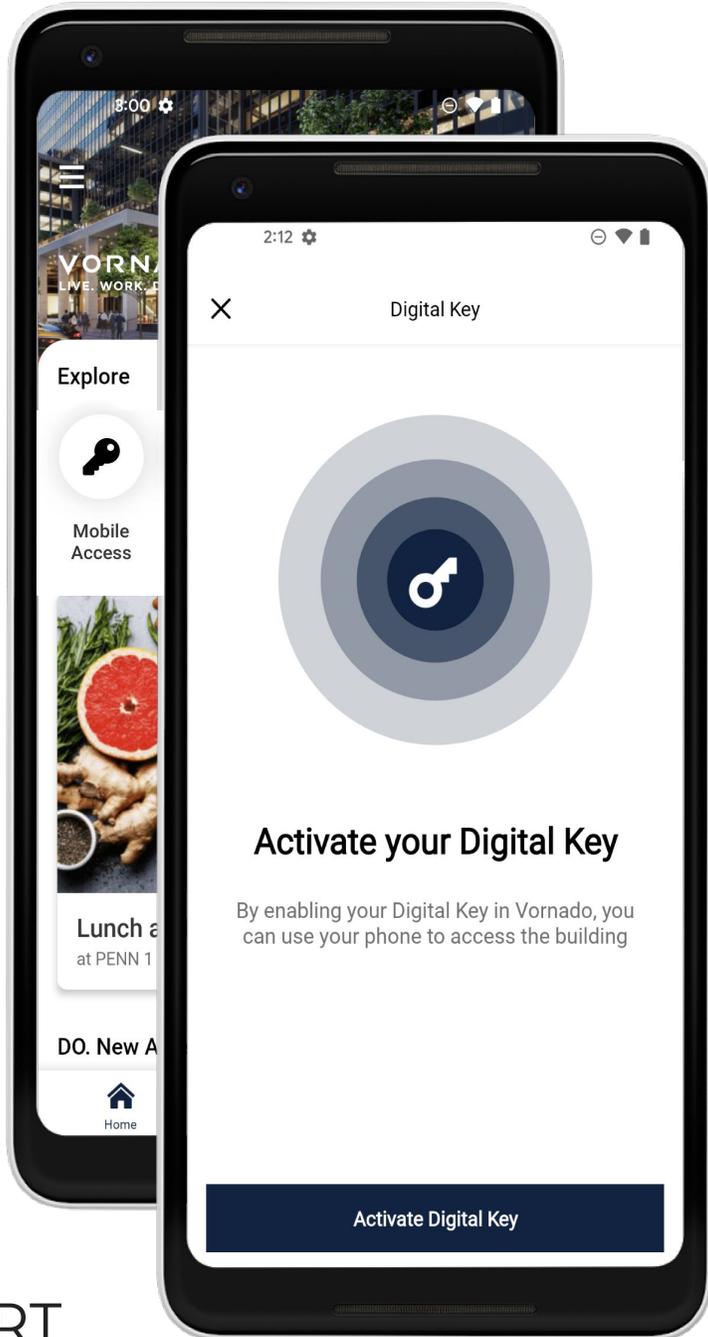


Android Mobile Access User Guide

2023

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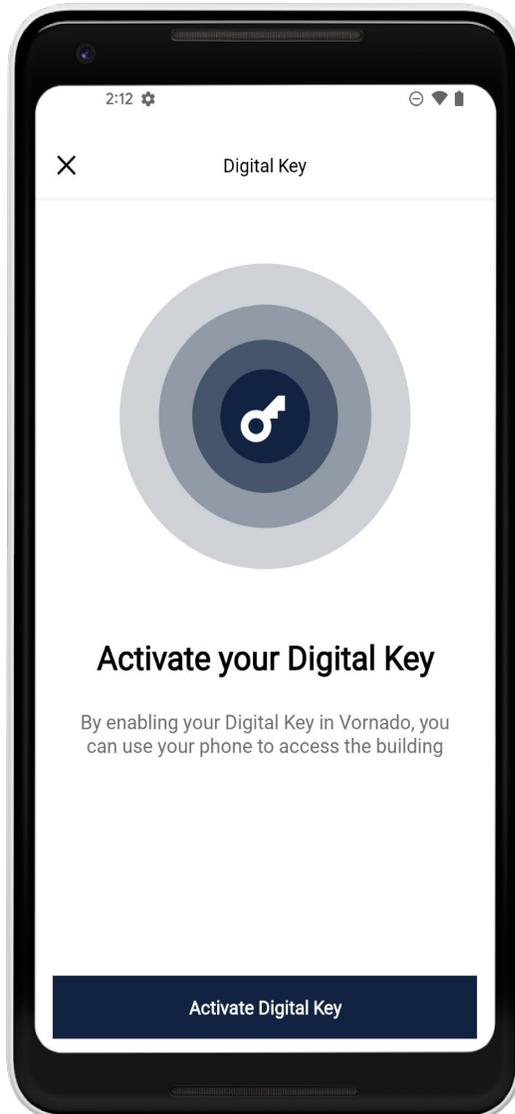


