Kensington®

The Professionals' Choice™

NANO
SECURITY SLOT
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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

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

Select language from the drop-down list

Login using existing account

Reset forgotten password

Or create an account

Create an Account

Fill in all required fields

Make your selection for Multi-factor Authentication

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

Forgot Password

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

Create an Account

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

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

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Manage your Account Details

User details and user language selection

Change e-mail address

Change account password

Register and Retrieve Dashboard

Profile –
Manage Account

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

Back to
Register & Retrieve
Home Screen

Add new lock, add
new group, add
new organization

Kensington Register & Retrieve

Kensington ▾   ⊕   ⊗

Your lock information

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

Add lock information

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

Actions

Search:

Show 100 entries

Add new locks

☐	Lock	Lock/Key code	Master code	Group	Type	Assigned to	Device make/model	Emailed	Added
☐	ClickSafe™ Laptop Lock (K64680US)	NanoSaver Lock		Kensington	Location	San Mateo	HP		Sep 16 2020
☐	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

Add new organization

Add new administrator

Update organization name
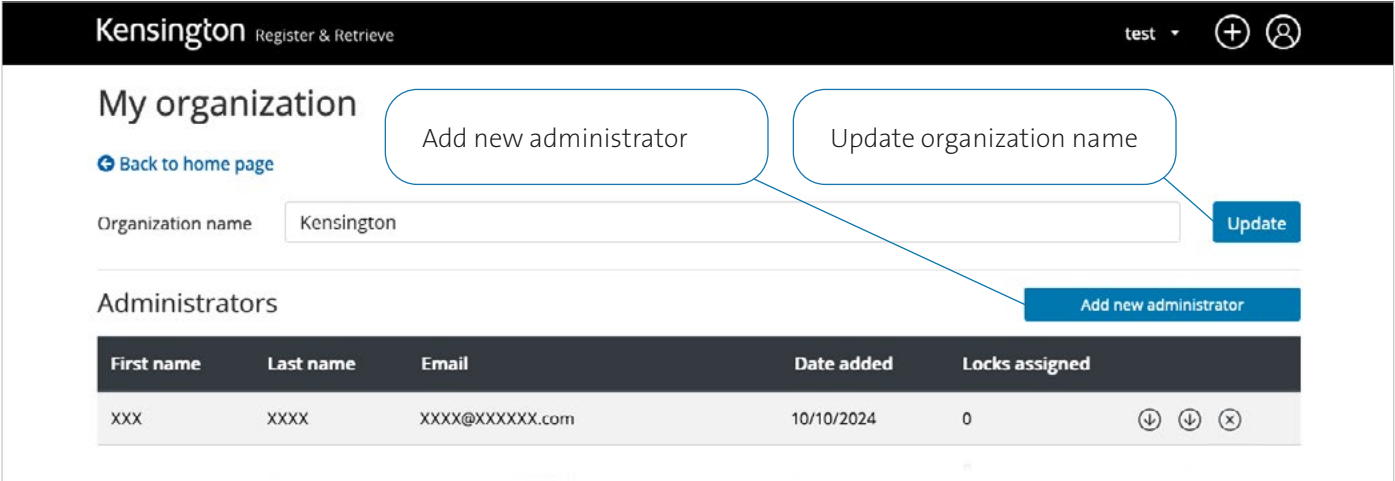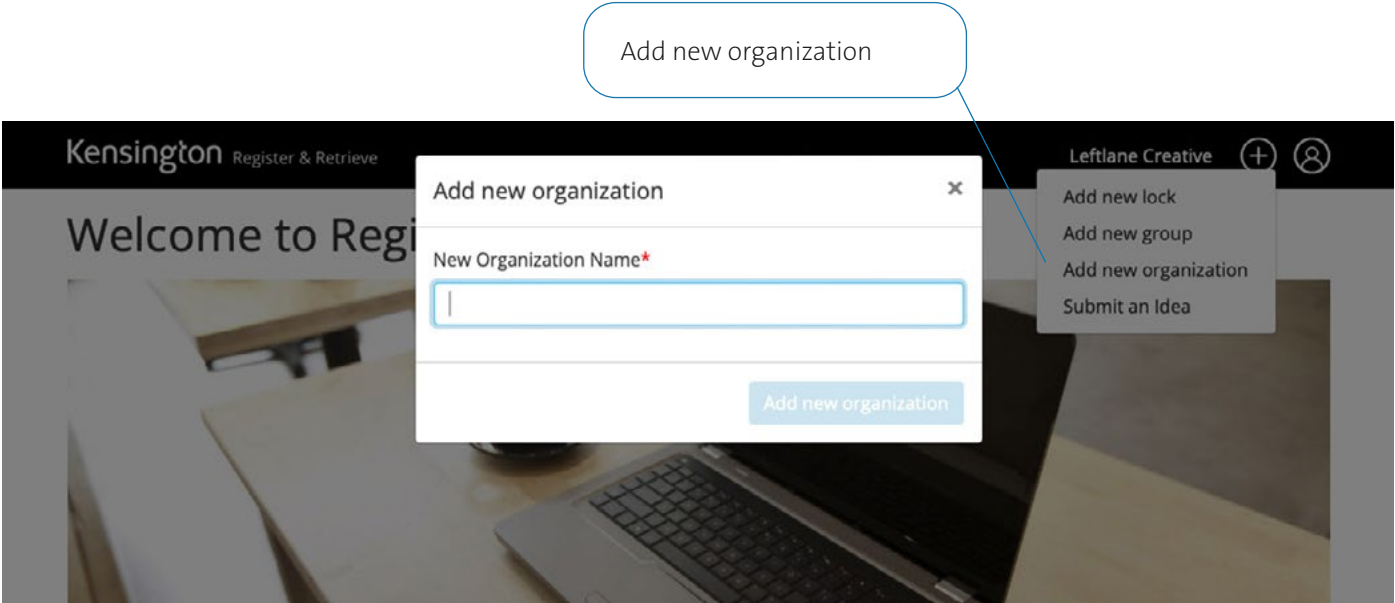
Change Administrator to View-Only or Standard User

