HID Mobile Access® App User Guide

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Contacts

For technical support, please visit: https://support.hidglobal.com.

What's new

Date	Description	Revision
June 2024	Updated screenshots related to Single Sign-On (SSO) for the following:	B.6
	 Section 3.2 Download and register the Mobile Access App. 	
	Section 3.4.1 Add a Mobile ID.	
	Section 3.4.6 HID Identity Positioning.	
	• Section 3.5.1 and 3.5.2. Updated the Notes for the Device App Preference relating to blocked BLE	
	communication after frequent connection attempts with the reader.	

A complete list of revisions is available in **Revision history**.

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Section 01



1.1 HID Mobile Access

HID Mobile Access[®] complements your company's existing access control solution by extending access control functionality to smart devices, allowing end users to securely and conveniently enter workplace locations using their mobile devices (smart phones, tablets, or wearables).

When a user approaches a reader, the following modes of interaction can be performed with their mobile devices for access:

- **Favorite Reader**: When nearby and using the Twist & Go gesture, tagged favorite readers are targeted for priority mobile credential read over other nearby readers.
- **Tap/Enhanced Tap**: The mobile device is brought close to, or touching, the reader (a similar user experience to using a physical credential).
- **Twist & Go**: The mobile device holder initiates access by twisting the mobile device in a sharp 90-degree rotation in either direction (a similar motion to using a physical door handle).
- **App Specific**: This entrance opening mode is specific to an application, for example, widget on a mobile device or from a wearable such as a smartwatch.









App Specific (widget/wearable)



Section 02 iOS devices





2.1 Overview

The following sections apply to iOS mobile devices. For Android mobile devices see the Android devices section.

2.2 Download and register the Mobile Access App

- 1. Ensure the mobile device is connected to the internet (either via mobile data network or Wi-Fi).
- 2. Open the invitation email inviting you to participate in HID Mobile Access[®] and follow the instructions to install the **HID Mobile Access** app from the **App Store**.



3. Open the Mobile Access app on the device, and on the Welcome screen, redeem a Mobile ID (Single Sign-On can be used for a specific set of customers).

Note: If you are a first-time user, you are provided with a brief three step overview of the app. Tap Get Started.







2.2.1 Redeem a Mobile ID

1. On the welcome screen tap **Terms of Use** to review the **End User and License Agreement** (EULA) and **Privacy Notice** information. Once reviewed, select the confirm review checkbox and tap **Agree & Continue**.

Note: Whenever the Mobile Access App is opened a check is performed for EULA updates. If there are major updates the user is prompted to accept the update before proceeding.

Welcome to HID	
Redeem a Mobile ID by enter Invitation code or choose to s	ing the 16 digit Sign in with SSO.
Invitation Code Enter the 16-digit code from Access welcome email	your HID Mobile
XXXX - XXXX - XXX	X - XXXX
🐯 Scan QR Co	ode
Agree & Get Sta	rted
OR	
🙆 Sign In with	sso
Terms of Use	
About this app	i

 From the Mobile Access invitation email tap the invitation link. The invitation code will be automatically entered in the Mobile Access App. Alternatively an invitation QR code can be generated for the user in the HID Origo Management Portal. Tap Scan QR Code and scan the displayed QR code to redeem your invitation.

Note: The Mobile Access app must be installed before scanning the QR code displayed in the HID Origo Management Portal and the device camera access permission must be enabled for the app.

3. When the invitation code has been entered, tap Agree & Get Started.

Welcome to HID Mobile Access Redeem a Mobile ID by entering the 16 digit Invitation code or choose to Sign in with SSO.
Invitation Code Enter the 16-digit code from your HID Mobile Access welcome email
🐯 Scan QR Code
Agree & Get Started
OR
Sign In with SSO
Terms of Use
About this app



Once the invitation code has been successfully redeemed, any Mobile IDs issued to you by your Administrator will display on the Mobile IDs screen, see the **Mobile Access App** section.



Note:

- If a Mobile ID does not display, swipe down to refresh the app to populate the Mobile ID.
- To enter the invitation code at a later time, see the Add a Mobile ID section.

2.3 Mobile Access App

To allow user access, the site administrator will add you to the site Access Control System and issue Mobile IDs to your device. Once a Mobile ID is issued it will display on the **Mobile IDs** screen. From this screen you can also add a new Mobile ID, access card details, view and interact with nearby readers, view notification messages, and access device and app settings.

Note:

- On the **Mobile IDs** screen, Mobile IDs are displayed in the following order (from right to left): SEOS credential followed by Identity Positioning credential and then Wallet credential.
- Tap the Nearby Readers information icon [1] to view a brief Nearby Reader/Favorite Reader tutorial.



The Mobile IDs screen will display notifications if:

- Specific settings or permissions are required to be configured.
- Your site administrator has not yet issued a Mobile ID to your device, or your issued Mobile ID becomes Suspended.

Mobile IDs Add				
Bluetooth Permission Required Enable this to find readers nearby and use > your Mobile ID over Bluetooth	Mobile IDs	Add	Mobile IDs	Add
Location Permission Required Enable this to find readers nearby	+			
Kim	No Mobile IDs	vet	C# 27534	
Kim Smith Sr. Supervisor ID# 21534	Invitation Code redeemed. administrator to issue a M	. Waiting for your obile ID.		
			Mobile ID suspended Please contact your administ Invitation Code	! rator for a new
NEARBY READERS (1) Manage				
\otimes				
Bluetooth is off! Enable it to find nearby readers				
Mobile IDs Notifications Settings	Mobile IDs Notifications	Settings	Mobile IDs Notifications	Settings

2.3.1 Add a Mobile ID

- 1. On the Mobile IDs screen tap Add.
- 2. Enter the invitation code from your HID Mobile Access welcome email or select Scan QR Code.
- 3. When the invitation code has been entered, tap **Add Mobile ID**. The new Mobile ID will appear on the **Mobile IDs** screen when issued by your administrator.

Note: When multiple Mobile IDs are added you can swipe right or left to view them.



2.3.2 Mobile ID display

When a Mobile ID is issued it will display on the Mobile Access App **Mobile IDs** screen. If the Mobile ID contains a user photo you can tap on the user photo area to enlarge the image.





To access Mobile ID information, tap the Mobile ID on your device. On the **Mobile ID Details** screen you can edit the displayed card name by tapping the **Nickname** edit icon $[\swarrow]$, enter a new name, and tap **Done**.



Mobile ID artwork and font color can be modified on the **Mobile ID Detail** page in the HID Origo Management Portal (Mobile Identities service) by your site administrator. Organization specific contact information can also be captured on this page.

HID Origo Management Portal			0	8 :
Mobile ID Detail		CANCEL	EXPORT INVENTORY	SAVE
Mobile ID Artwork	Mobile ID Support De	tails		
Background Image	E-Mail Address	@hidglobal.com		
	Phone Number			
iCLASS® Seos®	Web Page URL	https://www.hidglobal.com		
RESET IMAGE UPDATE IMAGE	Font Colour			

2.3.3 Nearby Readers

Note: If both the Twist & Go and Padlock functions are disabled in the HID Origo Management Portal, the Nearby Readers section in the HID Mobile Access App is not displayed.

The Nearby Readers function is available for HID Signo and HID iCLASS SE/multiCLASS SE readers. When in close proximity to a mobile device these reader types can be detected and accessed. Nearby Readers functionality can be enabled/disabled and configured via the app settings, see the **Mobile Access settings** section.

If specific device settings are required to find nearby readers you are directed, via displayed banner messages on the **Mobile IDs** screen, to configure device permissions for the App. When all the required permissions have been set and your mobile device is in close proximity to a reader, the reader is displayed in the **Nearby Readers** section.



In the **Nearby Readers** list, tap a reader's Padlock icon [1] to initiate a priority mobile credential read with this reader over other nearby readers. A state change is indicated for communication success.

Note: If the Padlock function is disabled in the HID Origo Management Portal, the Padlock icon, within Nearby Readers, is grayed out and cannot be used.







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2.3.4 Favorite Readers

Readers that are detected and are displayed in the **Nearby Readers** list can be tagged as a favorite reader. When nearby, tagged favorite readers are targeted for priority mobile credential read over other nearby readers.

- To tag a reader as a favorite reader, tap the associated favorite reader icon [♡]. The favorite reader icon will change to red [♥] when tagged.
- To untag a favorite reader, tap the reader favorite icon [♥]. The icon will change to white [♡] when untagged.