Add your mobile access credential to your Android device

Select the 'Mobile Access' tile on the building home page to begin the onboarding process.

Click 'Activate Digital Key' to begin the onboarding flow.

Android Onboarding Flow



Select 'Active your Digital Key' to proceed.



Onboarding in progress.



Onboarding complete. Select 'X' to exit.



View your mobile access credential in your LIVE. WORK. DO. mobile application

After successfully onboarding your Mobile Access credential, you will be able to view your digital key card in your LIVE. WORK. DO. mobile application by clicking on the 'Mobile Access' tile on the home screen.

To exit the 'Digital Key' view, select 'X'.

How to use your mobile access credential with your Android device

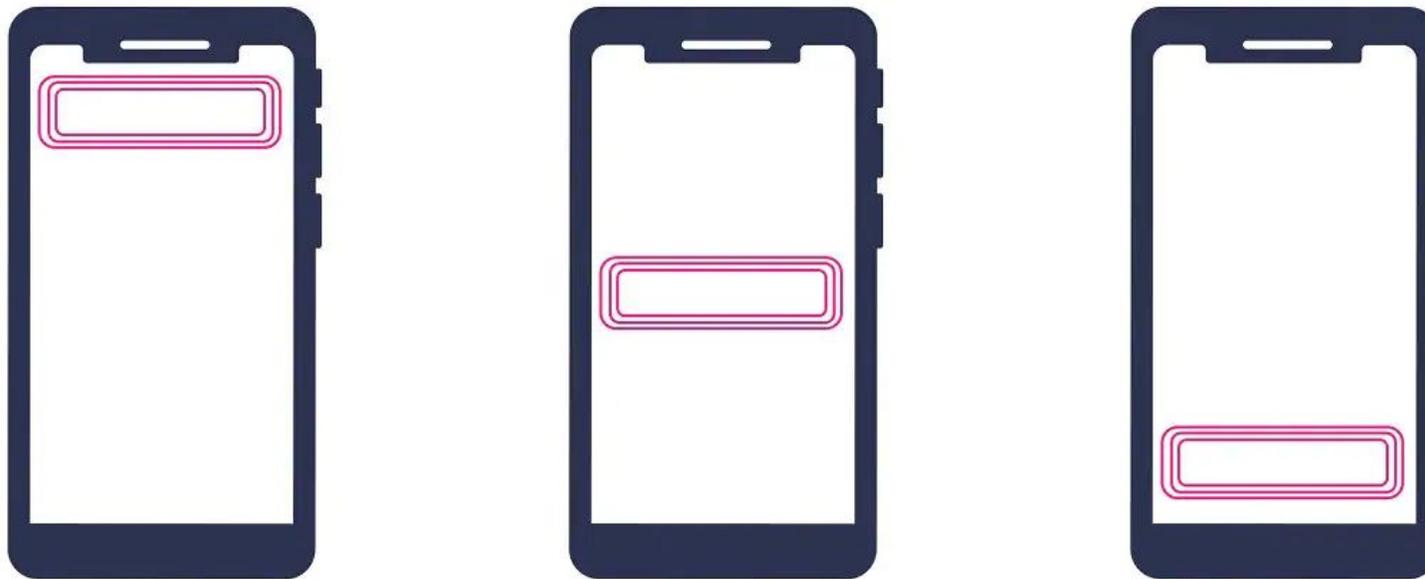
Your Mobile Access credential can now grant you access to the tenant amenities.

To access, you must ensure that your LIVE. WORK. DO. app is running and your phone screen is on.

Present your Android device to the card reader. Please see the NFC tag guide below for more detailed information on how the Android device should be presented to the card reader.



