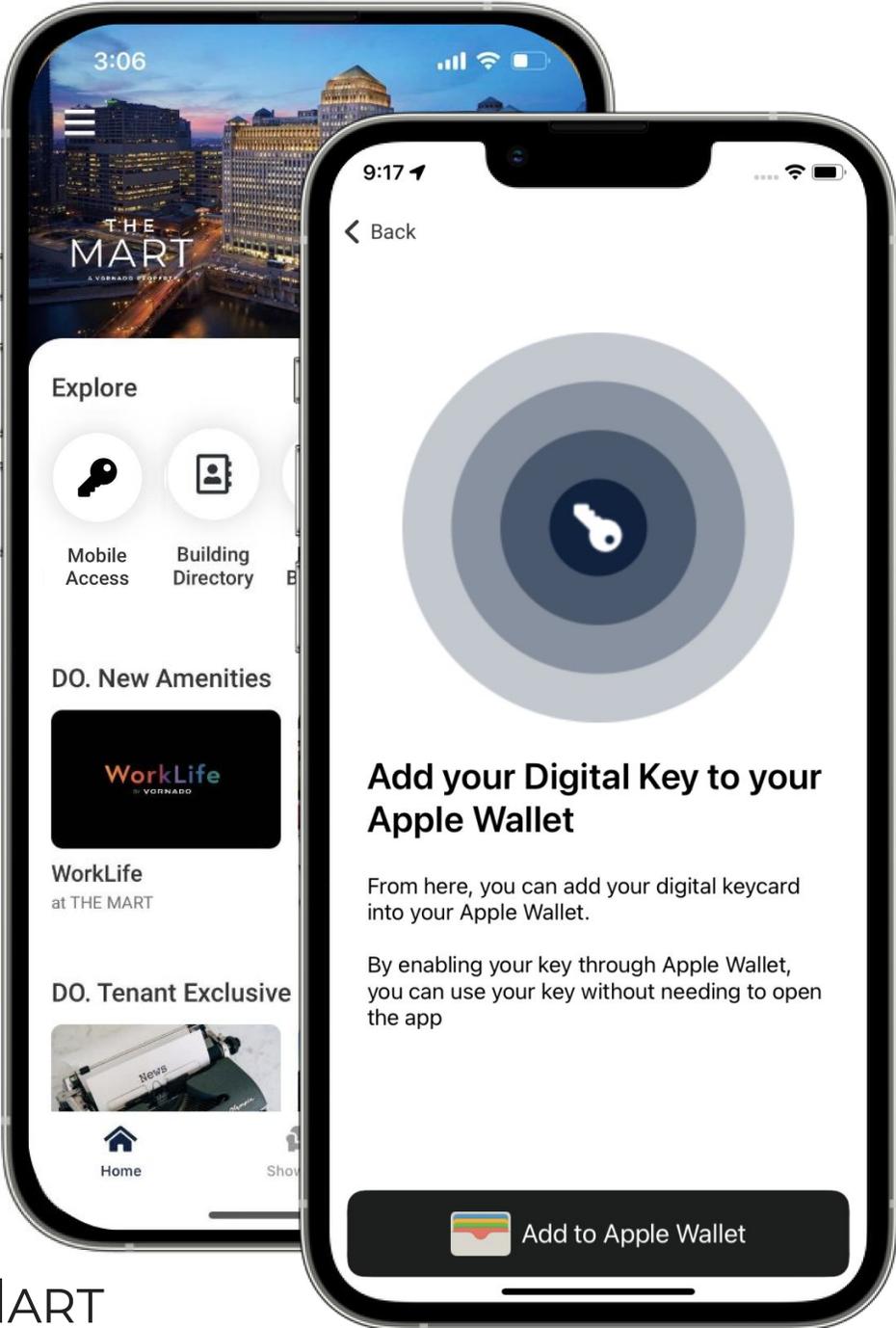


# Mobile Access User Guide

2023

# Table of Contents

- Add your mobile access credential to Apple Wallet
  - Apple Wallet Onboarding Flow
- Add your mobile access credential to Wallet on Apple Watch
- Use your mobile access credential with Apple Wallet
- View your mobile access credential in Apple Wallet
- Troubleshooting Guide
  - Additional Details
  - Authentication Error
  - Remove your mobile access credential from Apple Wallet
  - Revoked Credential



# Add your mobile access credential to Apple Wallet

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

Click 'Add to Apple Wallet' to begin the onboarding flow for adding passes to Wallet.

