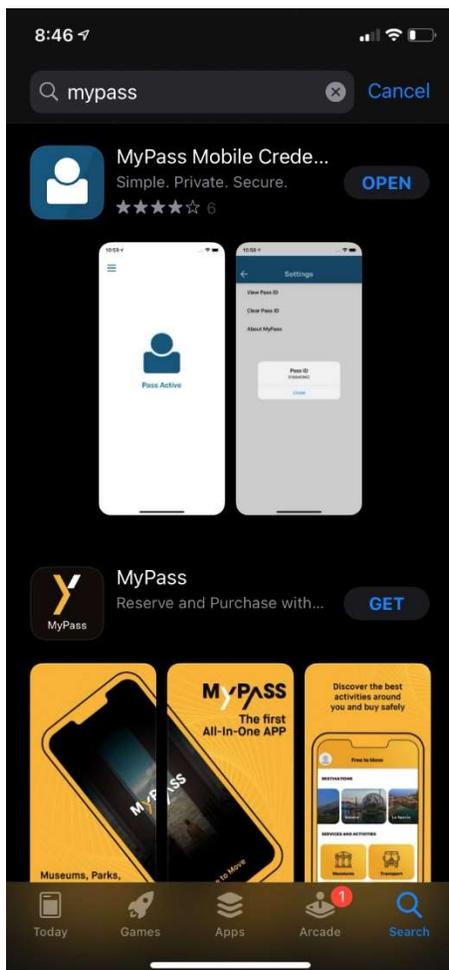


Springdale Electronic Access Mobile Badge Request Procedure

Step 1

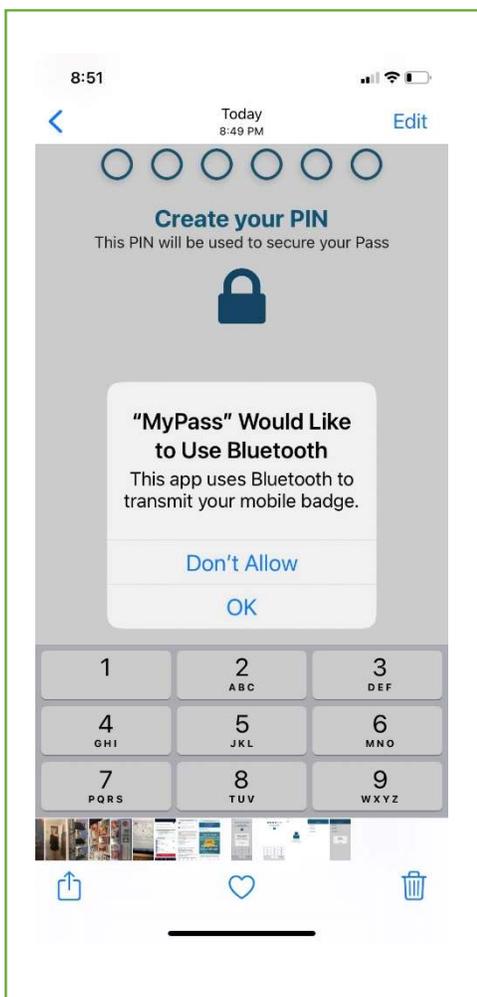
Install the “MyPass Mobile Credential” from your phone’s app store



STEP 2

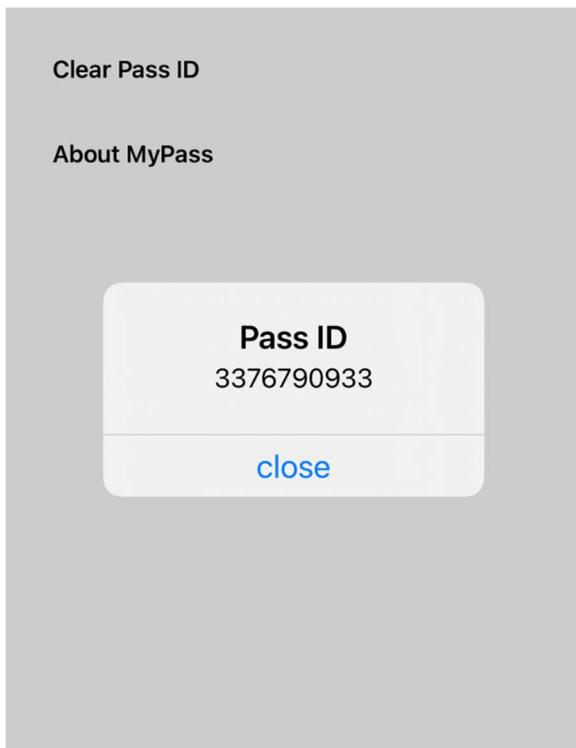
Once Installed, you'll enable the app to use Bluetooth to communicate with the SARC card reader.

