HID Mobile Access® App
User Guide

HID

Powering
Trusted Identities

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Contacts

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

What's new

Date	Description	Revision
February 2025	• Section 2.3.8. New section added related to Mobile Access App (iOS) update notification. • Section 3.2. Added information related to the "What's New?" feature for a new install of the app. • Section 3.4.5. Added information related to BLE Calibration from within the Nearby Reader section. • Section 3.4.7. Added information related to BLE Calibration from within the Activity message logs. • Section 3.4.9. New section added related to Mobile Access App (Android) update notification. • Section 3.5. Updated all Settings screenshots for the "What's New" option. • Section 3.5.3. Updated section for the BLE Calibration option. • Section 3.5.6. Added a new section for the "What's New?" option.	B.8

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

Section **01**
Introduction

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.

Favorite Reader

Tap

Twist & Go

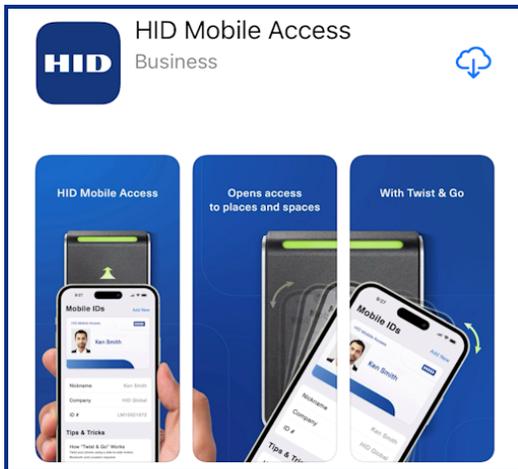**App Specific (widget/wearable)**

Section **02**

HID Mobile Access App for iOS devices

HID

2.1 Overview

The following sections apply to the HID Mobile Access App for iOS mobile devices. For Android mobile devices see the **HID Mobile Access App for 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**.

4. 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**.

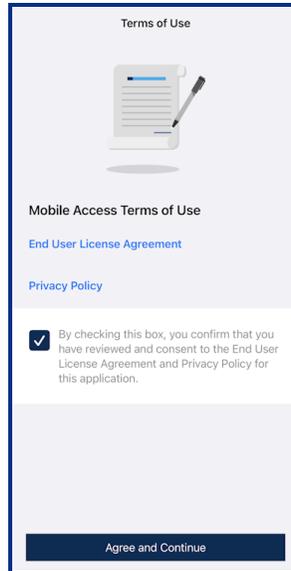> **Note:** Whenever the Mobile Access App is opened a check is performed for EULA updates. If there are major updates the user is prompted to accept the update before proceeding.

5. If you are re-installing the app, you are provided with a brief overview of release specific new features and functionality. Tap **Continue** or the **Learn More** option to access more detailed information on the **What's New** screen.

6. 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.

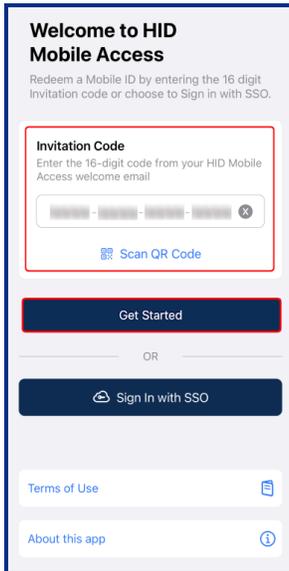7. When the invitation code has been entered, tap **Get Started**.

8. 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 [ⓘ] 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.**

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 [🖉], 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.

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 [🔒] 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 [♡]. The favorite icon will change to red [♥]. To untag readers as favorite, tap a displayed reader favorite icon [♥]. The favorite icon will change to white [♡].

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). For more detailed information, refer to **HID Identity Positioning**.

