access IQ®

Question	Answer
About keys in Apple Wallet	
What is AccessIQ Pass in Apple Wallet?	Now you can add your AccessIQ Pass to Apple Wallet and access your home with only your iPhone and Apple Watch. It's easy, convenient, and private.
How secure are keys in Apple Wallet?	When your AccessIQ Pass is added to Apple Wallet on your iPhone and Apple Watch, it's stored on your device, which means Apple doesn't see the spaces you access or when. Your data is private and secure.
What do I need to get started with keys in Apple Wallet?	An Apple Watch Series 4 Apple Watch Series 5 Apple Watch SE Apple Watch Series 6 Apple Watch Series 7 Apple Watch Series 8 Apple Watch Ultra Apple Watch Ultra 2 iPhone SE (2nd Generation) iPhone SE (3rd Generation) iPhone X_R iPhone X_S iPhone X_S Max iPhone 11 iPhone 11 Pro iPhone 11 Pro Max iPhone 12 mini iPhone 12 iPhone 12 Pro iPhone 12 Pro Max iPhone 13 iPhone 13 Pro iPhone 13 Pro Max iPhone 14 iPhone 14 Plus iPhone 14 Pro iPhone 14 Pro Max iPhone 15 iPhone 15 Plus iPhone 15 Pro iPhone 15 Pro Max running the latest version of iOS or Apple WatchOS. An Apple ID signed into iCloud AccessIQ App The solution used by the Credential Manager to confirm identity and generate secure passwords

I am not able to add or use my AccessIQ Pass to Apple Wallet. What do I do?	Contact the AccessIQ office at 877-EntryIQ or email support@accessiqcare.zendesk.com. Business hours are Monday – Friday 6:30AM to 3:30PM PST. But first, try the below basic troubleshooting steps: • Update to the latest version of iOS, watchOS, or macOS. • Confirm that you have Face ID, Touch ID, or a passcode set on your device. • Make sure that you are in a supported country or region. • Check that your device is eligible. • Check that your Apple ID is signed into iCloud with two-factor authentication turned on. • Check for service outages or connection issues. • Check whether Apple T&C's were accepted when logging into iCloud.
Does it cost anything?	There is no cost to add or use your AccessIQ Pass in Apple Wallet.
Key functionality	
Do I need to unlock my iPhone every time to use my AccessIQ Pass in Apple Wallet?	With Express Mode, you don't need to wake or unlock your iPhone or Apple Watch to use your AccessIQ Pass in Apple Wallet. For more details on Express Mode, see here. Note: Express Mode is enabled by default.
What happens if my iPhone needs to be charged? Can I still use my AccessIQ Pass in Apple Wallet if my iPhone has a dead battery?	If your iPhone needs a charge, your AccessIQ Pass in Apple Wallet will still work. On iPhone XS, XS Max, XR, and more recent devices, Power Reserve provides up to five hours of access after the device's battery needs to be charged, so you can still get inside. See more details here.
Can I use AccessIQ Pass in Apple Wallet without cellular signal?	AccessIQ Pass in Apple Wallet can be used even if iPhone or Apple Watch does not have network connectivity, as the AccessIQ Pass is stored on your device. If you are having difficulty using your AccessIQ Pass to complete a transaction, report any issues to the AccessIQ Office at support@accessiqcare.zendesk.com or call 877-EntryIQ so we can investigate.
What happens to my AccessIQ Pass in Apple Wallet if I lose my iPhone or Apple Watch	If your iPhone or Apple Watch is misplaced or lost, you should use Find My iPhone to suspend or deactivate your AccessIQ Pass in Apple Wallet. Instructions for Lost/Found Apple devices and Find My iPhone are located at https://support.apple.com/en-us/HT201472 Your AccessIQ Pass in Apple Wallet will then be

	reactivated once your device is recovered. You can reactivate a found device that was suspended via iCloud.com.
What functionality is available with AccessIQ Pass in Apple Wallet?	Multi-Family Home: Access to living quarters, common areas, and security gates (if appropriate AccessIQ access points are installed)
What happens if I get a new iPhone or Apple Watch?	You should first remove your pass from your old device in Apple Wallet app. Once your old pass is removed, you can add your pass to the new device by using the AccessIQ App.
How do I remove my AccessIQ Pass from Apple Wallet?	On your iPhone, open Apple Wallet. Select AccessIQ Pass. Tap the More button. Then to delete an AccessIQ Pass, just tap Remove Key. See more details here.
How do I verify my Apple Watch device and WatchOS version?	The Series # for your Apple Watch can be found on the back of the Apple Watch. Note: Series 0 Apple Watch is not eligible for his program. For details about updating your Watch OS, see here.
Where can I learn more about adding my AccessIQ Pass in Apple Wallet?	Refer to Apple's official knowledge base article https://support.apple.com/en-us/119941, and our how-to-provision guide at https://accessiq.com/apple-wallet
Where can I go for questions about my iCloud/Apple ID?	For more details, refer to Apple support for Apple ID and iCloud.
How can I change or recover my Apple ID password?	Details can be found at Apple support here.
What should I do if my iPhone or Apple Watch is lost or stolen?	Use the "Find My" app to suspend or deactivate your AccessIQ Pass in Apple Wallet. See more details here. You can also reactivate your suspended device using "Find My" app or iCloud.com once you find it
On how many devices (iPhone/Apple Watch) can I use my AccessIQ Pass in Apple Wallet?	You can use your AccessIQ Pass on up to 4 iPhones and 3 Apple Watches. They all need to be signed into the same iCloud account and Apple ID.