If multiple readers are visible in the **Nearby Readers** list, readers are displayed and communicated with in order, from left to right, based on whether they are tagged as favorite/non-favorite as well as the reader signal strength (relative distance to the reader). Therefore, from left to right:

- 1. The first reader displayed (from the left) is the reader tagged as favorite that is closest to you, next,
- 2. Additional readers tagged as favorite, based on signal strength, then lastly,
- 3. Readers that are not tagged as favorite, based on signal strength.

Note:

- When adding a favorite reader (a maximum of ten favorite readers can be added), it is recommended to stay close to the reader so that the tagged reader will display first on the **Nearby Readers** list (from the left).
- The Allow Twist and Go option must be enabled in the reader.
- For reader images visible in the **Nearby Readers** list, currently only two generic standard images are displayed, one standard image for HID Signo readers and one standard image for HID iCLASS SE/multiCLASS SE readers.
- App Specific (HID reader BLE setting) disabled readers are detected and displayed in the **Nearby Readers** list with a gray padlock [[™]]. Contact your Site Administrator or Reader Technician to enable the reader.







2.3.5 Manage Readers

Tap **Manage** to display readers that are tagged as favorite (applies to Signo and iCLASS SE/multiCLASS SE readers only) and access a log of reader transactions.

On the **Favorite Readers** screen readers can be tagged as favorite by tapping a displayed reader favorite icon $[\heartsuit]$. The favorite icon will change to red $[\clubsuit]$. To untag readers as favorite, tap a displayed reader favorite icon $[\clubsuit]$. The favorite icon will change to white $[\heartsuit]$.



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2.3.6 HID Identity Positioning

HID Identity Positioning is a mobile positioning service based on HID Origo. Building on mobile access, HID Identity Positioning delivers near real-time indoor location data that shows who is using a facility (where, when, and how).

HID Identity Positioning:

- Uses the same API structure as HID Origo Mobile Identities, with the addition of location data specific APIs, which are exposing transformed data supporting use cases for Occupancy, Utilization, and Proof of Presence.
- Is available as part of HID Origo SDK.
- Leverages HID Signo readers as an indoor sensor.
- Is available as part of HID Mobile Access.

For more detailed information, refer to HID Identity Positioning.

To activate Identity Positioning in the HID Mobile Access App:

- 1. On the Mobile IDs screen tap Add.
- 2. Enter the invitation code for the Identity Positioning credential received from your Mobile Access administrator.
- 3. Tap Add Mobile ID.
- 4. The Identity Positioning credential will appear on the Mobile IDs screen with Active status (default).

Note: When multiple Mobile IDs are added you can swipe right or left to view them.







To deactivate Identity Positioning in the HID Mobile Access App:

- 1. On the Mobile IDs screen tap Settings.
- 2. On the Settings screen disable the Identity Positioning option.
- 3. The Identity Positioning credential will display as Not Active on the Mobile IDs screen.

Note: A notification banner displays the status of the Identity Positioning credential. To re-activate, tap the banner and enable the **Identity Positioning** option on the **Settings** screen.

Mobile IDs	Add	Set	ttings		Mobile IDs		Add
	HID	FE	ATURES		HID Idem Not Activ Please set	t ity Positioning e it as Active	is >
Kim Smith Sr. Supervisor ID# 21568		Ne	arby Readers	On >	My Identit	y Positioning	
		Ide	entity Positioning		Not Active		
		SO	JUND & VIBRATION		Learn Mon		HID
NEARBY READERS (1)	Manage	Pla	ay Sound				
		Vik	orate				
	C	AP	PEARANCE				
Reader 01 Reader 02	Reader 03	Th	eme	>			
	A	G	Help Centre	>			
			DEREGISTER	>			
Mobile IDs Notifications	Settings	Mol	bile IDs Notifications	Settings	Mobile IDs	Q. Notifications	کی Settings

2.3.7 View Notification messages

If notifications are available an indication is displayed on the **Notifications** icon. Tap **Notifications** to display the messages. Mobile Access related notifications are also displayed on the mobile device home screen.





2.3.8 Mobile Access App rating and review

If the HID Mobile Access App is newly installed from **App Store**, or updated to the latest version of the app, then the app rating and review feature is activated. When one hundred successful unlock actions have been completed a screen is displayed inviting you to rate the app. Select **Yes** and tap the number of stars (one to five) to provide your rating.

Note: If the rating is skipped, the screen will be displayed again after another 100 successful unlock actions have been completed. If the user successfully rated the application, this screen does not appear until the app version is upgraded.



2.4 Mobile Access settings

The following provides a description of HID Mobile Access settings. On the main Mobile Access screen tap **Settings** to access the settings options.



Setting option	Description
Device	 Displays the device preferences configured for the Mobile Access App. These device preferences can be modified by tapping the arrow icon next to the displayed setting. The following settings are recommended: The Bluetooth option is enabled. The Location option is set to Always. This will assist with optimal performance relating to readers communicating with the App. HID does not track location. The Background App Refresh option is enabled. The Location Services option is enabled. Mote: If a device option is required for Mobile Access, a notification message is displayed.
Mode	Displays the options for when the Mobile ID can be used.
Features	Options to enable/disable Twist & Go and Identity Positioning, as well as access to Nearby Readers functionality settings. For more information refer to the Feature settings section.
Sound & Vibration	Options to enable/disable user feedback when unlocking: Play Sound Vibrate
Appearance	Provides options to change the appearance of the app (System Default, Dark, or Light) based on the ambient lighting conditions or a preferred aesthetic option. See the Appearance settings section.
Enhanced Notifications	Provides the option to receive background notifications related to app permissions such as Location Services, Location Permission, and BLE.
Help Centre	Provides access to options related to Technical Support, app usage messages, and app information. See the Help Centre section.
DEREGISTER	Option to unregister your device for Mobile Access. See the Deregister your device section.

2.4.1 Feature settings

Provides options to enable/disable the Twist & Go gesture and an Identity Positioning credential, as well as access to Nearby Reader functionality settings.

Note:

- Permission to use the Twist & Go gesture and the Padlock feature (within Nearby Readers) is granted by your Mobile Access administrator via the HID Origo Management Portal.
- If Twist & Go is disabled in the Portal, users cannot perform the Twist & Go gesture in HID Mobile Access.
- If Padlock is disabled in the Portal, the Padlock icon, within Nearby Readers, is grayed out and cannot be used.
- If both Twist & Go and Padlock are disabled in the Portal, the Nearby Readers section in the HID Mobile Access App is not displayed.

Settings	
FEATURES	
Twist & Go Nearby Readers	On
Identity Positioning	
SOUND & VIBRATIC	
Vibrate	
ENHANCED NOTIFI	CATIONS
Notifications	\bigcirc
This feature allows users notifications related to a their overall experience.	to receive background op permissions, enhancin
APPEARANCE	
Theme	
Mobile IDs Notif	C Setting

Option	Description
Twist & Go	Option to enable/disable the Twist & Go function (the default is enabled).
	Note: Twist & Go must be enabled in the HID Origo Management Portal to use this option.
Nearby Readers	Access to options that allow the detection and display of readers in the Nearby Readers section of the Mobile Access App Mobile IDs screen (only applicable to HID Signo readers and HID iCLASS SE/multiCLASS SE readers).
	On the Nearby Readers screen, nearby reader functionality can be enabled or disabled. If disabled, readers that are in close proximity to the mobile device, will not be displayed in the Nearby Readers section of the Mobile Access App Mobile IDs screen.
	In the Discover Nearby Readers section, the HID Signo option is enabled by default, whereas the option to detect HID iCLASS SE/multiCLASS SE readers has to be enabled to display these reader types in the Nearby Readers section of the Mobile Access App Mobile IDs screen.
	Note: If both Twist & Go and Padlock are disabled in the HID Origo Management Portal, the Nearby Readers section in the HID Mobile Access App is not displayed.
Identity Positioning	Option to enable/disable an Identity Positioning credential (the default is enabled).

2.4.2 Appearance settings

Tap **Theme** to access options that change the appearance of the app. You can select, **System Default**, **Dark**, or **Light** based on ambient lighting conditions or a preferred aesthetic option.

Note: The System Default option uses the mode that is already set in the device Appearance setting.









2.4.3 Help Centre

Tap Help Centre to access options related to Technical Support, app usage messages, and app information.