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	↓	↓	⊗

Demote administrator to standard user

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

Remove 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

Kensington Register & Retrieve

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.

Cancel   OK

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.

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.

Cancel   OK

Add New Group

Type new group name
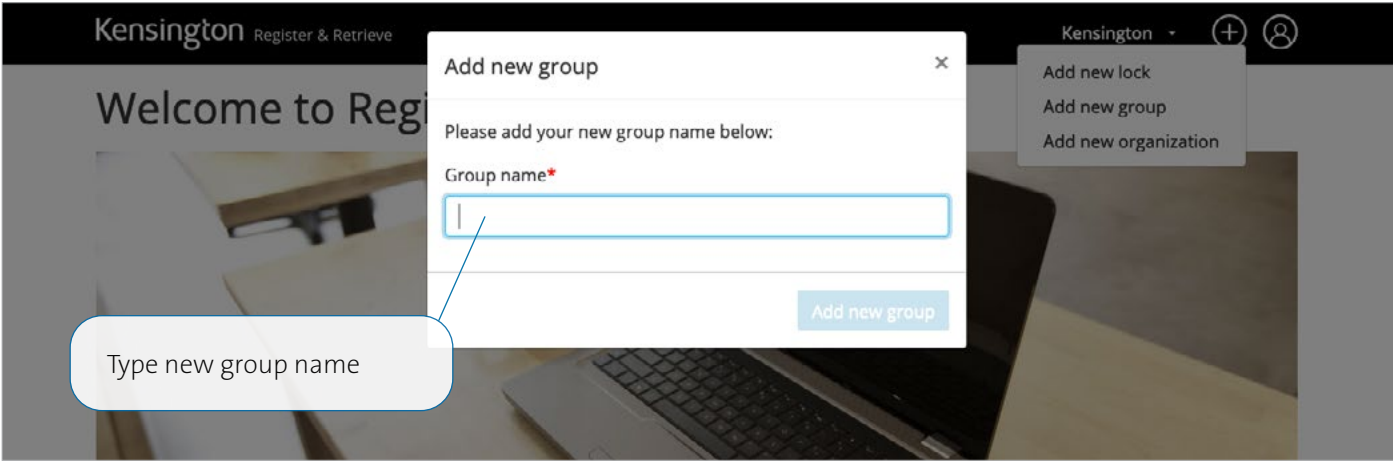
Add New Locks

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

Hardware (laptop, projector, etc.) that the lock will be connected to

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
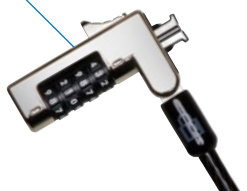
Allocate lock to

