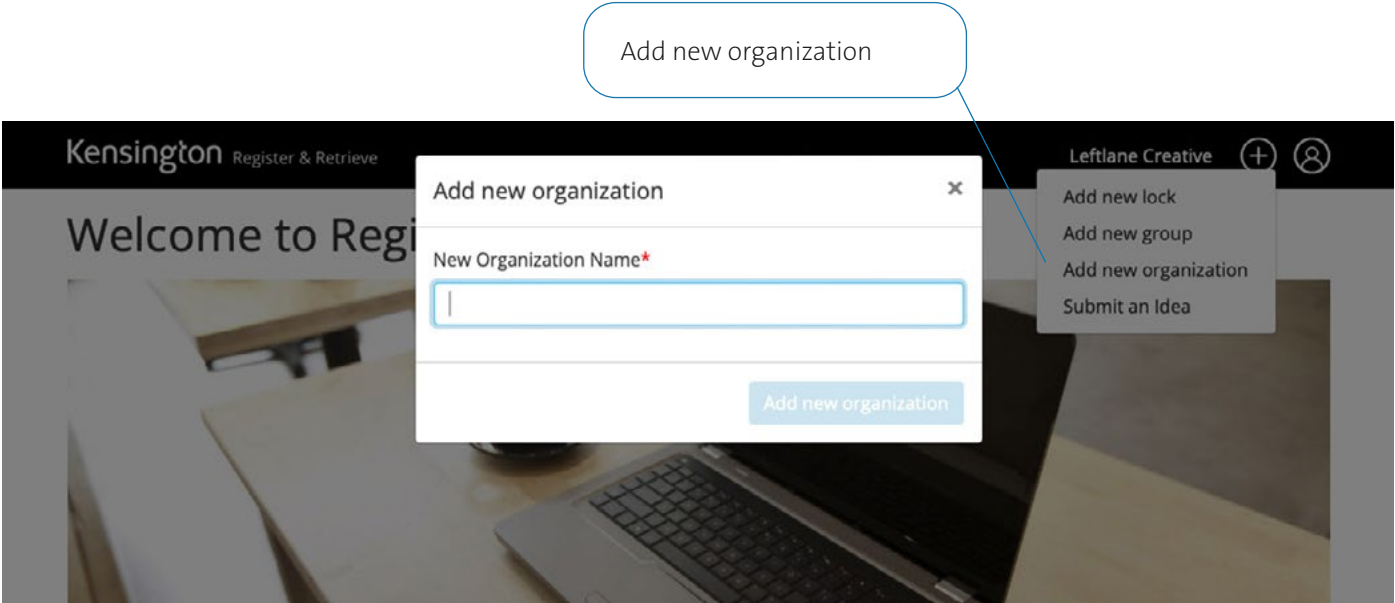
Search:

	Lock	Lock/Key code	Master code	Group	Type	Assigned to	Device make/model	Emailed	Added
<input type="checkbox"/>	 ClickSafe™ Laptop Lock (K64680US)	NanoSaver Lock		Kensington	Location	San Mateo	HP		Sep 16 2020
<input type="checkbox"/>	 MicroSaver® Notebook Lock Bulk pack (K64021F)	abcdefghi				Sarah	HP/EliteBook XYZ		Feb 17 2020

Click on lock to view and/or update lock information

Showing 1 to 2 of 2 entries

# Add New Organization and Administrator



# Change Administrator to View-Only or Standard User

Kensington

Register & Retrieve

test

+

⦿

My organization

Back to home page

Organization name

Kensington

Update

Administrators

Add new administrator

First name	Last name	Email	Date added	Locks assigned	
XXX	XXXX	XXXX@XXXXXX.com	10/10/2024	0	<div><div>⬇</div><div>⬇</div><div>✕</div></div>

Demote administrator to standard user

Remove administrator

Are you sure you want to demote this administrator to be a standard user? They will no longer have permission to view and modify all locks and users in this organization, but will still be able to view any locks assigned to them.