Settings	
Nearby Readers	On >
Identity Positioning	
SOUND & VIBRATION	
Play Sound	
Vibrate	
vibrate	
ENHANCED NOTIFICATIONS	
Notifications	
This feature allows users to receive back notifications related to app permissions, their overall experience.	ground enhancing
APPEARANCE	
Theme	>
Help Centre	>
DEREGISTER	>
Mobile IDs Notifications	Settings

Activity Log

The **Activity Log** screen displays time-stamped messages related to HID Mobile Access App usage (reader image and name, activity messages, gesture details, and when entering/exiting iBeacon range).

Displayed activity messages are color-coded:

- Green messages indicate successful unlocks.
- Red messages indicate failed unlocks.
- Orange messages indicate errors and warnings.

Help Centre Activity	
YESTERDAY	
Entered beacon range	21:48:22
9 MAR 2024	
Exited beacon range	13:00:50
8 MAR 2024	
Mobile ID Read Successful Bluetooth transact Enhanced Tap Seos	18:21:17 tion
Gesture Twist & Go not available on th Please try the tap gesture. Twist & Go + Seos	18:21:12 his reader.
Gesture Twist & Go not available on the Please try the tap gesture. Twist & Go + Seos	18:21:11 his reader.
16 DEC 2023	
Reader Range Please move closer to the rea gain access Twist & Go	18:03:40 ader to



FAQ

Provides information related to Mobile Access App frequently asked questions. Scroll down the screen to display questions or enter a specific term in the **Search** field to return questions related to the entered term. Tap a displayed question to view the associated information.



Support

Provides Technical Support information and an option to submit a ticket to HID, related to a Mobile Access App issue you have experienced. When submitting a ticket to HID Support, provide as much detail as possible when describing the issue.

Note: If the **Log file** option is enabled, additional debug log information will be appended to the generated Support email. If necessary, change the email address to your HID Support team representative.

Help Centre Support	Support Support	t
Support	Sorry that you are experie the HID Mobile Access an	encing issues with
Please contact your administrator if a reader is rejecting your Mobile ID.	HID welcomes your feedb	ack.
For Technical Support on HID Mobile Access please visit:	Please describe the issue experiencing and tap 'Sub	you are omit' to report this
https://support.hidglobal.com	issue to HID Technical Su	pport.
Still having issues with the app?	Please take note that if yo	ou are encounter
Submit Feedback to HID	Describe the issue here	
	Information that you send to HI accordance with the Privacy Po already accepted.	D will be processed in licy that you have
	Terms of Use	()
	Submit	

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About

Tap the **About** option to display application information, endpoint information, and device information (including Device model and OS version).

Information displayed on the **About** screen can be copied to the clipboard for sharing with your HID Support team representative. Tap on the copy icon []]

Note: Application information, endpoint information, and device information displayed on the **About** screen is included in the email report when an issue is sent to HID.

<	Help Centre About	đ
	APPLICATION INFO	
	HID Mobile Access Version 4.5.0 (240651894)	
	HID Origo SDK Version 3.0.0 (240651894)	
	Opening Mode Always	
	Readers 1 reader currently visible	
	ENDPOINT INFO	
	Endpoint Status Vault is personalized and contains 1 Mobile ID(s)	
	Seos ID 1113684408	
	Last Server Communication 5 Oct 2023 at 10:50:12	
	Endpoint App Version 1.1.22	
	Environment Prod	

Terms of Use and Privacy Notice

Provides options to display the End User License Agreement (EULA) and the HID Mobile Access Application Privacy Notice.

Note: Whenever the Mobile Access App is opened a check is performed for EULA updates. If there are updates the user is prompted to accept the update.

Log file

Toggle this option to enable/disable the collection of additional logs used to assist with troubleshooting problems.

2.4.4 Deregister your device

Tap the **DEREGISTER** option to unregister your device for Mobile Access.

Note: This action will revoke all issued Mobile IDs (does not include Identity Positioning credentials) and disable the device in the Mobile Access service.

In the confirm dialog box select **DEREGISTER** (or **Cancel** to exit the operation). If the deregister action is successful, a notification message is displayed. Click **OK**.



Note: To start using Mobile Access again your administrator must generate and issue a new invitation to re-register your device. You will receive a message requesting that a new invitation code, contained in the message, is entered into the Mobile Access App for registration.

2.5 Add a widget for Mobile Access

Widgets are similar to Apps, however they do not require the user to click on them in order for the program to start running. To add the Mobile Access widget to your device:

- 1. On your device home screen, touch and hold an empty area until the apps jiggle.
- 2. Tap the Add button [+] in the top left-hand corner of the screen.
- 3. Select the Mobile Access widget and tap Add Widget. The Mobile Access widget is displayed on your device.

Note: HID Mobile Access widget use requires Location options to be set to On/Always and the App Specific (HID reader BLE) setting in the reader enabled.

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 $\left[O \right]$



The following icons can be displayed when using the HID Mobile Access Widget for door opening.

lcon	Meaning
Access	Mobile Access using the access Widget is working correctly.
HID Mode not set to Always in Settings	The App requires Location options to be set to On/Always. See the Mobile Access settings section.
No readers found nearby	 The reader out of range. Move closer to the reader and try again. App Specific mode is not enabled in the reader. Contact your security administrator.

2.6 Set up your Apple Watch for Mobile Access

Firstly, make sure the Mobile Access App is installed on your mobile device and registered, see Download and register the App.

- 1. Pair your Apple Watch with your mobile device. For detailed instructions go to the Apple Support site and access the Watch support pages at https://support.apple.com/
- 2. When your Apple Watch is paired with your mobile device, tap the Watch icon on the device to open the Watch App.



3. Scroll to the AVAILABLE APPS section and tap INSTALL to install the HID Mobile Access App on your Apple Watch. When the installation is complete check the INSTALLED ON APPLE WATCH section and ensure HID is listed.

Note: Apple Watch is an extension to the paired iPhone and cannot be used on its own. It requires the paired iPhone to be present with the watch.



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2.6.1 Add the Mobile Access complication to your Apple Watch

- 1. Tap the Watch icon on your mobile device to open the Watch App.
- 2. Tap Face Gallery and then tap a displayed watch face.
- 3. Select a watch face Color and watch face Style.



- 4. Scroll to the **Complications** section. Tap the text relating to the area of the watch face where the Mobile Access complication should be positioned (Top Left/Top Right/Bottom Left/Bottom Right).
- 5. Select **Mobile Access** from the scrollable list. At the bottom of the screen tap **Set as current Watch Face**. The Mobile Access complication is added to the Apple Watch Face.





To open a door using an Apple Watch, see Open an access door using an Apple Watch.





3.1 Overview

D Powering Trusted Identities

The following sections apply to Android mobile devices. For iOS mobile devices see the iOS devices section.

3.2 Download and register the Mobile Access App

- 1. Ensure the mobile device is connected to the internet (either via mobile data network or Wi-Fi) during device registration and Mobile ID delivery.
- 2. Open the invitation email inviting you to participate in HID Mobile Access[®] and follow the instructions to install the **HID Mobile Access** app from **Google Play**.



3. Open the Mobile Access app on the device. Tap Get Started.

Note: If you are a first-time user, you are provided with a brief three step overview of the app.









4. On the **Mobile Access Terms of Use** screen, review the **End User and License and Agreement** (EULA) and **Privacy Notice** information. Once reviewed, select the confirm review checkbox and tap **CONTINUE**.

Note: Whenever the Mobile Access App is opened a check is performed for EULA updates. If there are major updates the user is prompted to accept the update before proceeding.

CANCEL
Mobile Access Terms of Use
End User License Agreement
Privacy Notice
I have read and agree to the End User License Agreement and Privacy Notice for this application.
CONTINUE

5. From the Mobile Access invitation email tap the invitation link. The invitation code will be automatically entered in the Mobile Access App. Alternatively an invitation QR code can be generated for the user in the HID Origo Management Portal. Tap SCAN QR CODE and scan the displayed QR code to redeem your invitation.

Note: The Mobile Access app must be installed before scanning the QR code that is displayed in the HID Origo Management Portal and the device camera access permission must be enabled for the app.



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6. When the invitation code has been entered, tap GET STARTED.

Note: If a problem occurs during registration follow the instructions in the displayed error message. Additionally, application information, endpoint information, and device information can be copied to the clipboard for sharing with your HID Support team representative. Tap **About** and select the copy icon[].

