



Community



BEST PRACTICES GUIDE

# Getting started with myQ Community

A complete handbook for navigating myQ Community, resolving common issues, and answering frequently asked questions

myQ | LiftMaster  
CONNECTED PROPERTY SOLUTIONS

Opening possibilities



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## Up and Running in No Time

Congratulations on bringing LiftMaster's trusted hardware and myQ's smart technology into your property!

Installing access control systems can be complicated, and small missteps can cause delays and frustration. We've created this guide to make setup easy—helping users install, configure, and manage myQ Community with confidence.

## How to Use This Guide

This guide is designed to help property owners and managers avoid common setup mistakes and get the most of out of myQ Community.

This is not a comprehensive walkthrough; instead, it serves as a quick reference for optimizing your myQ Community experience.



**WEB PORTAL**

Dashboard

Activity Tab

Notifications Tab

People Tab

Credentials Tab

**MAIL & DELIVERY ACCESS**

**RESIDENT MANAGEMENT**

**TROUBLESHOOTING**

# WEB PORTAL



CONNECTED PROPERTY SOLUTIONS

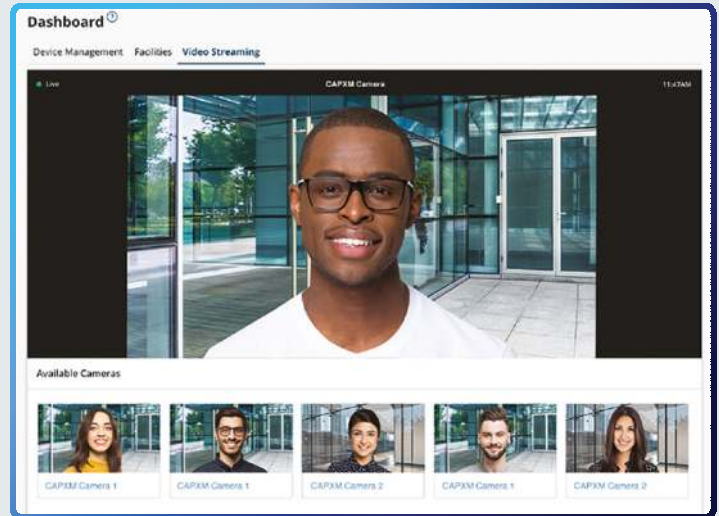
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## Video Streaming

Video streaming is available for admins through your LiftMaster intercom 24 hours a day.

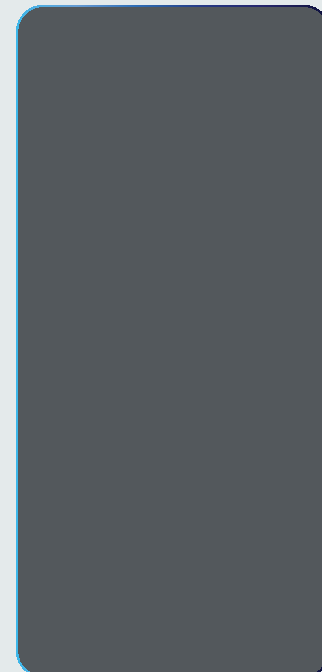
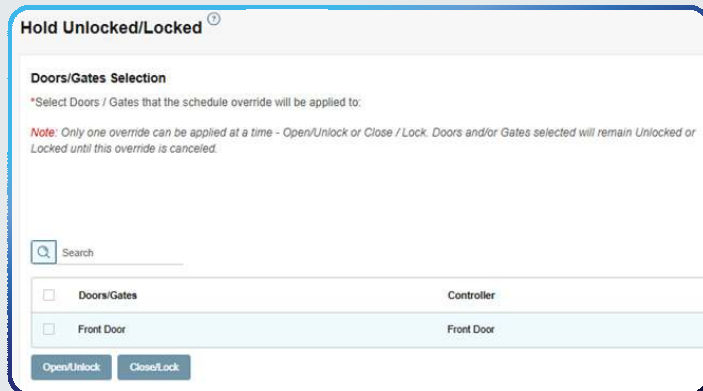
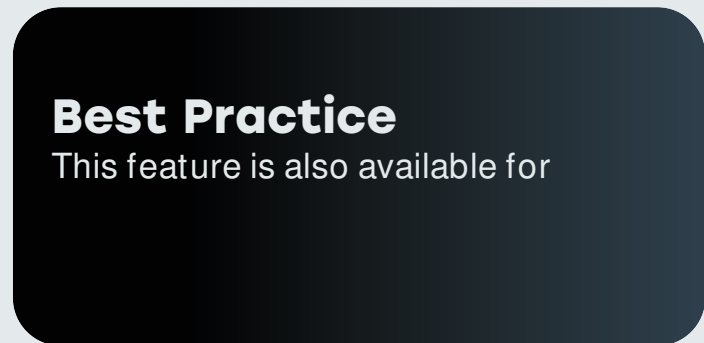
You can access this by clicking on "Video Streaming" on top of your screen and selecting the video you want to see from any intercom on your property.



