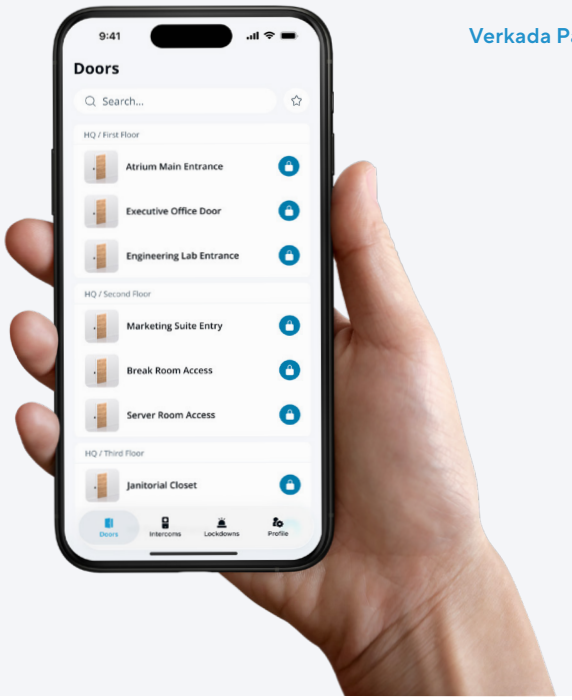
Verkada

Verkada Pass app

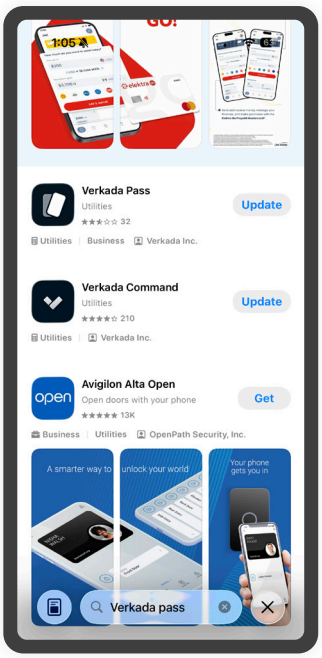
Your Digital Key Card to Accessing Buildings



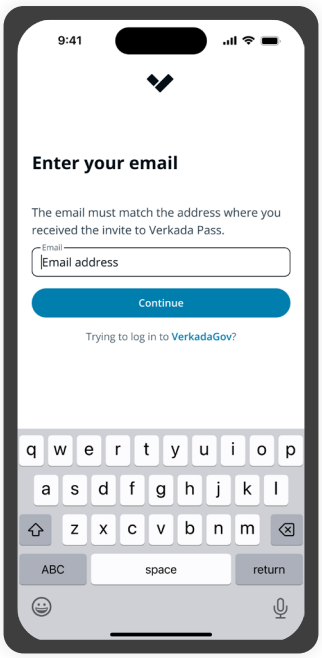
The Verkada Pass app is an iOS and Android application that provides a modern badging experience with secure Bluetooth access. This guide will show end users how they can set up the Pass app and use it to access their organization's buildings.

This guide will cover setup instructions for Apple and Android devices.

