

This page is intended for end-user reference in navigating the mobile application, accepting UniKey Mobile Credentials, and accessing the organization.

Navigating the Mobile Application

The mobile app is simple to manage and requires virtually no attention after configuration.

- If the mobile device is Apple, it is ready to download the mobile app, so long as the software is running 10.0.0 iOS or higher.
- If the mobile device is Android, it is ready to download the mobile app, so long as the software is running Android v5.0 or higher and supports BLE peripheral mode.

Accepting Mobile Credentials

In order to successfully access the specified organization, the admin at the organization must grant access. An end-user should follow the steps to download the mobile app, followed by accepting the mobile credential. Once the first credential is accepted, any future credentials will not require further mobile app configuration.

Mobile App Download & Initial Credential Acceptance

1. Confirm that the admin has sent the credential via email. On the mobile device that will be used to store the credential, log into the email that was provided by the admin.
2. Locate the invitation email titled, "Your Credential is Ready."¹
3. Within this email, select the link titled, "Tap here to download the mobile app." This will redirect the mobile device to the app listed in the app store.
4. After the installation process is complete, the field in the app store previously titled "Install" will change to "Open." It is important to launch the app directly from the app store for proper setup.
5. When the app opens, the end-user will be required to grant permissions to use Bluetooth, Location Services, and Notifications.
6. Once permissions are granted and the app opens, a link in the bottom center titled, "Go to Mail" will appear. Select the link to navigate back to the admin's invitational email.
7. Locate and select the second step titled, "Click this link to enroll your device." This will redirect the mobile device from the email to the mobile app.
8. Once the mobile device opens the app, it will take a brief moment to load the mobile credential. Once loading is complete, a credential card will appear listing the specified name of the organization in which access is now available.²
9. The mobile credential is now listed on the mobile device and is ready to use.³

¹ The exact subject line on the credential invitation can vary based on brand-customization.

² The appearance of the credential can vary based on brand-customization.

³ It is recommended to test the credential to confirm that the mobile device has access.

Credential Acceptance within a Preexisting App

1. Confirm that the admin has sent the credential via email. On the mobile device that will be used to store the credential, log into the email that was provided to the admin.
2. Locate the invitational email titled, "Your Credential is Ready."⁴
3. Locate and select the second step titled, "Click this link to enroll your device." This will redirect the mobile device from the email to the mobile app.⁵
4. Once the mobile device opens the mobile app, it will take a brief moment to load the mobile credential. Once loading is complete, a credential card will appear listing the specified name of the organization in which access is now available.⁶
5. The mobile credential is now listed on the mobile device and is ready to use.

End-User Access to the Organization

- Once the end-user has accepted the mobile credential, it is automatically stored on the mobile device. An internet connection is not required on the mobile device for credential use.
- The distance at which the credential will grant access is configured by the admin.
- When accessing the organization, the mobile app does not need to be active in the foreground. As long as the mobile app is running in the background and has not been force-closed, the credential will grant access. If the mobile app has been force-closed and is no longer running in the background, the mobile device will be unable to grant access.
- It is important to note that for the mobile app to work successfully, the mobile device and the mobile app should both be updated to the latest version.

⁴ The exact subject line of the credential invitation can vary based on brand-customization.

⁵ The first step to configure the mobile app is skipped here only when the mobile app has been previously downloaded.

⁶ The appearance of the credential can vary based on brand-customization.

Related Documents

AN1006: End-User FAQ

UniKey SR2 info on required reader settings, mobile device and mobile app management, and credential information needed from an end user standpoint.

Revision History

Revised By	Revision Date	Version	Change Summary
RLJ & EKC & MBM	9/18/2017	1.0	Initial Release
EKC	10/19/2017	1.1	Resolved formatting issues