## Hold Unlock/Lock Button

Premium Feature

This feature, located on every tab, allows administrators to override schedules and manually force open/close selected doors or gates.





# Activity Tab

## Video Storage

The basic subscription keeps video recordings of events for only 24 hours. These recordings are accessible on the Activity tab.

Start Date		End Date		Filters		Export
Today		Today				
Zone/Controller	Door/Entrance					Video
<a href="#">Default Zone</a>	<a href="#">Resident Gate</a>					
<a href="#">Default Zone</a>	<a href="#">Front Gate</a>					

## 30-Day Video Storage

The advanced subscription plan allows you to record and save videos for up to 30 days—so you don't miss a thing.

Video storage is compatible with

CAPXS

CAPXM

### Best Practice

30-day video storage, which is available on the advanced subscription plan, can help improve the safety and security of your property. This is a great option for communities that lack a dedicated security surveillance system.

# Defaults

Defaults are set in the Notifications tab after your myQ account is initially set up.

### Facility Notifications

- Select All
- Admin Unlocked/Opened Gate/Door
- Door Ajar (Fail to Close)
- Door Forced Open
- Door Unlocked on Schedule
- Call Answered
- Door Ajar Resolved
- Door Locked on Schedule
- Expansion Board State Changed
- Knox Box Activated
- Permission Denied Invalid Second Factor - Card
- Permission Denied Unknown 2nd Factor - Card
- Permission granted
- Fire Alarm Deactivated
- Permission Denied Entry Codes Not Allowed
- Permission Denied Out of Schedule
- Permission Denied Unknown PIN
- Too Many Invalid PINs
- Call Ended
- Door Close Limit Reached Cleared Message
- Door Open Limit Reached Cleared Message
- Fail to Open (Only for CAPAC)
- Knox Box Deactivated
- Permission Denied No 2nd Factor
- Permission Denied Unknown 2nd Factor - PIN
- Permission Granted - Guest Via Call

Entry Code Uses Exceeded
 

# of Uses	Time Period
10	1 day(s)

### Access Control Hardware Notifications

- Select All
- Device Offline
- Supervised input cut
- Tamper Alarm (For IPAC, CAP2D only)
- Power On
- Supervised Input Resolved
- Shock Sensor Triggered
- Supervised Input Triggered

Only Available on CAPXLV

- Device Online
- Supervised input cut resolved
- Tamper Alarm Resolved (For IPAC, CAP2D only)



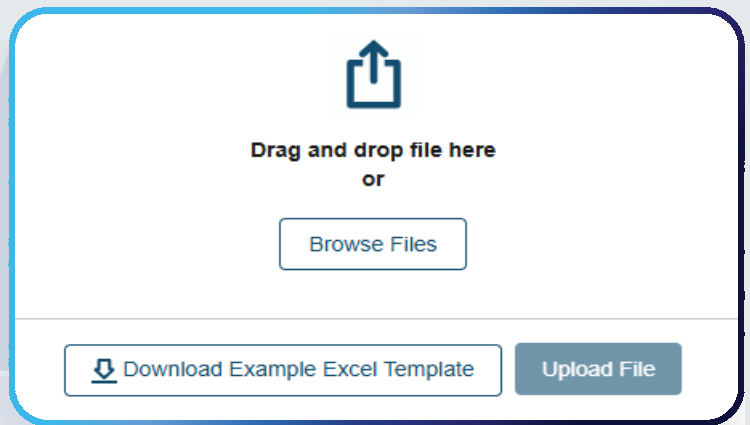
NOTE: Gate notifications only are available with LiftMaster UL325 complaint gate operators wirelessly connected through a medium or large screen SVI.