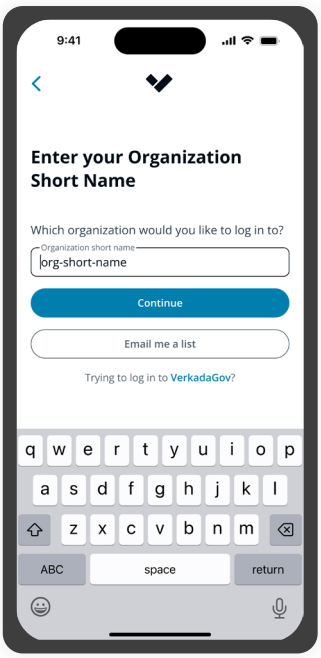
Apple Setup



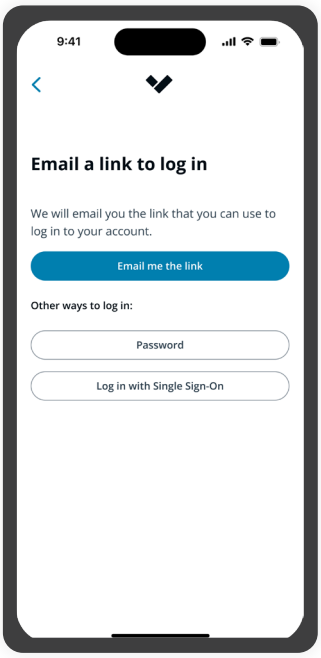
First, download the Verkada Pass app from the Apple App Store. If you have yet to receive a text or email invite to download the app from your administrator, you can also directly search for Verkada Pass on the App Store. This app will act as your mobile credential when unlocking doors in your building.



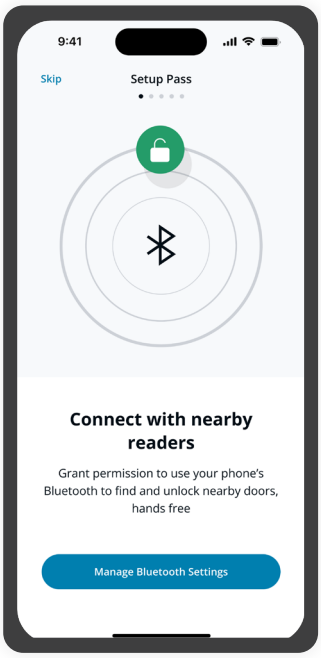
Next, open the application and enter your email address. If you received an email invitation to download the app, use that email address.



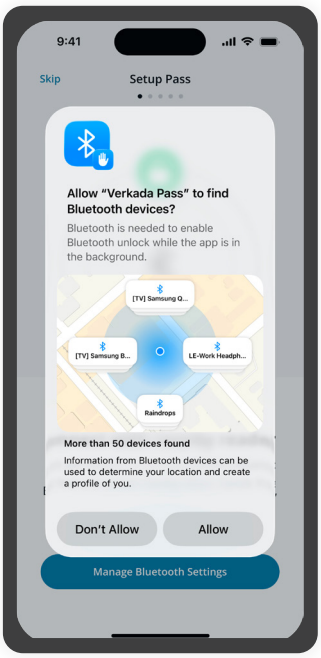
If you belong to a single org deployment, you will not see this step, but in the case of multi-org deployments, you will be prompted to enter your org's short name. Copy in the org short name from your onboarding email or type it in, and then click Next.



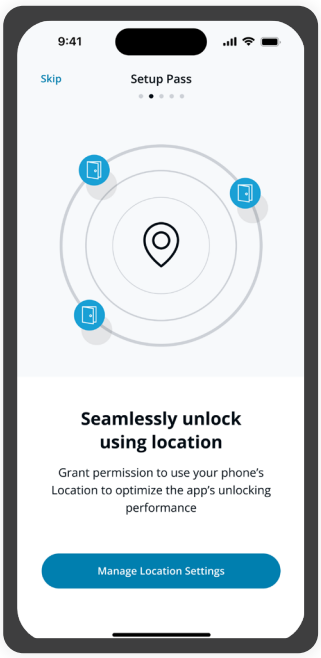
Next, authenticate into the Pass app choosing one of the log in options. You can use a magic link that is sent to your email, a password, a passkey, or your SSO provider to log in. With the SSO option, no password setup is required. Select your preferred choice and continue.



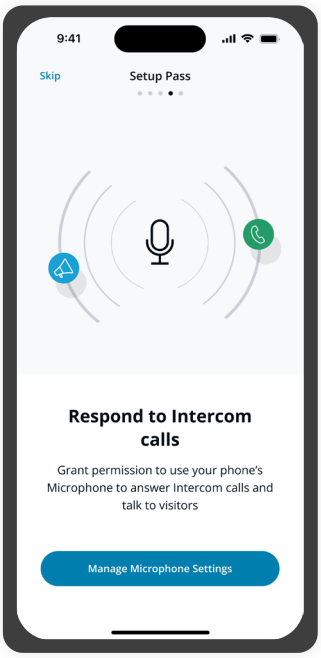
Once successfully authenticated, the next few steps will guide you through permissions you should enable for the app to properly function. First, you will receive a prompt to enable Bluetooth, which will allow you to access doors hands-free using your phone's Bluetooth.