If you add your mobile access credential while an Apple Watch is paired, two passes will be displayed in your LIVE. WORK. DO. app and a pass will be added to each device.

# Apple Wallet Onboarding Flow



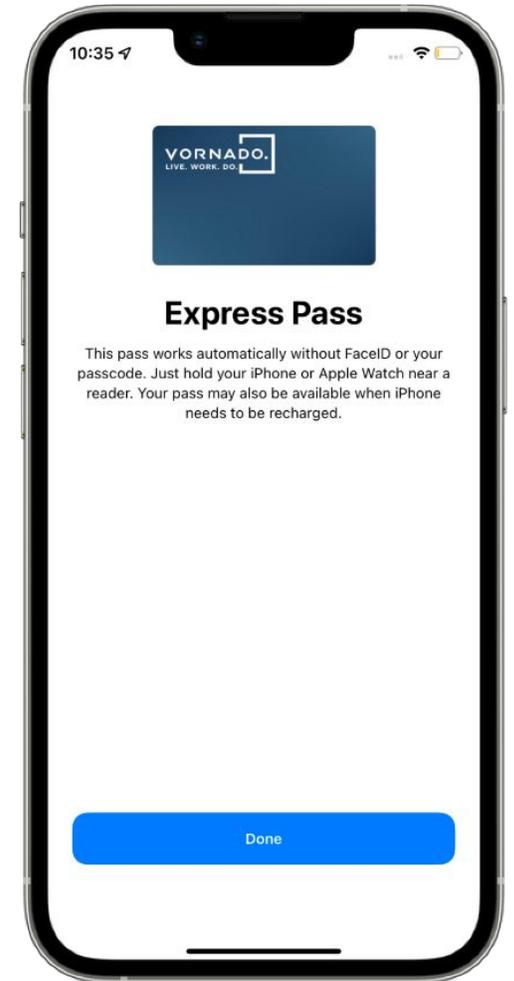
*Select 'Add' to proceed.*



*Onboarding in progress.*



*Onboarding complete.*



*Select 'Done' to exit.*

# Add your mobile access credential to Wallet on Apple Watch

*\*Note: If you initially onboard your mobile access credential while an Apple Watch is paired, two passes will be displayed in your LIVE. WORK. DO. app and a pass will be added to each device.*

To add a pass to Apple Watch at a later date, you must first pair your Apple Watch to your iPhone.

Once paired, the 'Add to Apple Wallet' button will be displayed below your existing pass in the 'Mobile Access' section of the LIVE. WORK. DO. app.

Select 'Add to Apple Wallet' to repeat the onboarding process for the additional pass.