Cancel

OK

Demote administrator to view-only administrator

Are you sure you want to demote this administrator to be a viewer only administrator? They will no longer have permission to modify only view all locks and users in this organization

Cancel

OK

# Promote View-Only Administrator or Standard User

KensingtonRegister & Retrieve

test +

### My organization

[Back to home page](#)

Organization name

Update

### Administrators

Add new administrator

First name	Last name	Email	Date added	Locks assigned
------------	-----------	-------	------------	----------------

### View-Only Administrators

First name	Last name	Email	Date added	Locks assigned
XXX	XXXX	XXXX@XXXXXX.com	10/10/2024	0

### Users

First name	Last name	Email	Date added	Locks assigned
XXX	XXXX	XXXX@XXXXXX.com	10/10/2024	0

Promote to administrator

Promote to view-only administrator

Remove user

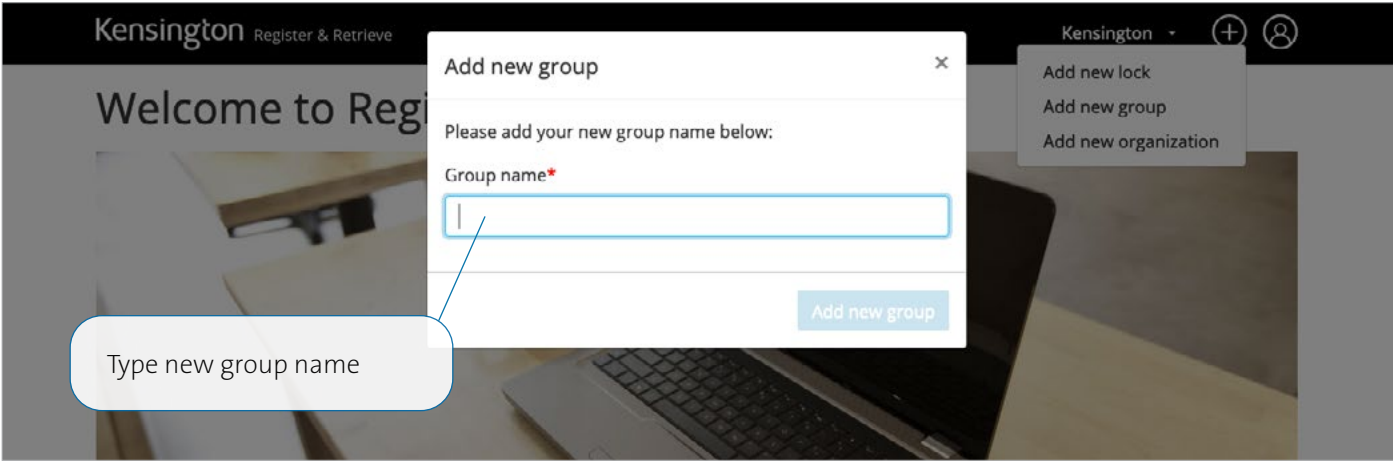
Are you sure you want to promote this user to be an administrator? They will have the same permissions as you to view and modify all locks and users in this organization.

Are you sure you want to promote this user to be a viewer only administrator? They will be able to view all locks and users in this organization.

Are you sure you want to remove this user? They will no longer be able access Register & Retrieve™ for this organization. Any locks currently assigned to them will become unassigned. This action cannot be undone.



# Add New Group



# Add New Locks

Lock Key code can be found:  
For Lock codes on combination,  
they are on the side of the lock.  
For Keys they can be found on  
the side.

Master code can be found:  
Found on the master key similar  
to normal lock keys. Applies to  
master coded locks only.

Select type of lock

Assign to a group – allows  
you to organize locks by  
department, function for  
ease of managing

Allocate the lock to a location  
or a specific person

Add lock information

A single keyed lock

Bulk keyed locks

25 pack serialized locks

Please complete the form below to add the new lock's information into the system:

Lock/Key code\*

Device make

Master code

Device model

Product\*

Please select

Add to group ?