### Gate Operator Hardware Notifications

- Select All
- Absolute Position Encoder Error
- AC Overvoltage
- Brownout Occurred
- Close Eye/Edge Triggered, Expansion Board causing reversal, preventing close or cancelling TTC
- Close Input (Eye/Edge) Communication Fault, From Expansion Board
- Hard Stop Limit (Arm 1)
- Linear Drive Disengaged Arm1
- Loop Error - Shadow Loop
- Motor control board fault
- AC Limit Error - Stuck Switch
- AC Undervoltage
- Close Edge - Main Board causing reversal or preventing close or cancelling TTC
- Close Eye/Interrupt Hold > 3 minutes Expansion Board
- Close Input (Eye/Edge) Communication Fault, From Remote Board
- Hard Stop Limit (Arm 2)
- Linear Drive Disengaged Arm2
- Max-Run-Time Exceeded Error/Motor Overload
- No Battery at boot up
- AC Limit Error - Wrong Switch
- Battery Overcurrent
- Close Edge Held > 3 minutes Main Board
- Close Eye/Interrupt Hold > 3 minutes Main Board
- Force Reversal Arm 1
- ID Resistor Error - Resistor changed since last known good setup.
- Loop Error - Exit Loop
- Minimum Number of Monitored Safety Devices (1) not Satisfied
- Non-monitored device detected on the wireless safety system
- AC motor no start condition
- Battery Overvoltage
- Close Eye/Edge Held > 3 minutes Expansion Board
- Close Eye/Interrupt Triggered, Expansion Board causing reversal, preventing close or resetting TTC
- Force Reversal Arm 2
- ID Resistor Failure - Type unspecified value or Missing resistor harness
- Loop Error - Interrupt Loop
- Missing Motor Control Board / Harness Fault
- Open Eye/Edge - Main Board causing reversal or preventing opening

For bulk uploads, you can find a link in the Import section to download a formatted Excel file to help ease uploading multiple new entries with less chance of error. We recommend bulk uploads when you're not using one of our property management software integrations.

Reach out to your Customer Success Manager to learn more about our onboarding tiers to get help with resident database imports.

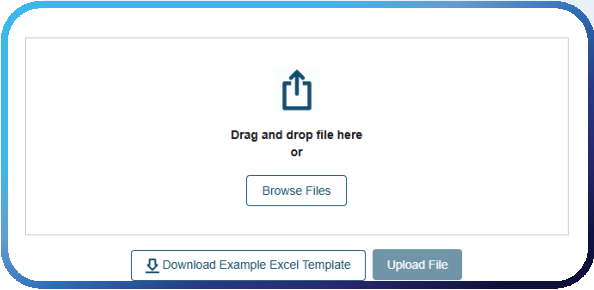


**Bulk Import** 

People Management Guest Management Mobile App License Management **Import**

### Import

- Step 1**  
To bulk import or update resident records, download the excel template
- Step 2**  
Complete data entry
- Step 3**  
Navigate to "myQ B Template" sheet and choose File > Save As > CSV > Tap ok to save just the active sheet
- Step 4**  
Browse and attach your CSV file and tap on "Upload File"
- Step 5**  
Review for any errors and take corrective action



This screenshot shows the "Import" section of the application. It includes a five-step process for bulk importing data. Step 1 involves downloading an Excel template. Step 2 is completing data entry. Step 3 is navigating to the "myQ B Template" sheet and saving it as a CSV file. Step 4 is browsing and attaching the CSV file, and Step 5 is reviewing for errors. A callout box highlights the file upload interface, which includes a "Browse Files" button, a "Download Example Excel Template" link, and an "Upload File" button.



## Manual People Management

The People Management section within the People tab allows you to input and assign an assortment of details for each person you add to the system.

Directory Name

Bob Smith

Do not disturb schedule

Do not list in directory

### Best Practice

## Guest Management

Guest Management governs the issuing of guest passes, including those given out by your residents.

### Best Practice

The default values listed for the number of active passes and duration are defaults, but we recommend adjusting them to a level you believe is reasonable for residents creating them so that you minimize the volume of non-residents accessing the community. You also have the option to NOT allow guest passes at all.





# Credentials Tab

## Lost FOBs, Remotes, or Cards

Credentials can be added to your myQ system.