About		ut 🗇		About	~
MOBILE ACCESS	HID Mobile Access Version 4.1.0 (230401894)		HID Mobile Acces: 4.1.0 (230471894)	s Version	
Invitation code	HID Origo SDK Version 1.9.0 (230401894)		HID Origo SDK Ver 1.9.0 (230401894)	rsion	
Enter the 16-digit code from your HID Mobile Access welcome email.	Door Opening Mode Always		Door Opening Moo Always	le	
We are processing your request.	Readers found		Readers found		
γ			ENDPOINT INFO		
Hold tight! This will take less than a minute.	Endpoint Status		Endpoint Status Vault not personal	ised	
	Vault is personalized and c	ontains 1 Mobile ID(s)	Seos ID		
	Seos ID 909472224		Last Server Com	opied to clipboard	
SCAN QR CODE GET STARTED	Last Server Communication	n			

7. Once the invitation code has been successfully redeemed, any issued Mobile IDs will display on the Mobile IDs screen, see the **Mobile Access App** section.



Note:

- If a Mobile ID does not display, swipe down to refresh the app to populate the Mobile ID.
- To enter the invitation code at a later time, refer to the Add a Mobile ID section.

3.3 Device permissions

Whenever the Mobile Access App is launched an NFC status check is performed. If your device supports NFC, and NFC is already enabled, no other device permissions are required and within the Mobile Access app you are directed to the **Mobile IDs** screen.

If NFC is not enabled or permissions have changed you are directed, via displayed Mobile Access banner messages, to configure device permissions for the App.

Permissions for Android 9

If your device supports NFC	When prompted, turn on NFC (no other device permissions are required). In the Mobile Access app, you are directed to the Mobile IDs screen.
If NFC is denied or your device does not support NFC	 When prompted: 1. Allow access to the device location. 2. Turn on the Location permission. 3. Turn on the Bluetooth permission.
	Note: If the above permissions are denied, you cannot proceed to use the Mobile Access App. Permissions will need to be manually enabled through the device system settings.When permissions are enabled, you are directed to the Mobile IDs screen within the app.

Permissions for Android 10 and 11

If your device supports NFC	When prompted, turn on NFC (no other device permissions are required). In the Mobile Access app, you are directed to the Mobile IDs screen.
If NFC is denied or your device does not support NFC	 When prompted: Allow access to the device location, and select either While using the app, or Only this time. If required, allow the Background Location Permission to find readers in the background. Turn on the Location permission. Turn on the Bluetooth permission.
	Note: If the above permissions are denied, you cannot proceed to use the Mobile Access App. Permissions will need to be manually enabled through the device system settings.
	When permissions are enabled, you are directed to the Mobile IDs screen within the app.

Permissions for Android 12, 13, and 14

If your device supports NFC	When prompted, turn on NFC (no other device permissions are required). In the Mobile Access app, you are directed to the Mobile IDs screen.
If NFC is denied or your device does not support NFC	 When prompted: 1. Allow Mobile Access to locate and connect to nearby devices. 2. Turn on the Bluetooth permission.
	Note: If the above permissions are denied, you cannot proceed to use the Mobile Access App. Permissions will need to be manually enabled through the device system settings.
	When permissions are enabled, you are directed to the Mobile IDs screen within the app.

3.4 Mobile Access App

To allow user access, the site administrator will add you to the site Access Control System and issue Mobile IDs to your device. Once a Mobile ID is issued it will display on the **Mobile IDs** screen. From this screen you can also add a new Mobile ID, access card details, view and interact with nearby readers, view notification messages, and access device and app settings.

Note:

- On the **Mobile IDs** screen, Mobile IDs are displayed in the following order (from right to left): SEOS credential followed by Identity Positioning credential and then Wallet credential.
- Tap the Nearby Readers information icon [①] to view a brief Nearby Reader/Favorite Reader tutorial.



The Mobile IDs screen will display notifications if:

- Specific settings or permissions are required to be configured.
- Your site administrator has not yet issued a Mobile ID to your device, or your issued Mobile ID becomes **Suspended**.

Mobile IDs 🔶	Mol	bile IDs	÷	Mobile IDs	÷
NFC Disabled Enable NFC to use your Mobile ID by presenting your phone to the reader.					HID
Rearby permission Disabled We do not track your location. Enable this to find readers nearby and use your Mobile ID over Bluetooth.		2-		Kim Smith Sr. Supervisor	uspended
Bluetooth Disabled Enable Bluetooth to find readers nearby and use your Mobile ID over Bluetooth.					
HID	In	vitation Code redeemed. Waiting fo administrator to issue a Mobile II Your Mobile IDs will show here.	r your D.	Nearby Reader ()	Manage
Kim Smith Sr. Supervisor				There are no readers near	уу
Nearby Reader (j Manage					
Mobile IDs Notifications Settings	Ма	Dile IDs Notifications S	දිටු ettings	Mobile IDs Notifications	ැබූ Settings

Powering Trusted Identities

3.4.1 Add a Mobile ID

- 1. On the Mobile IDs screen tap the plus icon.
- 2. Select the method to enter the invitation code, manually Add an invitation code or Scan QR code.
- 3. When the invitation code has been entered, tap ENTER. The new Mobile ID will appear on the Mobile IDs screen.

Note: When multiple Mobile IDs are added you can swipe right or left to view them.

Mobile IDs	(+)	\leftarrow	Add Mobile ID
	HID	Enter Invit	ation Code
Kim Smith Sr. Supervisor		Scan QR C	oe
		Click the 'Rt and verify if	Request Badge' option to initiate
Nearby Reader () There are no readers ne	Manage arby		
A	ĝ	To change using new 5	Greanization, please sign out the sign

Mobile IDs		\oplus			
E Smith ervisor	SECS	Cardiff Office Bado			
Nearby Read	ler 👔	Manage			
There are no readers nearby					
Mobile IDs	Q. Notifications	ر Settings			



← Add a Mobile ID
Invitation code
Enter the 16-digit code from your HID Mobile Access welcome email.
ENTER



3.4.2 Mobile ID display

When a Mobile ID is issued it will display on the Mobile Access App **Mobile IDs** screen. If the Mobile ID contains a user photo you can tap on the user photo area to enlarge the image.



To access Mobile ID information, tap the Mobile ID on your device. On the **Mobile ID Details** screen you can edit the displayed card name by tapping the **Nickname** edit icon $[\mathscr{L}]$, enter a new name, and tap **DONE**.

Mobile IDs		(\div)
	Kim Smith Sr. Supervisor	
Nearby Rea	ader 🕦	Manage
There	e are no readers ne	arby

<i>←</i> м	lobile ID Deta	ils
	Kim Smith Sr. Supervisor	
Organization's Co	ntact Info	
L.		9
Call	E-Mail	Website
Mobile ID Info		
Nickname		0
Name		Kim Smith
Mobile Keyset		DYNAMIC
ID#		HID-1036725Test

÷		Mo	bile	ID	De	tails	6		
N	icknar	ne							
	Kim								I
	C/	ANCE	iL.			DO	NE		
Name									
			-	-					
1 2	2 3	4	5	5	6	7	8	9	0
q w	/ e	e r	t		у	u	i	0	р
а	s	d	f	g	h	j	k	1	
仑	z	x	с	v	b	n	m		×
!#©	,		Enç	ılish (UK)		ŀ	Do	one

HID Powering Trusted Identities

Mobile ID artwork and font color can be modified on the **Mobile ID Detail** page in the HID Origo Management Portal, (Mobile Identities service) by your site administrator. Organization specific contact information can also be captured on this page.

HID ° HID Origo Management Portal		0	9
Mobile ID Detail		CANCEL EXPORT INVENTORY	SAVE
Mobile ID Artwork	Mobile ID Support Details		
Background Image	E-Mail Address . @hidglobal.com		
	Phone Number		
iCLASS [®] Seos [®]	Web Page URL https://www.hidglobal.com		
RESET IMAGE UPDATE IMAGE	Font Colour		

3.4.3 Nearby Reader

Note: If both the Twist Go and Padlock functions are disabled in the HID Origo Management Portal, the Nearby Readers section in the HID Mobile Access App is not displayed.

The Nearby Readers function is available for HID Signo and HID iCLASS SE/multiCLASS SE readers. When in close proximity to a mobile device these reader types can be detected and accessed. Nearby Readers functionality can be enable/disable and configure via app settings, see the **Mobile Access App settings** section.