Not in a group

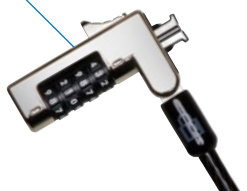

Allocate lock to

Unallocated

Add lock information

Keyed Lock Codes: Serial #

Combo Lock Codes: Serial #



# Add New Locks (continued) – Single Keyed Locks

Select Product

The screenshot shows the 'Add lock information' form with the 'Product' dropdown menu open. The form includes fields for 'Lock/Key code\*', 'Device make', 'Master code', and 'Device model'. The 'Product' dropdown is currently set to 'Please select' and shows a list of Kensington lock models, including 150C298 - TBC, 450-1404-00 - SECUREBACK 3 VESA, SKU# K67757, 4778N - DELL COMBINATION LOCK-AP, K54068F - MicroSaver® Laptop Lock - Keyed Different, K54021F - MicroSaver® Notebook Lock Bulk pack, K54025F - MicroSaver® Twin Laptop Lock - Keyed Different, 64068 - Notebook MicroSaver, 65025 - MICROSAVER 2.0, SK, 779P4 - Dell Laptop Keyed Lock, 7V56H - Dell Laptop Combination Lock, 38400 - LD4650P Single-User USB-C 10Gbps Dual 1080p Dock w/ K-Fob™ Smart Lock - 110W adapter - Windows, 38401 - LD4650P Multi-User USB-C 10Gbps Dual 1080p Dock w/ K-Fob™ Smart Lock - 110W adapter - Windows, 39470 - LD5400T Multi-User Thunderbolt 3 40Gbps Dual 4K Dock w/ K-Fob™ Smart Lock - BSW PD - Win/Mac, 62044 - Kensington Keyed Cable Lock for Microsoft® Surface™ Pro and Surface Go, 62052M - Keyed Cable Lock for Surface Pro and Surface Go, 62052S - Keyed Cable Lock for Surface Pro and Surface Go, 62055 - Keyed Cable Lock for Surface™ Pro, 858662845M - ClickSafe® Keyed Laptop Lock for Dell® Laptops and Tablets — Master Keyed, 858662845S - ClickSafe® Keyed Laptop Lock for Dell® Laptops and Tablets — Supervisor Keyed.

Select Group

The screenshot shows the 'Add lock information' form with the 'Add to group' dropdown menu open. The form includes fields for 'Lock/Key code\*', 'Device make', 'Master code', and 'Device model'. The 'Add to group' dropdown is currently set to 'Please select' and shows options: 'Kensington Test Program', 'Sales team', 'Create new group', and 'Unallocated'.

Add to New User

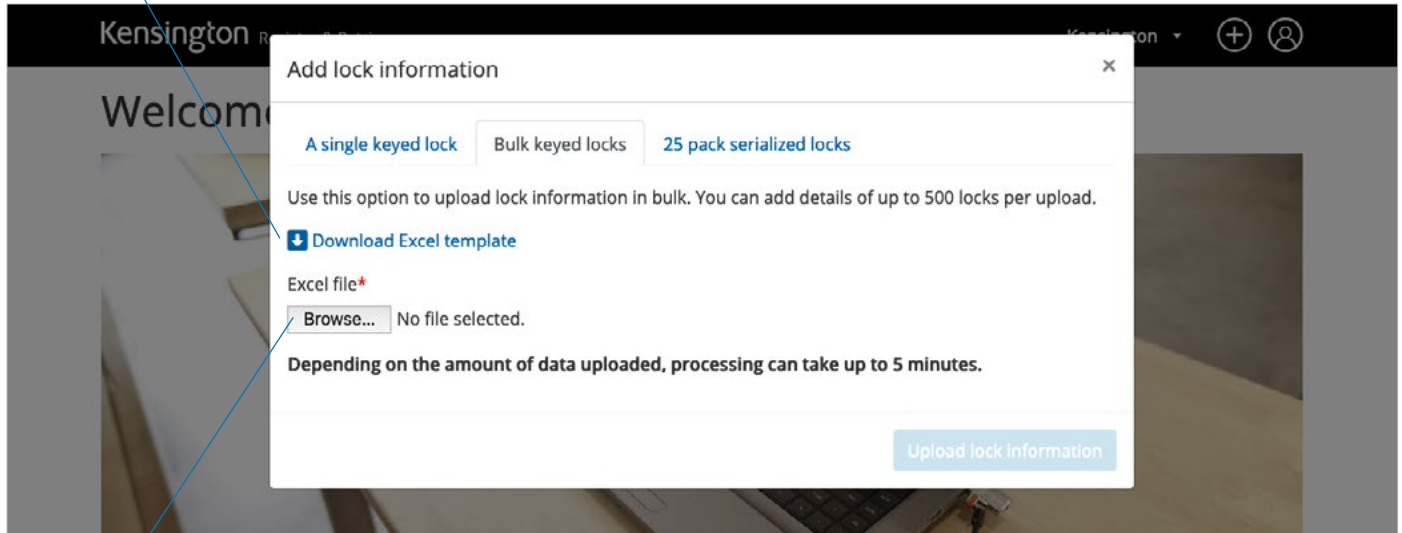
The screenshot shows the 'Add lock information' form with the 'Allocate lock to' dropdown menu open. The form includes fields for 'Lock/Key code\*', 'Device make', 'Master code', and 'Device model'. The 'Allocate lock to' dropdown is currently set to 'User' and shows options: 'New user' and 'Existing user'. The 'New user' option is selected, and the form includes fields for 'First name\*', 'Last name\*', 'Email\*', 'Telephone', 'Address 1', 'Address 2', 'Town/city', 'State/Region', and 'Zip/Post code'.