**Best Practice**  
 If an FOB, remote, card, etc., is lost, it is recommended that the credential be deleted from the system so that if found, it is unable to be used by someone else.



myQ Oakbrook Community Demo Account Nick Swedberg

Help & Support Hold Unlocked/Locked

### Credentials

Search ... Use Mobile Credentials Add Credential

Bulk Delete

Items per page: 10 1 - 10 of 95

Number	Offset	Facility Code	Type	Format	Assigned To	Assign/Revoke
1002	0	1	Card	Standard 28 Bit	Ahuja, Mohneet	Revoke
1003	0	1	Card	Standard 28 Bit	Akhtar, Ish	Revoke
1004	0	1	Card	Standard 28 Bit		Assign
1005	0	1	Card	Standard 28 Bit		Assign
1006	0	10	Card	Standard 28 Bit		Assign
1008	0	10	Card	Standard 28 Bit		Assign
1007	0	10	Card	Standard 28 Bit		Assign
1008	0	10	Card	Standard 28 Bit		Assign
1009	0	10	Card	Standard 28 Bit		Assign
1010	0	10	Card	Standard 28 Bit		Assign

WEB PORTAL

MAIL & DELIVERY ACCESS

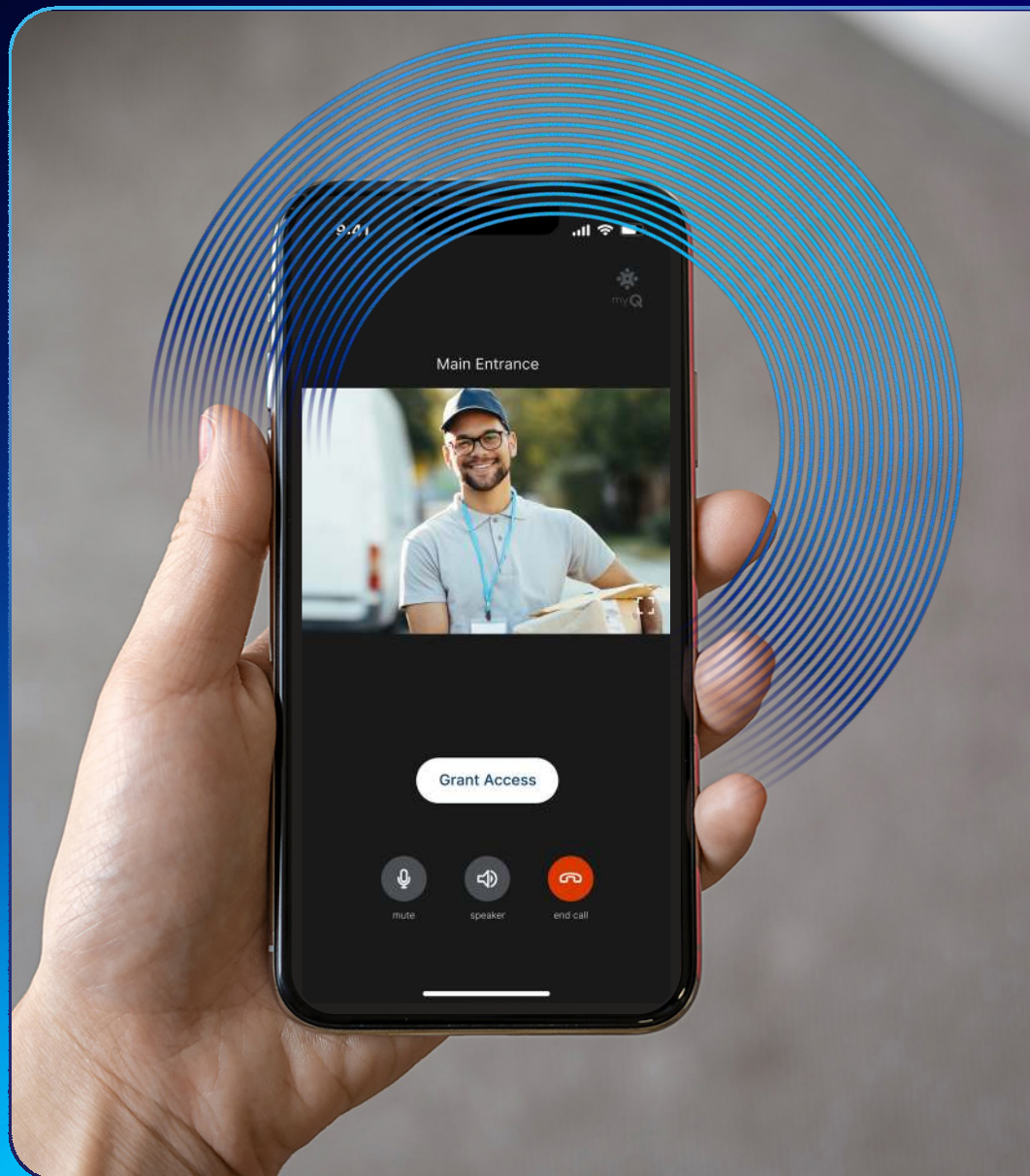
Postal Access

Deliveries

RESIDENT MANAGEMENT

TROUBLESHOOTING

