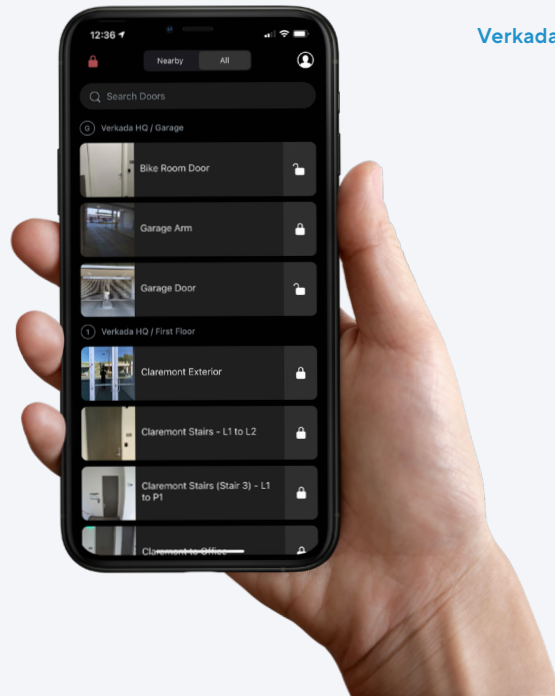


## Verkada Pass app

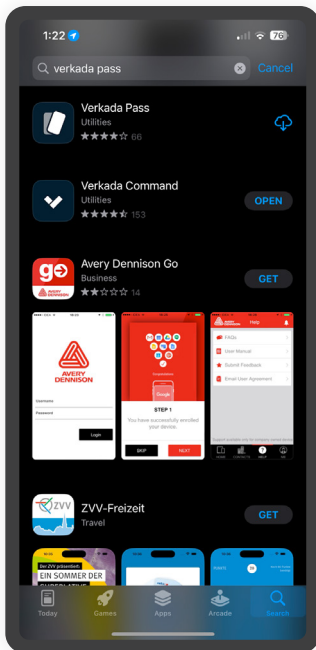
# Your Digital Key Card to Accessing Buildings

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.



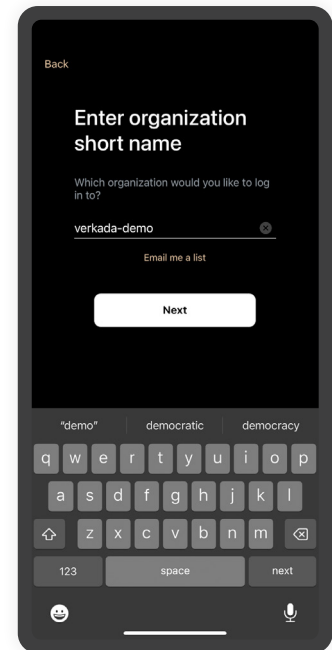
## Apple Setup



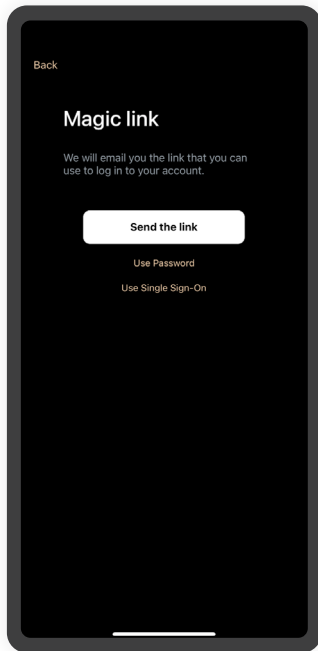
You must download the Verkada Pass app from the Apple App Store. If you have yet to receive a text invite to download the app from your administrator, you can also directly search for Verkada Pass on the App Store.



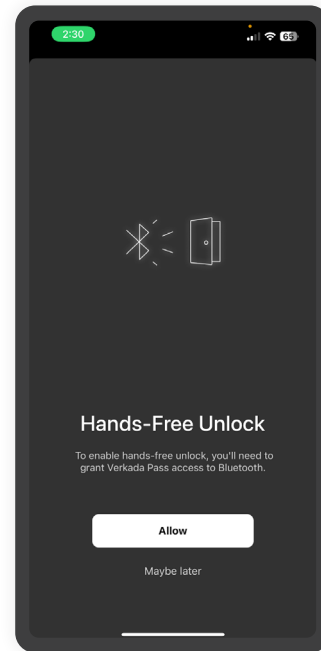
Next, open the application and use your organizational credentials. If you received an invitation to download the app, use that email address.



