

Verkada Pass App

Once email invites have been sent, users will receive an email with the following download links:

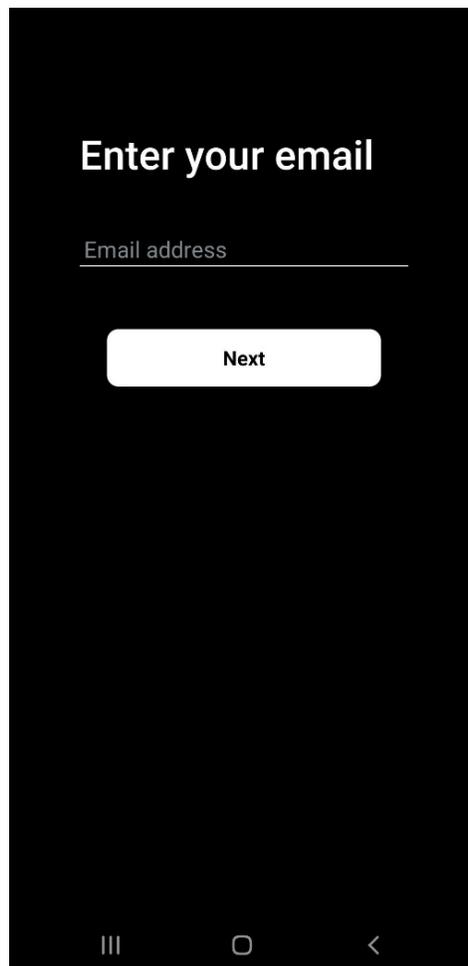
Apple:

<https://apps.apple.com/us/app/verkada-pass/id1477261074>

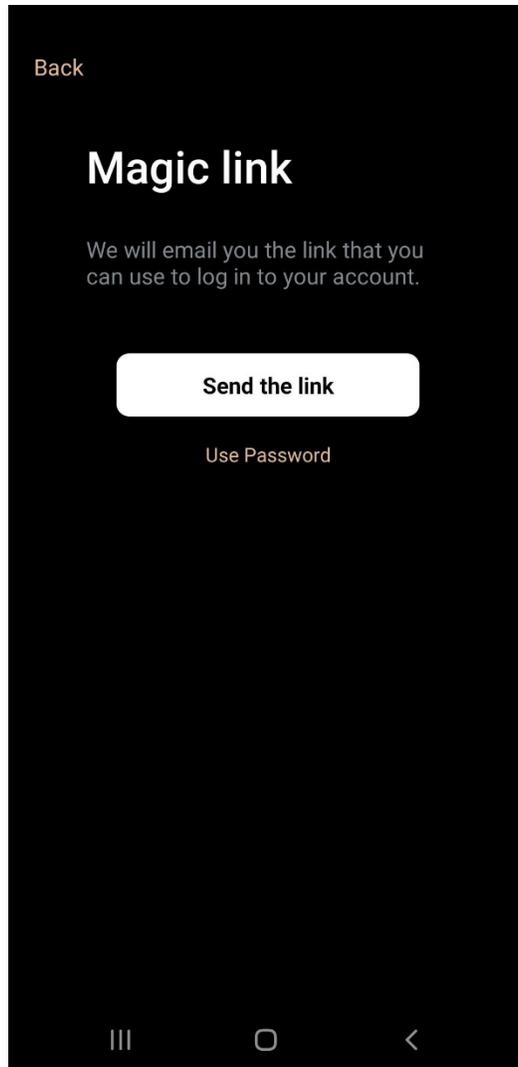
Android:

https://play.google.com/store/apps/details?id=com.verkada.VerkadaPass&hl=en_US

Once the application is downloaded, open the Verkada Pass App. You will be prompted to enter your email.

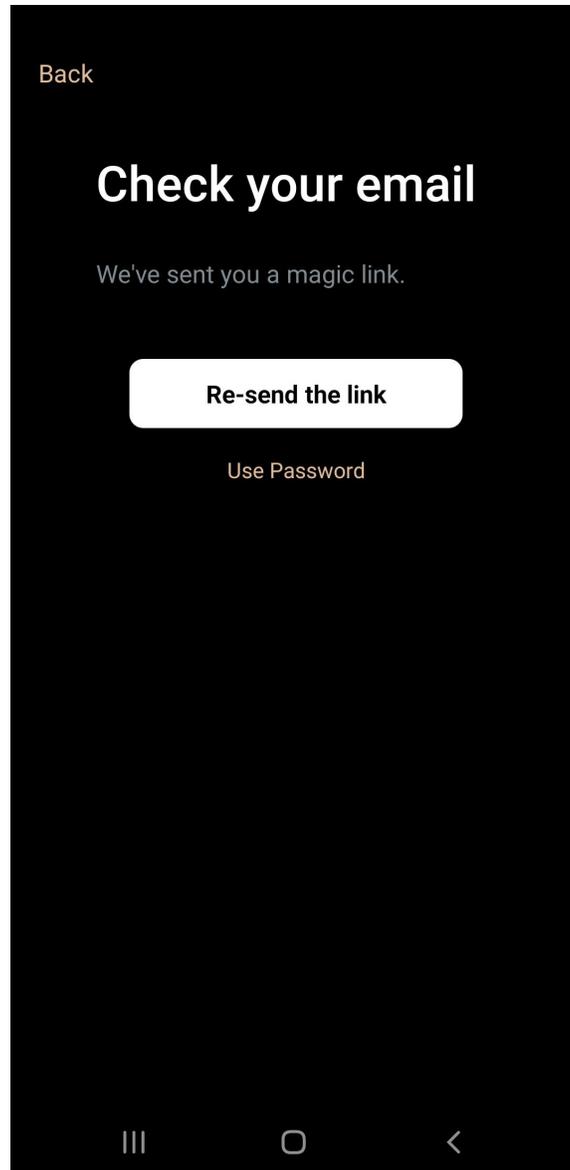


Next you will choose whether you'd like to proceed with a link or a password.



