

Access Control Mobile Credentials

Smarter Access Control supports mobile credentials, enabling customers to use their smartphones to access doors instead of carrying a separate badge or key fob. Using mobile credentials saves time, money, and eliminates the need to manage separate physical credentials, which are easier to misplace or steal. Mobile credentials are exclusively supported by Alarm.com Access Control readers. For more information, see [Alarm.com Access Control Readers](#).

Requirements

- An Alarm.com Access Control account will require the *Mobile Credentials* service plan add-on
 - This initial add-on includes 30 mobile credentials at no cost
 - Customers can purchase 10 additional credentials per additional add-on and up to 2,500 mobile credentials maximum per account
- An Alarm.com Access Control Reader. The following are Alarm.com Access Control Readers:
 - ADC-AC-ET10 Mullion Reader - For more information, see [ADC-AC-ET10 Mullion Reader](#).
 - ADC-AC-ET20 Single Gang Reader - For more information, see [ADC-AC-ET20 Single Gang Reader](#).
 - ADC-AC-ET25 Keypad Reader - For more information, see [ADC-AC-ET25 Keypad Reader](#).
- The Alarm.com Customer app downloaded on the user's device

Note: A Mobile Credential user is not required to have a login or be logged into the Alarm.com Customer app.

Assign a mobile credential

Mobile credentials can be assigned using the Customer app or Customer Website.

Expand all

To assign a mobile credential to a user using the Customer app: ∨

Note: When adding new user credentials, allow 2 minutes after the last user credential change is made for changes to go into effect. When revoking a user's access, the change goes into effect immediately after saving.

1. Log into the Customer app.
2. Tap  .
3. Tap **User Access**.
4. Tap  next to *Access Plans*.
5. Tap **Users**.



6. Add a new user or edit an existing one.
 - To add a new user, tap +.
 - To edit an existing user, tap ⋮ , then tap ✎ .
7. Tap **Add Credential**.

Note: If there are already credentials associated with the user, click +.

8. In *More Options*, tap **Mobile Credential** to set the user's required credentials.
9. Select either an email or SMS text invitation.

Note: If the user does not have a valid email or phone number, follow the steps to add contact information to the user.

10. Select the *Access Plans* the user will be a part of from this page. Alternatively, a user can be added to the desired plan on the *Access Plans* page.
11. Once an invite has been sent, you will see a banner displaying the status of the mobile credential. You can also select **Resend** if needed.
12. For steps on accepting and using a mobile credential invite, see [To accept a mobile credential invitation and begin using your mobile credential](#).

To assign a mobile credential to a user using the Customer Website: ∨

Note: When adding new user credentials, allow 2 minutes after the last user credential change is made for changes to go into effect. When revoking a user's access, the change goes into effect immediately after saving.

1. Log into the Customer Website.
2. Click **User Access**.
3. Click **Users**.
4. Add a new user or edit an existing one.
 - To add a new user, click **Add User**.
 - To edit an existing user, click ⋮ , then click ✎ .
5. Click **Add Credential**.

Note: If there are already credentials associated with the user, click +.

6. Click **Mobile Credential** to start the Mobile Credential invitation process.
7. Select either an email or SMS text invitation.

Note: If the user does not have a valid email or phone number, follow the steps to add contact information to the user.



8. Select the *Access Plans* the user will be a part of from this page. Alternatively, a user can be added to the desired plan on the *Access Plans* page.
9. Once an invite has been sent, you will see a banner displaying the status of the mobile credential. You can also select **Resend** if needed.
10. For steps on accepting and using a mobile credential invite, see [To accept a mobile credential invitation and begin using your mobile credential](#).

Accept a mobile credential invitation and begin using the mobile credential

A mobile credential invitation and Customer app can be used to begin using a mobile credential.

To accept a mobile credential invitation and begin using the mobile credential: ✓

1. When the invitation is received, follow the instructions in the invite to download and install the Alarm.com Customer app.





Mobile Credential Registration



Hi Alice Y, Your business administrator has invited you to enroll in Mobile Credential for ADC Commercial. Once enrolled, your Android or iOS mobile device can be used for access by tapping on the reader.

Please follow these steps to register your mobile device for Mobile Credential.

Step 1: Download Alarm.com (Internal) App:

- From App Store for iOS: [Download iOS App](#)
- From Google Play for Android: [Download Android App](#)

Step 2: Click on the following **invitation link** to access your Mobile Credential. The link expires in 24 hours.

Step 3: Start using your mobile credential!