Unallocated

Add lock information

Keyed Lock Codes: Serial #

Combo Lock Codes: Serial #

Add New Locks (continued) – Single Keyed Locks

Select Product

Select Group

Add to New User

Add to Existing User

Add New Locks (continued) – Bulk Keyed Locks

Download template for adding locks in bulk upload
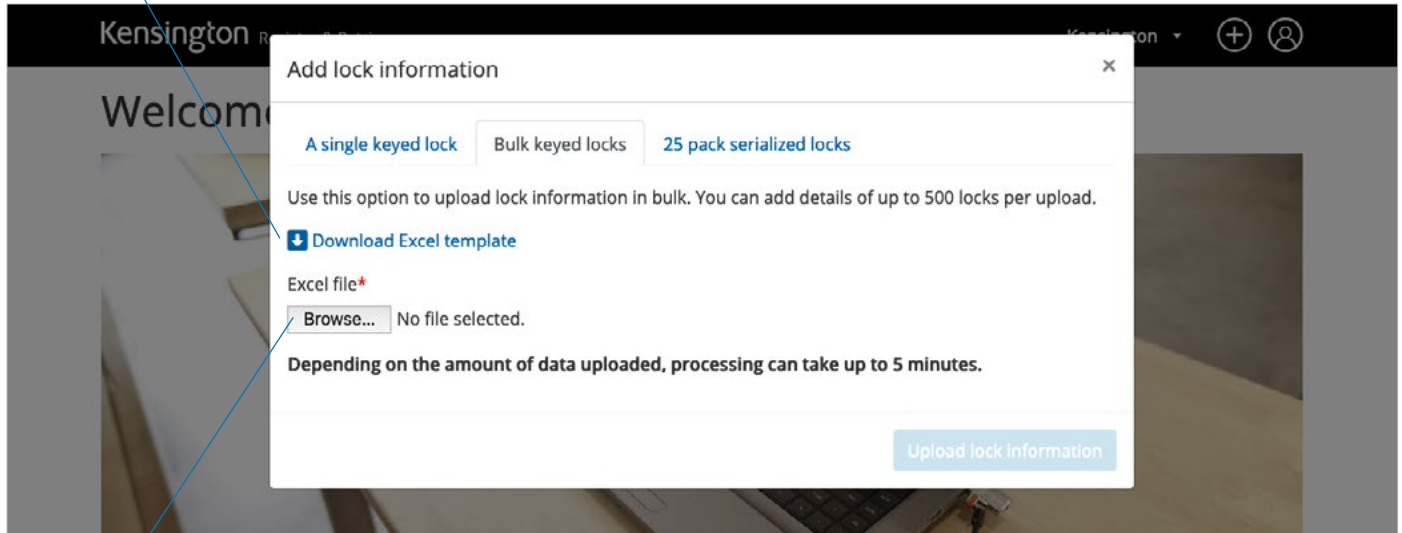
Upload populated template

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.

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	▾234			
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	▾234			
3	1500298 - TBC		5678		
4	460-1404-00-US - SECUREBACK 3 VESA, SKU# K67757				
	4T78N - DELL COMBINATION LOCK APJ				
5	64020 - MicroSaver® Laptop Lock - Keyed Different		5678		
6	64021 - MicroSaver® Notebook Lock Bulk pack				
7	64025 - MicroSaver® Twin Laptop Lock – Keyed Different		5678		
	64068 - Notebook MicroSaver				
8	65042S - MICORSAVER 2.0, SK				
9	77PV4 - Dell Laptop Keyed Lock		5678		
10	7V66H - Dell Laptop Combination Lock				
11	8589638400 - LD4650P Single-User USB-C 10Gbps Dual 1080p Dock w/ K-Fob™ Smart Lock - 110W adapter - Windows		5678		
	8589638401 - LD4650P Multi-User USB-C 10Gbps Dual 1080p Dock w/ K-Fob™ Smart Lock - 110W adapter - Windows				
12	K64698EU - ClickSafe® Portable Combination Laptop Lock				
13					

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

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

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 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:

2VXW5NJ4P

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.
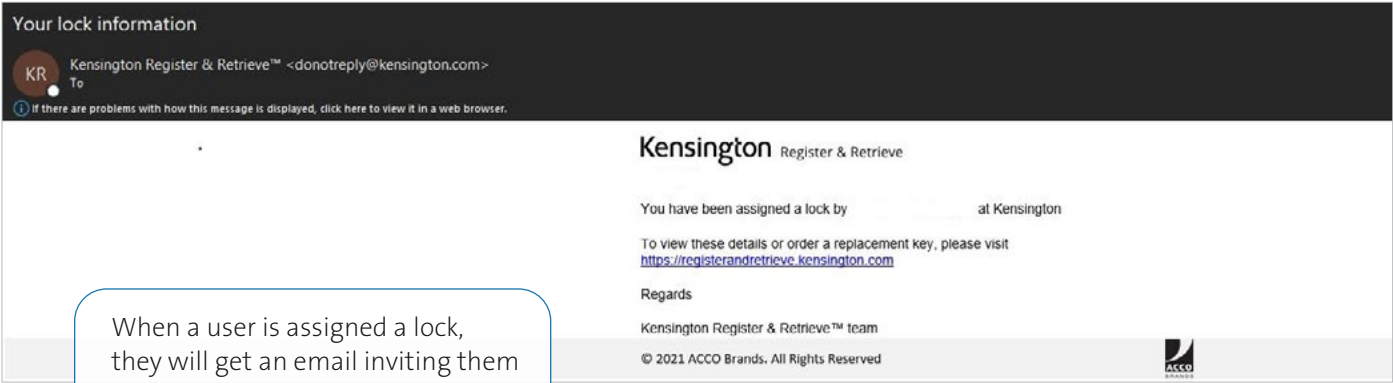
For more information, please feel free to call us at 1-800-235-6708 (North America) or 1-650-05722700 (outside North America) or visit us online at www.kensington.com
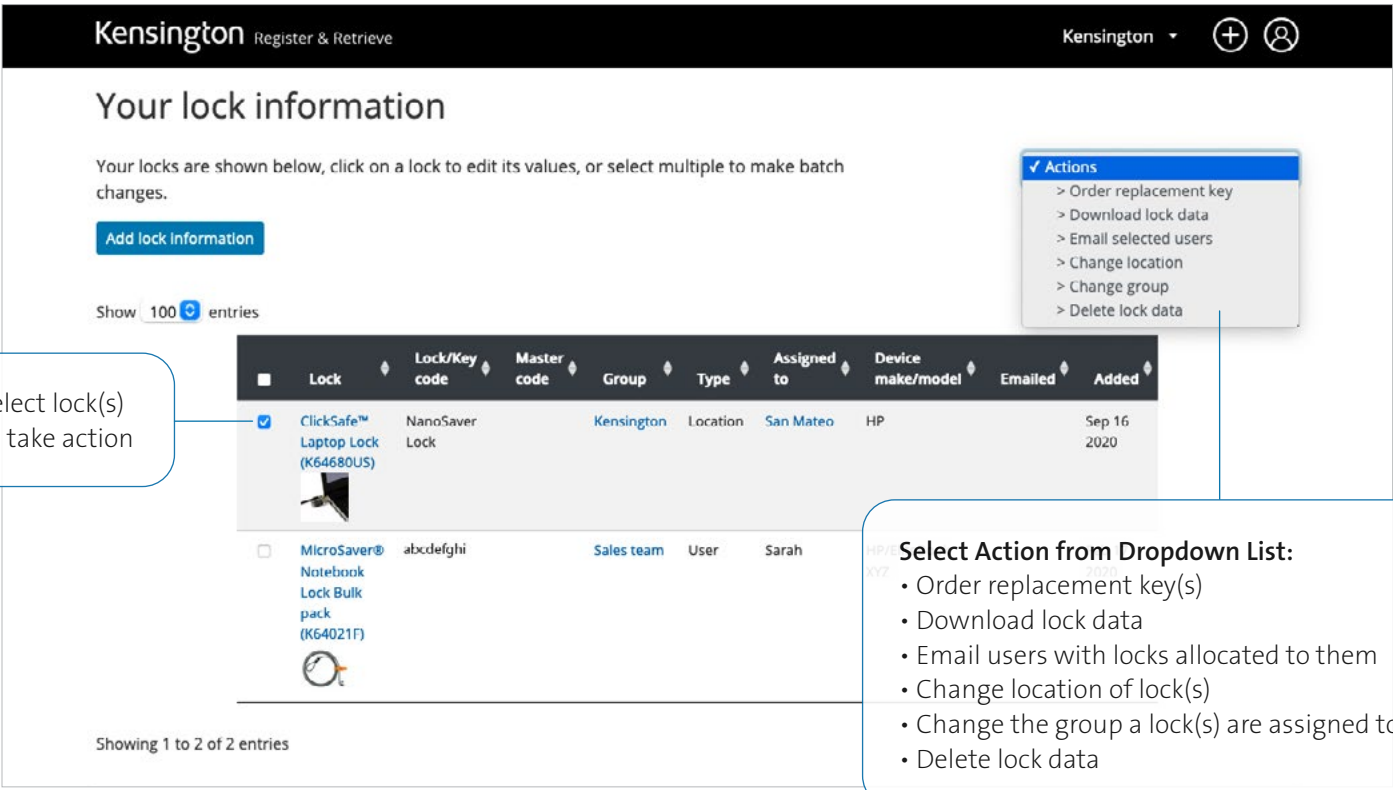
smart. safe. simple.

Assigning a Lock

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

Advanced Actions

Select lock(s) to take action

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

ACTION: Order Replacement Key

ACTION: Email Selected Users

Send users notification that a lock has been assigned to them

ACTION: Change Location

ACTION: Change Group

ACTION: Delete Lock Data

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