If specific device settings are required to find nearby readers you are directed, via displayed banner messages on the **Mobile IDs** screen, to configure device permissions for the App. When all the required permissions have been set and your mobile device is in close proximity to a reader, the reader is displayed in the **Nearby Readers** section.



In the **Nearby Readers** list, tap a reader's Padlock icon [1] to initiate a priority mobile credential read with this reader over other nearby readers. A state change is indicated for communication success.

Note: If the Padlock function is disabled in the HID Origo Management Portal, the Padlock icon, within Nearby Readers, is grayed out and cannot be used.







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3.4.4 Favorite Readers

Readers that are detected and are displayed in the **Nearby Readers** list can be tagged as a favorite reader. When nearby, tagged favorite readers are targeted for priority mobile credential read over other nearby readers.

- To tag a reader as a favorite reader, tap the associated favorite reader icon [♡]. The favorite reader icon will change to red [♥] when tagged.
- To untag a favorite reader, tap the reader favorite icon [♥]. The icon will change to white [♡] when untagged.

If multiple readers are visible in the **Nearby Readers** list, readers are displayed and communicated with in order, from left to right, based on whether they are tagged as favorite or non-favorite, as well as the reader signal strength (relative distance to the reader). Therefore, from left to right:

- 1. The first reader displayed (from the left) is the reader tagged as favorite that is closest to you, next,
- 2. Additional readers tagged as favorite, based on signal strength, then lastly,
- 3. Readers that are not tagged as favorite, based on signal strength.

Note:

- When adding a favorite reader (a maximum of ten favorite readers can be added), it is recommended to stay close to the reader so that the tagged reader will display first on the **Nearby Readers** list (from the left).
- The Allow Twist and Go option must be enabled in the reader.
- For reader images visible in the **Nearby Readers** list, currently only two generic standard images are displayed, one standard image for HID Signo readers and one standard image for HID iCLASS SE/multiCLASS SE readers.
- App Specific (HID reader BLE setting) disabled readers are detected and displayed in the **Nearby Readers** list with a gray padlock [^ℕ]. Contact your Site Administrator or Reader Technician to enable the reader.

In the **Nearby Readers** list, tap a reader's Padlock icon [1] to initiate a priority mobile credential read with this reader over other nearby readers. A state change is indicated for communication success.







3.4.5 Manage Readers

Tap **Manage** to display readers that are tagged as favorite (applies to Signo and iCLASS SE/multiCLASS SE readers only) and access a log of reader transactions.

On the **Manage Readers** screen readers can be tagged as favorite by tapping a displayed reader favorite icon $[\heartsuit]$. The favorite icon will change to red $[\clubsuit]$. To untag readers as favorite, tap a displayed reader favorite icon $[\clubsuit]$. The favorite icon will change to white $[\heartsuit]$.



Powering Trusted Identities

3.4.6 HID Identity Positioning

HID Identity Positioning is a mobile positioning service based on HID Origo. Building on mobile access, HID Identity Positioning delivers near real-time indoor location data that shows who is using a facility (where, when, and how).

HID Identity Positioning:

- Uses the same API structure as HID Origo Mobile Identities, with the addition of location data specific APIs, which are exposing transformed data supporting use cases for Occupancy, Utilization, and Proof of Presence.
- Is available as part of HID Origo SDK.
- Leverages HID Signo readers as an indoor sensor.
- Is available as part of HID Mobile Access.

For more detailed information, refer to HID Identity Positioning.

To activate Identity Positioning in the HID Mobile Access App:

- 1. On the Mobile IDs screen tap the plus icon and select Add an invitation code.
- 2. Enter the invitation code for the Identity Positioning credential received from your Mobile Access administrator.
- 3. When the invitation code has been entered, tap ENTER.
- 4. The Identity Positioning credential will appear on the Mobile IDs screen with Active status (default).

Note: When multiple Mobile IDs are added you can swipe right or left to view them.

\leftarrow	Add Mobile ID	
Enter Invitation	Code	>
Scan QR Code		>
[Click the 'Reques and verify if your	OR Request Badge EBadge' option to initiate the request administrator has assigned the bady	st again ge.
To change organi using new SSO cr	→ Sign out zation, please sign out then sign in a edentials.	again



To deactivate Identity Positioning in the HID Mobile Access App:

- 1. On the Mobile IDs screen tap Settings.
- 2. On the Settings screen disable the Identity Positioning option.
- 3. The Identity Positioning credential will display as Not Active on the Mobile IDs screen.

Note: A notification banner displays the status of the Identity Positioning credential. To re-activate, tap the banner and enable the **Identity Positioning** option from the **Settings > App Preferences** screen.

Mobile IDs 🗧	App Preferences		Mobile IDs		÷
HID	Foreground Only use your Mobile ID when the app is in foreground	0	HID Identit Please set it	y Positioning is No active	ot Active.
Kim Smith Sr. Supervisor	Unlocked Only use your Mobile ID when your phone is unlocked	۲	My Identity Po	sitioning	
	FEATURES		Learn More		HID
Nearby Readers () Manage	Nearby Readers	On >	Nearby Reader		Manage
	Bluetooth Sensitivity	Medium >	Nearby Neader	3 🕁	Manage
•	Identity Positioning				
Seos	OPTIONS		Seos		
⋳	Show Activity		⋳		
	Debug logs				
	Play sound	•			
Mobile IDs Notifications Settings	Vibrate	•	Mobile IDs	Q. Notifications	ر Settings

3.4.7 View Activity messages

If **Show Activity** is enabled on the **App Preferences** screen (see **Mobile Access App settings**), tap the [A] icon to expand the **Activity** log screen and view time-stamped activity information (reader image and name, activity messages, gesture details, and transaction time). Displayed activity messages are color-coded:

- Green messages indicate successful unlocks.
- Red messages indicate failed unlocks.
- Orange messages indicate errors and warnings.

Mobile IDs	3	(†	Mobile IDs Activity TODAY	() ~
	Kim Smith Sr. Supervisor		Reader Range 06 Please move closer to the reader to gain Tap • Reader01 Mobile ID Read 06 Successful NFC transaction. 06	:53:00 PM n 1262 ms :52:43 PM
Nearby Rea	ader ()	Manage	Mobile ID Read 06 Successful NFC transaction. Tap * Reader02	:52:28 PM 188 ms
Reader 01	Reader 02	Reader 03	App Specific 06 App Specific not available on this reade try Tap. Widget • Reader03 Mobile ID Mismatch 06	:52:02 PM r. Please 1222 ms :51:43 PM
Activity Mobile IDs	Q. Notifications	ر کې Settings	Mobile ID incompatible with this reader.	Please

3.4.8 View Notification messages

If notifications are available an indication is displayed on the **Notifications** icon. Tap **Notifications** to display the messages. Mobile Access related notifications are also displayed on the mobile device home screen.



	Notifications
TODA	(
Û	Mobile ID Updated •
Ċ	New Mobile ID Issued
Ċ	Mobile ID Revoked
Ċ	New Mobile ID Issued
Ċ	Mobile ID Revoked
Ċ	New Mobile ID Issued
Û	New version available A new version of HID Mobile Access is available. DOWNLOAD NOW
Mobi	le IDs Notifications Settings



Powering Trusted Identities

3.4.9 Mobile Access App rating and review

If the HID Mobile Access App is newly installed from **Google Play**, or updated to the latest version of the app, then the app rating and review feature is activated. When one hundred successful unlock actions have been completed a screen is displayed inviting you to rate the app. Tap the number of stars (one to five) to provide your rating.

Note: If you want to skip rating the app, select the **Not now** option. If the rating is skipped the screen will display again after a 90-day period or when another 100 successful unlock actions have been completed.

• If three stars or less is selected, enter your feedback in the What can we do to improve? dialog and tap Submit.



• If four or five stars are selected, you are re-directed to **Google Play** where you can rate the HID Mobile Access App and provide optional feedback directly on **Google Play**.



3.5 Mobile Access App settings

The following provides a description of HID Mobile Access App settings. On the main Mobile Access screen tap Settings to access the settings options.

Mobile IDs	Ð	Settings
	HID	App Preferences
Kim Smith		FAQ
Sr. Supervisor		CD Report Issue
		E Legal
		ED Deregister This Device
Nearby Readers 🚯	Manage	(i) About
seos		
Mobile IDs Notifications	ැටු Settings	Mobile IDs Notifications



3.5.1 App Preferences for Android 9, 10, and 11

Tap the App Preferences to access configuration options for the HID Mobile Access App and your mobile device.