To activate Identity Positioning in the HID Mobile Access App, tap **Add** on the **Mobile IDs** screen. Enter the invitation code for the Identity Positioning credential received from your Mobile Access administrator and tap **Add Mobile ID**. 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, tap **Settings** and disable the **Identity Positioning** option. 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.

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 update

If a Mobile Access App update is available a notification is displayed. The update can be either optional or required.

- Optional update: The user can select **Update** to immediately update the app, or **Skip** to defer the update.

   > **Note:** If the **Skip** option is selected, the update must be completed by the displayed date for the app to remain operational.

- Required update: This update is mandatory for the app to remain operational. Select **Update** to update the app.

2.3.9 Mobile Access App rating and review

If the HID Mobile Access App is newly installed from the **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. 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. Note: 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, app and What's New 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.

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.

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.

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.

What's New?

Provides information related to release specific new features and functionality.

Support

Provides Technical Support contact information and an option to submit an app related problem ticket to HID. 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.

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.

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.

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

Icon	Meaning
	Mobile Access using the access Widget is working correctly.
	The App requires **Location** options to be set to On/Always. See the **Mobile Access settings** section.
	• 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.

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**.

Section **03**
HID Mobile Access App for Android devices

HID

3.1 Overview

The following sections apply to the HID Mobile Access App for Android mobile devices. For iOS mobile devices see the **HID Mobile Access App for 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.

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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.

5. If you are re-installing the app, you are provided with a brief overview of release specific new features and functionality. Tap **Continue** or the **Learn More** option to access more detailed information on the **What's New** screen.

6. 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.

7. 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[⧉].

8. 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: 1. Allow access to the device location, and select either **While using the app**, or **Only this time**. 2. If required, allow the **Background Location Permission** to find readers in the background. 3. Turn on the **Location** permission. 4. 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 [ⓘ] 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.**

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.

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 [✎], 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.

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/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 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 [🔒] 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.

3.4.4 Favorite Readers

Readers that are detected and displayed in the **Nearby Readers** section 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 [🔒]. Contact your Site Administrator or Reader Technician to enable the reader.

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

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3.4.5 BLE Calibration

For iCLASS/multiCLASS SE readers that are detected and displayed in the **Nearby Readers** section the read range distance between the mobile device and the reader can be changed.

> **Note:** For HID iCLASS/multiCLASS SE readers to be detected and displayed in the **Nearby Reader** section, the **HID iCLASS/multiCLASS SE** option must be enabled (default is disabled) in **Settings** > **Nearby Readers**. Refer to the **Nearby Readers** section.

Tap the BLE Calibration icon [⚏] associated with the displayed reader to adjust the read range distance between your mobile device and the reader. For more information, refer to the **BLE Calibration** section.

3.4.6 Manage Readers

Tap **Manage** to display readers that are tagged as favorite (only applies to HID Signo and HID iCLASS/multiCLASS SE readers) 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 [♡]. The favorite icon will change to red [♥]. To untag readers as favorite, tap a displayed reader favorite icon [♥]. The favorite icon will change to white [♡].

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3.4.7 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). For more detailed information, refer to **HID Identity Positioning**.

To activate Identity Positioning in the HID Mobile Access App, tap the plus icon on the **Mobile IDs** screen and select **Enter Invitation Code**. Enter the invitation code for the Identity Positioning credential received from your administrator and tap **ENTER**. 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, tap **Settings** and disable the **Identity Positioning** option. 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.

3.4.8 View Activity messages

If **Show Activity** is enabled on the **App Preferences** screen (see **Mobile Access App settings**), tap the [⌃] 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.

For iCLASS SE/multiCLASS readers the read range distance between the mobile device and the reader can be changed. Tap the BLE Calibration icon [⇅] associated with the reader activity information and **Get Started** to adjust the read range distance between your mobile device and the reader. For more information, refer to the **BLE Calibration** section.

3.4.9 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.

3.4.10 Mobile Access App update

If a Mobile Access App update is available a notification is displayed. The update can be either optional or required.