Add to Existing User

The screenshot shows the 'Add lock information' form with the 'Allocate lock to' dropdown menu open. The form includes fields for 'Lock/Key code\*', 'Device make', 'Master code', and 'Device model'. The 'Allocate lock to' dropdown is currently set to 'User' and shows options: 'New user' and 'Existing user'. The 'Existing user' option is selected, and the form includes a dropdown menu for 'Users' with the option 'John Doe (sales@kensington.com)'. There is also a checkbox for 'Do not send user email'.

# Add New Locks (continued) – Bulk Keyed Locks

Download template for adding locks in bulk upload



Upload populated template

**IMPORTANT:** Locks can be added to a Group individually or in bulk using a bulk CSV upload tool.

If you wish to use the CSV tool you must do this when the Group is first created. If you do not use the CSV upload functionality when the Group is created you may only add Locks to the Group individually at a later date.

If you would like to use the CSV tool at a later date we recommend that you create a new Group once you have prepared your CSV upload file.

	A	B	C	D	E	F	G
1	Lock	Lock/Key code	Master code	Device make	Device model		
2	K67960US - WindFall® Frame for iPad Pro 12.9" 1 & 2nd gen	5957					
3	K64675EU - Combination Ultra Laptop Lock	1726	1234				
4	K64699US - ClickSafe® Portable Keyed Laptop Lock	5859					
5	8589665042M - MicroSaver® 2.0 Keyed Laptop Lock — Master	3854	1234				
6	K64425S - Desktop & Peripherals Locking Kit 2.0 — Supervisor	3013					
7	K64665US - Desktop and Peripherals Master Keyed Locking	13120	1234				
8	K64445M - NanoSaver™ Keyed Laptop Lock - Master Keyed	4867					
9	8589667925 - Windfall® Tablet Frame for Dell® Venue 8 Pro	8948	1234				
10	K67771EU - Charge & Sync Cabinet for iPad®	6675					
11	K64598US - MicroSaver® Keyed Laptop Lock	4512	1234				
12	K64591EU - MicroSaver® DS Ultra-Thin Keyed Laptop Lock	4994					
13							
14							
15							

Locks uploaded today

Back to full list

Add lock information

Show 100 entries

Lock	Lock/Key code	Master code	Group	Type	Assigned to	Device make/model	Emailed	Added
<input type="checkbox"/> Combination Lock Serial number: A12278	9302	M2042EG36	Test	Unallocated				Feb 18 2021
<input type="checkbox"/> Combination Lock Serial number: A12274	0541	M2042EG36	Test	Unallocated				Feb 18 2021
<input type="checkbox"/> Combination Lock Serial number: A12273	1670	M2042EG36	Test	Unallocated				Feb 18 2021
<input type="checkbox"/> Combination Lock Serial number: A12272	2819	M2042EG36	Test	Unallocated				Feb 18 2021
<input type="checkbox"/> Combination Lock	3958	M2042EG36	Test	Unallocated				Feb 18 2021

