

## Salto JustIN Mobile App Setup

In order for the Residence Office to send an access key to a resident, the resident must have downloaded and registered the JustIN Mobile App on their smartphone.

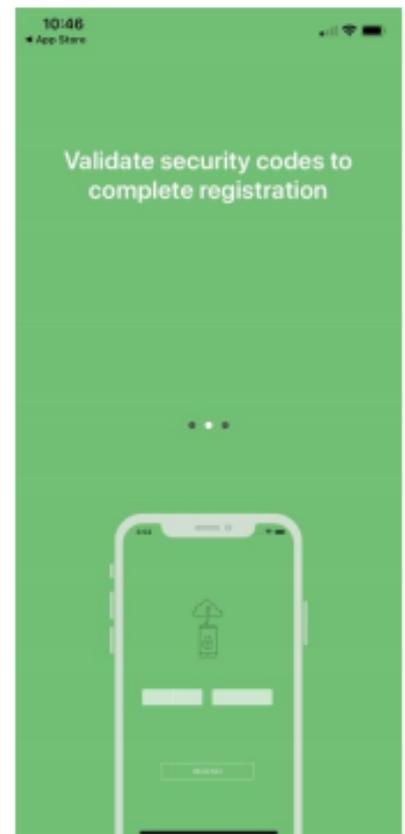
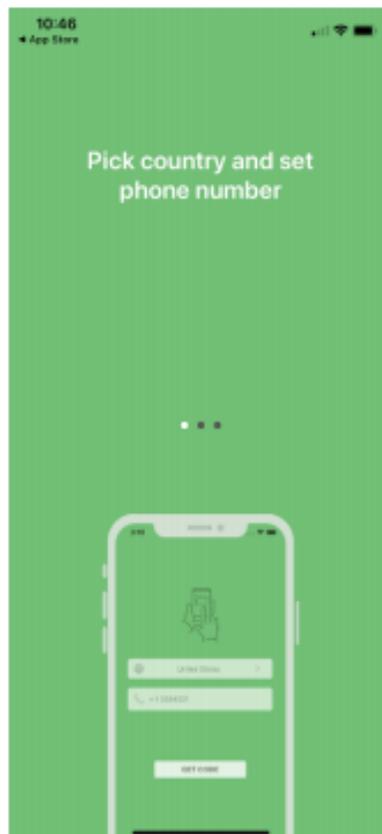
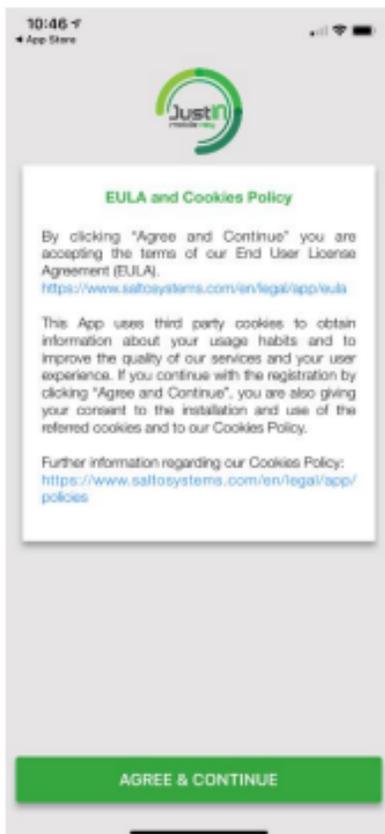
JustIN Mobile - Android

<https://play.google.com/store/apps/details?id=com.saltosystems.justin>

JustIN Mobile - iPhone <https://apps.apple.com/ie/app/justin-mobile/id960998088>

Once you have downloaded the APP you need to register the mobile phone number that you will use to access the accommodation.

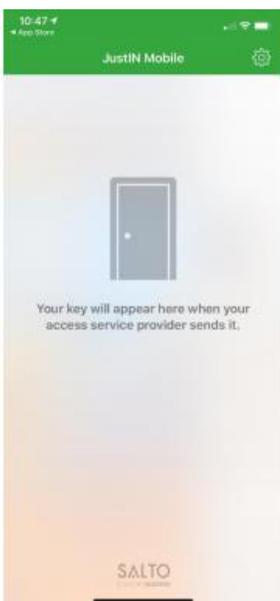
Open the APP and follow the onscreen instruction. Registration takes 1-2 minutes to complete. Please see the attached screen shots below.





Once you have the phone number registered please complete this [online form](#) to advise us that you are set up and your access key will be sent to your phone in advance of check in.

You will receive an onscreen notification for new keys received. You must open the app to see details of any active keys that have been issued.