- Optional update: The user can select **Update** to immediately update the app, or **Skip** to defer the update.

  Note: If the **Skip** option is selected, the update must be completed by the displayed date for the app to remain operational.

- Required update: This update is mandatory for the app to remain operational. Select **Update** to update the app.

3.4.11 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.

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.

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 and reader BLE Calibration 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 the mobile device specification and the installed 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 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

Location permission enforcement
(Android 10 and 11 only)

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.

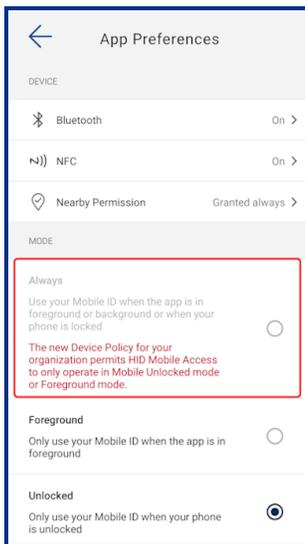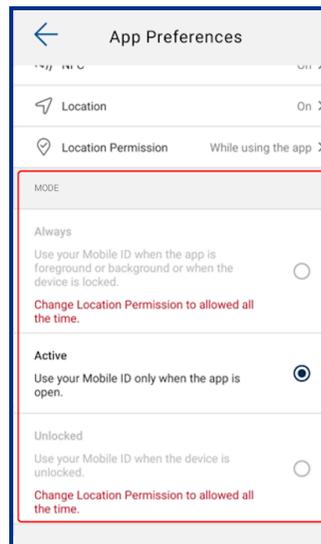| App Preference	Description
Device	Displays the device preferences configured for the Mobile Access App (see Device permissions for the recommended preferences). These device preferences can be modified by tapping the arrow icon next to the displayed setting. **Note:** • If NFC is not enabled or permissions 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 and reader BLE Calibration 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 the mobile device specification and the installed 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.

3.5.3 Feature settings

Within **App Preferences** the following feature options can be configured:

- **Twist & Go**: Enable/disable the **Twist & Go** gesture (the default is enabled).

  > **Note:** The **Twist & Go** option must be enabled in the HID Origo Management Portal for users to perform the Twist & Go gesture in HID Mobile Access.

- **Nearby Readers**: Allows 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). For more information refer to the **Nearby Readers** section.
- **Identity Positioning**: Enable/disable an **Identity Positioning** credential (the default is enabled).
- **Calibrate BLE**: Allows the adjustment of the read range distance between your device and the HID reader (only applicable to HID iCLASS SE/multiCLASS SE readers). For more information refer to the **BLE Calibration** section.

Nearby Readers

Provides 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).

> **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.

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/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.

BLE Calibration

For HID iCLASS/multiCLASS SE readers, provides the ability to adjust the read range distance between your mobile device and the HID reader. There are two calibration methods:

- **Live calibration (recommended)**: This read range adjustment method allows a precise offset value (distance) to be applied to readers. Move your mobile device in relation to the reader to set the preferred read range. The read range distance can be applied to all readers (**Apply to all Readers**) or for the single reader (**Save for this Reader only**).

- **Manual calibration**: This read range adjustment method allows an offset value (distance) to be applied to readers. On the **Reader Calibration** screen, slide the mobile device icon in relation to the reader icon to set the preferred read range. The read range distance can be applied to all readers (**Apply to all Readers**) or for the single reader (**Save for this Reader only**).

> **Note:** The manual calibration method may not be as accurate as live calibration and can result in communication issues if the offset value is too close to the reader or is out of the reader's range.

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.

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.

3.5.6 What's New?

Tap the **What's New?** option to display an overview of release specific new features and functionality.

> **Note:** If you are installing the app for the first time or re-installing the app, the **What's New** information is displayed by default.

3.5.7 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.

3.5.8 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.

3.5.9 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.