## Add New Locks (continued) – Bulk Keyed Locks

	A	B	C	D	E
1	Lock	Lock/Key code	Master code	Device make	Device model
2	8589664448 - NanoSaver™ Dual Head Keyed Laptop Lock	1234			
3	8589664432 - MicroSaver® 2.0 Keyed Ultra Laptop Lock	1234	5678		
4	KTG004DB - Travel Bundle - Contour™ Roller + Travel Adapter - 17"/43.3cm - Black	1234			
5	K64665US - Desktop and Peripherals Master Keyed Locking Kit - On Demand	1234	5678		
6	K64449M - NanoSaver™ Keyed Dual Head Laptop Lock - Master Keyed	1234			
7	K66641EUS - NanoSaver™ Portable Keyed Laptop Lock – Supervisor Keyed	1234	5678		
8	K64681US - ClickSafe® Combination Ultra Laptop Lock - Master Coded	1234			
9	K65020WW - MicroSaver® 2.0 Keyed Laptop Lock	1234	5678		
10	K63331WW - NanoSaver™ Serialized Combination Laptop Lock	1234			
11	8589664436M - ClickSafe® 2.0 Keyed Laptop Lock — Master	1234	5678		
12	K64698EU - ClickSafe® Portable Combination Laptop Lock	1234			
13					

The bulk template has a drop-down for the lock

	A	B	C	D	E
1	Lock	Lock/Key code	Master code	Device make	Device model
2	8589664448 - NanoSaver™ Dual Head Keyed Laptop Lock	1234			
3	1500298 - TBC		5678		
4	450-1404-00-US - SECUREBACK 3 VESA, SKU# K67757				
5	4T78N - DELL COMBINATION LOCK APJ		5678		
6	64020 - MicroSaver® Laptop Lock - Keyed Different				
7	64021 - MicroSaver® Notebook Lock Bulk pack				
8	64025 - MicroSaver® Twin Laptop Lock - Keyed Different		5678		
9	64068 - Notebook MicroSaver				
10	65042S - MICORSAVER 2.0, SK		5678		
11	77PV4 - Dell Laptop Keyed Lock				
12	7V66H - Dell Laptop Combination Lock		5678		
13	8589638400 - LD4650P Single-User USB-C 10Gbps Dual 1080p Dock w/ K-Fob™ Smart Lock - 110W adapter - Windows				
14	8589638401 - LD4650P Multi-User USB-C 10Gbps Dual 1080p Dock w/ K-Fob™ Smart Lock - 110W adapter - Windows				
15	K64698EU - ClickSafe® Portable Combination Laptop Lock				
16					

# Add New Locks (continued) – 25-Pack Serialized Locks

There is an insert page on the top of the package which has the master registration code on it and also sent via e-mail to customer.

Kensington Register & Retrieve

Welcome

**Add lock information**

A single keyed lock Bulk keyed locks 25 pack serialized locks

Enter your ComboSaver registration code below:

Registration code

Add to group

Not in a group

Add combination locks

Add to group – allows you to organize locks by department, function for ease of managing

Serialized combination registration code insert example

**Kensington**

1350 Bayshore Hwy, Suite 825  
Burlingame, CA, 94010  
Kensington.com

**Serialized Combination Lock Register & Retrieve Program**

Thank you for choosing the Kensington Serialized Combination Laptop Lock for your physical security needs. To help better manage your locks, their serial numbers and assigned preset combination codes, Kensington has a free online management system for administrators — Register & Retrieve.

If you already have an account, log in with your username and password and enter the registration code below to add the new locks to your account.

If you are a new customer and would like to set up an administrator account to add your new Serialized Combination Laptop Locks, visit [preset.kensington.com](http://preset.kensington.com) and click Register Now to get started.