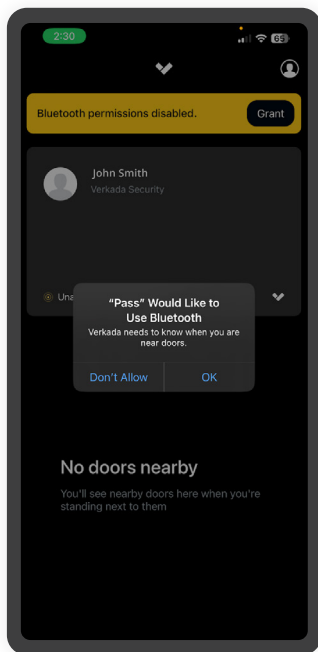
At the following prompt, type in the short name your organization uses for Verkada, then click Next. If you don't know your organization's short name, check the invitation email or ask your administrator.



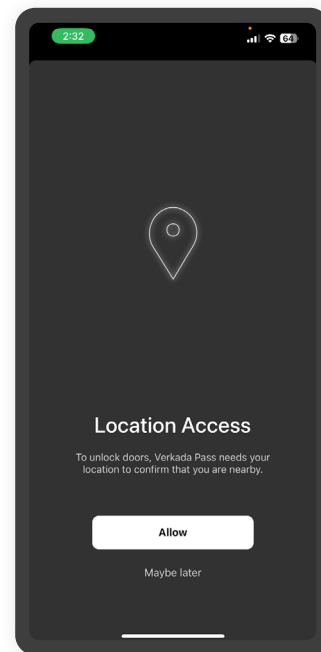
The next prompt will give you options on how to authenticate into the Pass app. You can use a Magic link that is sent to your email from, a password, or your SSO provider to log in. Select your preferred choice and continue.



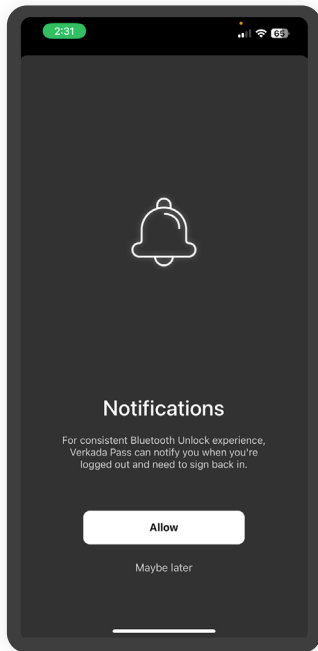
Once successfully authenticated, you will receive a prompt to enable Hands-Free Unlock. Clicking 'Allow' on the prompt will allow you to access doors using your phone's Bluetooth.



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

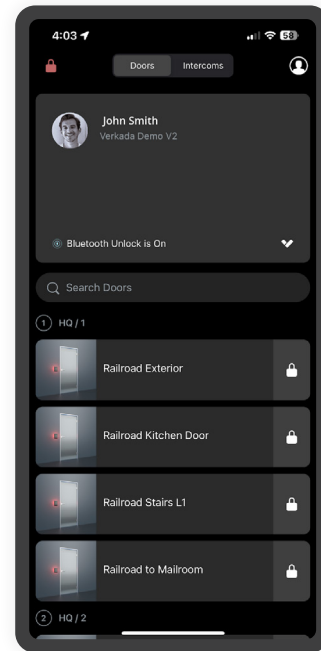


The Pass app will also ask for location permissions on your device. Location permissions are used for geofencing for remote unlock. Click allow on the prompt in the app, then click 'Allow While Using App' for the location services prompt from iOS. Please see below for more information on how Pass app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



Lastly, 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.

If you are configured to be on the call list for Verkada Intercoms, click 'allow' on the prompt in the app to allow your phone to push intercom call notifications.

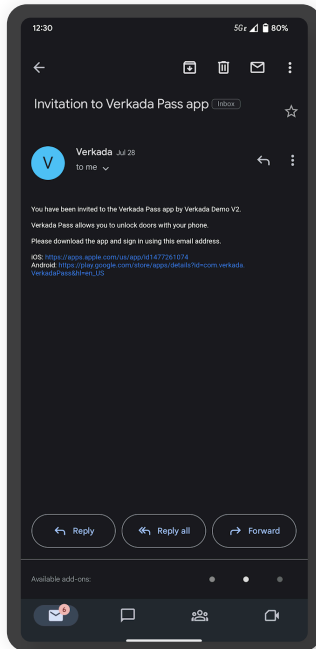


At this point, your phone can now be used to unlock doors configured for Bluetooth unlock. To confirm, you can go to the Doors page of Pass.