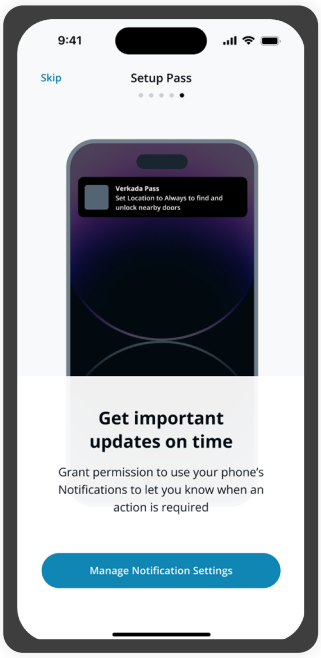
Next, click OK on the Bluetooth prompt from your iOS device to allow Pass to use Bluetooth.



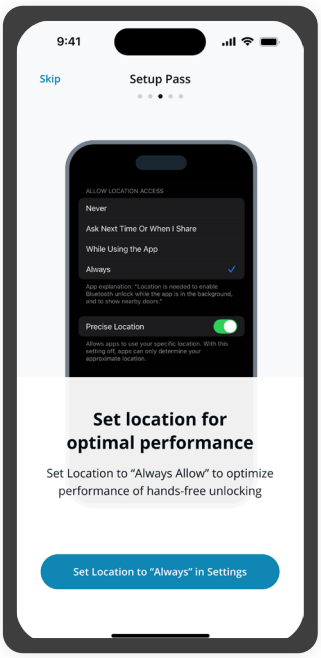
The Pass app will also ask for location to be enabled. Location permissions are used for geofencing for remote unlock. Click allow on the prompt in the app, then click 'Allow While Using App' for the location services prompt from iOS. Please see below for more information on how Pass app uses location services.



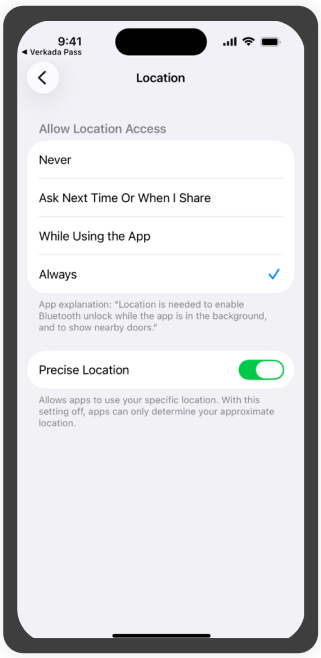
Next, Pass app will ask you to enable your microphone. If you are assigned a "Receiver" or "Site Admin" role for Intercom, click 'Allow' on the prompt so you can access your microphone to talk to visitors. If these roles are not applicable, you can select "Not allow".



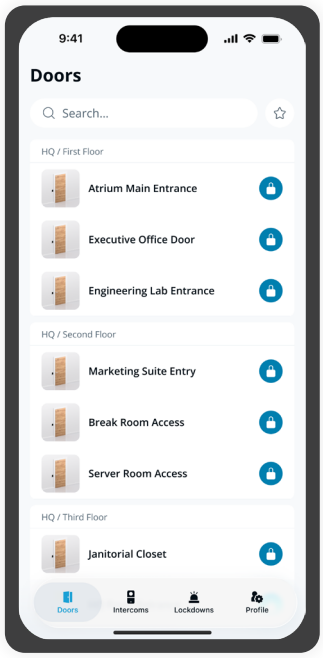
Next, Pass is going to ask for notification permissions. These notifications will let you know when you need to log in to an organization if you are logged out. Additionally, if you are assigned a "Site Admin" or "Receiver" role for Verkada Intercom, click 'Allow' on the prompt in the app to allow your phone to receive intercom call notifications.