Once your account has been activated, you can enter the registration code below. The serial numbers will automatically populate into the system, along with the corresponding preset combination codes.

**REGISTRATION CODE FOR THESE 25 SERIAL NUMBERS:**

2VXW9NJ4P

**Serial Numbers:**

677401	677414
677402	677415
677403	677416
677404	677417
677405	677418
677406	677419
677407	677420
677408	677421
677409	677422
677410	677423
677411	677424
677412	677425
677413	

For your safety, Kensington thoroughly verifies each new registration for authenticity. As such, it can take 1-to-3 business days to view your information and activate your account after registration.

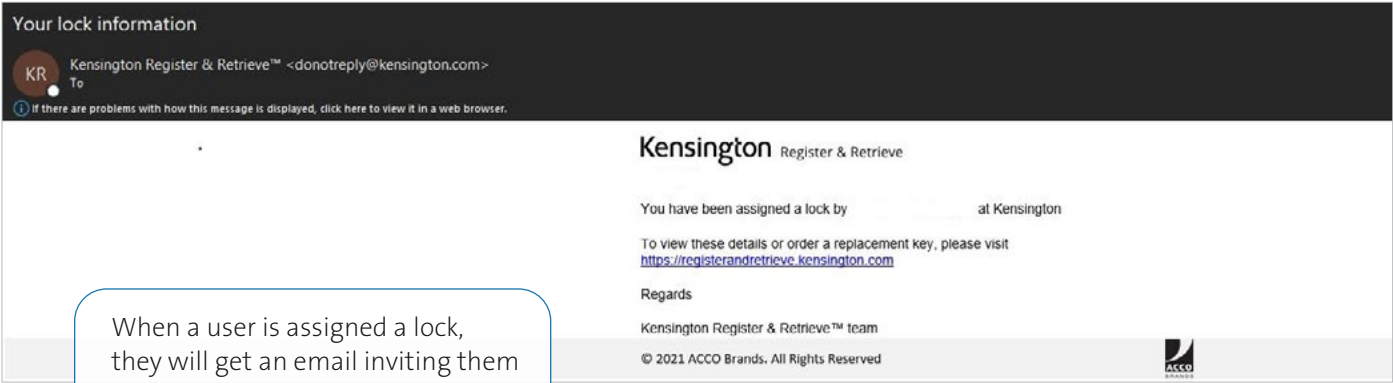
For more information, please feel free to call us at 1-800-235-6708 (North America) or 1-650-05722700 (outside North America) or visit us online at [www.kensington.com](http://www.kensington.com)

smart. safe. simple.

