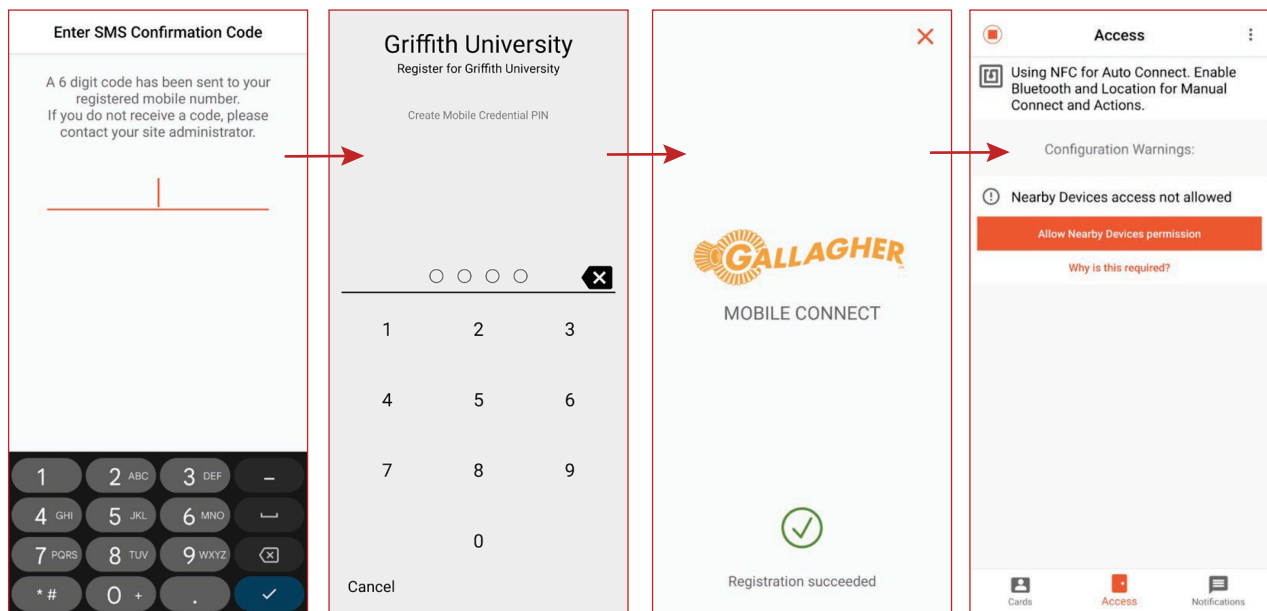# GALLAGHER MOBILE CONNECT APP

Set up

1. You will receive a building access invitation via email. Before accepting the credential within the email, download the Gallagher Mobile Connect app from your phone's app store (Apple or Google Play).
2. Accept the building access invitation by clicking the **Accept Credential** button to link your building access to the mobile app.
3. A six-digit code will be sent via SMS to verify your access.
4. Set a PIN for in app security.
5. Success, your registration is complete!
6. Ensure you allow Bluetooth and location access permission to the app.

Gallagher Mobile Connect Bluetooth settings

You will need to change the Bluetooth settings within the app.

1. Go to settings.
2. Select **Bluetooth Background Access**.
3. Set to desired strength (*No background Bluetooth* means the app must be open to have access granted).

Accessing spaces using the app

1. When you are located at the space you wish to access, simply hold your mobile near the scanner.
2. If you have access to the space the door will unlock.
   The red light (locked) at the access point will change to blue (validating access) to green (door unlock), indicating you can open the door.

FAQs

I haven't received the building access invitation to my personal email address. The building access invitation will only be sent to Griffith University email accounts, it will not be sent to a private email account.

There are no cards listed in the Gallagher Mobile Connect app card tab. There should be no access cards appearing in the card tab.

My access is all setup but I cannot get into the study safe area.
This may be because you are trying to get into a door that you do not have access to. Study Safe access grants you access to:

- Gold Coast
  - G10 2.02 (Main entry)
  - G11 2.50/3 (Accessible internally via G10)
- Nathan
  - N53 1.35 (Front entry)
  - N53 1.18 (Rear entry)
  - N53 1.60 (Bridge rear entry)
- Mount Gravatt
  - M09 1.101/1 (Foyer Auto Slider)

The mobile app isn't working on my phone.
Contact the Card Access Team at Card-access@griffith.edu.au.

'Invitation not found' message is appearing in app when setting up. This message will appear when:

- The invitation has already been accepted. In this case please force close the app and reopen. If the message is still showing, please contact the Card Access Team at Card-access@griffith.edu.au.
- Or, the invitation has expired as 7 days has passed since it was sent out. If this is the case, a new invitation will need to be issued. Please contact the Card Access Team at Card-access@griffith.edu.au.