Lastly, Pass App will ask you to set your Location to "Always allow". This will help optimize the performance of hands-free Bluetooth unlock, so you can unlock doors when you need to.



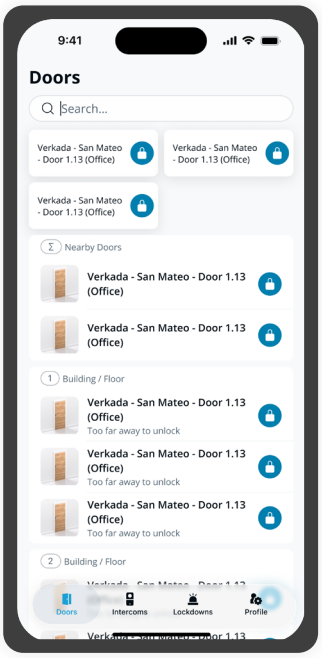
This step will route you to Apple settings, after which you can return to the Pass App.



At this point, your phone can now be used to unlock doors configured for Bluetooth unlock.

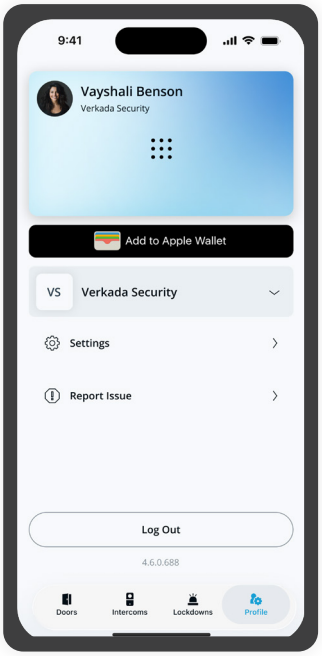
To confirm, you can go to the Doors page of Pass, where you will see a list of all doors nearby to which you have access. Simply tap the lock symbol to unlock the corresponding door. The lock will be highlighted in green to confirm the door is unlocked.

You can also add a Favorite Doors widget to your home screen, letting you unlock your selected doors remotely, without opening the app.

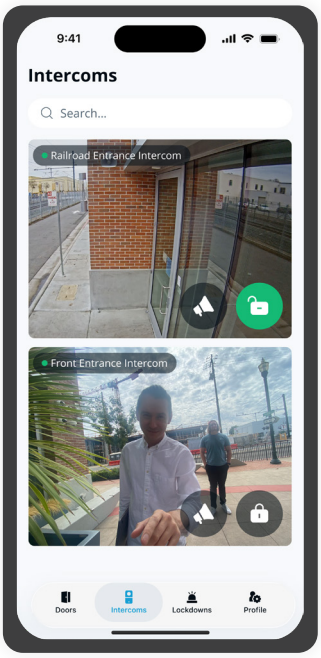


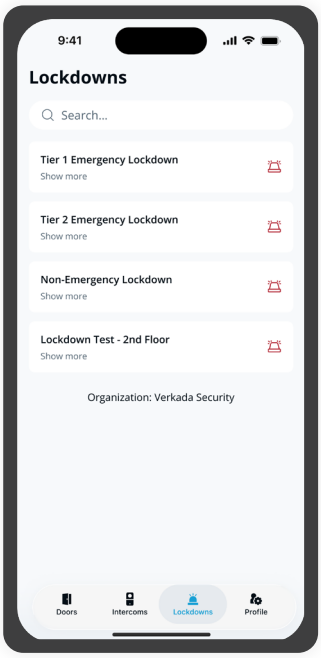
Now, you are ready to use the app, and can do the following.

First, if you have Remote Unlock enabled, you will be able to tap the star in the top right, then star the doors you want to favorite. You can pin up to six doors to the top of your list for easy access.