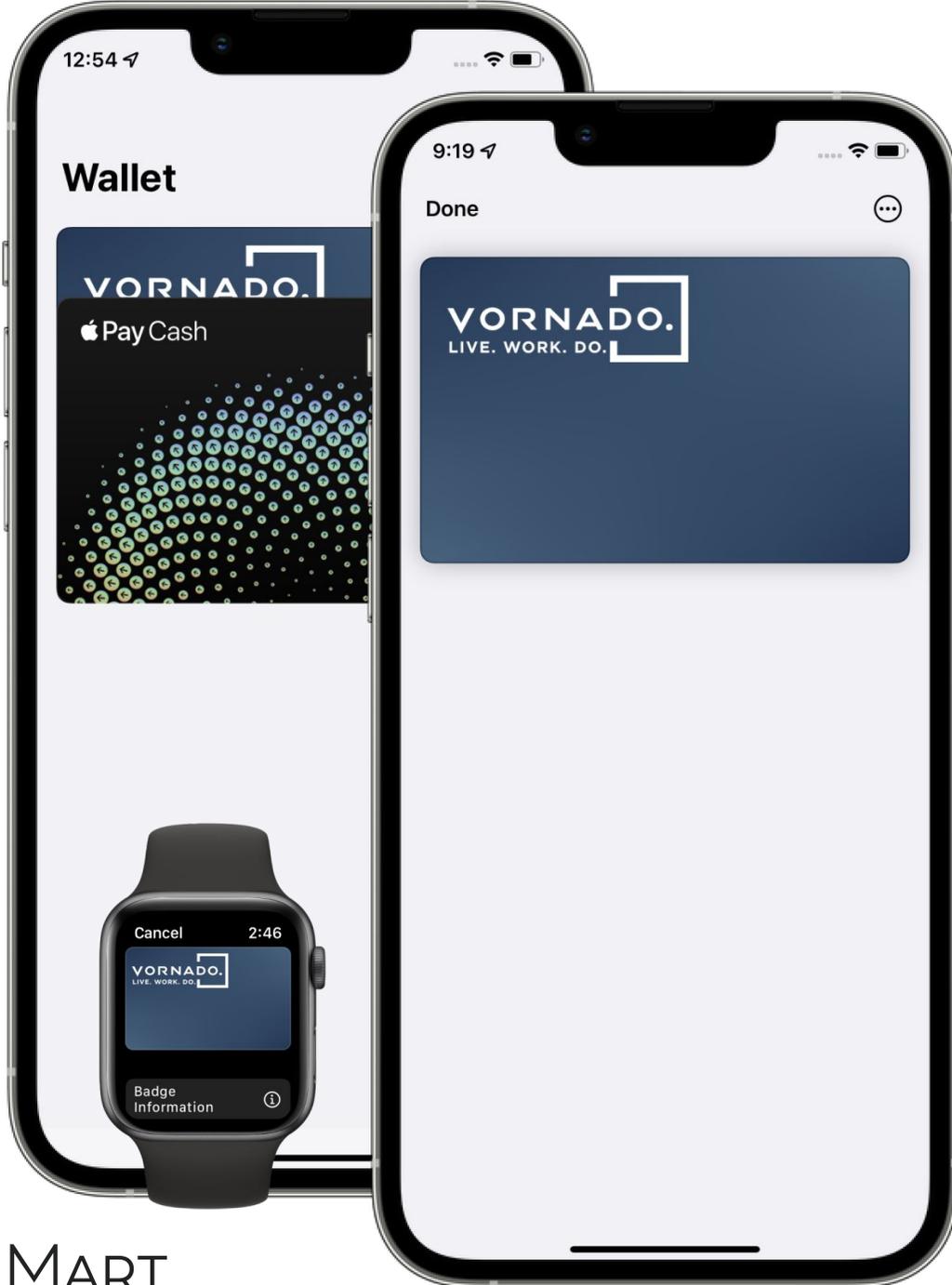
# Use your mobile access credential with Apple Wallet

Your mobile access credential can now grant you access to the tenant amenities spaces when the app is running in the background or terminated, as well as while the phone is locked. If Express Mode is enabled\*, you can use your mobile access credential without Touch/Face ID.

*\*Feature enabled by default, see page 16 for additional details.*

To access the tenant amenities spaces, present your iPhone or Apple Watch at the card reader window near the "SCAN" label.





## View your mobile access credential in Apple Wallet

After successfully onboarding your mobile access credential, it will be included in your Wallet pass list.

To view the pass, select the card image.

