SYNQ PROX

SynQ Prox Mobile App

User Guide

August 2020

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What is SynQ Prox?

SynQ Prox is an access control solution that allows individuals to access a secured area using an Android or iOS smart device.

Download the App

1. Download SynQ Prox from the Google Play Store for Android devices or the App Store for iOS devices.

Get Started

1. Bluetooth® services must be enabled for the app to function properly. Android also requires Location services to be enabled for proper Bluetooth low energy (BLE) function.

   **Note: SynQ does not track nor store your location data.**

2. Open the app.

3. Click "Get Started" at the bottom of the screen.

4. Enter your email address and the registration code you received via email when your access control administrator created a profile and assigned you a virtual access card.

   If you did not receive a code, select "I need a registration code," enter your email address, and click "Request Code."

   Note: Your access control administrator must create a profile and assign you a virtual access card the Web Portal prior to the request.

   Note: Be sure to check your spam folder if you are unable to find the email.

5. Click "Register."
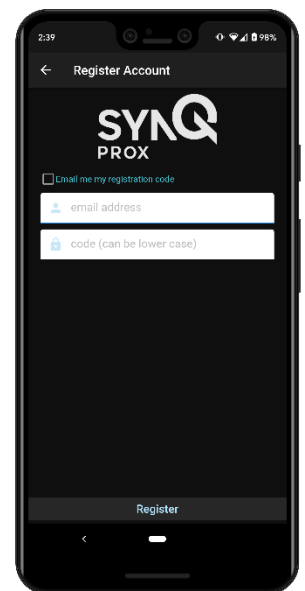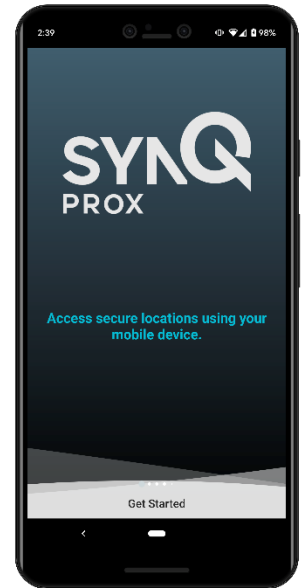
Using the App

1. Upon successful registration, the account screen will show your account(s).

2. The card icon will appear green if your account is valid and your virtual access card is active.

3. Click the three dots to the right of your account to remove the account from the device.

4. Click "Register an account" to add other accounts where you have access.

5. Click the icon in the upper right hand corner to change the theme and access the "About" screen.

6. Select the account where you need to gain access to see the virtual card screen.

7. You will see all of the available access points that are within range. If you do not see your access point or want to refresh the screen, click "Rescan for Access Points" at the bottom of the screen.

8. Click anywhere within the card to submit your virtual credential for access.

9. If a pin is also required for access, click the green keypad icon, enter your pin, and click the green send icon.
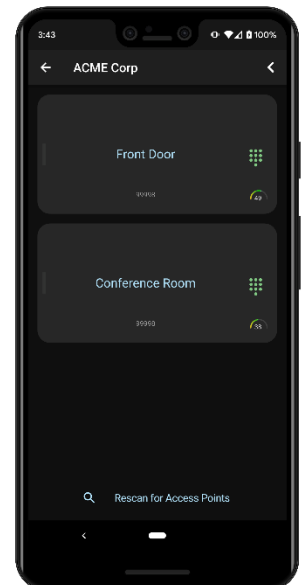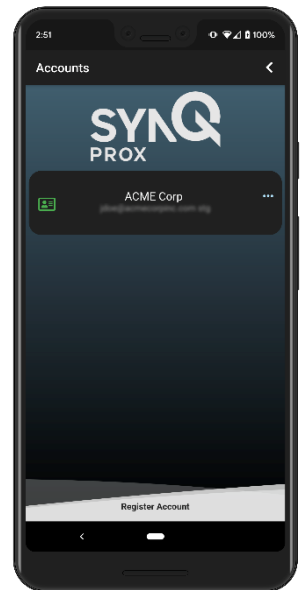
Troubleshooting

Account / Card Issues

1. If your account or card is experiencing problems, a red icon should appear next to the account.

2. Click on the icon to see the Account / Card Details screen.

3. The problem should be highlighted in red. For example:
   a. Card Status: Disabled
      i. This means your card has been disabled in the web portal. Contact your administrator to activate the card.
   b. Card Status: Expired
      i. This means your card has expired. Contact your administrator.
   c. Account: Disabled
      i. This means your account has been disabled in the web portal. Contact your administrator to activate the card.
   d. Authenticated: No
      i. For security purposes, you must re-register your account on your mobile device. If you are unable to re-register the account, check with your system administrator to ensure you still have an account at that location.
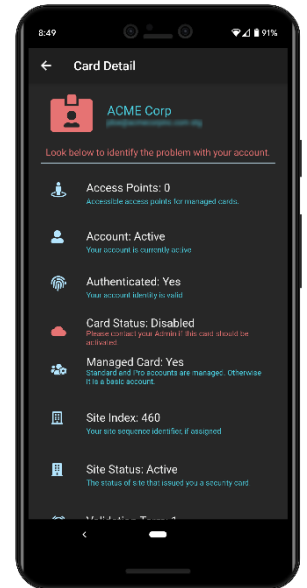
Access Point Issues

1. If you are unable to see access points, try the following steps:
   a. Ensure you are close enough to the access point to be within Bluetooth range.
   b. Click on the green / red icon next to your account to view the account details screen:
      i. Is Managed Card = Yes? If yes, Access Points should reflect the number of access points you have access to. If it doesn't, check with your administrator to ensure you have access to those access points.
      ii. Is Managed Card = No? If no, contact your administrator to ensure access point is online.

Other Issues

1. Are you experiencing other issues? Try the following:
   a. Quitting the app and relaunching.
   b. Removing your account and adding again.
   c. Uninstalling and reinstalling the app. Note: this will remove your account data.