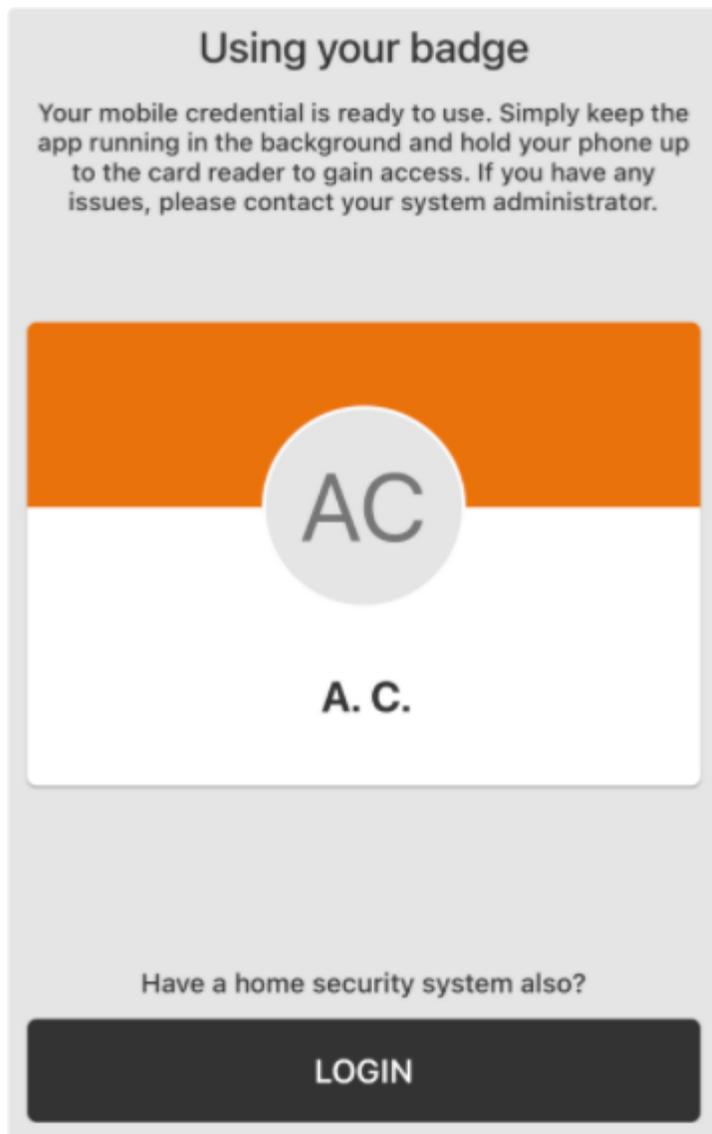
Monday, November 8 2021 12:11 pm

Thank you for using Alarm.com, the next generation security system for your home or business.

powered by  ALARM.COM

2. Once the app is installed and the invite is accepted, a mobile credential screen or a *Wallet* menu (if the user is logged in to a system) will become available.





3. After accepting the mobile credential invitation, allow 2 minutes for access plan processing before attempting to use it on an Access Control door.
4. Refer to the examples below as there may be a minimum distance requirement depending on the operating system used by your mobile device (i.e., Android or iOS):
 - Android NFC:





- iOS Bluetooth:





Frequently asked questions

General Questions



What are mobile credentials? ∨

Mobile credentials enable you to use your mobile device to gain entry to an Access Control door with a supported Alarm.com reader.

How do I use my mobile credentials? ∨

After accepting the mobile credential invitation, your Android or iOS device can be used by tapping it on the reader just like a physical badge. Make sure NFC (for Android devices) or Bluetooth (for iOS devices) is enabled on your device. For more information about iOS devices, see [For iOS](#). For more information about Android devices, see [For Android](#).

When can I start using my mobile credential? ∨

After accepting the mobile credential invitation, allow 2 minutes for access plan processing before attempting to use it with an Access Control door.

Can I use my mobile credential to trigger a double swipe rule? ∨

No. A mobile credential cannot trigger a double swipe rule.

Can I use my mobile credential in place of a badge for a reader with a Badge + Pin requirement? ∨

Yes. A mobile credential can be used in place of a badge for a *Badge + Pin* requirement.

Note: A mobile credential essentially acts as a card, so you will not be able to use a mobile credential in place of a pin code.

What does Unknown Format mean? ∨

Unknown Format can display when attempting to use a mobile credential if the format is not recognized.

The format for Access Control Mobile Credentials should be automatically added when it is added to the service package. However, if the format is deleted or the maximum number of formats has been reached before it has been added to the service package, *Unknown format* will display when attempting to use a mobile credential.

If a mobile credential read results in an *Unknown Format* message, verify *Alarm.com 46-bit* has been added as a format to the account. If it has not been added, add the *Alarm.com 46-bit* format with the facility code ignored. For more information, see [Add an access control card format](#).

Will my mobile credential still work if I delete and reinstall the Alarm.com Customer app? ∨

No. Deleting the Customer app will remove the mobile credential from your phone. If the Customer app gets deleted after a mobile credential has been accepted, the administrator will need to delete the user's mobile credential on the



Customer Website and then resend a new mobile credential invitation.

What happens if I change phones? ▾

If the customer changes phones, their mobile credential will no longer work. The administrator will need to delete the user's mobile credential on the Customer Website and then resend a new mobile credential invitation.

For iOS

Do I need to open the Customer app to use my mobile credential? ▾

No. You do not need to open the Customer app when using your mobile credential. However, the Customer app must be running in the background on your device.

Do I need to unlock the phone to use my mobile credential? ▾

No. You do not need to unlock your phone to use your mobile credential as long as the app is running in the background.

How do I enable Bluetooth? ▾

1. Tap the **Settings** icon.
2. Tap **Privacy**.
3. Tap **Bluetooth**.
4. Tap the toggle switch next to the Customer app to enable Bluetooth.

What version of iOS is needed to support mobile credentials? ▾

Any version of iOS as long as the device supports Bluetooth.

For Android

Do I need to open the Customer app to use my mobile credential? ▾

No. You do not need to open the Customer app to use your mobile credential. Your mobile credential will continue to work even if you close the Customer app.

Do I need to unlock my phone to use my mobile credential? ▾

No. You do not need to unlock your phone to use your mobile credential. However, if you have Secure NFC enabled, you may need the screen to be turned on for your mobile credential to work.



Why am I not able to use my mobile credential when my screen is off? ✓

Certain phone models with Android 10 or higher have a Secure NFC setting which requires the screen to be on for NFC to work.

What version of Android is needed to support mobile credentials? ✓

Any version of Android as long as the device supports either Bluetooth or NFC.

What if my Android phone does not have NFC? ✓

You can still use your mobile credential if your device supports Bluetooth.

