

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

<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

Kensington Register & Retrieve

Welcome to Register & Retrieve™

Register & Retrieve™ is a tool for security lock administrators to manage an organization's lock inventory. The Register & Retrieve™ system allows administrators to easily assign locks to an individual user or to a location with the added benefit that replacement keys can be ordered online and lock combinations recovered immediately.

Log in

Email

Password

Log in

[Forgot your password?](#)

Need a Register & Retrieve account™?

Create an account

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English
Dansk
Nederlands
Français
Deutsch
Svenska

Select language from the drop-down list

Login using existing account

Or create an account

Reset forgotten password

Create an Account

Create an account

If you are an organization's security lock administrator please use the form below to create an account. Please note that you will be sent an email which contains a link which you need to click on to complete your account setup.

First name*

Last name*

Company name*

Email*

Password*

Your password must be at least six characters long, and include at least one lowercase letter (a-z), one uppercase letter (A-Z), one number (0-9), and one special character (e.g. !@#%).

Confirm password*

Create account

Fill in all required fields

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

Forgot Password

Forgotten your password?

Please enter your email address

Email


Submit

Type e-mail address used for account creation. A reset link will be sent if address is correct.

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

English

Address 1

Address 2

Town/city

State/Region

Zip/Post code

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

Change password

Current password

New password

Your password must be at least six characters long, and include at least one lowercase letter (a-z), one uppercase letter (A-Z), one number (0-9), and one special character (e.g. !@#%&)

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 + User

Your lock information

Your locks are shown below, click on a lock to get its view, or select multiple locks to perform actions.