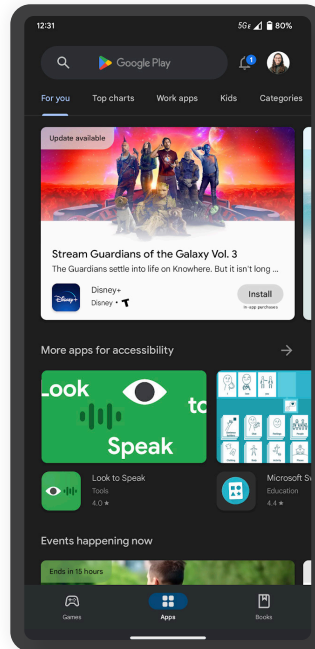
You can see any doors you can remotely these doors to unlock the corresponding door. The lock will be highlighted in green, showing the door is unlocked.



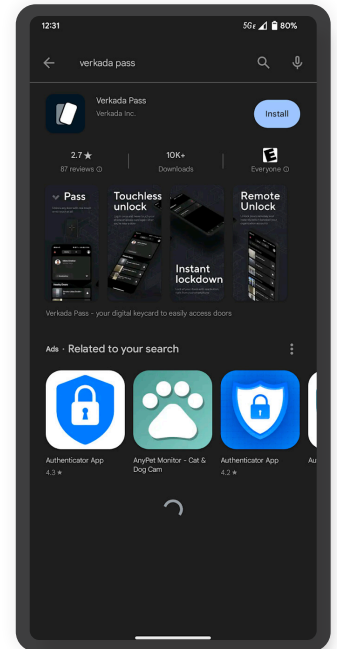
## Android Setup

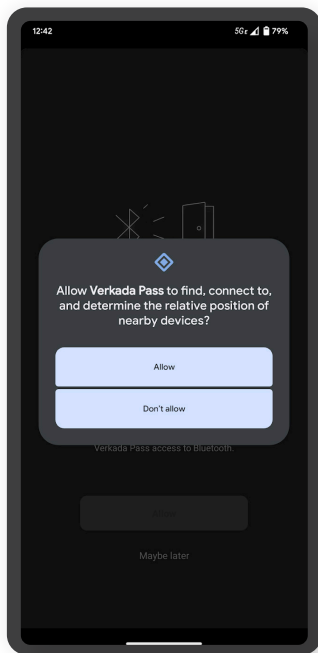


You may have gotten an email invitation to download the Verkada pass app. To download the app, you can click this link to go directly to the Play Store and search for it. This app will act as your mobile credential when unlocking doors in your building.

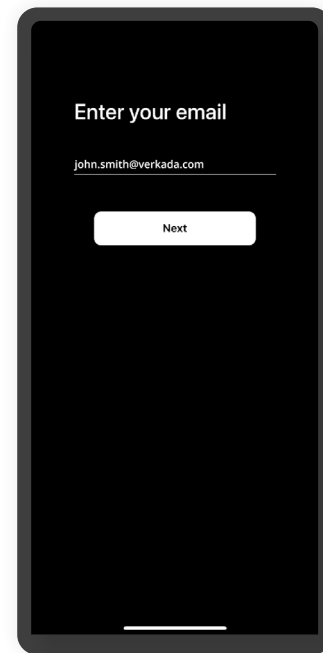


In the Play Store, search “Verkada Pass.” Once you find the device, you can install it.

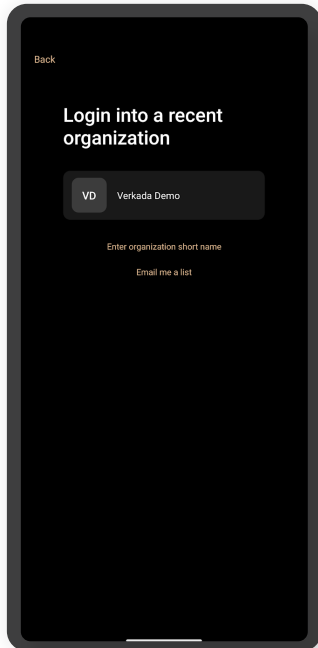




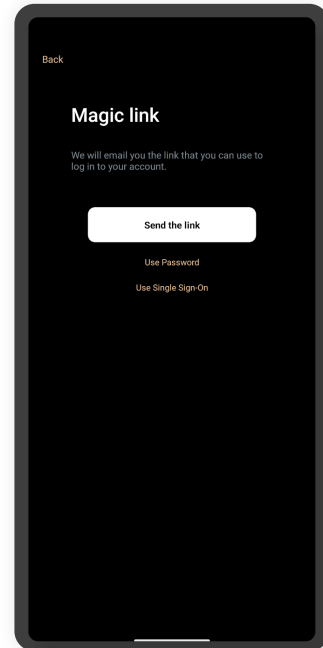
Once the app finishes downloading, you can click the open button to open up the app. You will first be prompted to allow notifications, which you should enable.



