



## Requesting a Brivo Pass

A video called “How to Install and Use the Brivo Mobile Pass App” is available on YouTube, or on [YouTube](#) that show you how to install and use the App.

### Prerequisites:

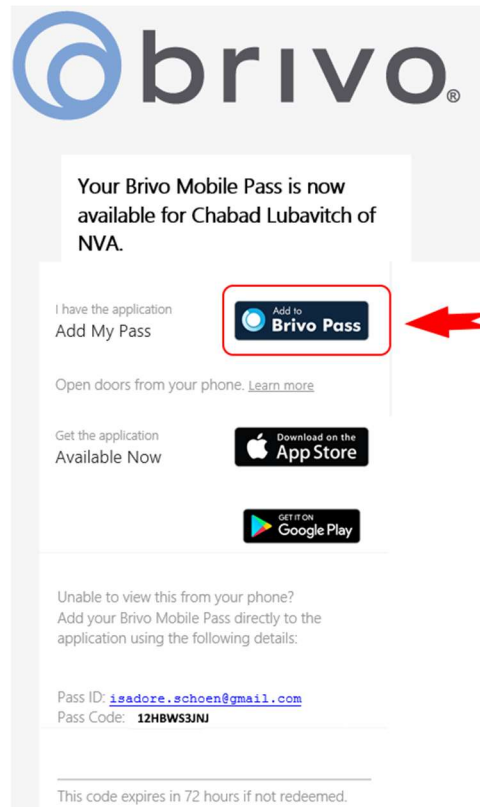
There are a couple of requirements for the Brivo Pass to work properly:

1. You must have an Android or Apple phone.
2. The Brivo App does require permissions such as **Location** in order to function. If you are prompted to allow the App to access Location or other permissions, please permit access. They are required to allow the app to function.
3. The Brivo App uses Bluetooth to communicate with the access control system. Please make sure Bluetooth on the phone is ON.
4. The phone must be configured for a screen lock. The Brivo App supports:
  - PIN
  - FaceID
  - TouchID
  - Fingerprint

The Brivo App uses this to protect the Pass you'll be receiving.

### Request and Download a Pass

5. Please complete the online form at: <https://www.chabadnova.org/brivo>. You will be added to the system by an administrator.
6. Once added, you will receive an email from **brivomobilepass@brivo.com** that looks like this:



7. Open the email on your phone. Click on the link for the app store for your phone to access the app. There is no cost for the app.

If you cannot open the email on your phone you can add the app directly through the app store for your phone; the app is called the **Brivo Mobile Pass** by Brivo Systems LLC.

You can also download the Pass by entering the Pass ID and Code directly in the App; go to **“Requesting and Downloading the Pass Manually”** for this process.

8. Install the Brivo App from the App Store for your phone.
9. Click the **Add to Brivo Pass** button in the email. You may be asked if you want to open in “Brivo Pass”? Click **Open**. The Pass should be installed and Success message displayed. Click **OK**. Click the **Save** button in the top right corner to return to the main screen. Setup is complete.


If you are asked to allow permission to access location information you DO need to allow the requested permissions for the App to function.

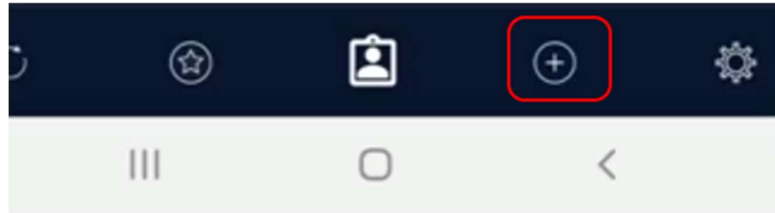
## Requesting and Downloading the Pass Manually

If you cannot click on the links in the email the App and pass can easily be installed:

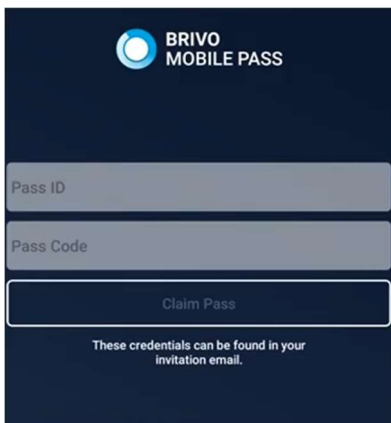
1. Install the Brivo App from the App Store for your phone.



2. Open the App. At the bottom of the App you will see a  button. Click on this button.



3. Enter your Pass ID and your Pass Code as shown at the bottom of the email:

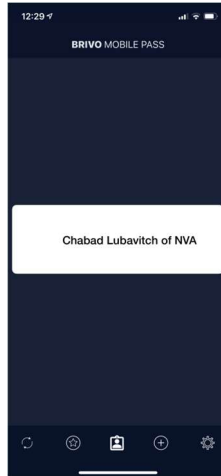


4. The Claim Pass button will be enabled. Click the button. The Pass will be downloaded to the app.
5. Click the **Save** button in the top right corner to return to the main screen. Setup is complete.



## **Using the App**

1. When you are near one of the enabled doors, open the App on the phone:



2. If the phone connects successfully, the button will turn orange:
3. Click the button and the door will unlock.

## **If You Lose Your Phone**

Please let us know immediately so we can revoke your pass!