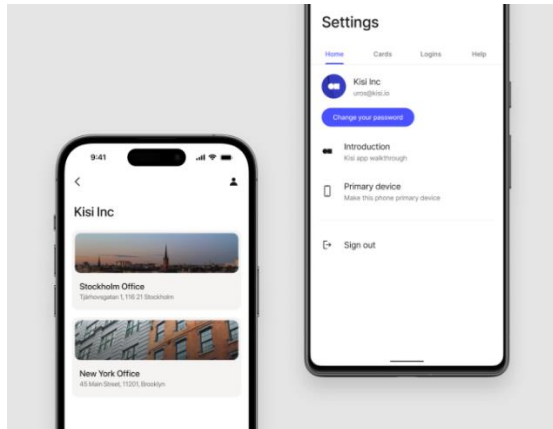


# Use Kisi on mobile

Our Android and iOS applications empower users to conveniently access Kisi-secured spaces using their smartphones, ensuring a seamless and efficient access control experience.



## Prerequisites

### Android

- Kisi organization membership
- The [Kisi Android app](#) installed on your mobile
- Android version 8.0 or later
- NFC enabled (HCE mode)
- [Location services](#) enabled
- In some cases the phone screen must be unlocked

### iOS

- Kisi organization membership
- The [Kisi iOS app](#) installed on your mobile
- iOS version 14.0 or later
- Bluetooth in the Kisi app enabled
- Bluetooth in iPhone settings under the Kisi app enabled
- [Location services](#) enabled

## Step 1: Download the Kisi mobile app

To unlock Kisi-enabled doors using your mobile device, you must have the Kisi mobile app installed. Depending on your mobile operating system, use the following links:

- Download the [Kisi Android app](#)
- Download the [Kisi iOS app](#)

## Step 2: Enable location services

The necessary location permissions are determined by your preferred [mobile unlock methods](#) and any door [restrictions](#) that may be in place. Location permissions are necessary in two scenarios:

1. **To unlock at the reader:** if you prefer to unlock doors by tapping your mobile device to the reader, setting Location to *Always* provides optimal performance. While it may work without it, our testing indicates potential delays.
2. **To unlock doors at locations with additional security policies:** If there isn't any reader installed at the facility, or if you prefer using in-app unlocks, you still might need to enable location permissions. **Some facilities may require you to be physically nearby to unlock doors. In such cases, the app needs access to your location.** If the app doesn't have access to your location, the unlock will be denied. If you have any questions about why location access is needed, please ask the facility's representative.

Depending on your mobile operating system, follow the instructions on the tabs below and set your preferred permissions.

- Android
  - Open your *Settings* app
  - Tap on *Apps*
  - Select Kisi from the list
  - Tap on *Permission*
  - Tap on *Location*
  - Under *Location services for this app*, select your preferred permission
- iOS
  - Open your *Settings* app
  - Go to *Privacy*
  - Select *Location Services*. Verify that the location services switch is **on**.
  - Select the Kisi app
  - Under *Location permission* select your preferred permission

Kisi does not track any location information. The location service only communicates with Kisi when an unlock is being performed, and only to verify the distance from the reported location to the address of the place you are trying to enter.

## Step 3: Get access to your Kisi organization

You received your organization name via an email inviting you to the Kisi app.

## Step 4: Sign in to your Kisi organization

To see the list of doors you've been granted permission to, it's essential that you sign in to your Kisi organization's domain. You have two sign-in options:

- **Automatic sign-in** via the magic link sent to your inbox
- **Manual sign-in** by entering your organization's domain

Select the method that suits you best.

- Automatic sign-in
  1. Open your Kisi mobile app
  2. Tap on *+ Add account*
  3. Enter your email and tap on *Continue*. You will receive an email containing your sign-in link.
  4. Proceed to your inbox and click on the provided link (e.g. 'Dream World Inc (domain: dreamworldinc)')

INFO: Self-requested sign-in links have a 30-minute expiration window. If you're unable to sign in within this timeframe, please request a new link.

- Manual sign-in
  1. Open your Kisi mobile app
  2. Tap on *+ Add account*
  3. Tap on *Manual sign-in*
  4. Enter the domain of the Kisi organization you belong to (e.g., *dreamworldinc*)
  5. Tap on *Continue*
  6. Choose your sign-in method
  - SSO sign-in: enter the credentials for your identity provider (IdP)
  - Classic sign-in: authenticate with your Kisi email and password

INFO: If don't know your organization domain, click on *Don't know your organization's domain?* and enter your email address. You will receive an email containing your sign-in link. Proceed to your inbox and click on the provided link.

## Step 5: Unlock doors with Kisi

### Tap in-app

[Tap in-app](#) allows you to unlock doors from within the Kisi app.

1. Sign in to your Kisi organization, as [described above](#)
2. Navigate to your place
3. Tap on *All doors*
4. Find the door you want to unlock
5. Tap on the blue lock icon

### Kisi mobile app troubleshooting

1. **Check your internet connection:** One of the most common causes of issues with the Kisi app is a poor internet connection. Make sure your device is connected to a stable internet connection.
2. **Update the app:** Make sure that you have the latest version of the Kisi app installed on your device. If you are using an older version of the app, it may be incompatible with your device's operating system or may have bugs that have been fixed in later versions. The easiest way to ensure that your app is in the latest version is to uninstall it and then reinstall it from the [Google Play Store](#) or [App Store](#).
3. **Check your device compatibility:** Ensure that your device is compatible with the Kisi app. The Kisi app is compatible with devices running Android 8.0 or later and iOS 15.0 or later. If your device is not compatible with the app, you may experience issues such as crashes or the app not opening.
4. **Check app permissions:** If you are experiencing issues when trying to unlock doors, make sure that the app has the necessary permissions. On iOS, go to Settings > Kisi > Permissions to view and adjust the app's permissions. On Android, go to Settings > Apps > Kisi > Permissions to view and adjust the app's permissions.
5. **Restart the app and device:** If the Kisi app is not working properly, try restarting the app and your device. This can often resolve minor issues such as freezing or crashing.
6. **Clear app cache and data:** If you are still experiencing issues with the Kisi app, try clearing the app cache and data. This can resolve issues such as the app not loading or slow performance. On iOS, go to Settings > Kisi > Clear Cache. On Android, go to Settings > Apps > Kisi > Storage > Clear Cache.