

3MillID Application FAQ

I've received an email about an application called 3millID, where do I get it?

The 3millID application is available on the Google Play store for Android and the App store for Apple products. The application is not yet available to windows phone users. Activation of the application with a credential is required to operate it.

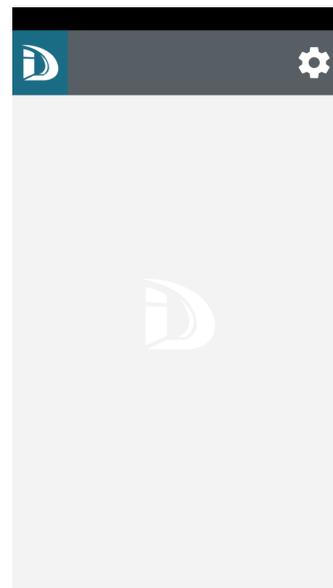
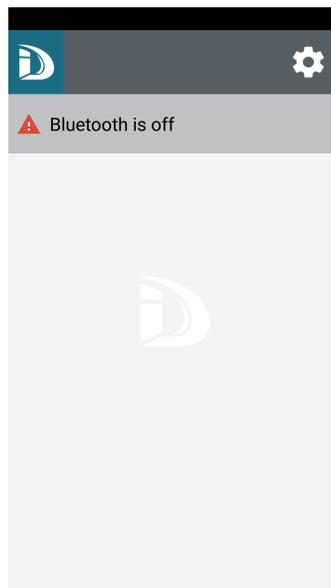
How do I get a credential?

Ask your employer to distribute a credential to your email address. After deploying the credential an email with an activation code will appear from MobileCredentialsPortal. If the email does not arrive check your junk or spam folder for the credential email.

For Android users, copy your activation code from the MobileCredentialsPortal to the clipboard, open the 3millID application and paste the activation code into the second line. Do not attempt to enter any information on the first line.

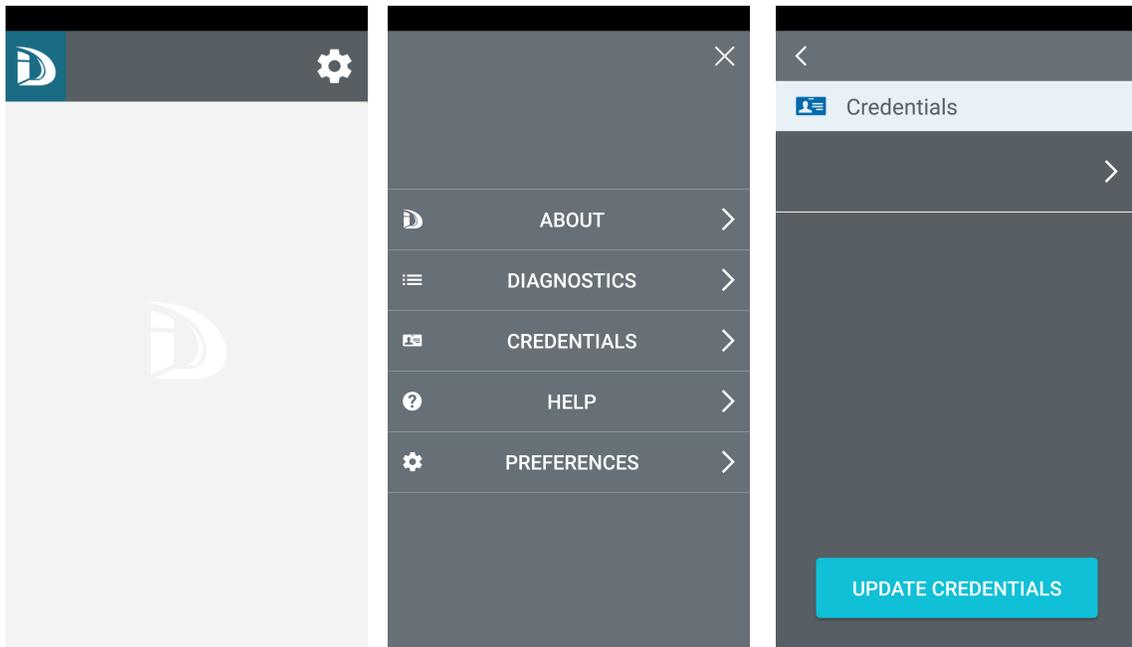
For IOs Apple product users, press the 'Activate my device line' highlighted in blue like a URL link and the phone should automatically input the activation code to the 3millID application. If not follow the steps above for Android users.

The application should now display the door menu as seen below, if any doors are in range, the empty space will be populated with door names. The application will display an error as seen below if the Bluetooth on the device has been turned off in the first image, and on in the second.



They installed new readers, but now I cannot open the doors.

To fix this issue there are a few steps to be taken to reset your device credential with the portal, which will allow a user to update visible doors to their device. To reset the device open the options menu which is the gear icon in the top right side of the application home page. Select the Credentials tab to open up the credentials loaded onto the device, and at the bottom of the menu press the 'Update Credentials' button. The images below are of the home page, menu and credentials tab, respectively.



How do I adjust the Bluetooth range on my phone?

To adjust the Bluetooth range on your device, from the home menu of the 3millID application, open the settings icon represented by a gear in the top right corner of the screen. From the options menu open the 'Preferences' tab which will display a variety of options. At the bottom is a slide bar that determines the signal strength of the Bluetooth signal. The screens are shown below the menu, options, and then the preferences screen on the application.