Settings	App Preferences		App Preferences	÷
App Preferences	DEVICE Bluetooth	Off >	Unlocked Only use your Mobile ID when your phone is unlocked	۲
[∕] FAQ >	NJ) NFC	On >	FEATURES	
E Legal →	Cocation Cocation Permission	Off > Always >	Twist & Go	(n)
Deregister This Device >	MODE		Identity Positioning	
	Always Use your Mobile ID when the app is foreground	or O	OPTIONS	
	background or when the device is locked. Active Use your Mobile ID only when the app is open.	0	Bluetooth Sensitivity Enhanced Notification This feature allows users to receive backgroum notifications related to app permissions.	Medium >
	Unlocked Use your Mobile ID when the device is unlocked	۲	Show Activity	
	FEATURES		Debug logs	-
Mobile IDs Notifications Settings	Twist & Go		Vibrate	

App Preference	Description
Device	Displays the device preferences configured for the Mobile Access App (see Device permissions). These device preferences can be modified by tapping the arrow icon next to the displayed setting.
	 Note: If NFC is not enabled or permissions have changed you are directed, via displayed Mobile Access banner messages, to configure device permissions for the App. The OS will block BLE communication after frequent connection attempts with the reader. For example, five or six attempts within 30 seconds will result in communication being blocked for one minute.
Mode	Displays the options for when the Mobile ID can be used.
	Note: Availability of the Mode options are dependent upon any policy enforcement enabled by the Organization for their mobile devices and/or the Location permissions set by the user. See Organization policy enforcement and Location permission enforcement
Features	Options to enable/disable Twist & Go and Identity Positioning, as well as access to Nearby Readers functionality settings. For more information refer to the Feature settings section.
Options	 Bluetooth Sensitivity: Options to modify BLE sensitivity (High/Medium/Low) for optimized interaction with HID readers, based on mobile device specification and the installer reader (the default is Medium). Enhanced Notification: Provides the option to receive background potifications related to app permissions such
	as BLE and NFC.
	• Show Activity: Option to enable/disable the display of activity logs. See View Activity messages.
	• Debug logs : Option to enable/disable the collection of debug logs to assist in troubleshooting. See Report issue .
	Play Sound: Option to enable/disable sound feedback when unlocking.
	• vibrate : Uption to enable/disable vibrate reedback when unlocking.

Powering Trusted Identities

Organization policy enforcement and Location permission enforcement

The availability of **Mode** options for the HID Mobile Access App is dependent upon whether the Organization has enabled policy enforcement for their mobile devices and/or the **Location** setting (Android 10 and 11 only) is enabled by the user on the mobile device:

- If Organization policy enforcement is enabled, then an Enforced by your organization notification is displayed for the option.
- If Location permission enforcement is active (this is when the Location permission option is set as While using the app, for Android 10 and 11 only), then a Change Location Permission to allowed all the time notification is displayed for the option.

Organization enforcement

App Preferences	
DEVICE	
Bluetooth	On >
N)) NFC	On >
Nearby Permission Granted	always >
MODE	
Always	
Use your Mobile ID when the app is in foreground or background or when your phone is locked	0
The new Device Policy for your organization permits HID Mobile Access to only operate in Mobile Unlocked mode or Foreground mode.	Ŭ
Foreground Only use your Mobile ID when the app is in	0
foreground	
Unlocked	-
Only use your Mobile ID when your phone is unlocked	۲

Location permission enforcement
(Android 10 and 11 only)

App Preferences	
	,
V Location On	>
\bigotimes Location Permission $% \sum_{i=1}^{n} \left(\sum_{j=1}^{n} \left(\sum_{j=1}^$	>
MODE]
Always Use your Mobile ID when the app is foreground or background or when the device is locked. Change Location Permission to allowed all the time.	
Active Use your Mobile ID only when the app is open.	
Unlocked Use your Mobile ID when the device is unlocked. O Change Location Permission to allowed all the time.	

3.5.2 App preferences for Android 12, 13, and 14

Tap the App Preferences to access configuration options for the HID Mobile Access App and your mobile device.



App Preference	Description
Device	Displays the device preferences configured for the Mobile Access App (see Device permissions for the recommended preferences). These device preferences can be modified by tapping the arrow icon next to the displayed setting.
	 Note: If NFC is not enabled or permissions have changed you are directed, via displayed Mobile Access banner messages, to configure device permissions for the App. The OS will block BLE communication after frequent connection attempts with the reader. For example, five or six attempts within 30 seconds will result in communication being blocked for one minute.
Mode	Displays the options for when the Mobile ID can be used.
	 Note: Availability of the Mode options are dependent upon any policy enforcement enabled by the Organization. See Organization policy enforcement. To change from Active or Always mode to Unlocked mode you will have to disable Battery Optimization to allow readers to be found when the device is unlocked. Set the Stop optimizing battery usage setting to Allow.
Features	Options to enable/disable Twist & Go and Identity Positioning, as well as access to Nearby Readers functionality settings. For more information refer to the Feature settings section.
Options	 Bluetooth Sensitivity: Options to modify BLE sensitivity (High/Medium/Low) for optimized interaction with HID readers, based on mobile device specification and the installer reader (the default is Medium). Enhanced Notification: Provides the option to receive background notifications related to app permissions such as BLE and NFC. Show Activity: Option to enable/disable the display of activity logs. See View Activity messages. Debug logs: Option to enable/disable the collection of debug logs to assist in troubleshooting. See Report issue. Play Sound: Option to enable/disable sound feedback when unlocking. Vibrate: Option to enable/disable vibrate feedback when unlocking.

Organization policy enforcement

The availability of **Mode** options for the HID Mobile Access App is dependent upon whether the Organization has enabled policy enforcement for their mobile devices. If Organization policy enforcement is enabled, then an **Enforced by your organization** notification is displayed for the option.

App Preferences	
DEVICE	
* Bluetooth	On >
N)) NFC	On >
Nearby Permission Granted	always >
MODE	
Always Use your Mobile ID when the app is in foreground or background or when your phone is locked The new Device Policy for your organization permits HID Mobile Access to only operate in Mobile Unlocked mode or Foreground mode.	0
Foreground Only use your Mobile ID when the app is in foreground	0
Unlocked Only use your Mobile ID when your phone is unlocked	۲

3.5.3 Feature settings

Provides options to enable/disable the Twist & Go gesture and an Identity Positioning credential, as well as access to Nearby Reader functionality settings.

Note:

- Permission to use the Twist & Go gesture and the Padlock feature (within Nearby Readers) is granted by your Mobile Access administrator via the HID Origo Management Portal.
- If Twist & Go is disabled in the Portal, users cannot perform the Twist & Go gesture in HID Mobile Access.
- If Padlock is disabled in the Portal, the Padlock icon, within Nearby Readers, is grayed out and cannot be used.
- If both Twist & Go and Padlock are disabled in the Portal, the Nearby Readers section in the HID Mobile Access App is not displayed.

App Preferences	J
Unlocked Only use your Mobile ID when your phone is unlocked	۲
FEATURES	
Twist & Go	
Nearby Readers	On >
Identity Positioning	
OPTIONS	
OPTIONS Bluetooth Sensitivity	Medium >
OPTIONS Bluetooth Sensitivity Enhanced Notification This feature allows users to receive background notifications related to app permissions.	Medium >
OPTIONS Bluetooth Sensitivity Enhanced Notification This feature allows users to receive background notifications related to app permissions. Show Activity	Medium >
OPTIONS Bluetooth Sensitivity Enhanced Notification This feature allows users to receive background notifications related to app permissions. Show Activity Debug logs	Medium >
OPTIONS Bluetooth Sensitivity Enhanced Notification Instituced Notification o Instituced Notification Show Activity Debug logs Play sound	Medium >





Option	Description
Twist & Go	Option to enable/disable the Twist & Go function (the default is enabled).
	Note: Twist & Go must be enabled in the HID Origo Management Portal to use this option.
Nearby Readers	Access to options that allow the detection and display of readers in the Nearby Readers section of the Mobile Access App Mobile IDs screen (only applicable to HID Signo readers and HID iCLASS SE/multiCLASS SE readers).
	On the Nearby Readers screen, nearby reader functionality can be enabled or disabled. If disabled, readers that are in close proximity to the mobile device, will not be displayed in the Nearby Readers section of the Mobile Access App Mobile IDs screen.
	In the Discover Nearby Readers section, the HID Signo option is enabled by default, whereas the option to detect HID iCLASS SE/multiCLASS SE readers has to be enabled to display these reader types in the Nearby Readers section of the Mobile Access App Mobile IDs screen.
	Note: If both Twist & Go and Padlock are disabled in the HID Origo Management Portal, the Nearby Readers section in the HID Mobile Access App is not displayed.
Identity Positioning	Option to enable/disable an Identity Positioning credential (the default is enabled).



