NORTHTECH CUSTOMER GUIDE · CONTROL4

Manage your DS3 access codes

See how Control4 presents access-code users on its app and indoor touchscreen. Follow the supported-lock steps to add or change a user, and check whether your interface offers a remove control.

Before you begin

These are Control4's app and indoor touchscreen controls for a supported lock. Your DS3 access point needs to be configured as that lock in Control4 for these menus to apply. The DS3 is the outdoor door station, not the touchscreen. This guide does not cover programming its physical keypad. Ask NorthTech if the expected lock is absent from your interface.

STEP 01

Find your entry access controls

In the Control4 app or indoor touchscreen, follow the documented supported-lock route:

1. Open the room containing your configured entry lock, then select **Security → Locks & Sensors**.
2. Press and hold the relevant lock and choose **Manage Lock → Users**.

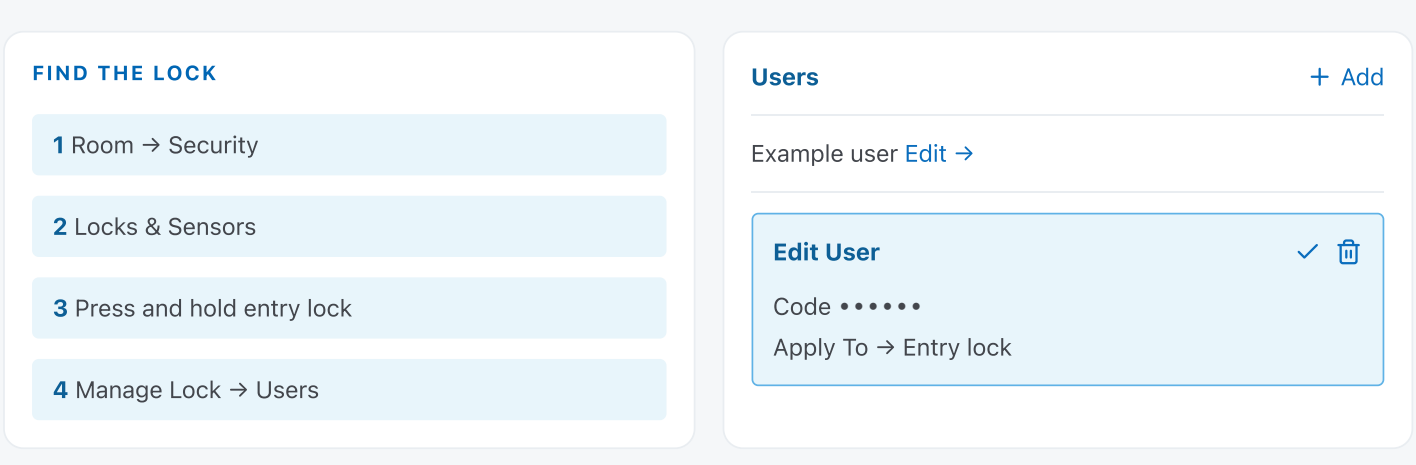


Illustration of the Control4 lock-user interface, based on published supported-lock guidance and an app example. Layout and options depend on version and configuration; this is not a DS3 or indoor-touchscreen capture.

If the lock or Users menu is missing, ask NorthTech to check how your DS3 access point is configured. The indoor touchscreen and phone app may differ by version and permissions.

STEP 02

Add an access code

1. In **Manage Lock → Users**, select **+**.
2. Enter the person's name and code, then choose the intended lock under **Apply To**.
3. Save with **OK** or the checkmark shown on your device. Confirm the new user appears under the intended lock.

Keep your code private; do not send it to NorthTech by email or through this page.

STEP 03

Change an access code

1. Select the existing person in **Manage Lock → Users**.
2. Edit their code and save with the control shown on your device.
3. Confirm their updated details appear in the Control4 interface.

If the DS3 access point is linked to this lock, ask NorthTech how to verify that the previous code has been revoked.

STEP 04

Remove an access code

A documented Control4 app example shows a bin icon on **Edit User**. The exact control may differ on your app or indoor touchscreen.

1. In **Manage Lock → Users**, select the person you intend to remove and check their **Apply To** entry points.
2. If your **Edit User** screen shows a bin control, use it and review the confirmation shown by your device.
3. Confirm the person is removed from the intended lock. Ask NorthTech to help verify that the old code no longer has access.

If the bin control is absent, ask NorthTech for the correct action. Removing a Control4 account or switching off the Access toggle is not the same as deleting a lock user. You do not need to share an active code.

Need the steps for your system?

NorthTech can check how your DS3 is presented in Control4 and show you the right app or touchscreen controls. Tell us which menus you see, but do not send us an active PIN.

Prepared by NorthTech from public Control4, Snap One and dealer material. This is not an official Control4 publication. The illustrations show the general Control4 lock-user interface; options on your installation may differ.

References

Control4 door stations

Snap One DS3 kit and keypad

Control4 supported-lock user guide

Control4 app lock-user example

Control4 lock driver reference