Paxton Connect - Access Control from your Phone

Overview

Paxton Connect Admin allows you to access the key features of your access control system, wherever you are, right from your smart phone or tablet.

Prerequisties

To use the app, the system administrator must first register for Net2Online for the Net2 system, and provide you with any necessary software permission.

See AN1174-US Remote access for Net2 < paxton.info/3450 >

Downloading the app

The app is available on iOS and Android. Click one of the links below, or search for 'Paxton Connect' in your app store to download the app to your device.

GET IT ON Google Play

Download on the App Store

Once installed, use your site name, along with your username and password to login.

Frequently asked questions

How can I change my password?

Your password cannot be changed from the Paxton Connect Admin app. To change your password, use the desktop software, or speak to your system administrator.

What is my site name?

The site name is created by the system administrator when they setup Net2Online. Speak with your system administrator to find out what your site name is.

What is my username?

Your username will be your full name as displayed in your Net2 user record.

Error message – Permissions not valid

To use the Paxton Connect app, you require permission to use the access control software. Speak with your system administrator if unsure.

Error message – Site unavailable

Failure to connect to a site could mean a number of things:

- The access control site has not setup remote access. Speak with your system administrator.
- The access control site is currently not connected to the internet. Speak with your system administrator.
- Your smartphone or tablet is not connected to the internet. Connect to a WiFi or mobile network and try again.

Which devices are supported?

The Paxton Connect app is available on Android and iOS smartphones and tablets.

Android devices must be running Android 7.0 or later.
iOS devices must be running iOS 14 or later.

Net2Online supports the following web browsers:
Safari, Firefox, Edge and Chrome

Net2Online can be run on a web browser via Apple Mac PC's. Net2 Cannot be installed on an Apple Mac, but the Net2Online Web UI can be viewed.

How do I enable biometric login?

The Paxton Connect app allows you to use your phone's native biometric login if you are using one. To enable this feature, go to 'Settings' and tap the 'Biometrics' switch.

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