

MAPLE IQ

Challenge Response: Generating Access Codes Guide



Process for generating unlock codes from the web portal via the Challenge Response procedure

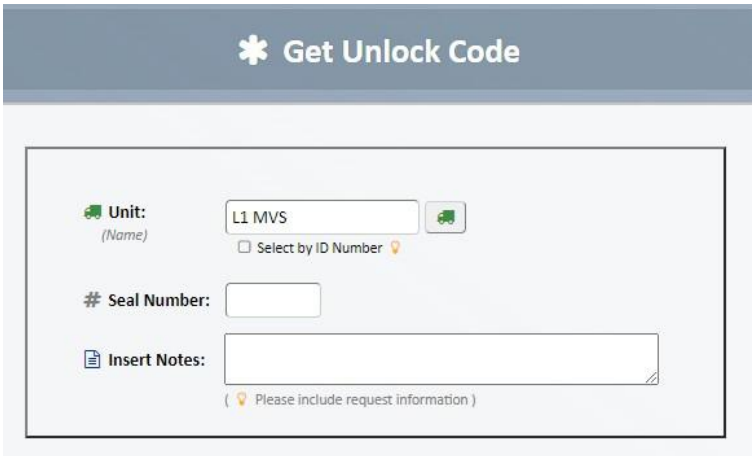
Please note that the following procedure is only applicable for users who have the ‘Challenge Response’ feature enabled, which must be activated during the original installation.

NB: To generate an unlock code you will require the current seal number that is displayed on the vehicle mounted control unit.

- 1. From the dashboard page, select **Challenge Response**.

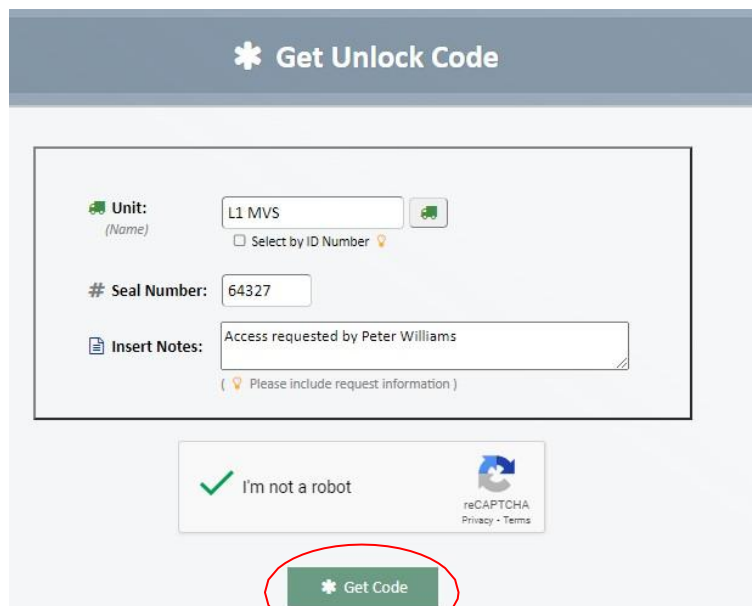


- 2. Locate the target vehicle from the fleet view menu or, using the search facility enter the 10-digit hexadecimal ID number of the relevant unit (if searching via ID number, ensure the **select by ID number** is selected).

A screenshot of the 'Get Unlock Code' form. The form has a header with a star icon and the text 'Get Unlock Code'. Below the header are three input fields: 'Unit: (Name)' with a dropdown menu showing 'L1 MVS' and a 'Select by ID Number' checkbox; 'Seal Number:' with a text input field; and 'Insert Notes:' with a text area. A note at the bottom of the form says '(Please include request information)'.

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3. With the target vehicle selected, enter the current seal number as displayed on vehicle mounted control unit, enter any notes relevant to the request, then click **Yes** to issue a new unlock code.



The screenshot shows a web form titled "Get Unlock Code" with a star icon. The form contains the following fields and elements:

- Unit:** A dropdown menu showing "L1 MVS" with a small vehicle icon to the right. Below it is a checkbox labeled "Select by ID Number" with a warning icon.
- # Seal Number:** A text input field containing the number "64327".
- Insert Notes:** A text area containing the text "Access requested by Peter Williams". Below the text area is a small warning icon and the text "(Please include request information)".
- reCAPTCHA:** A checkbox labeled "I'm not a robot" with a green checkmark, and a reCAPTCHA logo with links for "Privacy" and "Terms".
- Get Code:** A green button with a star icon and the text "Get Code", which is circled in red.

NB: Please note that unlock codes remain active for approximately 24 hours. If the unlock code is not used within this time it will expire and a new unlock code will need to be generated.

Contact Maple

AfterSales & Technical Support

If you require technical support or are experiencing any issues with Maple products, please contact the Aftersales Team for further assistance..



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