# MAIL AND DELIVERY ACCESS



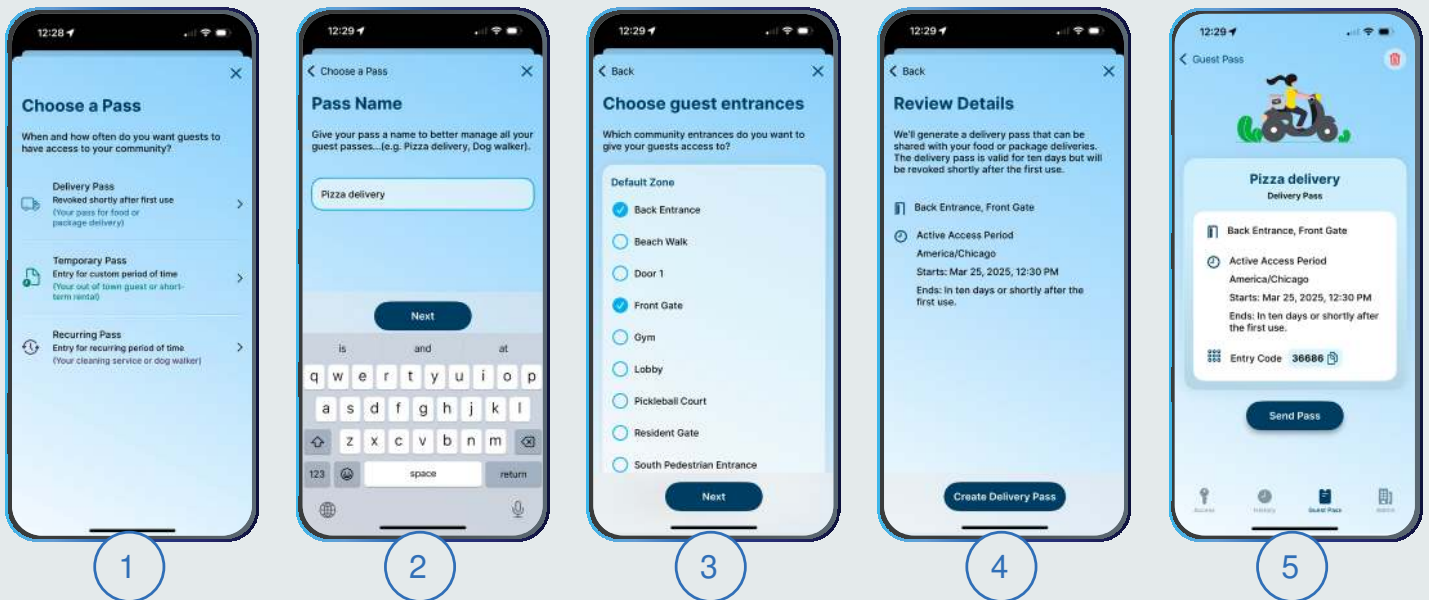
# Postal Worker Access

## Regional

Some areas of the US Postal Service issue keys to postal workers who need access to multifamily buildings and communities to ensure timely mail delivery.

## Deliveries

Your residents using the myQ Community app can generate guest passes for delivery drivers.



WEB PORTAL

MAIL & DELIVERY ACCESS

RESIDENT MANAGEMENT

Move-ins & Move-outs

Intra-property Transfers

TROUBLESHOOTING

# RESIDENT MANAGEMENT



CONNECTED PROPERTY  
SOLUTIONS

**Opening possibilities**

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## Move-ins and Move-outs

Handling or helping with resident moves is a common occurrence in multifamily communities.



### Best Practice

Several myQ features can help ease a residents' move, including:

- Assigning temporary access codes to movers
- Holding open access points
- 

If you've integrated your property management software with myQ, move-ins and move-outs are automatically accounted for.