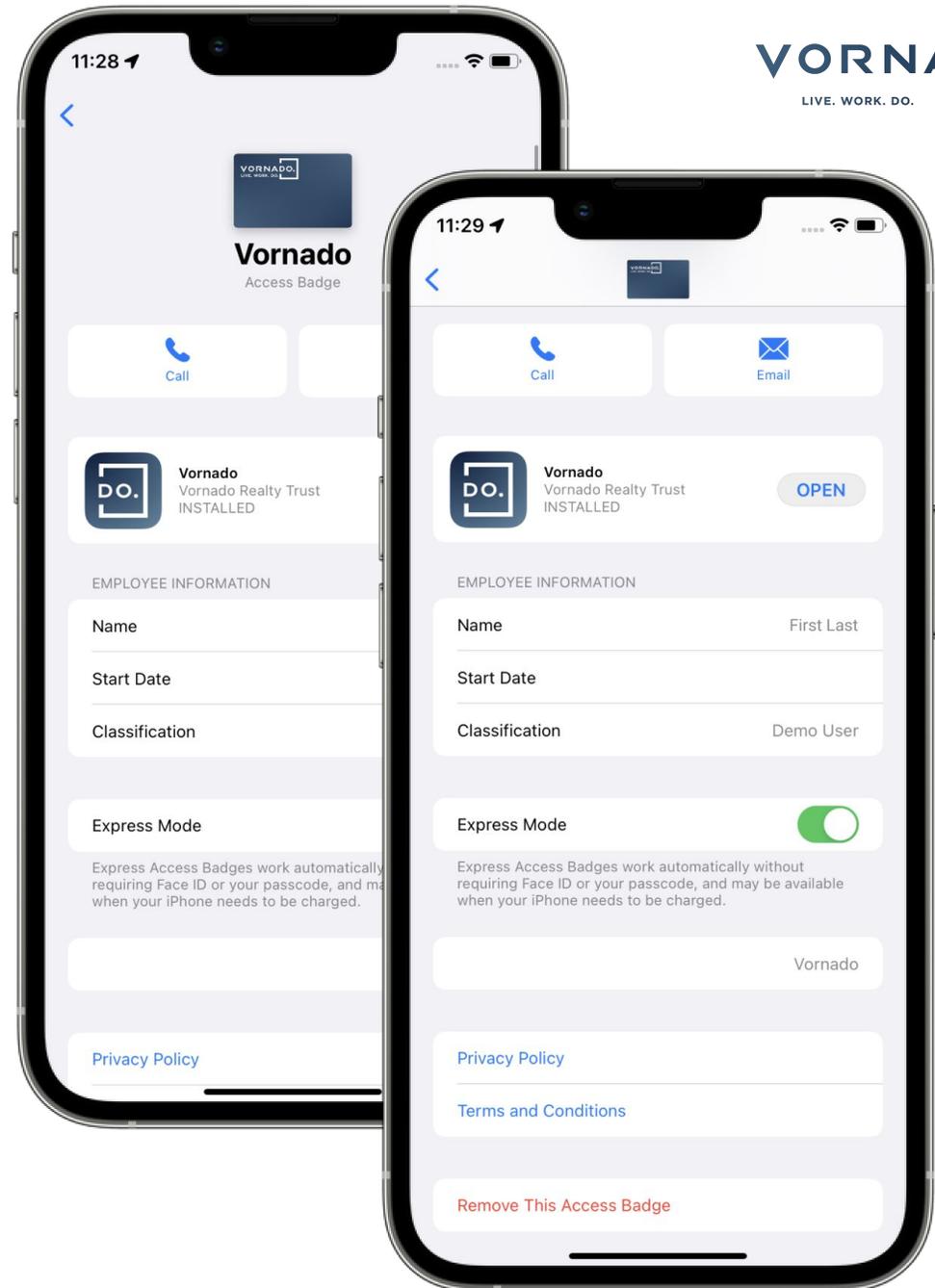
To exit the pass view, select 'Done'.

To view additional details, select the 'more info' (⋮) icon from the pass view.

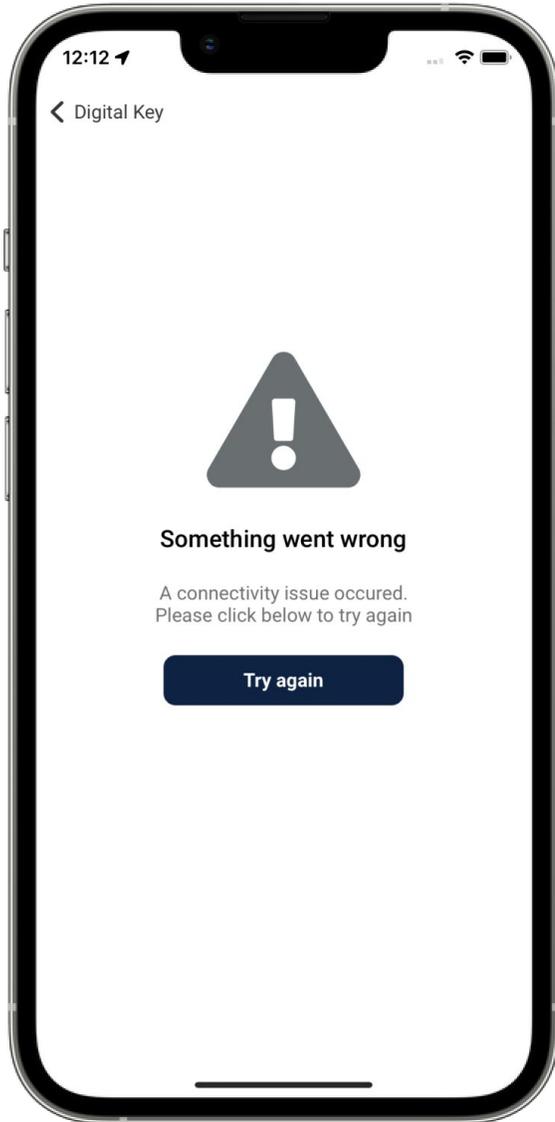
# Pass Details

The pass details screen in Apple Wallet displays the following:

- Customer Support
  - Phone
  - Email
- Source Application
- Employee Information
- Pass Settings
  - Express Mode
- Privacy Policy
- Terms and Conditions
- Remove This Access Pass



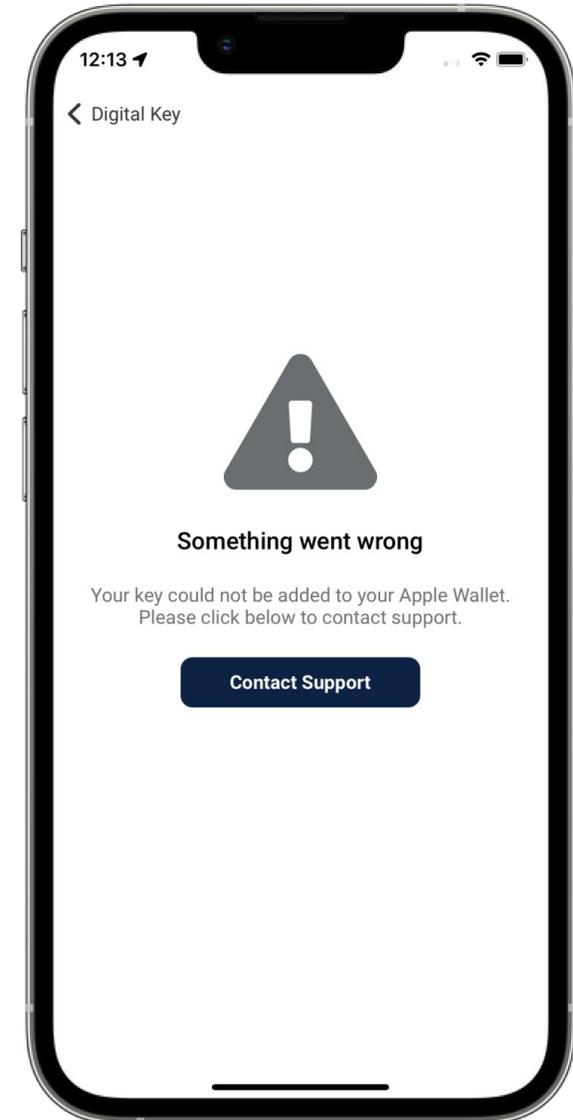
# Troubleshooting Guide



## 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 prompting you to retry.

If the issue persists please reach out to:  
[help@liveworkdosupport.com](mailto:help@liveworkdosupport.com)