Next, enter a PIN that you'll use to open the app anytime you wish to use it to access a SARC card reader.

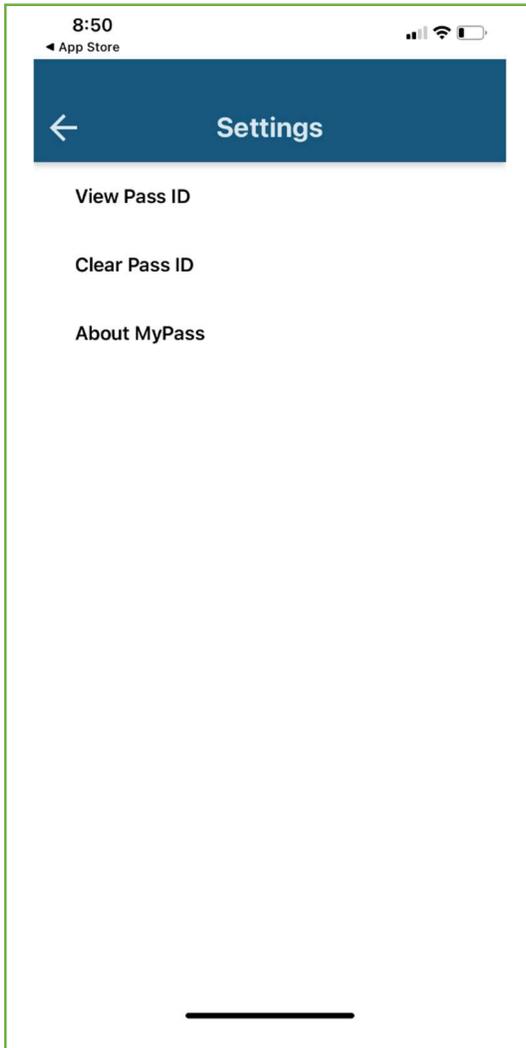


STEP 3

After you create a PIN, the app will present a numeric “Pass ID” which you will provide to SARC so that the mobile credential on your phone can be enabled in the access control system.



To view the Pass ID number, select “View Pass ID” in the Settings area of the app:



Questions and Answers:

Q: Why is SARC migrating away from metal keys?

A: The metal key program is difficult and time-consuming to manage. Despite the expense, mechanical lock and keys lack the functions necessary to maintain a higher level of security for tennis area. Once fully implemented, the electronic solution will allow the tennis gate to be unlocked by using a schedule to accommodate non-member access. The access control system will log who accesses the tennis gate and unlike metal keys, electronic access credentials can be disabled if lost or stolen.

Q: What if I replace my phone or somehow lose the My Pass app?

A: Simply perform this same procedure again and notify SARC of your new Numeric Pass ID which will be updated in the access control system.

Q: What is the read range when using the Mobile Credential?

A: After opening the app and logging in, holding your phone within a few inches of the reader will unlock the gate.

Q: What does the Mobile Credential cost?

A: *There is no cost of the user or SARC to use a Mobile Credential.*

Q: Do I need to open the My Pass app and enter the PIN to use it as a credential?

A: *Yes, iPhones require the user to login to their phone and the My Pass app to use as an access credential. The same may or may not be the case with Android phones as they've not been evaluated.*

Q: Does the app share my information with others?

A: *Installing and using the My Pass app doesn't require any identifiable information. The app was created by WAVELYNX which is an American-based security equipment manufacturing company. Wavelynx's revenue is generated by hardware and the app is intended for use in conjunction with their access control readers. You may obtain more details about the app from your app store and by visiting wavelynxtech.com.*

Q: Who is eligible to receive a Mobile Credential?

A: *The vision is to have the Mobile Credential available for all SARC member family members who own a mobile*

phone. Note that various access privileges can be assigned to restrict certain areas based on date and time.