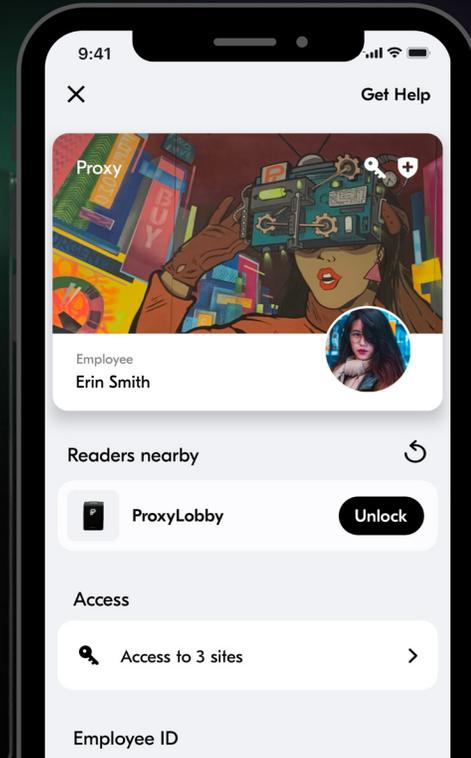
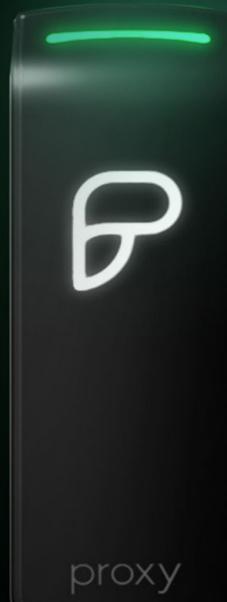




Welcome to Proxy Access

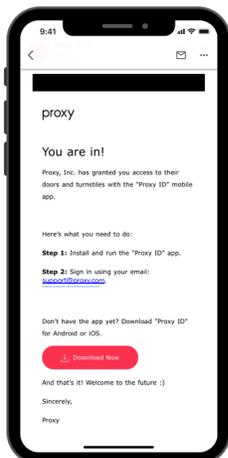
Meet your new access card: your smartphone



Getting Started

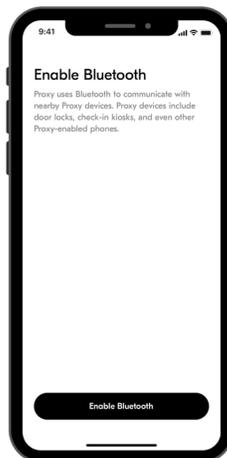
Step 1: Install
Download the latest Proxy ID app from app stores

Also accessible through the onboarding email invitation sent from management.



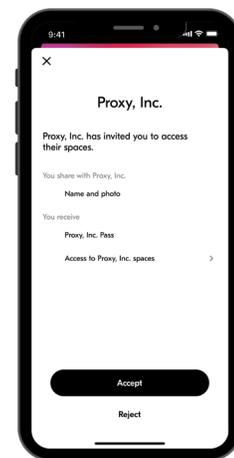
Step 2: Profile Setup
Complete profile and enable Bluetooth, Express Mode & Location Services

Verify email, add name, and upload a profile picture. Enable Bluetooth & Express Mode and turn on Location Services.



Step 3: Accept Org Pass
Accept the invitation to your organization's access pass

From within the app, tap the pending org pass and accept the invitation to the space.



Using Proxy + Troubleshooting



Open Proxy App

Keep the Proxy app open and running in the background. Enable Express Mode from the user menu.



Hold Phone to Reader

You can also tap “Unlock” next to the reader’s name in the app.



Troubleshooting

Use latest version of the app. If you’re still having issues, tap **Get Help** and submit a ticket.

Proxy Usage Tips

Enable Express Mode. If you do not enable Express Mode, you will need to launch the app and manually unlock the reader each use (if the Proxy App has been closed, please allow 20-30 seconds for your tokens to download after opening the app before attempting access).

Enable Auto-reporting. By enabling auto-reporting in your profile settings, your app will automatically send logs when you use Proxy. This gives Proxy historic data to look at if you report a problem.

Turn on Location Services. Proxy does not track your location nor store your location information. Location information is used only to set a geofence around your reader location. When crossing this geofence, it will wake up the app when you arrive at a Proxy-enabled building or workspace. With both enabled, you don’t have to open the app every time you want to use it, and it’s automatically activated when you’re in the building, which saves battery life.

Apple iOS –

Select “Always Allow” when prompted by iOS to use location services in the background to ensure Express Mode continues to work. You will be asked to confirm this a few days after downloading the Proxy app.

If your phone enters low-battery power saving mode, you may need to open Proxy for it to function. If you run out of battery or restart your phone, you will need to open Proxy at least once before it can run in the background again.

Avoid swiping Proxy away in the App Switcher. This closes the Proxy app and it will no longer run in the background. If you accidentally do this, re-open the Proxy app and then return to the home screen.

Android –

You may need to open the Proxy app if your phone enters low-battery power saving mode. If you run out of battery or restart your phone, you will need to open Proxy at least once before it can run in the background again.

Proxy displays a notification when running. You can set the notification to “Silent” however, do not disable or turn off the notification as this will stop the Proxy app from running.

Ensure that the Proxy app is whitelisted and that the battery optimizations do not apply. Some phones restrict the ability of apps to run in the background.

Proxy FAQs

What happens if I don't get the verification code? First, check your spam mailbox. Note that email providers have different settings so it may take a couple of minutes to arrive. If you still have not received an email after 2 minutes, please send a request to your Proxy administrator.

What should I see after I log in? If you have been granted access, you will see your digital access card(s) populate within the app. If you do not see any cards, contact your Proxy administrator.

How do I know if I have access to a door? If you are within the vicinity of the Bluetooth being emitted from the reader (a few feet), the door will appear by swiping down at the top of the app, confirming if you have access.

If I have a physical card, will it continue to work? Your existing physical card will most likely continue to work, but please confirm with your Proxy administrator.

Why is Apple Pay popping up? You can ignore this – you are not being charged. Apple shows Apple Pay anytime an iPhone is near a device with Near Field Communication (NFC), like the Proxy Access readers.

Is Proxy Secure? Yes, Proxy is very secure as it only exchanges encrypted tokens between your phone and the reader. The tokens are one-time use only for that door at that moment. Proxy is SOC-2 compliant and performs regular external security audits.

Will this drain my battery? No, Proxy is enabled via BLE (Bluetooth Low Energy), so you won't see any discernible drain.

If I don't have cellular service, will I still be able to get in? You only need Internet to initially verify your email and accept the org pass invitation in the app. Following that, no Internet service is required to access doors. Bluetooth will always need to be enabled.

Since this uses Bluetooth, will I need to pair to the readers like I do with headphones? No, BLE works differently than classic Bluetooth and does not require pairing.

Will using Proxy interfere with my headphones/ear buds if they are in use? No, using Bluetooth headphones (like being on a phone call or listening to music) will not affect the experience or reliability.

What kind of commitment to data privacy does Proxy have? To learn more about how Proxy protects your privacy, check out our privacy policy at www.proxy.com/privacy. It describes the types of information Proxy needs to work, what is stored, how it gives you control and how it protects your personal data.