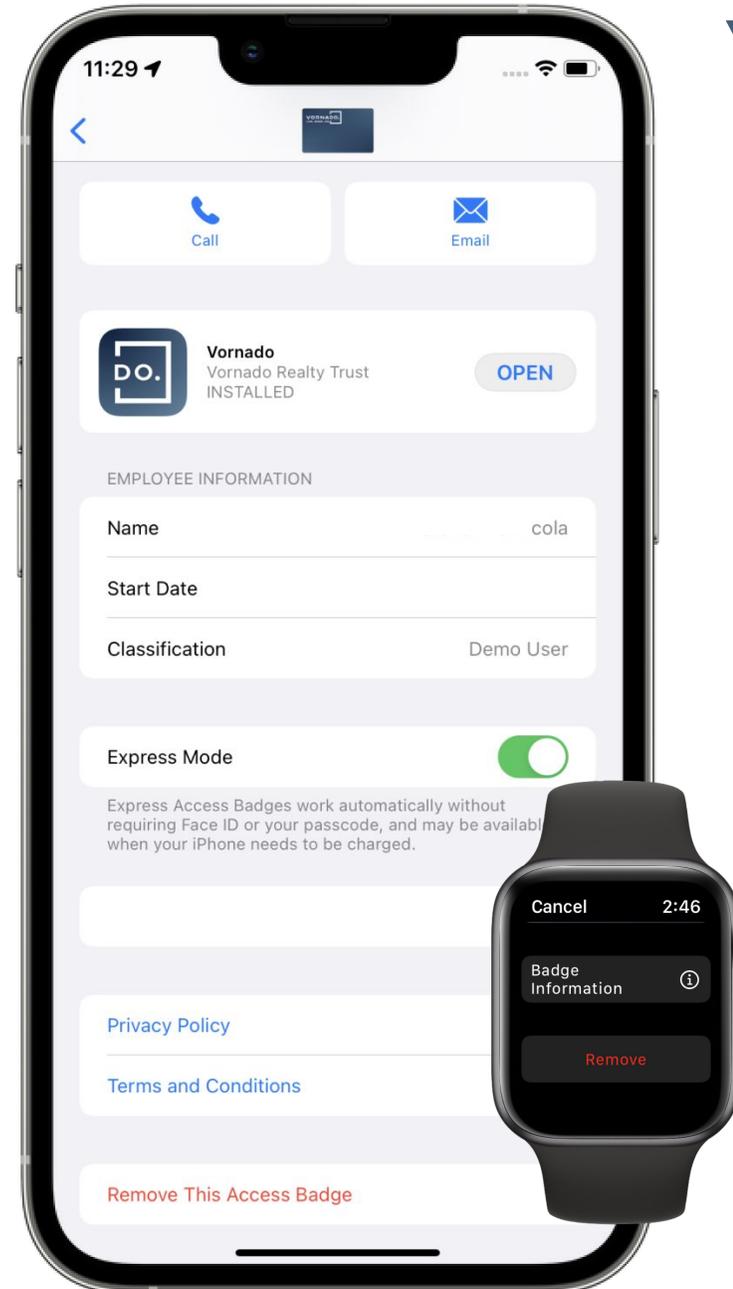


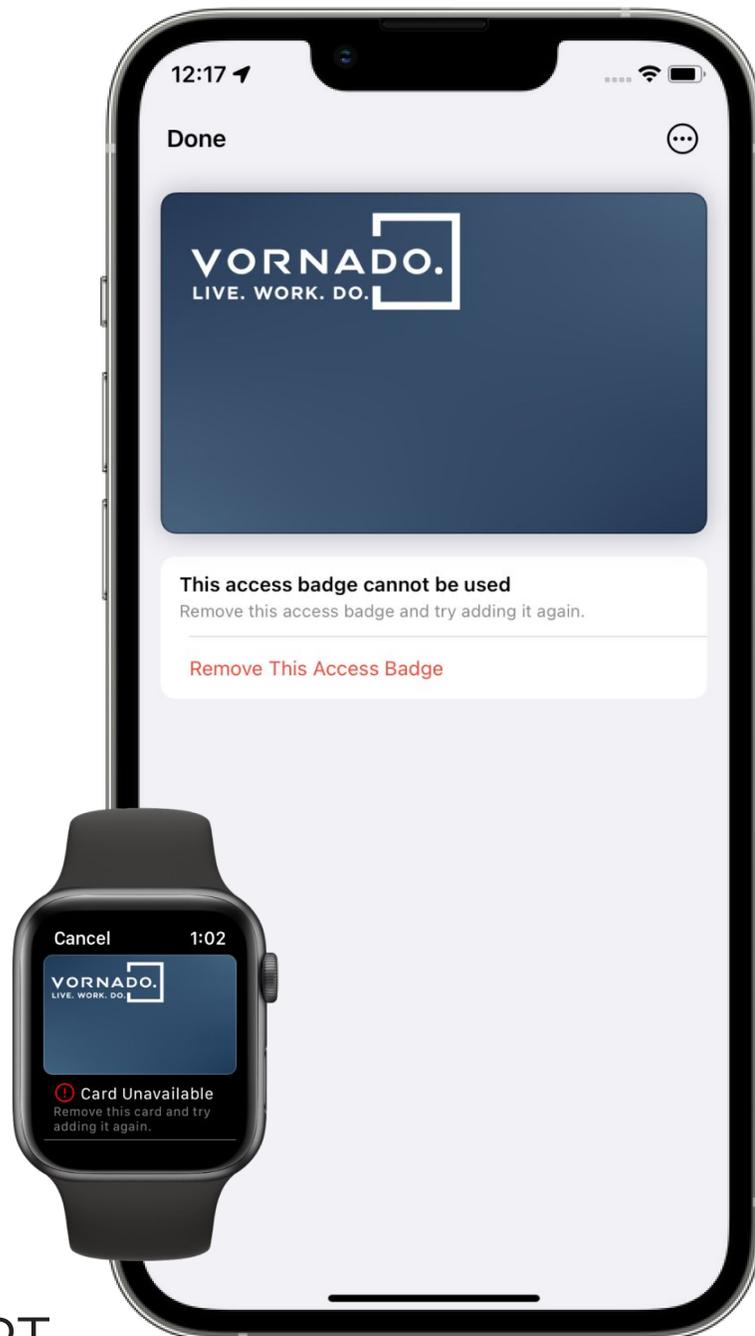
# Remove your mobile access credential from Apple Wallet