3.5.4 FAQ

Provides information related to Mobile Access App frequently asked questions. Scroll down the screen to display questions or enter a specific term in the **Search** field to return questions related to the entered term. Tap a displayed question to view the associated information.

		← FAQ	
Settings		Q Search	
& App Preferences	>		
] FAQ	>		
Report Issue	>		
E Legal	>	Enterprise Policy	
C Deregister This Device	>	Enforcement 2.0	
i) About	>	The first sector of the sector	
		About HID Mobile Access	
		What is HID Mobile Access?	•
		Which mobile devices and operating system are supported?	ns
		Does HID Global Mobile Access support bo BLE and NFC?	th (
		Are there any tips for a smooth experience with the HID Mobile Access App?	(
		Does HID Mobile Access work without network coverage?	
Mobile IDs Notifications	Settings	What impact does HID Mobile Access have on battery life?	(

3.5.5 Report issue

On the **Settings** screen, tap the **Report issue** option to send a Mobile Access App issue you have experienced to HID. In the **Description** field provide as much detail as possible when describing the issue (include a HID case number, if applicable), and tap **SUBMIT**.

Note: If the **Debug Logs** option is enabled under **App Preferences**, additional debug log information will be appended to the generated Support email. If necessary, change the email address to your HID Support team representative.

Settings		← Report Issue	Compose Compose Control Compose Control Compose Control Compose Control Contro
Image: Symposize in the	> > > > >	Sorry that you are experiencing issues with the HID Mobile Access app. HID welcomes your feedback. Please describe the issue you are experiencing and tap Submit to report this issue to HID Technical Support. Description Enter a description of the issue here.	Endpoint Info Endpoint Info Endpoint Status = Vault is person contains 1 Mobile ID(s) Seos ID = 1094052108 Last Server Communication = 1 N 2022, 15:01 Endpoint App Version = 1.0.122 Environment = Prod Device info Endpoint App Version = 1.0.122 Environment = Prod Environment = Prod BLE info = BLE supported and ON NFC Info = NFC supported and ON Location info = Location services and ON Nearby Permission = Granted alw
Mobile IDs Notifications	Settings	SUBMIT	Empty log 2022-11-01_15:09:34.035.log



3.5.6 Legal

Tap the Legal option to display the End User License Agreement (EULA), Privacy Policy, and Third Party Licenses.

Note: Whenever the Mobile Access App is opened a check is performed for EULA updates. If there are updates the user is prompted to accept the update.

	Settings	
28	App Preferences	>
?	FAQ	>
6	Report Issue	>
Ē	Legal	>
¢	Deregister This Device	>
(j	About	>
		•
Mo	bile IDs Notifications	Settings

3.5.7 Deregister This Device

Note: This action will revoke all issued Mobile IDs (does not include Identity Positioning credentials) and disable the device in the Mobile Access service.

- 1. Select the Deregister This Device menu option.
- 2. In the Confirm Deregister dialog box select Deregister (or Cancel to exit the operation).
- 3. If the deregister action is successful, a notification message is displayed. Click OK.

Note: To start using Mobile Access again your administrator must issue a new invitation to your device. You will receive a message requesting that the new invitation code (contained in the message), is entered into the Mobile Access App for registration.



3.5.8 About

Tap the **About** option to display application information, endpoint information, and device information (including Device model and OS version).

Information displayed on the **About** screen can be copied to the clipboard for sharing with your HID Support team representative. Tap on the copy icon [$\overline{\Box}$].

Note: Application information, endpoint information, and device information displayed on the **About** screen is included in the email report when an issue is sent to HID.

	Settings	
×8	App Preferences	>
2	FAQ	>
6	Report Issue	>
	Legal	>
¢	Deregister This Device	>
i	About	>
М	bbile IDs Notifications	Settings

3.6 Add a widget for Mobile Access

Widgets are similar to Apps, however they do not require the user to click on them for the program to start running. To add the Mobile Access widget to your device:

- 1. On your device home screen, touch and hold an empty area.
- 2. Tap Widgets.
- 3. Touch and hold the Mobile Access widget. Images of your Home screens are displayed.
- 4. Slide the widget to where you want it and lift your finger. The Mobile Access widget is displayed on your device.

Note: HID Mobile Access widget use requires the device Location Services to be On/Always and the App Specific (HID reader BLE) setting in the reader enabled.







The following icons can be displayed when using the HID Mobile Access Widget for door opening.

Icon	Meaning
Access	Mobile Access using the access Widget is working correctly.
Mode not set to Always in Settings	The App requires Location options to be set to On/Always. See the Mobile Access App settings section.
No readers found nearby	 The reader is out of range. Move closer to the reader and try again. App Specific mode is not enabled in the reader. Contact your security administrator.

3.7 Set up your Android smartwatch for Mobile Access

As a prerequisite make sure the Mobile Access App is installed on your mobile device and registered, see **Download and register the Android App**.

- 1. Pair your Android smartwatch with your mobile device. For detailed instructions refer to:
 - The Set up your watch with Wear OS instructions at Wear OS by Google Help (only Wear OS is supported).
 - The Set up a smartwatch with an Android phone | Wear OS by Google tutorial on YouTube.
- 2. When your Android smartwatch is paired with your mobile device, the HID Mobile Access App will display in the smartwatch application list.

Note: Android smartwatch is an extension to the paired mobile device and cannot be used on its own. It requires the paired mobile device to be present with the watch.



To open a door using an Android smartwatch, see Open an access door using an Android smartwatch.

Section 04 Open doors with HID Mobile Access



4.1 Open an access door using favorite reader

When your mobile device is in close proximity to a reader (applies to HID Signo and HID iCLASS SE/multiCLASS SE readers only), tagged favorite readers are displayed on the Mobile Access App **Mobile IDs** screen under **Nearby Reader**. Use the Twist & Go gesture and the first favorite reader in the list will be targeted for priority mobile credential read over other nearby readers. A successful unlock is indicated with a tick icon [v].

Note: Depending on your HID Mobile Access® app configuration settings, it may be necessary to first unlock your mobile device screen to gain access. If a reader out of range error message is displayed, move closer to the reader and try again.

4.2 Open an access door using Tap/Enhanced Tap

The mobile device functions like a physical credential. Tap the mobile device to the reader until you feel the mobile device vibrate and the reader LED changes color/state.

Note:

- Depending on your HID Mobile Access® app configuration settings, it may be necessary to first unlock your mobile device screen to gain access.
- Enhanced Tap opening mode is similar to Tap. When approaching a reader the mobile device is brought very close to or touching the reader. When Enhanced Tap opening mode is enabled in the Reader, faster opening times can be achieved.

4.3 Open an access door using Twist and Go

On approaching a door, within approximately six feet (two meters) of the reader, twist the mobile device briefly 90° to the right and left as if turning a doorknob. If communication is successful, the mobile device will vibrate, and the reader LED will change color/state.

Note: Depending on your HID Mobile Access[®] app configuration settings, it may be necessary to first unlock your mobile device screen to gain access. If a reader out of range error message is displayed, move closer to the reader and try again.

Doors may be enabled for long read range and Twist and Go, check with your security administrator for this information. Doors that have been enabled for long read range and Twist and Go can be opened using both the Twist and Go and Tap modes.









4.4 Open an access door using a widget

Position the mobile device close to the reader and, from your **Home** screen, tap the Mobile Access widget. If communication is successful, the mobile device will vibrate, and the reader LED will change color/state.

Note: Depending on your HID Mobile Access[®] app configuration settings, it may be necessary to first unlock your mobile device screen to gain access. If a reader out of range error message is displayed, move the mobile closer to the reader and try again.



4.5 Open an access door using an Apple Watch

When approaching the Mobile Access compatible reader:

1. Tap the HID Mobile Access App icon on your Apple Watch.



2. Tap the **HID** icon. The Apple Watch initiates a transaction between the reader and Mobile Access App, and if the Mobile ID is read a success icon is displayed.



