Paxton Key - Paxton10 Smart credentials - mobile access

Overview

The Paxton Key app allows you to use your smartphone, Apple Watch, or tablet, in place of electronic tokens or traditional keys. To use your device as an access token, you must first be registered onto a Paxton10 system and be assigned a Smart credential - speak to the System Administrator for this.

Once you've been assigned a Smart credential, you will receive an email from support@paxton10portal.com containing instructions and your unique registration code.

Continue reading below or click on the video link below to find out how to register your smart credential.

Download the app

Download the Paxton Key app from the Apple App store or the Google Play store.

Paxton Download on the App Store GET IT ON Google Play

For Paxton10 systems running version earlier than V3.3 you must use the legacy version of the app.

Paxton V1 Download on the App Store GET IT ON Google Play

If you are unable to find the Paxton Key app on the Apple App store or the Google Play store, it is likely that your device isn't supported. If this is the case, contact your system administrator to issue you with an alternative credential.

Device requirements for downloading and using Paxton10 Smart credentials:

- iOS – the app can run on any iPhone running IOS 16 or later.
- Android – the app can run on any device running Android 8.0 (API Level 26) or later with Bluetooth® version 4.1 or later, with chipset support for Bluetooth® Low Energy peripheral mode.

Register the app

A unique 32-digit registration code will be emailed to you from Paxton10, or from the system administrator. Click on the link within the email, or copy and paste the registration code into the app.

The registration code can only be used once.

Using Paxton Key with Apple Watch

Make using your Smart credential even easier by adding it to your Apple Watch.
Once Paxton Key has been downloaded and registered to your iPhone or iPad:

1. Open the Apple Watch app on your iPhone or iPad
2. Select '**My Watch**', then scroll down to '**Available Apps**'.
3. Select '**Install**' next to the Paxton Key app.

Once the Paxton Key app has installed to your Apple Watch, open the app on both your iPhone and Apple Watch to complete the setup.

Using Paxton Key with Wear OS watches*

Make using your Smart credential even easier by adding it to your Wear OS Watch

Once Paxton Key has been downloaded and registered to your phone:

1. Open the Play Store app on your WearOS watch.
2. Tap the magnifying glass and search for Paxton Key
3. Select the Paxton Key app and tap Install

Once the Paxton Key app has been installed to your WearOS watch, open the app on both your Android phone and WearOS watch to complete the setup.

*This feature is only compatible with Paxton Key v2.

Note: For both Apple and Wear OS watches, the watch must be paired with a mobile device of the same operating system that has the Paxton Key app installed to complete the setup.

Using your Smart credential

Once the Paxton Key app has been registered using your unique registration code, simply open the app and present your device to the reader at a door or gate.

Depending on how the system has been configured, you may be required to present your device directly to the reader, touch the reader with your hand or alternatively for car parks and barriers your device may be detected at a longer range, meaning you don't have to exit your vehicle.