## Intra-property Transfers and Unit Transfers

Sometimes, residents change units within a community.

### Best Practice

Timely updates to a resident's records within myQ People tab can ensure easy and secure access continues uninterrupted.

WEB PORTAL

MAIL & DELIVERY ACCESS

RESIDENT MANAGEMENT

TROUBLESHOOTING

Hardware Issues

Update Firmware

# TROUBLE SHOOTING



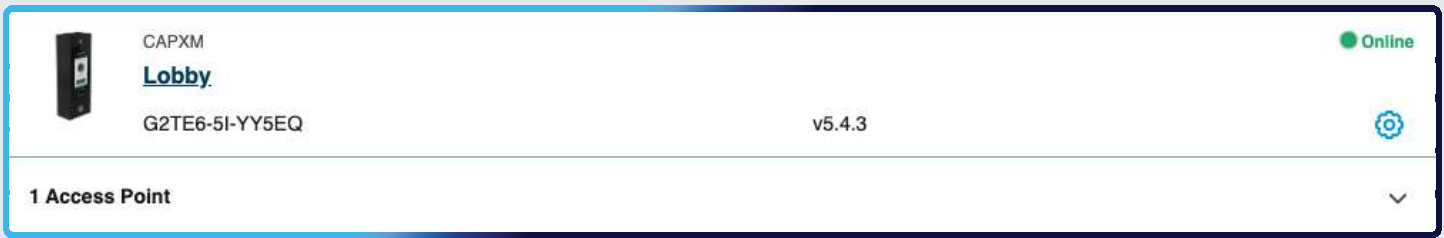
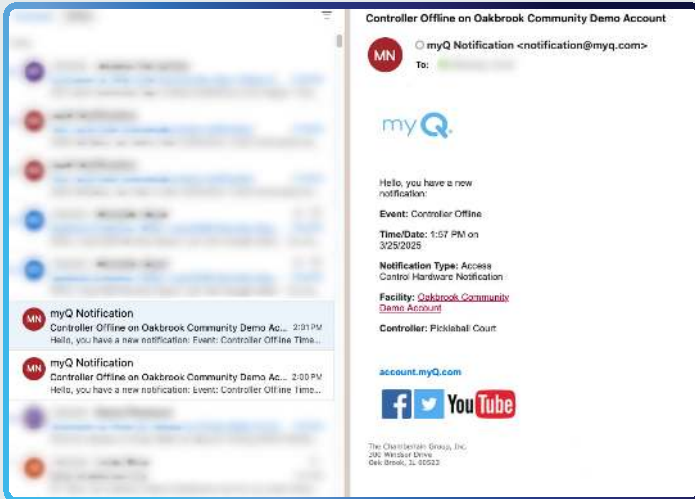
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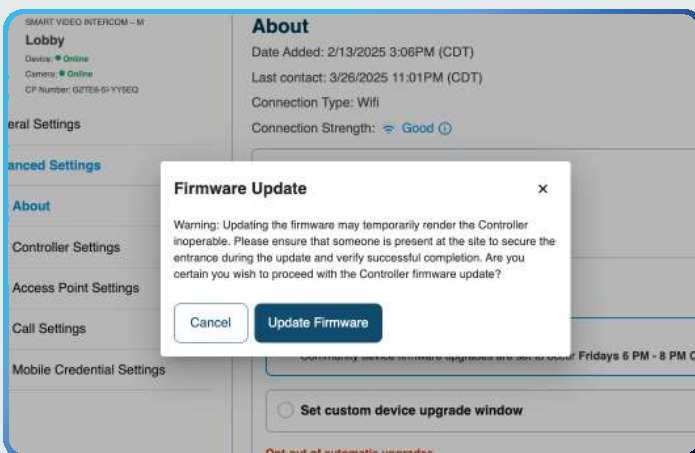
## Common Hardware Issues

The Dashboard and the Devices tabs will show your device's status, and you should receive a notification when a device goes offline if you have that notification selected in the Notifications tab.



## Update Firmware

Ensuring your firmware is updated can help resolve several issues with your myQ ecosystem.



### Best Practice

In the Devices tab, click on the device, then click Advanced Settings. In the About section, you should see the Firmware Status area and a link to Update Firmware



# Contact Us

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**877-247-6764**



**CustomerSuccess@liftmaster.com**



**myQ.com/commercial**

[www.myq.com/commercial](http://www.myq.com/commercial)

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