Next, under the 'Profile' tab, you can adjust settings, report an issue, and, if your organization has mobile NFC enabled, you can add Verkada Pass to Apple Wallet to unlock doors via mobile NFC. If Bluetooth is disabled on your phone, this will still allow you to unlock doors using your mobile device.

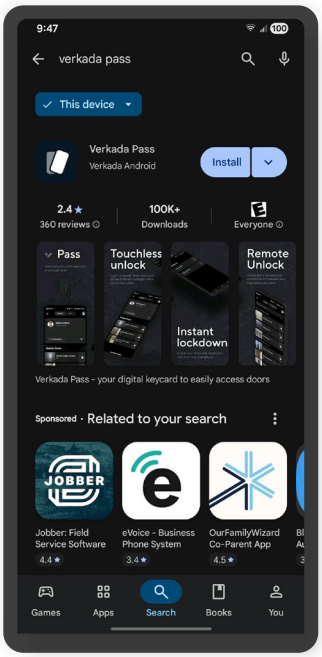




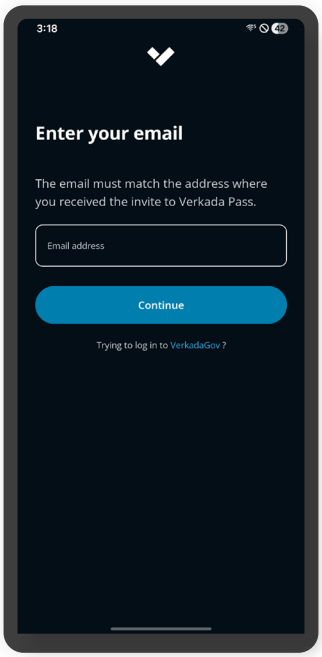
If you are assigned a “Receiver” or “Site Admin” role for managing intercoms, you will see an Intercoms tab with a list of intercoms. Video intercoms will display the live feed from the intercom camera. From here, you can talk down to any people you see standing outside, or remotely unlock doors.

If you are authorized to initiate lockdowns for your property, you will see a lockdowns tab with a list of lockdown scenarios. You can trigger the appropriate one with a simple tap of the red “Activate” button.

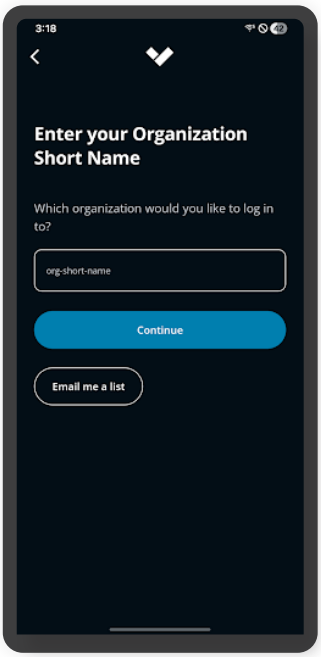
Android Setup



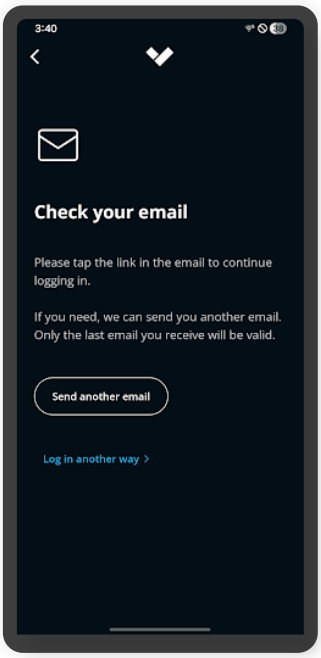
First, you must download the Verkada Pass app from the Play Store. If you have yet to receive a text or email invite to download the app from your administrator, you can also directly search for Verkada Pass on the Play Store. This app will act as your mobile credential when unlocking doors in your building.