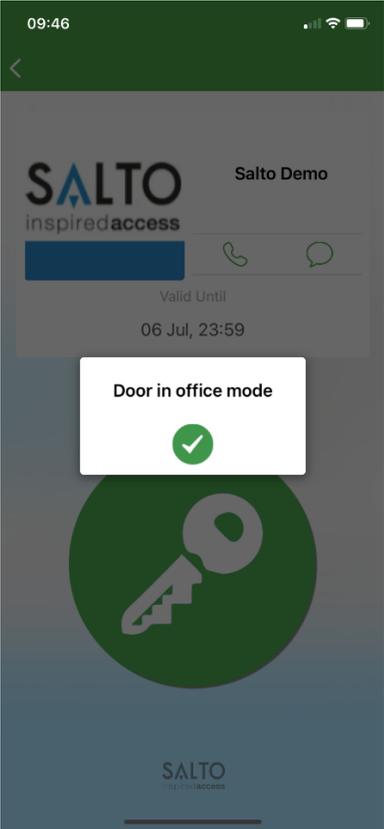
To use the mobile key to unlock a door you must have blue tooth enabled.

Open the App, select the key and then select the green circle and present the phone to the face of the lock reader.

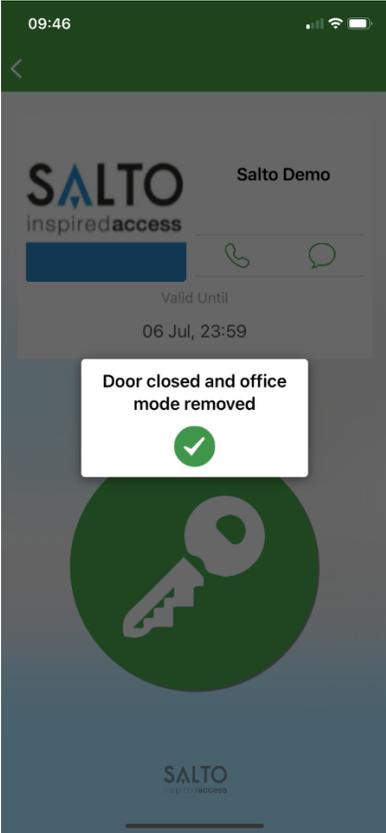
The App includes a short video on how to present the phone to the door.

Hold the phone close to the lock for a couple of seconds until the lock flashes green to show it has received the data.

When unlocking and locking the door the App will display the following message



**Door Unlocked**



**Door Locked**

## Frequently Asked Questions:

### When will I get my key?

Once you download and register the APP you must notify the residence office of the mobile number you would like to use for access using this [online form](#). The key will then be sent to your phone. The key will be programmed for access for your licence period.

**\*Data connection to your smartphone must be enabled to receive your virtual key**

**\*Please ensure you enable push notification on your smartphone.**

### What mobile device settings are required for JustIN Mobile Keyless?

1. Push notifications must be enabled
2. Bluetooth must be on in order to communicate between phone & door lock
3. Airplane mode must be off

### How do I lock or unlock my door using JustIN Mobile?

Open the app, select the key icon and place your smartphone up to the face of the door lock. Bluetooth must be enabled.

### How does it work?

JustIN Mobile employs Bluetooth Low Energy for communication between the smartphone and electronic locks. The mobile key is sent Over the Air from our system to JustIN Mobile app at the registered and verified smartphone. All data transmission and the mobile key itself are encrypted and secured against cloning.

### I don't have a local phone number. Will international phone numbers work?

Yes, any smartphone compatible with JustIN Mobile app will work.

### Do I need internet access?

Internet/Data access is not necessary when you want to gain access to your room, but Bluetooth must be enabled. However, Internet/Data connection is necessary during the initial installation phase and to receive your key on the day of your arrival.

### I was at home for study week and now my key shows "Expired"?

JustIN mobile keys requires a data update every 7 days. Please ensure your data connection is ON or your smartphone is connected to WIFI. To update/refresh the data, open the app and from your key list swipe from top to bottom on your screen.

**I don't have a smartphone. How do I access my room?**

We can provide an RFID key card for users that don't have a suitable smart phone.

**What happens to the digital key once I leave Residences?**

The digital key will automatically expire on the last day of your licence to reside.

**If I get a red light on my door lock, what does that mean?**

Red light indicates the door lock is denying you access. Please ensure you are at the correct door, that you have updated the APP in the last 7 days or contact reception or Security for assistance.

**If I get four red lights on my door lock, what does that mean?**

Four consecutive red lights means that the door lock battery is running low, however it will still operate and open to the authorized guest. Please log this issue on the maintenance portal or alert reception to have the battery replaced.

**I extended my stay. How do I update my key?**

Your digital key will automatically receive updates (if data connection is active) within 10 minutes from our server and will reflect the changes in the app. To manually update your key, you can also swipe from top to bottom on your screen.

**Is it compatible with Apple Watch / Samsung Gear?**

At this time, this option is currently not available.

**Will all mobile devices and smartphones work with JustIn Mobile?**

The following devices are compatible with JustIN mobile:

Requires iOS 8.0 or later. Compatible with iPhone.

Requires Android 4.3 and up. Compatible with Samsung Galaxy, HTC, Sony, LG & more.