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

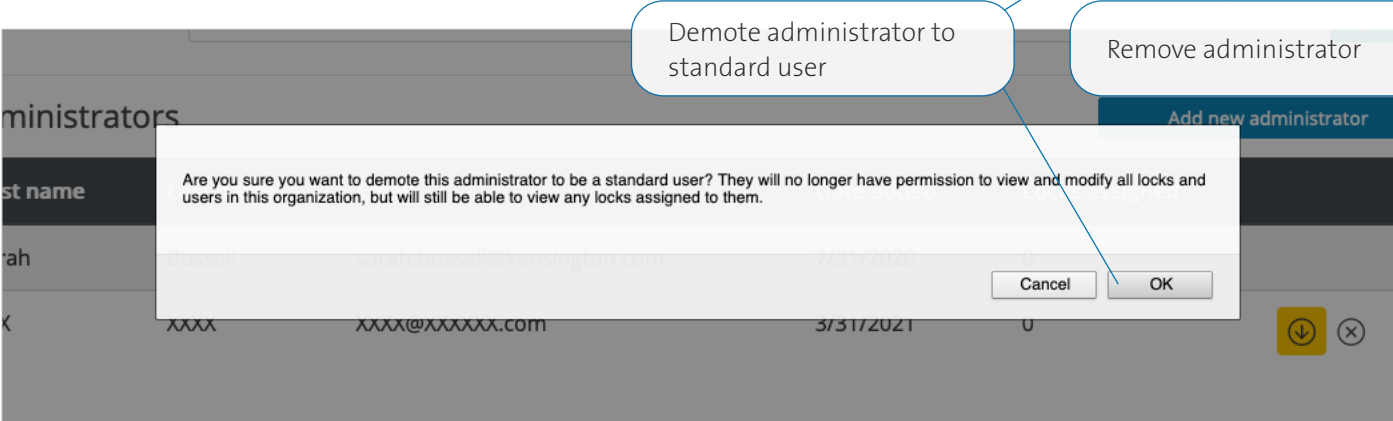
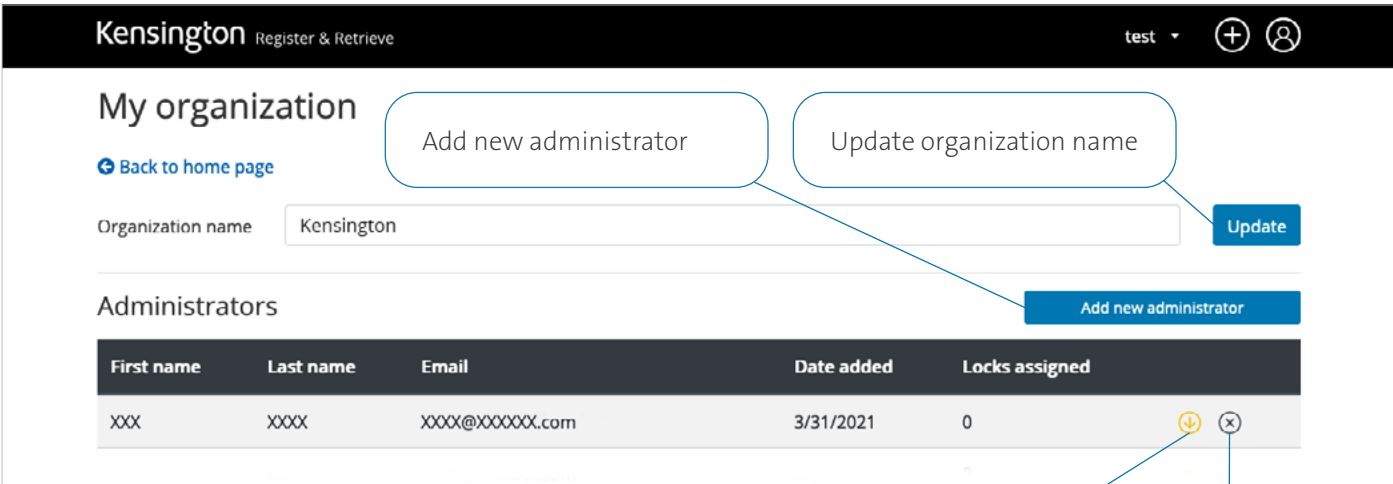
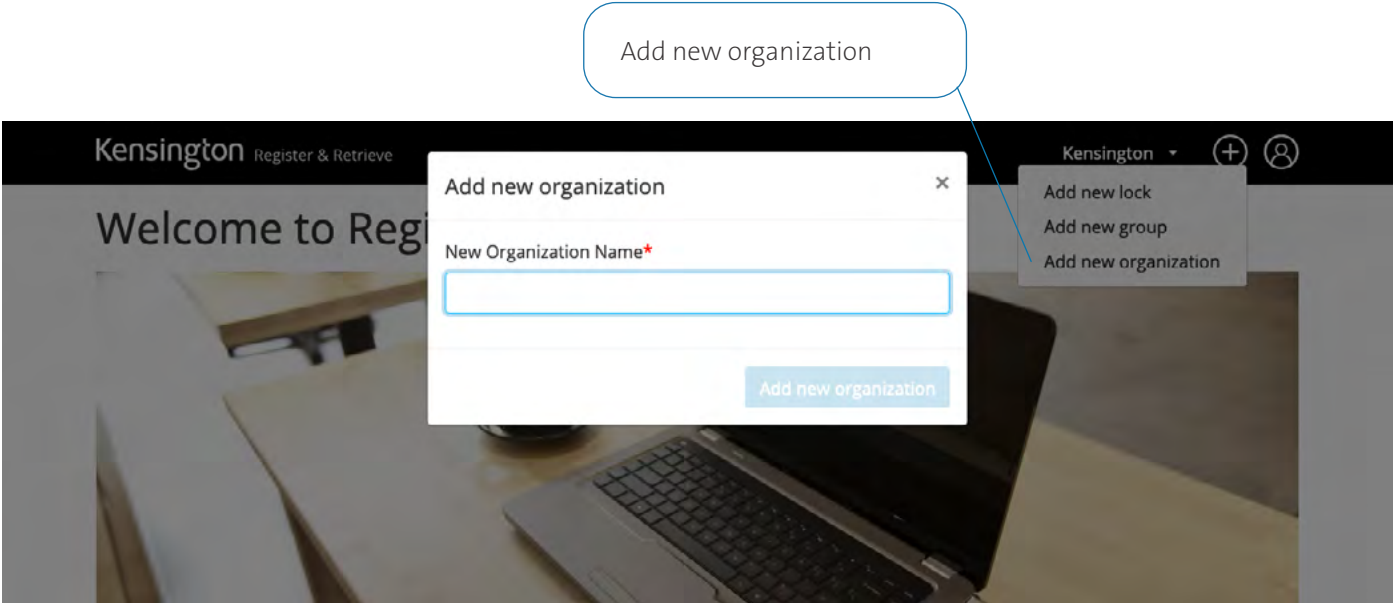
Search:

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 Administrator and Demote to Standard User



Promote Standard User to Administrator

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
------------	-----------	-------	------------	----------------

Users

First name	Last name	Email	Date added	Locks assigned
XXX	XXXX	XXXX@XXXXXX.com	3/31/2021	0

Promote standard user to 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.

Cancel

OK

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.

☐ Prevent this page from creating additional dialogs

Cancel

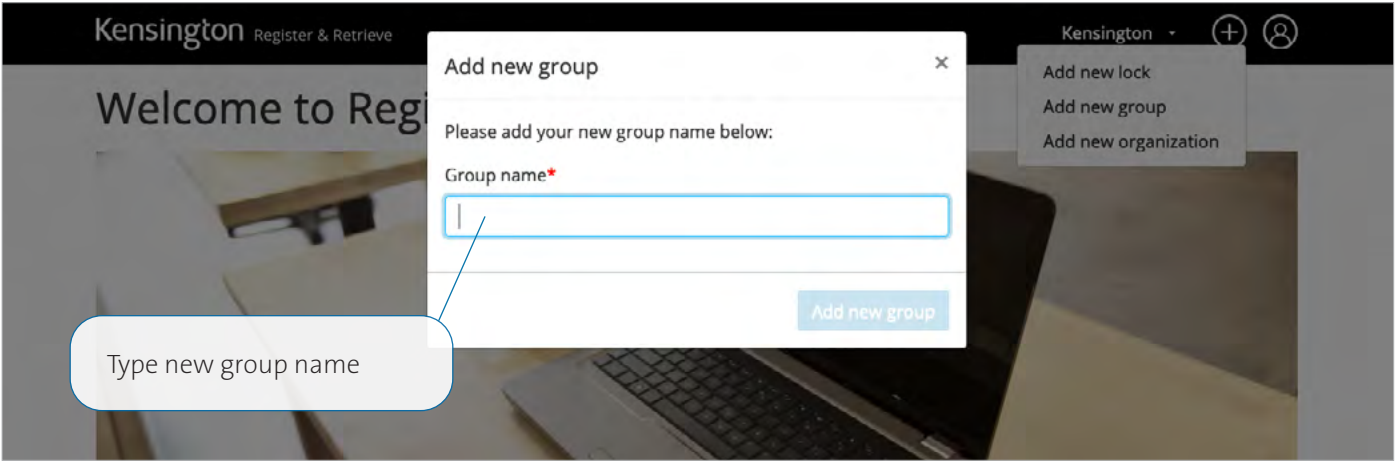
OK

FOR MORE INFORMATION CONTACT:
1.855.692.0054 • sales@kensington.com

<https://registerandretrieve.kensington.com>

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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