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
	Mobile Access using the access Widget is working correctly.
	The App requires **Location** options to be set to On/Always. See the Mobile Access App settings section.
	• 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**

HID Mobile Access App for Android devices (Tencent AppStore)

HID

4.1 Overview

The following sections apply to the HID Mobile Access App, for Android mobile devices, downloaded from the Tencent Appstore.

4.2 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 the **Tencent AppStore**.

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.

![HID logo] **Powering**
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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**.
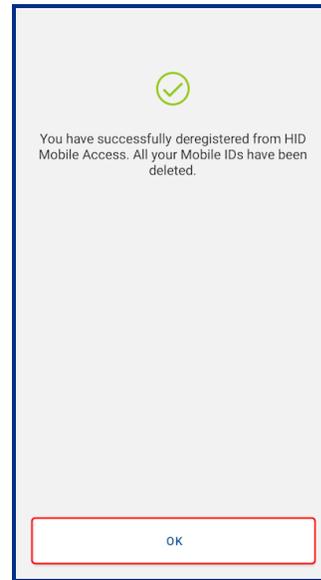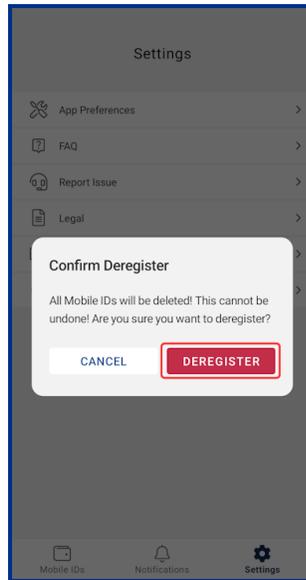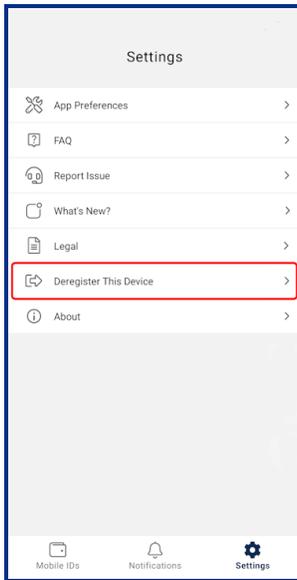
   Note: Whenever the Mobile Access App is opened a check is performed for EULA updates. If there are major updates the user is prompted to accept the update before proceeding.

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.

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[⧉].

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.

Section 05

Open doors with HID Mobile Access

HID

5.1 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 [☑].

> **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.

5.2 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.

5.3 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.

5.4 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.

5.5 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.

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5.6 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 **06**
User feedback

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6.1 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	0[2]	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 **07**
Mobile Access information

HID

7.1 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

7.2 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.

7.2.1 iOS mobile devices

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

7.2.2 Android mobile devices

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

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Revision history

Date	Description	Revision
February 2025	• Section 2.3.8. New section added related to Mobile Access App (iOS) update notification. • Section 3.2. Added information related to the "What's New?" feature for a new install of the app. • Section 3.4.5. Added information related to BLE Calibration from within the Nearby Reader section. • Section 3.4.7. Added information related to BLE Calibration from within the Activity message logs. • Section 3.4.9. New section added related to Mobile Access App (Android) update notification. • Section 3.5. Updated all Settings screenshots for the "What's New" option. • Section 3.5.3. Updated section for the BLE Calibration option. • Section 3.5.6. Added a new section for the "What's New?" option.	B.8
September 2024	• Section 2.3 and 3.4. Updated screenshots. • Section 2.2. Added information related to the "What's New?" feature for a new install of the app. • Section 2.4.3. Updated the Help Center screenshot and added a new section for the "What's New?" option. • Section 4. New section added related to HID Mobile Access App download via the Tencent AppStore.	B.7

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

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Date	Description	Revision
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. • Section 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 4.1 added for opening an access door using Favorite Reader functionality.	B.3

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 ≥ 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

Date	Description	Revision
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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