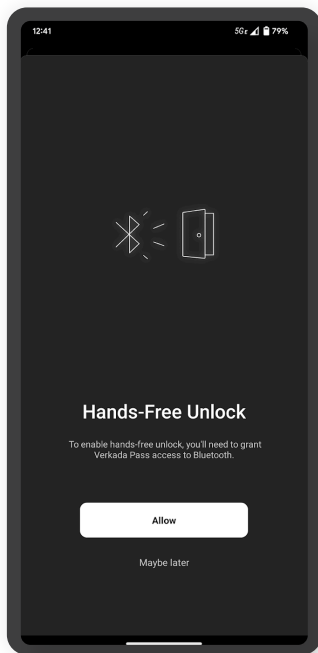
Next, add your email account. This should be the email address that your administrator sent the signup email to.



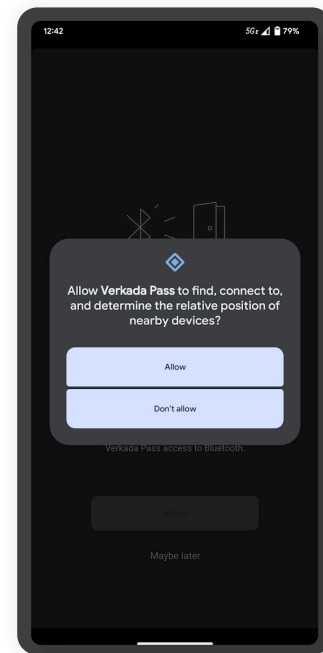
It will ask you for its short name if you are a part of multiple organizations. If you don't know your short name, you can click this button to get an email list of all the short names your account is associated with.



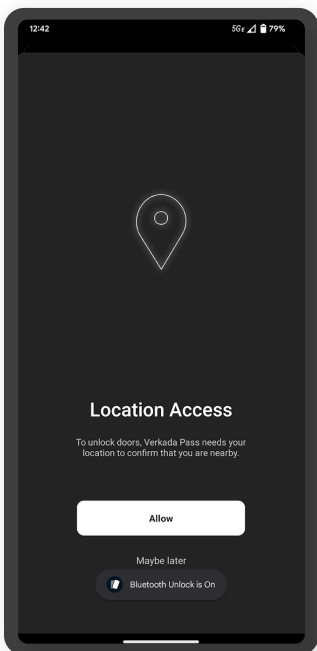
Once you add your shortname, you have three different ways to log in. If your administrator has single sign on set up, you can log in that way. You can also enter your password, or, if you don't have a password, you can get a magic link emailed to your email. This link will automatically sign me into the app.



Once you are logged in, the app will prompt you to assign the proper permissions to function correctly. The first permission set asks to allow the app Bluetooth access, which you should accept. Bluetooth access will allow you to unlock doors hands-free without unlocking your phone.

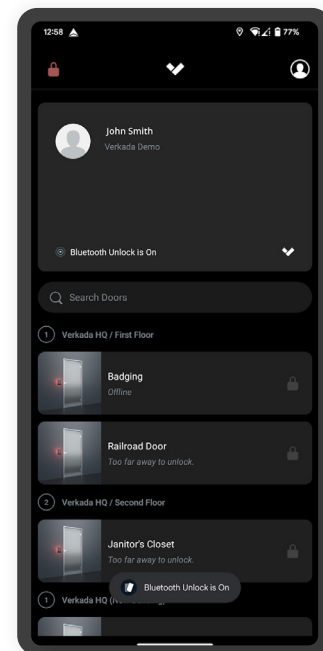
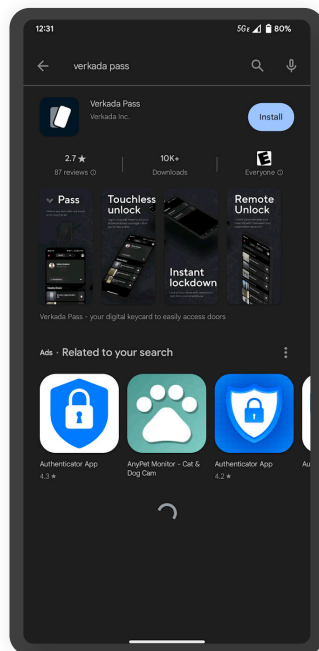


A popup then asks if you want to allow the device to search for other devices, which you should also allow. This helps determine proximity to certain readers.



Lastly, the phone will ask you to give location access. This will allow administrators to geofence or prevent users from remotely unlocking the doors when they are offsite.

Please see below for more information on how Pass app uses location access.



You are now in Verkada Pass app! You can scroll through the list of doors you can access 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!

## Location services with Pass app

Verkada Pass app only uses a user's location locally on the phone. Verkada does 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](https://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.