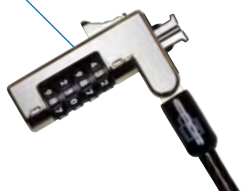

Allocate lock to

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'. The dropdown menu lists various Kensington lock models, including 150C298 - TBC, 400-1404-00 - SECUREBACK 3 VESA, SKUL K57757, 4778N - DELL COMBINATION LOCK-AP, K54063F - MicroSaver® Laptop Lock - Keyed Different, K54021F - MicroSaver® Notebook Lock Bulk pack, K54025F - MicroSaver® Tera Laptop Lock - Keyed Different, 54048 - Notebook MicroSaver, 520425 - MICROSAVER 2.0, SK, 77994 - Dell Laptop Keyed Lock, 7956H - Dell Laptop Combination Lock, 38400 - LD4600P Single-User USB-C 100bps Dual 1080p Dock w/ K-Fob™ Smart Lock - 110W adapter - Windows, 38401 - LD4600P Multi-User USB-C 100bps Dual 1080p Dock w/ K-Fob™ Smart Lock - 110W adapter - Windows, 29470 - LD5400T Thunderbolt 3 40Gbps Dual 4K Dock w/ K-Fob™ Smart Lock - 85W PD - Win/Mac, 52044 - Kensington Keyed Cable Lock for Microsoft® Surface™ Pro and Surface Go, 52052M - Keyed Cable Lock for Surface Pro and Surface Go, 52052S - Keyed Cable Lock for Surface Pro and Surface Go, 52055 - Keyed Cable Lock for Surface™ Pro, 35856628454 - ClickSafe® Keyed Laptop Lock for Dell® Laptops and Tablets — Master Keyed, 5205628455 - 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 'Product' dropdown is currently set to 'Please select'. The 'Add to group' dropdown is currently set to 'Please select'. The dropdown menu lists options: 'Kensington Test Program', 'Sales team', 'Create new group', and 'Unallocated'.

Add to New User

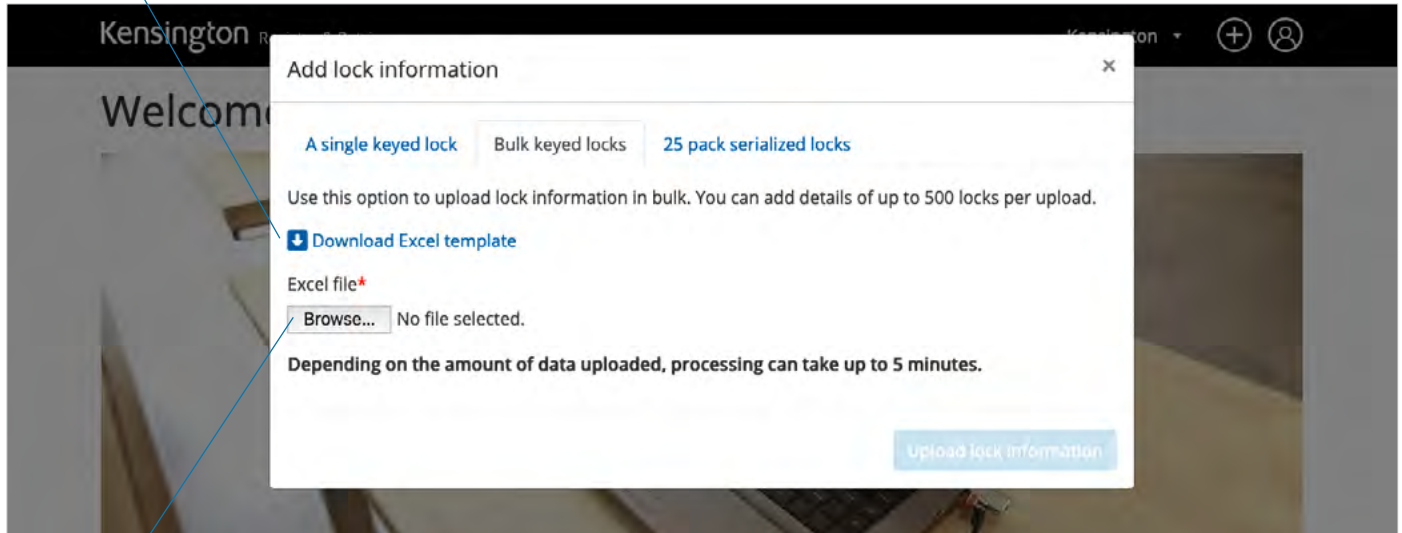
The screenshot shows the 'Add lock information' form with the 'Add to group' dropdown menu open. The form includes fields for 'Lock/Key code*', 'Device make', 'Master code', and 'Device model'. The 'Product' dropdown is currently set to 'Please select'. The 'Add to group' dropdown is currently set to 'Please select'. The dropdown menu lists options: 'New user' and 'Existing user'. Below the dropdown, there are 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 'Add to group' 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'. The 'Add to group' dropdown is currently set to 'Please select'. The dropdown menu lists options: 'New user' and 'Existing user'. Below the dropdown, there is a field for 'Users' with a dropdown menu showing 'John Doe (sales@kensington.com)' and 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							