Your devices NFC tag can be located in three places on the back of your Android device.



**Start by scanning your device by it's camera on the rear of the device, if it does not read slowly move the device down toward it's charging port*

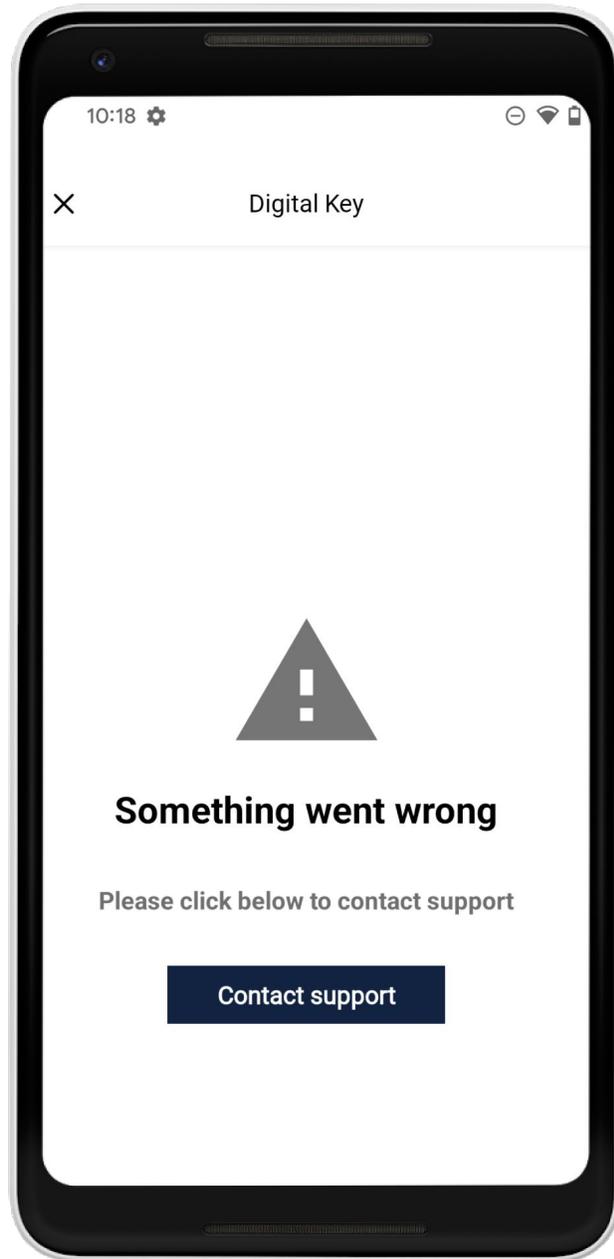
Samsung: NFC Tag located in the middle on the rear of the device for newer models

[Samsung NFC Reference Guide](#)

Google: NFC Tag located at the top near the camera on the rear of the device for newer models

[Google NFC Reference Guide](#)

Troubleshooting Guide



Authentication & Connectivity Errors

If your user is not configured properly in the access control system or if the process fails due to a connection issue, you will receive an error screen.

Please ensure you are connected to cellular service or WiFi. To retry, select 'X' and select 'Mobile Access' on the home screen.

If the issue persists please reach out to: help@liveworkdosupport.com

Frequently Asked Questions

Q: I am not having success adding my mobile access credential to my Android device. Who can help me?

A: Contact the LWD support office via email at help@liveworkdosupport.com

Q: Can I use my Mobile Access credential if my Android device needs to be charged?

A: No, your Android device needs to have the LIVE. WORK. DO. app running and the screen needs to be turned on.

Q: Can I use my Mobile Access credential without cellular signal?

A: Your LIVE. WORK. DO. Mobile Access credential can be used if your Android device does not have network connectivity, as the LIVE. WORK. DO. Mobile Access credential is stored on your device. The LIVE. WORK. DO. app will need to be running and the screen needs to be turned on.

Q: Does it cost anything?

A: There is no cost to store or use your Mobile Access credential.

Q: Is this just for employees?

A: Employees are eligible if they meet all device and software requirements.

Q: How do I use the LIVE. WORK. DO. mobile access credential to access the building from my phone?

A: The same way you have always used your plastic card — simply tap the reader with your Android device instead of your plastic card.

Q: What if I have a question that isn't here in the FAQs?

A: Contact the LIVE. WORK. DO. support office at help@liveworkdosupport.com.

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