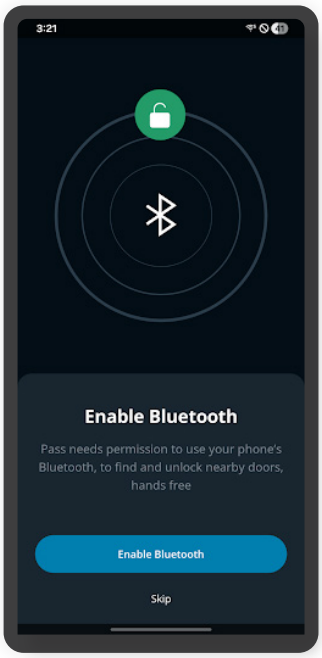
Next, open the application and enter your email address. If you received an email invitation to download the app, use that email address.



You most likely will not see this step if you belong to a single organization deployment. However, in the case of multi-organization deployments, you will be prompted to enter your organization's short name. Copy in the organization short name from your onboarding email or type it in, and then click Next.



Once you add your shortname, you can next log in. Click the magic link button to receive an email with a login link, which will automatically sign you into the app with no password required. Pass app has other forms of login available as well via SSO (if your organization has that enabled) or via password.



Once successfully authenticated, the next few steps will guide you through permissions you should enable for the app to properly function.

Enabling these permissions will allow you to unlock doors hands-free, without the friction of presenting the phone to the reader or having your phone run in the background.

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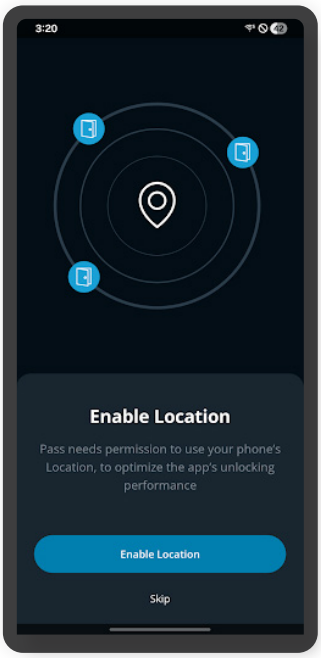

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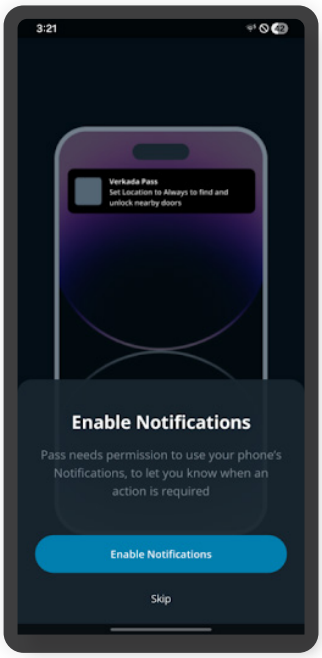

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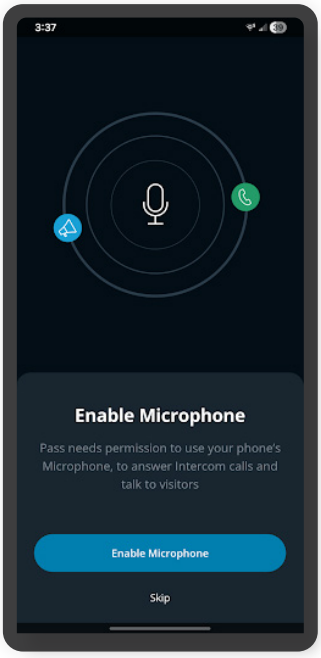
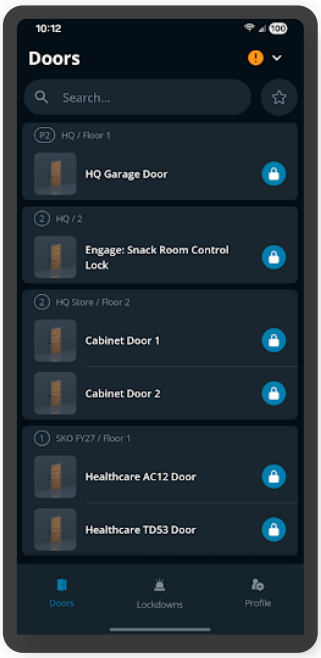