Lock	Lock/Key code	Master code	Group	Type	Assigned to	Device make/model	Emailed	Added
<input type="checkbox"/> Combination Lock Serial number: A12279	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

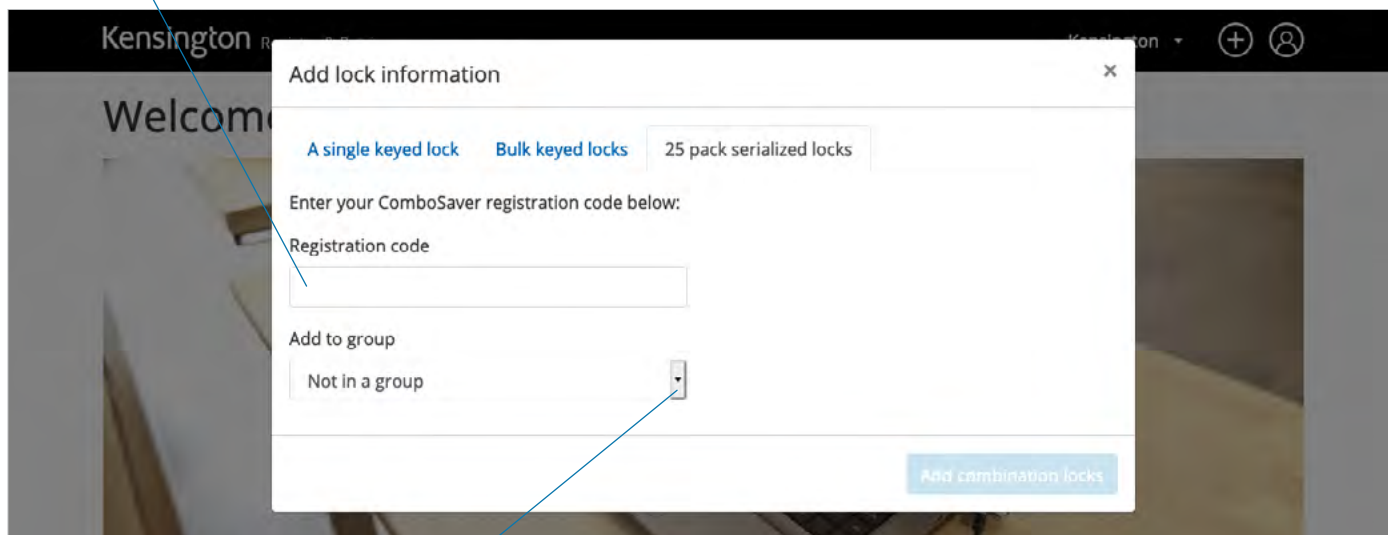
	A	B	C	D	E
1	Lock	Lock/Key code	Master code	Device make	Device model
2	8589664448 - NanoSaver™ Dual Head Keyed Laptop Lock	1234			
3	8589664432 - MicroSaver® 2.0 Keyed Ultra Laptop Lock	1234	5678		
4	KTG004DB - Travel Bundle - Contour™ Roller + Travel Adapter - 17"/43.3cm - Black	1234			
5	K64665US - 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				
13	8589638400 - LD4650P Single-User USB-C 10Gbps Dual 1080p Dock w/ K-Fob™ Smart Lock - 110W adapter - Windows		5678		
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					

