



REFERENCE DOCUMENT

HOW TO INSTALL CONEKT[®] WALLET APP AND MOBILE CREDENTIALS

This reference document offers basic instructions on how to download the CONEKT[®] Wallet App onto a supported smartphone,¹ enroll the smartphone, and add a mobile credential.

Step 1: Download the Conekt Wallet App

For iOS-based smartphones, download the Conekt Wallet App from the Apple[®] App Store. For Android-based smartphones, download the Conekt Wallet App from Google[®] Play.



Look for **Conekt** on the App Store and on Google Play

Step 2: Enroll a Smartphone

- Open the Conekt Wallet App. Note, when opening the app for the first time on an iOS-based smartphone, the following pop-up messages will appear:
 - Pop-up 1: “**Conekt**” would like to make data available to nearby Bluetooth devices when you’re not using the app. Bluetooth used to communicate with door lock. Tap **OK** to continue.
 - Pop-up 2: “**Conekt**” Would Like to Send You Notifications. Notifications may include alerts, sounds, and icon badges. These can be configured in Settings. Tap **Allow** to continue.
- On the enrollment screen, enter the smartphone number, including area code, into the Phone number field. There is also an option of enrolling with an email address instead of a phone number. Select **I accept the End User License Agreement** in order to continue. To view the privacy policy, tap the **End User License Agreement** link. Tap **Submit** to proceed.
- During the smartphone enrollment process, a 6-digit token will be sent via text message to the number provided on the enrollment screen. The token will be sent via email if enrolled using an email address. Enter the 6-digit token into the Token field. Tap **Done**, then **Enroll**. The enrollment process is now complete.

Step 3: Add a Mobile Credential

A registration key is required to add a mobile credential to the Conekt Wallet App. Contact the facility’s access control administrator to obtain a Registration Key Certificate before proceeding.

- With the Conekt Wallet app open, a blank card will be displayed with the message **Tap to add a new Mobile Credential**. Tap the **+** icon in the middle of the blank card to begin the process. Note, if one or more mobile credentials are already installed in the app, tap the **+** icon found at the top-right of the screen.
- A registration window will appear. Enter the 16-digit registration key found on the Registration Key Certificate. The 16 digits may be entered manually, or tap **QR Scan** to scan the associated QR code. Tap **Submit** to process the registration.
- The screen will show the registration key number and a message: **Processing Mobile Credential record...**
- Once successful, a new mobile credential will appear in the Conekt Wallet App, ready for use.²

If the incorrect registration key is entered, or if the key is invalid, the following message will appear: **Error. Your registration key was invalid, please try again.**³ Tap **OK** to re-input the registration key. If you have any questions, received an error during this process, and/or did not receive a mobile credential, please contact the facility’s access control administrator.

Additional details on how to use the app and its features can be found within the Conekt Wallet App. Open the app, tap the **≡** menu icon at the top-left of the screen, then tap **Help**.

NOTES:

- ¹ Conekt is intended to support the current and preceding versions of Apple[®] iOS and standard compliant Google Android[™] mobile operating software (OS). Custom OS variants may result in a loss of functionality.
- ² Conekt Wallet App and Conekt mobile credentials are optimized for use with Conekt BLE/13.56-MHz Contactless Smartcard Readers and Conekt BLE/125-kHz Proximity Readers, supporting BLE version 4.2 or newer.
- ³ While multiple unique Conekt mobile credentials may be stored in the Conekt Wallet App, registration keys can only be used once. If another registration key is needed, contact the facility’s access control administrator.