Using a Smart credential on multiple sites*

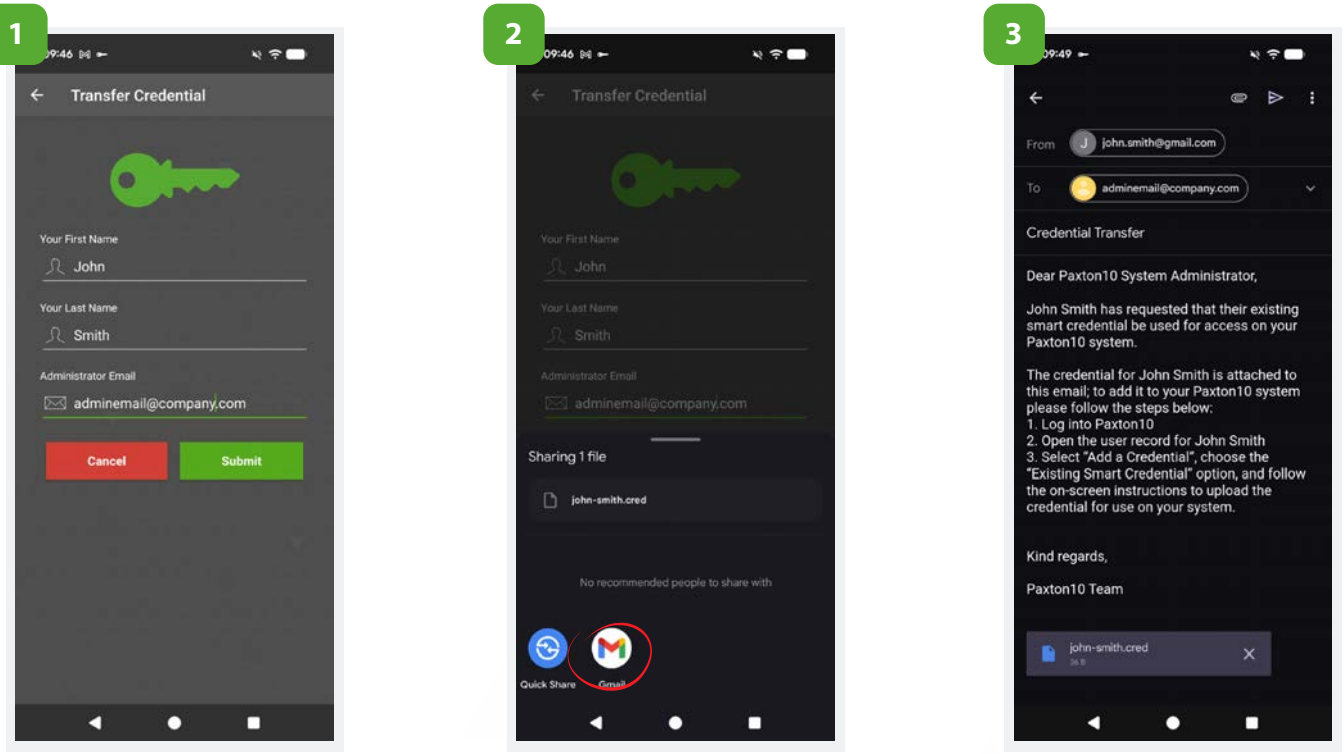
Once you have been issued a Smart credential, it is yours to use wherever you require – much in the same way as being issued with a physical token.

If you want to use your Smart credential on a different Paxton10 site from the one which issued it, then that is no problem. Simply using the "Add credential to new site" link in the options menu.

This allows you to send an email to the Administrator of the new site you wish to be added to, simply enter your name (so they know who it's from) and their email address and Paxton10 will email your credential to the Administrator. They can then use the "**Add a credential**" feature in Paxton10 to add the credential to your user record.

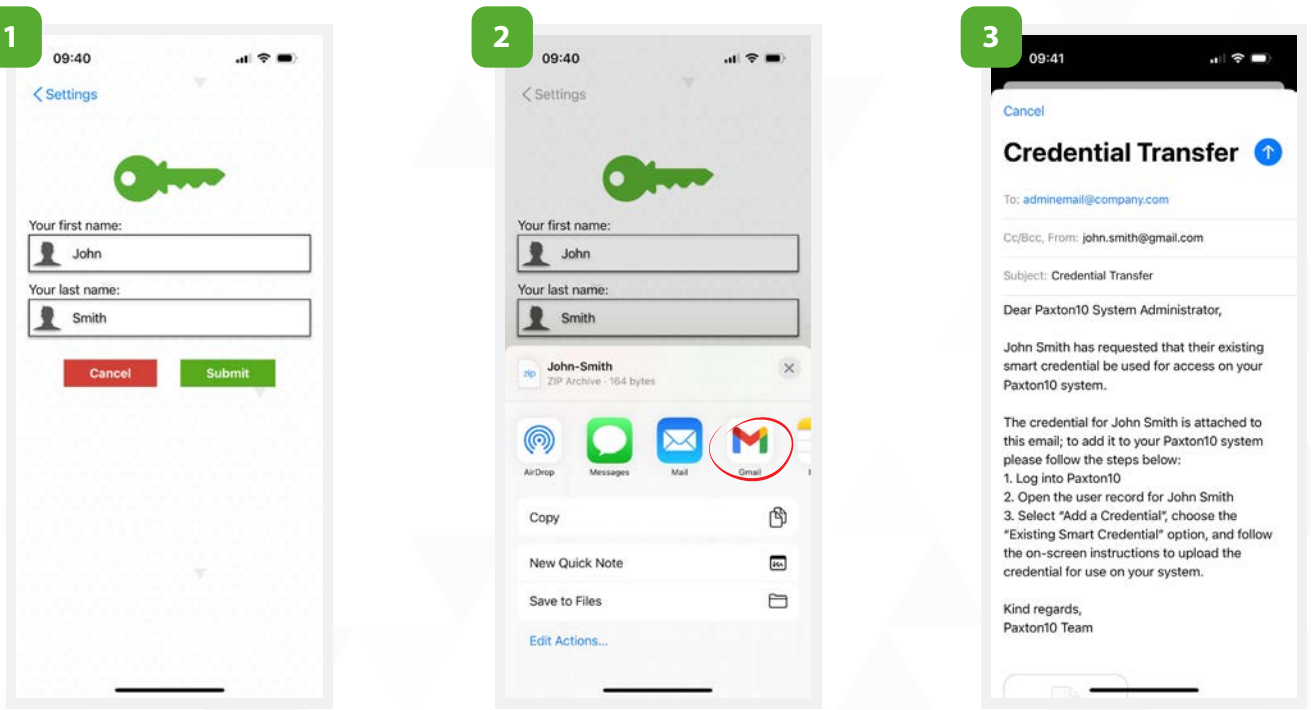
*This feature is only compatible with Paxton key v2 and Paxton10 V3.3 and newer.