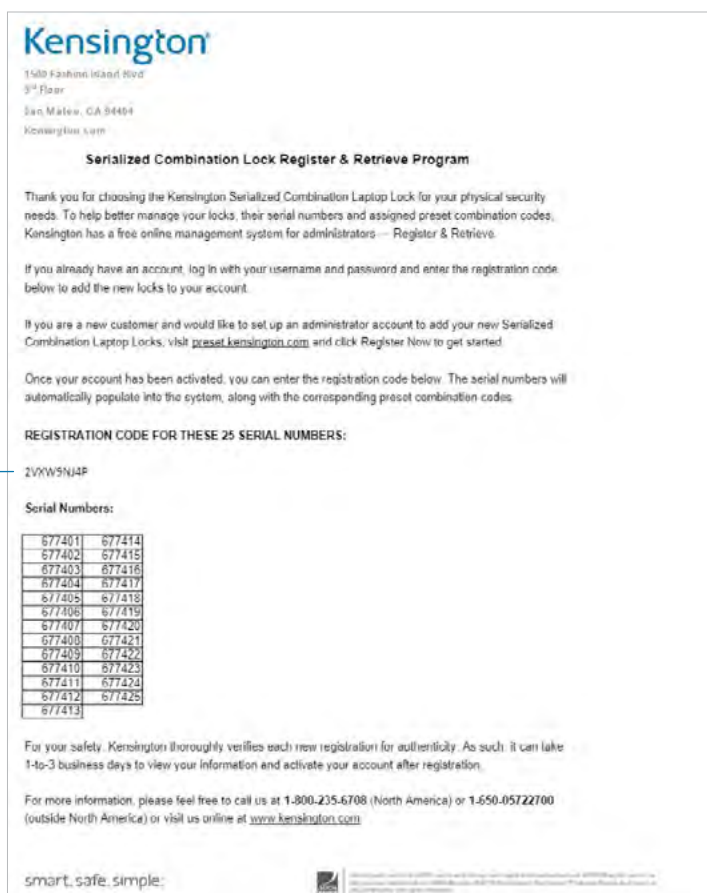
Add New Locks (continued) – 25-Pack Serialized Locks

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.



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

Serialized combination registration code insert example



Kensington
1500 Foothill Island Blvd
3rd Floor
San Mateo, CA 94404
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 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:

2VWV5N4P

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

smart, safe, simple.

Assigning a Lock

Your lock information

KR 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 [redacted] at Kensington

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

Regards

Kensington Register & Retrieve™ team

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When a user is assigned a lock, they will get an email inviting them to set up their account

Advanced Actions

Kensington Register & Retrieve

Kensington + 👤

Your lock information

Your locks are shown below, click on a lock to edit its values, or select multiple to make batch changes.

[Add lock information](#)

Show 100 entries

	Lock	Lock/Key code	Master code	Group	Type	Assigned to	Device make/model	Emailed	Added
<input checked="" 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)	abxdefghi		Sales team	User	Sarah	HP/XYZ		2020

Select lock(s) to take action

Actions

- > Order replacement key
- > Download lock data
- > Email selected users
- > Change location
- > Change group
- > Delete lock data

Select Action from Dropdown List:

- Order replacement key(s)
- Download lock data
- Email users with locks allocated to them
- Change location of lock(s)
- Change the group a lock(s) are assigned to
- Delete lock data

Showing 1 to 2 of 2 entries

ACTION: Order Replacement Key

Kensington

Your lock information

Your locks are shown here. You can make changes.

Add lock information

Show 100 entries

Order replacement key

X

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

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

Kensington R

Your lock i

Your locks are shown changes.

Add lock information

Show 100 entries

Showing 1 to 2 of 2 entries

Change location

Please note: locks assigned to a user cannot be reassigned to a new or existing location using this form.

☒ New location ☐ Existing location

Location*

Address 1

Address 2

Town/city

State/Region

Zip/Post code

Change location

ACTION: Change Group

Change group

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):

Move to group

Not in a group

Update

ACTION: Delete Lock Data

Delete lock data

Are you sure you want to delete the lock information?

Delete lock data

Lock/Key code	Master code	Group	Type	Assigned to	Device make/model
NanoSaver	Kensington	Location	San Mateo	HP	

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.

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>