About RemoteLock

RemoteLock is the leading provider of universal access control software for smart lock management and access control. RemoteLock's cloud-based software allows users to remotely control access for renters, guests, employees, and contractors—saving time and money. RemoteLock provides clients ultimate flexibility—the ability to control any door, using any credential, with locks from every leading manufacturer—all from one dashboard.

Benefits for Hosts

RemoteL⊙CK® + stayntouch

Smart locks offer a variety of benefits over traditional, mechanical key locks. Aside from being a more secure way to manage access and make a good first impression for guests, smart locks give hosts greater control of their properties from anywhere.

No more lost keys.
Say goodbye to lock boxes and impromptu key handoffs or replacements. Smart locks enable hosts to leverage unique, self-expiring access codes for each guest that only work for the duration of their stay. Guests can use the same access code to access their room as well as shared amenity spaces such as a swimming pool, gym, or business center. Guests never have to deal with the frustration of being locked out — and hosts can rest easy with the added security of trackable history.

Save time and reduce expenses.
Integrating RemoteLock and StaynTouch allows hosts to automatically generate self-expiring access codes for each guest when they book, and remotely manage access for all users. That means guests no longer must stop at the front desk or meet the host for key pickup to check-in which is a convenience for the guest and a huge time saver for hosts and staff. In fact, some hosts have been able to completely eliminate the need for a staffed front desk or key exchange, freeing up precious time to take care of other essential needs for guests.

Provide a completely contactless experience.
Hosts can streamline check-in and check-out and promote personal safety by limiting contact with their guests. Guests can receive their access code in advance and go straight to their rooms without ever having to meet a host or visit a front desk.

Easy access control from anywhere.
Smart locks give hosts control over who can access their properties and when from anywhere. Hosts are empowered to be responsive when guests cancel or extend their stay.

How It Works

When a host connects their StaynTouch account with their RemoteLock account, approved bookings/reservations made in StaynTouch will be automatically sent to their RemoteLock account. RemoteLock then automatically creates an access code for the guest specifically for the date and time of their stay and sends instructions to the guest on how to access their rental. The integration completely streamlines the process of generating unique access codes for guests and sending them the information they need to make accessing the rental property easy and efficient for everyone.

Integration Connection Resource:

- [RemoteLock (In Pilot) : Helpdesk Stayntouch (freshdesk.com)](#)

RemoteLock Software Account Levels

Software Pricing starts at $6 USD per door, per month depending on the features and functionality that best fits your properties needs.

FEATURES	PREMIUM	ENTERPRISE
Maximum Locks	Unlimited	Unlimited
Maximum Account Members	5	Unlimited
Maximum Access Users	50	Unlimited
Maximum Access Guests (90 Day Duration)	150	Unlimited
Access History Duration	90 Days	1 Year
Lock and User Management	✅	✅
Health Notifications	✅	✅
Access Notifications	✅	✅
Guest Communications (Email/Text)	✅	✅
Guest Automation Via Partner Integrations	✅	✅
Access and Device Schedules	✅	✅
Custom Admin Roles	✅	✅
Partner Lock Integrations	✅	✅
Group Management		✅
Common Door		✅
Access Control Systems (ACS)		✅
Reports		✅
Automation Devices		✅
Resident Management		✅
Mobile Credentials		✅
API Access		✅

RemoteLock and StaynTouch internal use only

Devices Supported by RemoteLock

(more device support coming in 2023)

Alfred	● Alfred DB2-B-BL ● Alfred DB2-BL ● Alfred DB2 Z-Wave Module (Paired w/ Vera hub – [Vera Setup Instructions](#))
august	[Yale Access / August Integration Setup Instructions](#) ● August SmartLock + Connect ● August SmartLock Pro + Connect ● August Wi-Fi Smartlock ● August Smart Keypad
EMTEK®	[Yale Access / August Integration Setup Instructions](#) ● Emtek EMPowered Locks (with Yale Access)
igloohome	[Igloo Integration Setup Instructions](#) ● Igloo Deadbolt S2 ● Igloo Mortice ● Igloo Smart Keybox 2 ● Igloo Smart Padlock
CODE KEY KEYINCODE.COM	[KeyInCode Lock Registration Instructions](#) ● KeyInCode 2000 Series Reader/Keypad (Wi-Fi, ReadyPIN (Algorithmic), and MIFARE Classic) ● KeyInCode 4000 Series Lever (Wi-Fi, ReadyPIN (Algorithmic), and MIFARE Classic) ● KeyInCode 5000 Series Lever (Wi-Fi, ReadyPIN (Algorithmic), and MIFARE Classic) ● KeyInCode 6000 Series Lever (Wi-Fi, ReadyPIN (Algorithmic), and MIFARE Classic)
Kwikset®	● Kwikset Smartcode deadbolt Z-Wave (Paired w/ Vera hub – See [Vera Setup Instructions](#)) ● Kwikset Smartcode Lever Z-Wave (Paired w/ Vera hub – See [Vera Setup Instructions](#))
MERCURY SECURITY part of HID Global	*(common area access, elevators, and garage/parking)* [Mercury Security Control Panel Integration Setup Instructions](#) ● IP Based Access Control Panels ● RFID readers (HID iCLASS SE, HID multiCLASS SE, HID Signo, UniKey SR3, and many others)

	• Mobile Credentials (HID Mobile Access and UniKey Mobile Key) • Elevator Support • Wired Door (Electrified Strike and Mag Lock) Support • Garage Control Support
open|EDGE	[OpenEdge Lock Registration Instructions](#) • OpenEdge 500 Series Lever or DB (Wi-Fi)

SCHLAGE	[Schlage Encode Integration Setup Instructions](#)
	• Schlage Encode Wi-Fi
	• Schlage Connect Z-Wave
	  (Paired w/ Vera hub – See [Vera Setup Instructions](#))
	• Schlage Connected Keypad Z-Wave Lever Lock and Deadbolt
	  (Paired w/ Vera hub – See [Vera Setup Instructions](#))

vera an ezlo company	*(Z-Wave lock support)* [Vera Setup Instructions](#) • VeraEdge Smart Controller • VeraPlus Smart Controller
WEST	• West E06 Connected Lock

Yale	[Yale Access / August Integration Setup Instructions](#)
	• All Yale Assure Locks and Assure Levers
	  ○ Yale Access (CBA)
	  ○ Z-Wave
	    (Paired w/ Vera hub – See [Vera Setup Instructions](#))
	• All Yale nexTouch Keypad Locks
	• Yale Smart Delivery Box
	• Yale Smart Cabinet Lock

PROLOK™	*Coming 2023 in beta* *(Euro-style locks w/ mortice options)* • PROLOK Deluxe (Includes Gateway • PROLOK Deluxe with Mortice (Includes Gateway)