

Email Template for Instructions to install Mobile Credentials for Paxton10

Hello Residents',

The following information below is your step by step process for getting mobile credentials to access your Community Pools and Gym.

1. You will receive an email from the following email "Paxton - support@paxton10portal.com".
Be sure to check your spam folder!
2. Download the "Paxton Key" App from the Apple App Store or the Android Play Store.



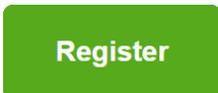
App picture below:



3. Once it's installed go back to email and follow step 2 in email.

Example:

2. Once installed, click here to register the app, or use the registration code below.



Registration code: Example - e002aeda8-d50c-40e7-a892-c72a05070db8

Once you click on register it takes you to the APP and it auto populates your Registration code.

4. This is only good for one registration per user. Cannot be used on multiple devices. For additional users you must contact your Property Manager to get additional users added to the account.

Apple Watches

To set up an Apple watch:

- Complete the process above ensuring the mobile device is able to release doors
- Go to 'Complications' and enable 'Paxton Key'
- On the Apple Watch you must make sure that Bluetooth is enabled in order for the watch to be recognized at the reader
- Initially you may get a message saying 'No credential' on the watch. This is normal as it can take a few minutes for the watch to synch to the system

The app will now run from the Apple watch

For Android Users

Please ensure that automatic updates are engaged on the phone as it will affect the app. Also, here are the steps for removing NFC from an Android phone.

To disable the NFC function on your Android phone, follow these steps:

1. Open the Settings app.
2. Tap on Connections.
3. Tap on More connection settings.
4. Tap on NFC.
5. Toggle the switch off to turn off NFC.