

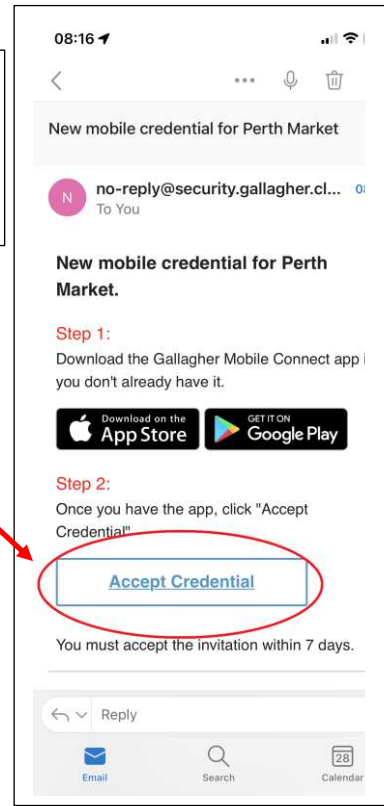
MOBILE CREDENTIALS REGISTRATION (Email on Mobile Device)



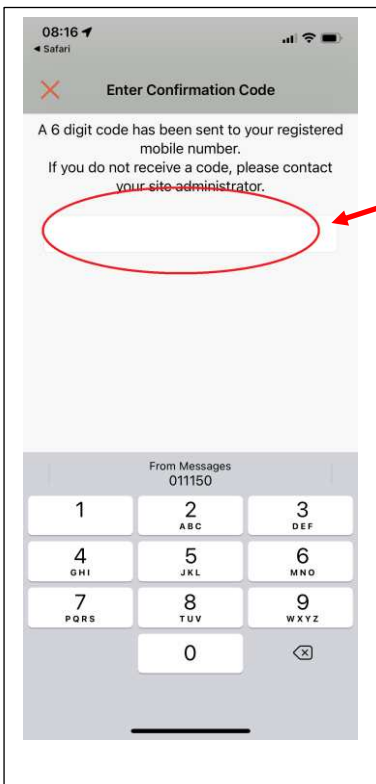
Download the 'Gallagher Mobile Connect' App on your mobile device



1
You will receive an email from
no-reply@security.gallagher.cloud

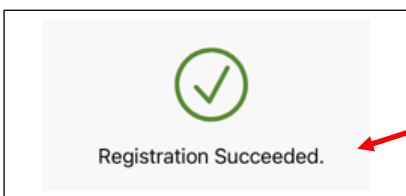
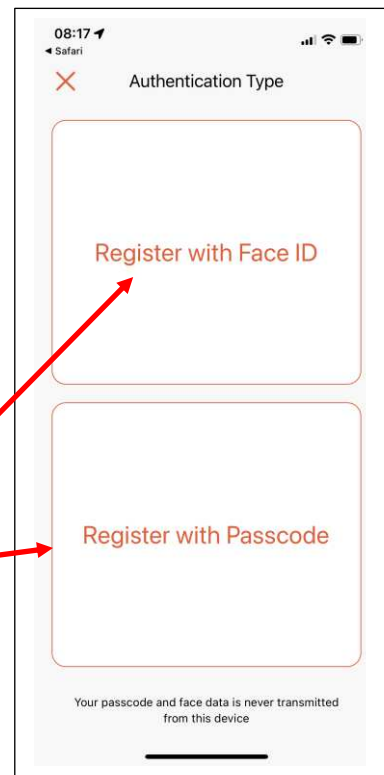


