

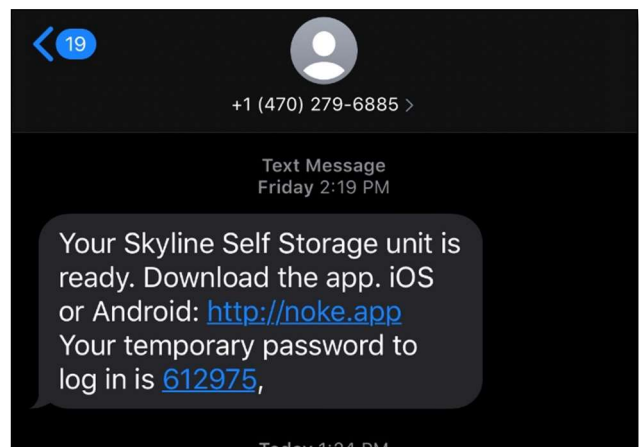


Nokē Smart Entry App Instructions

When setting up a new tenant there are a few simple steps that need to be followed in order to get the customer logged into the app successfully.

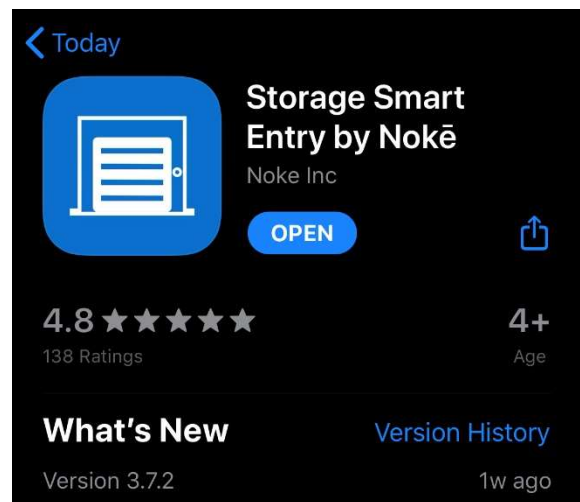
Onboarding tenant

- After adding the tenant into Easy Storage the tenant will get a text message that includes the link to download the app as well as a 6-digit PIN which will be used as a temporary password.



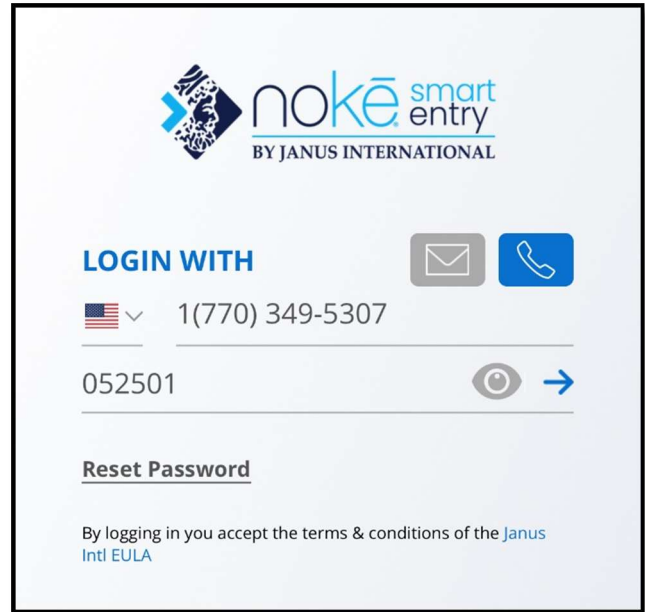
Downloading the App

- You can download the app by clicking on the link in the text message and downloading just like you would any other app. Once the app is downloaded click “open” and it will take you to the login screen.



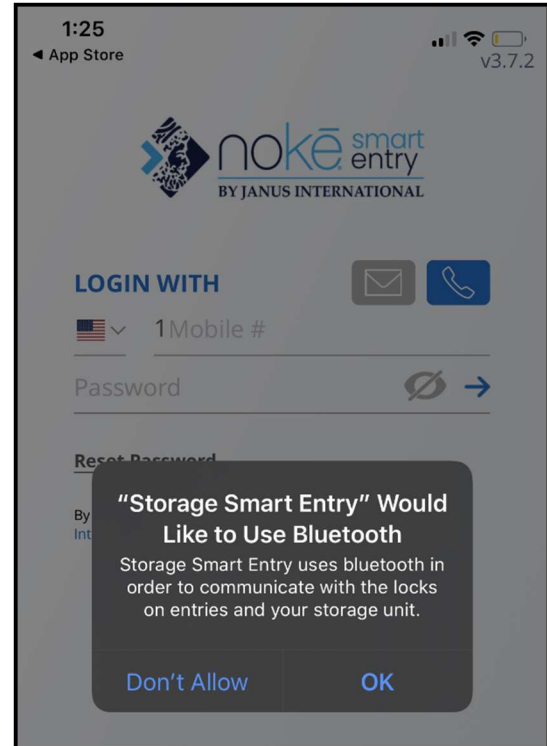
Logging In

- Once the app is downloaded the tenant will login with their cell phone number as their username and the 6-digit PIN number that was included in the text as their temporary password. After logging in, the app will prompt them to create a new password of their own. The password must be at least 8 character long.