For Android



1. Enter your First name / Last name. The Administrator's Email will automatically populate
2. Choose Email provider
3. Press '**Send**'

for iOS

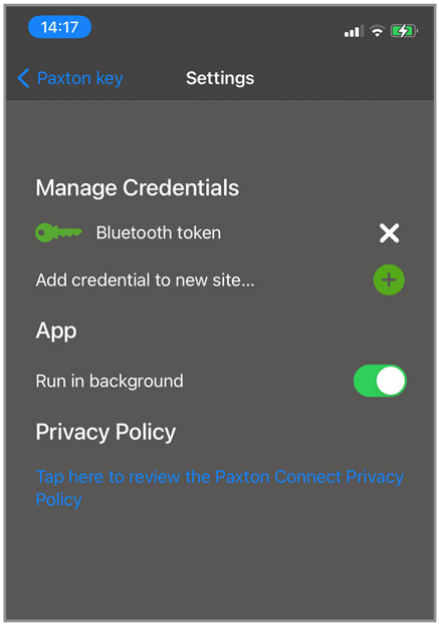


1. Enter your First name / Last name and press '**Submit**'
2. Choose Email provider
3. Choose recipient, enter subject and press '**Send**'

Advanced Functionality - Run in background

'Run in background' mode allows Smart devices to communicate with access points without the need to open the app. Navigate to the settings within the app to enable '**Run in background**'.

Note that battery consumption may be increased while operating in this mode.



On some wearable devices the app must be used in the foreground.

Authentication

The system administrator may enforce extra authentication on some or all access points. When this is the case, you will be prompted to unlock your device prior to the credential being accepted. If a screen lock is not setup on the device, access will be denied.

Troubleshooting Steps

<u>How do I use Paxton Key v2 if I have a credential on Paxton Key v1</u>

If you are using an older version of Paxton Key (from now on referred to as Paxton Key v1) and would like to move to using Paxton Key v2 so as to benefit from the new features, please follow these steps to migrate:

1. Update your Paxton Key v1 app to the latest version; Paxton Key 1.02 (68) or newer
2. Open the menu, by clicking the icon and locate the "Migrate to V2 app" link
3. Click "V2" and follow the on-screen instructions to download and install Paxton Key (v2).
4. When the new app opens, your credential should be pre-loaded for registration and migration.

Note. This process can only work if you have not already been issued a v2 Smart credential. if you have an existing v2 Smart Credential you will need to delete it from the v2 app in order to migrate the one from the v1 app as Paxton Key can only store one Smart Credential per app instance

<u>'Access Denied' message when using a Smart credential at an access point</u>

You may not have permission to use this access point. Speak to the system administrator to gain permission.
If you have been given permission yet are still receiving this message, you may have entered your registration code incorrectly. Delete your credential in the 'Settings' menu of the app by selecting the 'X' icon next to the credential, and then re-enter the registration code.

<u>'Registration Error' message when entering the registration number</u>

Each registration number can only be used to register a single device. Request a new Smart credential from a system administrator to register multiple Smart devices.

'BLE Advertising Not Supported' or 'Your device doesn't support Bluetooth Low Energy' message

Ensure that your device's Bluetooth is turned on. If the message still displays, unfortunately your device may not be supported. Speak to the system administrator to issue you with an alternative credential.

'Click here' link to register the app in email doesn't work

The 'Click here to register' link within the Smart device registration email can only be used when accessing the email from the device with the Paxton Key app already installed.

Paxton Key must be opened at each access point for the Smart credential to be read even though 'run in background' is turned on

'Run in background' functionality can vary for each Smart device. Ensure the app's permissions are set correctly within your device. On iOS devices, enable permission to access Bluetooth by going to the device's 'Settings' and then selecting the app. On Android devices, the location function must be set to 'Allow all the time'. Go to the device's 'Settings' and choose Paxton Key within 'Apps & notifications' to change the permissions.

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