If you select ***Use Password***, you will be asked to enter a password for login.

Opting for the link will send a URL to your email address on file.



After you click the link within your email, it signs you in. It will then prompt you to allow the application to access this device's location. Please see required permissions below.

iOS Permissions

Bluetooth unlock requires the following:

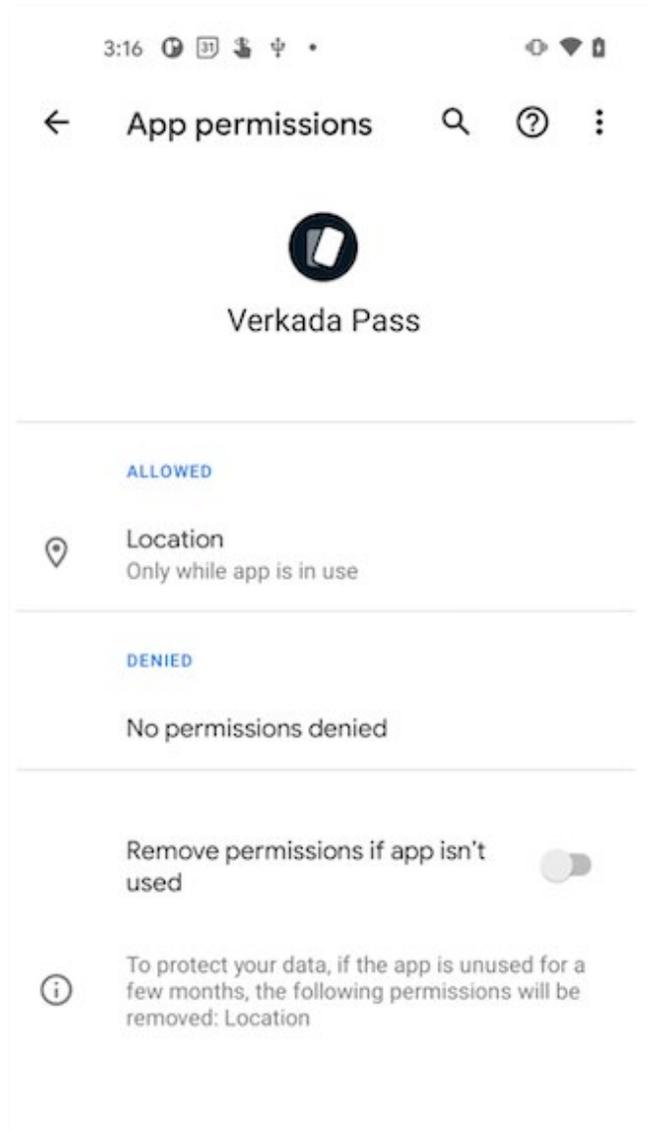
- Location services need to be “always”.
- Bluetooth permissions need to be on.
- Bluetooth needs to be on.



Android Permissions

Verkada Bluetooth Unlock requires the following:

- Location services need to be “Only while app is in use”
- Bluetooth needs to be on.
- Bluetooth needs to be on.



Troubleshooting

If you are experiencing issues with Bluetooth unlock, try the following:

- Verify that organization, site, door, and user settings all have Bluetooth unlock enabled as above
- **iOS**
 - Verify that Verkada Pass has location set to “always-on” and Bluetooth is on
 - Toggle the Bluetooth permission in the Settings app for the Verkada Pass app
- **Android**
 - Android users may need to reboot their phone after the installation to get the Bluetooth to unlock feature initialized
 - Android Bluetooth is a bit slower than iOS Bluetooth, so users may need to get it closer to the reader and keep it there for a few seconds.
 - Disable NFC on that door if you are not using HF cards
- Getting keycard denied events when trying to unlock the door with Bluetooth?
 - The phone's NFC chip is being scanned by the HF antenna on the Verkada Reader. This is probably caused by Apply Pay or Google Pay
 - Are you exclusively using Low-Frequency cards? If so, disable NFC Card Unlock to resolve this issue:

NFC Card Unlock

Users can unlock this door with high frequency access cards



- If you are using High-Frequency cards (Mifare or Desfire), it is recommended that you increase the Unlock Proximity to Near (or set a custom Bluetooth Unlock RSSI value that is less than -35 such as -40 or lower):
- If still not working.
 - Uninstall/reinstall the Verkada Pass app.
 - Reboot your mobile device.
- Contact Verkada Technical Support if you are still experiencing issues

Note: Doors will not log Bluetooth unlock events while the door shows as open.