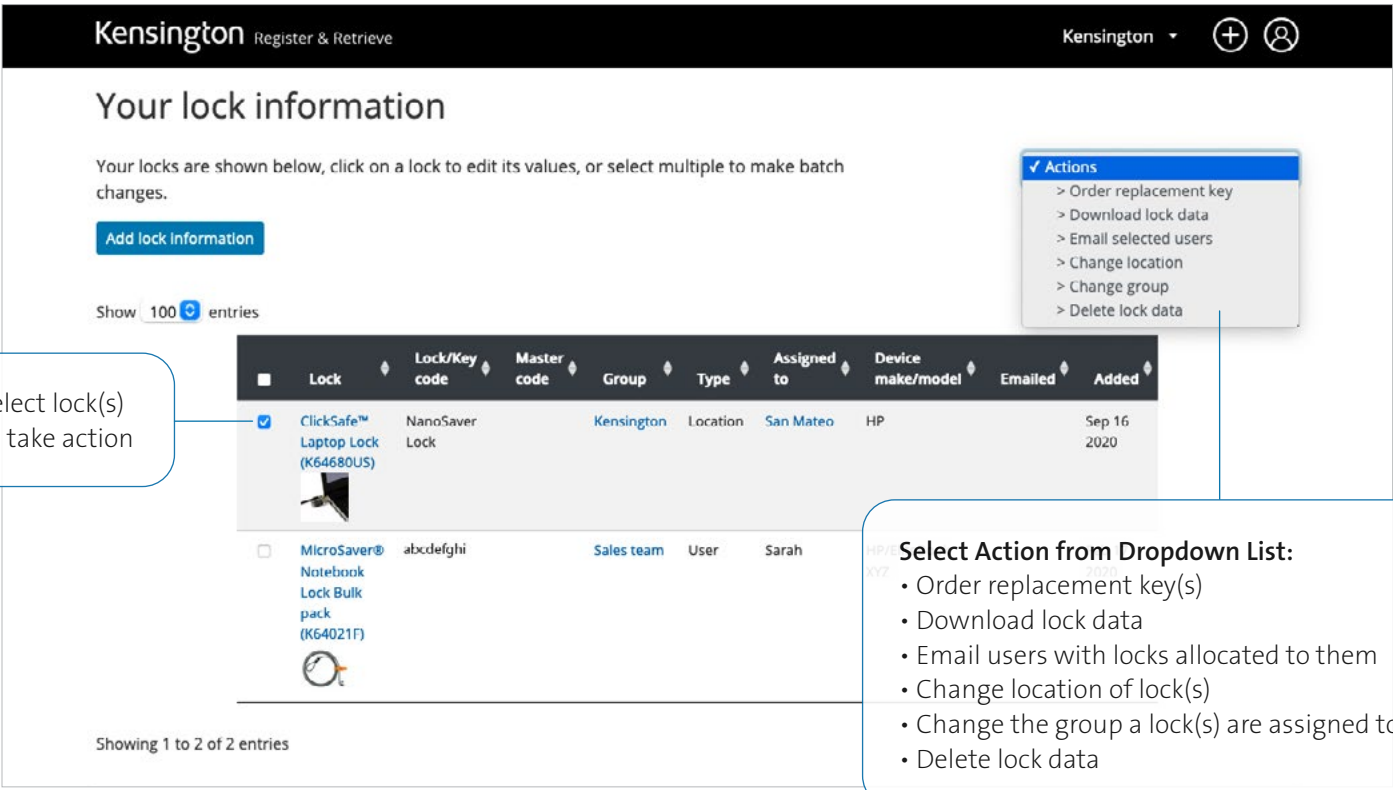
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# Assigning a Lock



# Advanced Actions



## ACTION: Order Replacement Key

Kensington Replacement Key

Your lock information changes.

Add lock information

Show 100 entries

Order replacement key

Kensington is happy to provide replacement keys for its keyed security products when a customer has lost their key. This service is free of charge. Please note that we review all applications and replacement keys are issued at our discretion. We regret we cannot issue replacements when keys are lost multiple times.

Product(s) you require a replacement key for:

- ClickSafe™ Laptop Lock (K64680US) - Lock/Key code: NanoSaver Lock

Delivery address

First name\*

Email\*

Last name\*

Company name

Address 1\*

Address 2

Town/city\*

State/Region\*

Zip/Post code\*

Country\*

Telephone

EORINumber (Mandatory for Country UK)

## ACTION: Email Selected Users

Email selected users ✕

Select the button below to resend lock information to users assigned to the selected locks.


Email selected users

Send users notification that a lock has been assigned to them

Email selected users

The emails have been sent now


**Your lock information**

 Kensington Register & Retrieve™ <donotreply@kensington.com>  
To

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

---

**Kensington** Register & Retrieve

You have been assigned a lock by  at Kensington

To view these details or order a replacement key, please visit  
<https://registerandretrieve.kensington.com>

Regards

# ACTION: Change Location

The screenshot shows a web application interface for Kensington. A modal window titled "Change location" is open. It contains a note: "Please note: locks assigned to a user cannot be reassigned to a new or existing location using this form." Below the note are two radio buttons: "New location" (selected) and "Existing location". The form has several input fields: "Location\*" (a text box), "Address 1" (a text box), "Address 2" (a text box), "Town/city" (a text box), "State/Region" (a text box), and "Zip/Post code" (a text box). A blue "Change location" button is at the bottom right. The background shows a sidebar with "Your lock i" and "Your locks are shown changes." and a main area with "Show 100 entries".