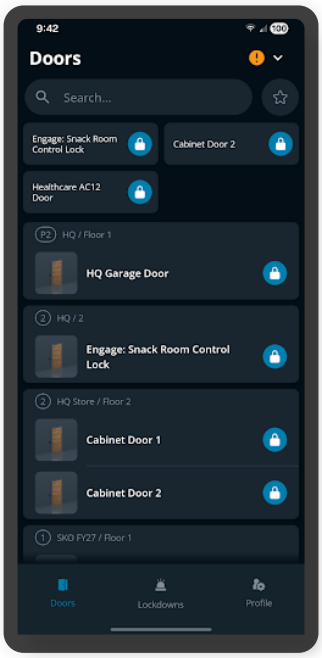
The following step is only applicable to intercom receivers or site admins.

Next, Pass app will ask you to enable your microphone to talk to intercom callers.



You are now in the Verkada Pass app. You can see a list of all accessible doors on the "Doors" page and click the lock button on the right side to unlock a door remotely.

You can now close this app and walk up to a door to badge in using Bluetooth unlock.



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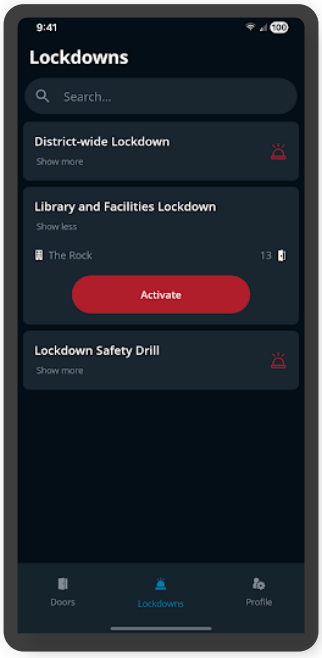

If you are authorized to initiate lockdowns for your property, you will see a lockdowns tab with a list of lockdown scenarios. You can trigger the appropriate one with a simple tap of the red "Activate" button.

Location services with Pass app

Verkada Pass app only uses a user's location locally on the phone. Verkada does do not log it, and does not send to our servers.

Verkada Pass uses location services for these three purposes:

1. Geofencing remote unlock: if geofencing is enabled on the Org level, the Pass app will use user's location locally on the phone to check if it's within a defined radius of the building and to determine if user is allowed to unlock Doors from the All Doors tab remotely. [Location permission level needed: When In Use]
2. Background BLE Unlock: the Pass app uses the geofence region monitoring setup for each building location to "wake up" the app when you approach the building and start BLE advertisement. This ensures a smooth BLE unlock experience when the app is in background. [Location permission level needed: Always]
3. Nearby tab: Pass app uses iBeacon advertisements from the Reader to show doors in the Nearby tab that are close to you. On iOS, iBeacon API is part of the Location API, so the Pass app needs Location permission to use it. [Location permission level needed: When In Use]

Troubleshooting

If you are experiencing issues with Bluetooth unlock, try the following:

- Verify that organization, site, door, and user settings all have Bluetooth unlock enabled as above
- iOS
  - Verify that Verkada Pass has location set to "always on" and Bluetooth is on
  - Toggle the Bluetooth permission in the Settings app for the Verkada Pass app
- Android
  - Android users may need to reboot their phone after the installation to get the Bluetooth unlock feature initialized
  - Android Bluetooth is a bit slower than iOS Bluetooth, so users may need to get it closer to the reader and keep it there for a few seconds.
  - Disable NFC on that door if you are not using HF cards
- Getting keycard denied events when trying to unlock the door with Bluetooth?
  - The phone's NFC chip is being scanned by the HF antenna on the Verkada Reader. This is probably caused by Apply Pay or Google Pay

If you have any further questions about the Pass app or other topics, don't hesitate to visit help.verkada.com for more answers to commonly asked questions about Verkada. Our 24/7 support team is always available as well for further help and questions.