Note: If a reader out of range message or a communication error message is displayed, move closer to the reader, and try again.



4.6 Open an access door using an Android smartwatch

When approaching a Mobile Access compatible reader:

1. Tap the HID Mobile Access App icon on your smartwatch.



2. Tap the **Unlock** icon. The smartwatch initiates a transaction between the reader and Mobile Access App, and if the Mobile ID is read a **Success** icon is displayed.







Note: If a reader out of range message or a communication error message is displayed, move closer to the reader, and try again.





Section 05 User feedback



5.1 User feedback information

After an attempt to gain access to a location is made, the device will provide feedback. The following table outlines the type of feedback and potential causes.

Use Case	Message(s)	# Android Vibrations	# iOS Vibrations	Comment
Success	Communicating with reader	1	1	Transaction is typically concluded by a green or red reader LED
Logical Error	Mobile ID rejected	0 ¹	0	When anti-passback is enabled or if there is no Mobile Keyset (MOB Key) for the site
	T&G not available on this reader. Please try tap gesture.			When closest reader has Twist and Go disabled
	Tap not supported by reader			When Tapping at a reader which has Tap disabled
Major Error	Communication error	02	0	Failure at the BLE layer or in the communication layer

1. From Seos® Android 2.2.3. Earlier versions used two vibrations in this case.

2. From Seos® Android 2.2.3. Earlier versions used three vibrations in this case.

Note: iOS only supports a maximum of a single vibration per notification message, and the Android app is designed to align with this. The apps have been designed so that a vibration and a sound/click will only be triggered when a communication channel is opened to the reader. For the use cases **Mobile ID rejected** and **Communication error**, the reader will first enter the use case **Communicating with reader** with a single vibration and click but then immediately switch to the error message triggered by the error state.

Section 06 Mobile Access information



6.1 General information

- Do not delete the HID Mobile Access[®] app from your mobile device unless instructed to do so by your Security Administrator. If the app is deleted, or if you backup and restore the contents of your device, the Mobile ID(s) will be permanently deleted, and new IDs will need to be issued.
- Mobile ID(s) cannot be transferred to a new or different mobile device. If you change/replace your device or uninstall the Mobile Access App, contact your security administrator to register the device and issue Mobile IDs.

Note: This enhances the security of the Mobile ID(s).

- Mobile IDs are preserved if the HID Mobile Access app or the device Operating System is upgraded.
- If your mobile device is lost or stolen, this should be treated as a lost or stolen access badge. Notify your security administrator immediately.
- Mobile devices are added on a continual basis as demand warrants. There may be regional differences in device interoperability, as operating system versions are released at different times in each region. For the latest supported devices and operating systems, visit:

https://www.hidglobal.com/mobile-access-compatible-devices

6.2 Mobile Access data consumption

The following tables provide data consumption figures for Mobile Access App settings on iOS and Android mobile devices.

Note: The listed data consumption figures below are based on issuing one mobile credential plus ten unlock attempts in a day.

6.2.1 iOS mobile devices

Mobile Access setting	Data consumption
App is in foreground	372 KB
Device is unlocked	421 KB
Always	450 KB

6.2.2 Android mobile devices

Mobile Access setting	Data consumption
App is in foreground	183 KB
Device is unlocked	177 KB
Always	181 KB

Revision history

Date	Description	Revision
June 2024	 Updated screenshots related to Single Sign-On (SSO) for the following: Section 3.2 Download and register the Mobile Access App. Section 3.4.1 Add a Mobile ID. Section 3.4.6 HID Identity Positioning. Section 3.5.1 and 3.5.2. Updated the Notes for the Device App Preference relating to blocked BLE communication after frequent connection attempts with the reader. 	B.6
April 2024	 Section 2.3 Mobile Access App. Added information related to Padlock and Twist & Go functionality control in the HID Origo Management Portal. Section 2.4 Mobile Access settings. Added information related to the following: Enhanced Notifications. Padlock and Twist & Go functionality control in the HID Origo Management Portal. Help Centre Activity Log messages for entering/exiting Beacon range. Help Centre About information related to the Device. Section 3.3 Device permissions. Updated the Android OS versions. Section 3.4 Mobile Access App. Added information related to Padlock and Twist & Go functionality control in the HID Origo Management Portal. Section 3.5 Mobile Access settings. Updated the Android OS versions and added information related to the following: Enhanced Notifications. Restructure of App Preferences options. About information related to the Device. New Frequently Asked Questions section. 	B.5
February 2024	 Section 2.3.6 HID Identity Positioning. New section added for HID Identity Positioning functionality. Section 2.4 Mobile Access settings. Updated section for HID Identity Positioning. Section 3.4.6 HID Identity Positioning. New section added for HID Identity Positioning functionality. Section 3.5. Mobile Access settings. Updated section for HID Identity Positioning and Bluetooth Sensitivity settings. Updated all Settings screens for HID Identity Positioning and Bluetooth Sensitivity options. 	B.4
October 2023	 Section 1.1. Added additional information related to Favorite Reader opening. Section 2.2 and 2.3.1. Updated sections for SSO. Section 2.3.2 Mobile ID display. Updated the section for modifying Mobile ID artwork and font color. Sections 2.3.3/2.3.4/2.3.5 added for Nearby Readers/Favorite Readers functionality. Section 2.4 Mobile Access settings. Updated the section for Nearby Readers functionality and Frequently Asked Questions in the Help Centre. Sections 2.4.2 Mobile ID display. Updated the section modifying a Mobile ID artwork and font color. Sections 3.3.3/3.3.4/3.3.5 added for Nearby Readers/Favorite Readers functionality. Section 3.5 Mobile Access settings. Updated the section for Nearby Readers functionality. Section 3.4/3.3.5 added for Nearby Readers/Favorite Readers functionality. Section 3.5 Mobile Access settings. Updated the section for Nearby Readers functionality. Section 4.1 added for opening an access door using Favorite Reader functionality. 	B.3



Date	Description	Revision
June 2023	 Section 1.1. Added additional information related to App Specific opening. Section 2 and Section 3. Updated the sections for: Enlarge photo ID functionality View card details Options to change the app appearance About link option on the Registration screen Banner notification messages and the ability to copy About screen information to the clipboard Mobile Access widget setup Section 4.4 and 4.5. Updated smartwatch Mobile Access icons. 	B.2
November 2022	Section 2.3. Updated the section for the enlarge photo ID functionality.Section 3.4. Updated the section for the enlarge photo ID functionality.	B.1
October 2022	 Section 3.4.2. Updated the section to show the ID# field. Section 3.5. Updated the screens to show the "About" option. Section 3.5.6. New section added for the "About" option. 	A.9
October 2022	 Section 2 iOS devices. Updated the section for the new Mobile Access App (iOS) interface and functionality. Section 3 Android devices. Updated the section for the new Mobile Access App (Android) interface and functionality. 	A.8
March 2022	 Section 3.3 App menu items. Updated section for the Unregister this device option. Section 4.1. Open an access door using Tap. Updated section to provide information relating to Enhanced Tap. 	A.7
November 2021	Section 2.3 App menu items. Updated section for the Unregister this device option.	A.6
July 2021	Removed support for "Wear 2.0" content.	A.5
February 2021	Section 3.5. Updated displayed Location permission setting for Android version \ge 10 to "Allow all the time".	A.4
February 2021	 Section 3.4. Updated section for the Location permission setting option. Section 3.4.1. New section for Enterprise Policy Enforcement and Location permission options. Section 3.5. Updated section for Location permission setting options. 	A.3
May 2020	 Section 2.2.2 App Settings. Updated section. Section 2.2.3 Recommended mobile device settings. New section for iOS devices. Section 2.3 Set up your Apple Watch for Mobile Access. Updated section. Section 3.2.2 App Settings. Updated section. Section 3.2.3 Recommended mobile device settings. New section for Android devices. Section 3.3 Set up your Android smartwatch for Mobile Access. Updated section. Section 4.3 Open an access door using an Apple Watch. New section added. Section 4.4 Open an access door using an Android smartwatch. New section added. Section 6 Mobile Access information. Added data consumption figures for App settings. Updated all reader images for HID® Signo readers[™]. 	A.2
October 2019	Updated with new screens and options.	A.1
January 2014	Initial release.	A.0



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