# ACTION: Change Group

The screenshot shows a web application interface for Kensington. A modal window titled "Change group" is open. It contains a note: "Please choose the lock group from the list below (all selected locks will be changed to the group chosen, including locks which are currently not in a group):". Below the note is a dropdown menu labeled "Move to group" with "Not in a group" selected. A blue "Update" button is at the bottom right. The background shows a sidebar with "Your lock i" and "Your locks are shown changes." and a main area with "Show 100 entries".

# ACTION: Delete Lock Data

The screenshot shows a web application interface for Kensington. A modal window titled "Delete lock data" is open. It contains a question: "Are you sure you want to delete the lock information?". A red "Delete lock data" button is at the bottom right. The background shows a sidebar with "Your lock i" and "Your locks are shown changes." and a main area with "Show 100 entries".

# Frequently Asked Questions

## How do I order a replacement key?

Administrators can order Replacement Keys free of charge. This is a service provided at Kensington's discretion. Replacement Keys can take up to 28 days to be delivered and longer during seasonal periods. Locate the Lock you need the replacement key for using the search tool or from within a particular Group. Click "VIEW". Click "ORDER REPLACEMENT KEY". Enter the delivery details, if previously registered address is not available or if the address needs to be different or updated for any reason.

## What should I do if my replacement key doesn't arrive?

Please contact your primary Kensington contact. We will be able to confirm if the order was placed and provide a tracking ID. There is no need for you to simply order again.

## How do I create a Group?

First you'll need to decide how you want to manage your Locks. Register & Retrieve™ allows you to manage your Locks in Groups. You can give each Group its own name. You can have as many different Groups as you need. A Group can be created before you have your Locks (excluding preset locks). Once a Group is created you can add your Locks to that Group. **IMPORTANT:** Locks can be added to a Group individually or in bulk using a bulk CSV upload tool. If you wish to use the CSV tool you must do this when the Group is first created. If you do not use the CSV upload functionality when the Group is created you may only add Locks to the Group individually at a later date. If you would like to use the CSV tool at a later date we recommend that you create a new Group once you have prepared your CSV upload file. Locks can either be registered to Holder (email address is required) or to a Location (no email address is required).

## How do I add a Lock to an existing Group?

From the MANAGE LOCKS drop down select the group you would like to edit. Click ADD A LOCK button. Enter Lock details. You must now select to allocate the Lock to:

**USER** – an individual with an email address

**LOCATION** – a physical location

You can change whether a Lock is allocated to a user or a location at a later date. If you do not wish to allocate the Lock to a user or a location you can add it to the Group as an UNALLOCATED Lock. **TIP:** You can use the UNALLOCATED option for keeping track of spare Locks. Each Group can contain Locks allocated to Holders, Locations and unallocated Locks.

## How do I unallocate a Lock?

From the MANAGE LOCKS select the lock you would like to edit. Click on the lock name under the lock column, Select "UNALLOCATE" on the "ALLOCATE LOCK TO" dropdown and click on "UPDATE LOCK INFORMATION". Your lock is now unallocated and available in the UNALLOCATED Type.

## How secure is the portal?

We secure your data using the latest best practice methods. We use 128bit encryption with authenticated CSC SSL certification. Passwords are never sent with their user name and are hashed and salted to defeat code breakers. Ultimately it is your responsibility to keep your passwords safe. Never write them down.

## What is MFA?

In our commitment to provide you with the highest level of security and privacy, we've added an optional Multi-Factor Authentication (MFA) feature to your Register & Retrieve™ login. MFA is the latest technology to prevent unauthorised access to an account. Once enabled, MFA will send a one-time code to your email. Without this code, unauthorised users cannot log in to your Register & Retrieve account.

## Register & Retrieve™ Lock Management Portal

Simplify the allocation and management of all locks and keys today  
by creating an account at <https://registerandretrieve.kensington.com>

FOR MORE INFORMATION CONTACT:

1.855.692.0054 • [sales@kensington.com](mailto:sales@kensington.com)



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