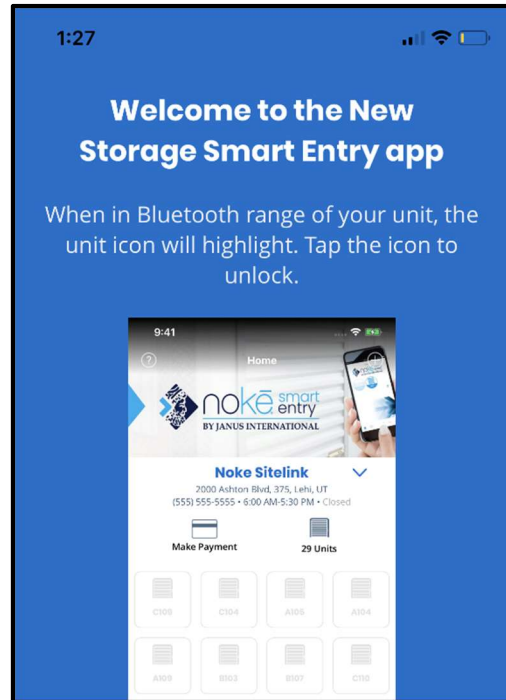
Location Services and Bluetooth

- When logging in the app will ask for permission to access Bluetooth as well as location services. It is extremely important that the user selects "ok" on both prompts. If the user selects "don't allow" the app will not function properly.



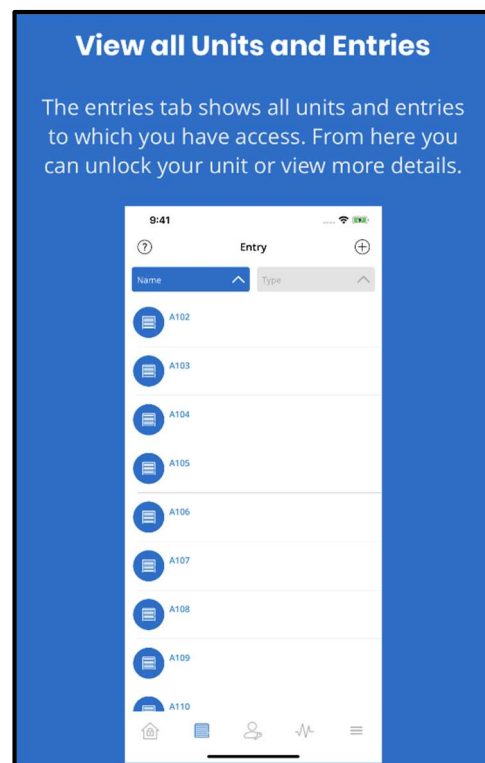
Opening and Unit & Entry

- Walk up to the unit or entry point you are trying to open (this will cause the icon to highlight on your app), once the icon highlights click on it and the door will open.



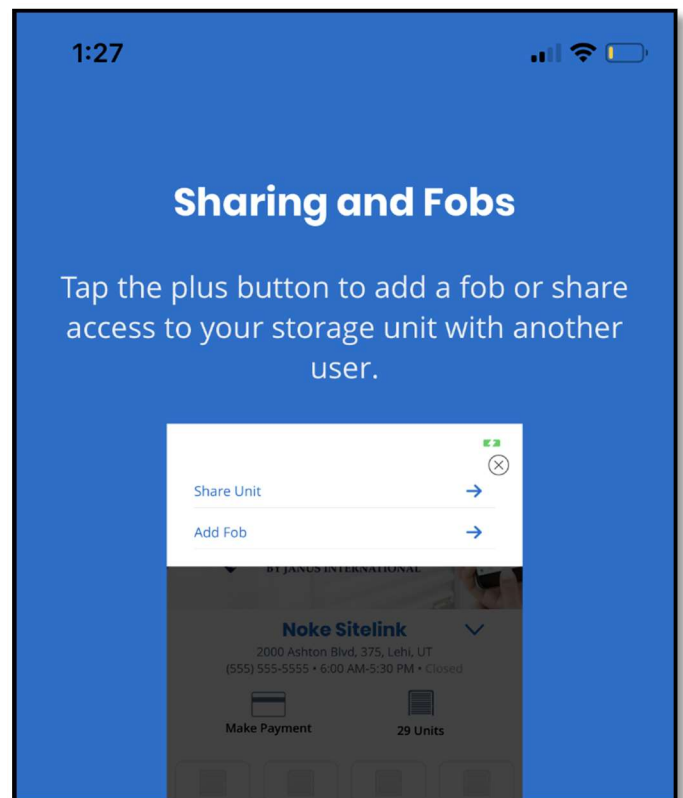
Viewing All Entry Points & Units

- Site Manager/Employee: facility employees can see every unit at the site, so the best option is to go to the entries tab and use the search bar to find the unit or entry point they are looking for.
- Tenant: tenants can only see entry points and their unit; this can also be viewed by going to the entries tab.



Adding a fob & Key Sharing

- After logging in the tenant can choose to share their key or add a fob to their account.
- Sharing a Key: to share a key to a friend or family member the tenant clicks on the plus sign in the top right-hand corner of the app and selects “Share Unit” and then type in the cell phone number of the person they would like to share the key to.
- Adding a Fob: to add a fob to their account they click the plus sign and select “Add Fob” then the app will prompt them to squeeze the fob as well as name it.



In-app Help & Support

- There is an option in the app to see FAQ's as well as an option to contact us for more help. To view this you go to the settings tab (the tab at bottom on the far right side) and then select “Help and Support”.