You can remove your mobile access credential from Apple Wallet, if needed. This action will permanently revoke your access credential.

Select 'Remove This Access Badge' from the Apple Wallet Pass Detail view to delete the pass from the individual device's Wallet and discontinue NFC support for that device.\*

After removing a pass from Wallet, you can request a new credential via the onboarding process to regain access.





## Revoked Credential

If your access permission has been suspended, removed or revoked from the access control system, your mobile access credential will stop working.

If this occurs, you will receive a notification with the option to remove the disabled pass from Apple Wallet.

# Frequently Asked Questions

**I am not having success adding my mobile access credential to Apple Wallet. Who can help me?**

Contact the LWD support office via email at [help@liveworkdosupport.com](mailto:help@liveworkdosupport.com)

**How do I verify my Apple Watch device version?**

The Series # for your Apple Watch can be found on the back of the Watch.

\*Note: Series 1 & 2 Apple Watches are not eligible for this program.

**How do I verify and/or update my Apple Watch software version?**

Instructions to verify and/or update your Apple Watch can be found [here](#).

**On how many devices can I use my mobile access credential in Apple Wallet?**

You can use your mobile access credential on up to two devices (one iPhone and one paired Apple Watch) that are signed into iCloud with the same Apple ID.

**Where do I go for questions about my Apple ID and/or iCloud?**

Information can be found at [Apple Support](#) or [Apple iCloud](#).

**How do I change or recover my Apple ID password?**

Instructions can be found [here](#).

### **What happens if I lose my iPhone or Apple Watch? If I find it afterwards?**

You should use Find My iPhone to suspend or deactivate your LIVE. WORK. DO. mobile access credential in Apple Wallet. Instructions for Lost/Found Apple devices and Find My iPhone are located [here](#). This will temporarily disable your building access on the device.

You can reactivate a found device that was suspended via iCloud.com, Wallet, or the Find My app.

### **What happens if I get a new iPhone or Apple Watch?**

You should first remove your pass from your old device in the Apple Wallet app.

Once your old pass is removed, you can add your pass to the new device by using the same process that is detailed in this document.

### **Can I use my mobile access credential if my iPhone needs to be charged?**

On iPhone XS, XS Max, XR, and more recent, Express Mode with power reserve is available for up to five hours after the device's battery needs to be charged. Find the full compatible device list [here](#).

### **If I have a passcode on my phone, will I have to enter it every time?**

If you are using Express Mode, you do not have to authenticate with passcode or Touch/Face ID before an access transaction; simply present your iPhone or Apple Watch within a few centimeters of the reader terminal. If you have disabled Express Mode on your mobile access credential, you will have to authenticate using a second factor (e.g., Face ID) each time you present the iPhone or Apple Watch to a reader terminal. This is a user security preference. Note: Express Mode is enabled by default.

### **Can I use my mobile access credential in Apple Wallet without cellular signal?**

Your LIVE. WORK. DO. mobile access credential in Apple Wallet can be used even if iPhone or Apple Watch does not have network connectivity, as the LIVE. WORK. DO. mobile access credential is stored on your device.

### **Does it cost anything?**

There is no cost to store or use your mobile access credential in Apple Wallet.

### **Is this just for employees?**

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

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

The same way you have always used your plastic card — simply tap the reader with your iPhone or Apple Watch instead of your plastic card.

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

Contact the LIVE. WORK. DO. support Office at [help@liveworkdosupport.com](mailto:help@liveworkdosupport.com).

**How do I delete my mobile access credential from Apple Wallet?**

See page 11 or Apple support [here](#).

VORNADO.  
LIVE. WORK. DO.