2
Open the email and select
'Accept Credential'



3
You will receive an SMS to verify your details are correct.
Enter the 6 digit code into the box

4
Select how you would like to register and log in.

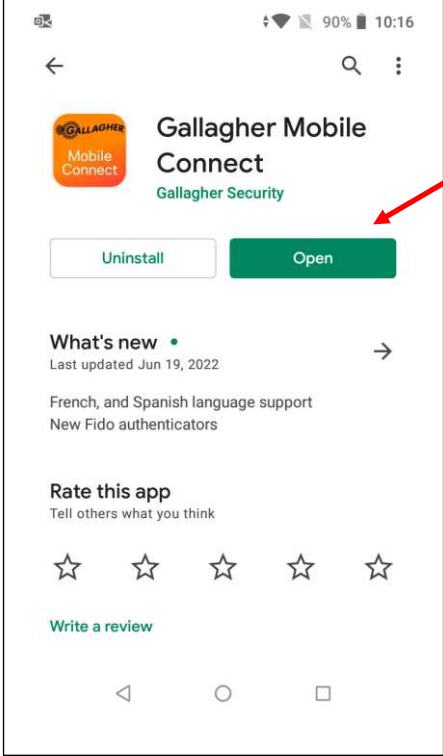


5
You have successfully completed the registration and are ready to use your Mobile Credentials to access site.

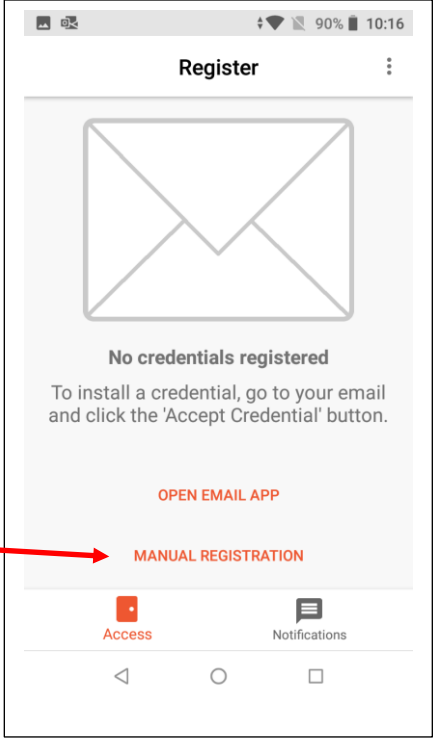
MANUAL REGISTRATION (No email on Mobile Device)



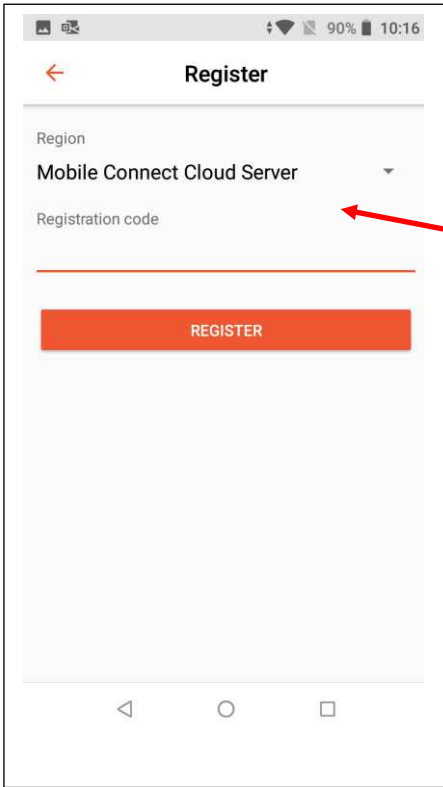
1.
You will receive an email from **no-reply@security.gallagher.cloud**



2
Download and Open the 'Gallagher Mobile Connect' App for your device



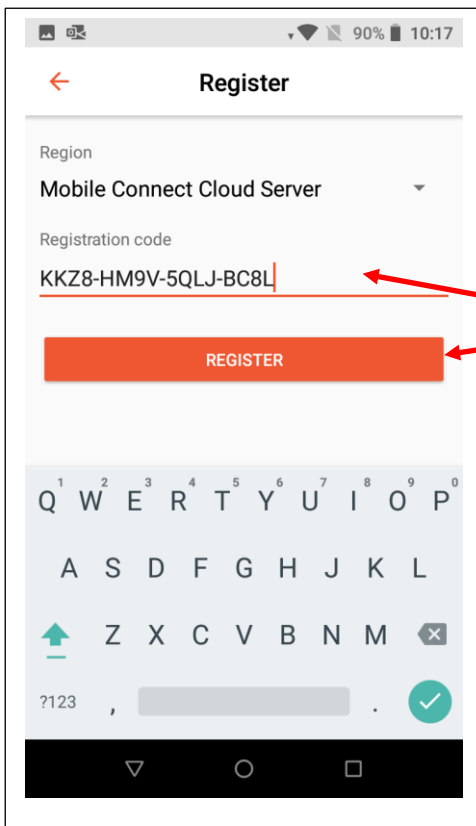
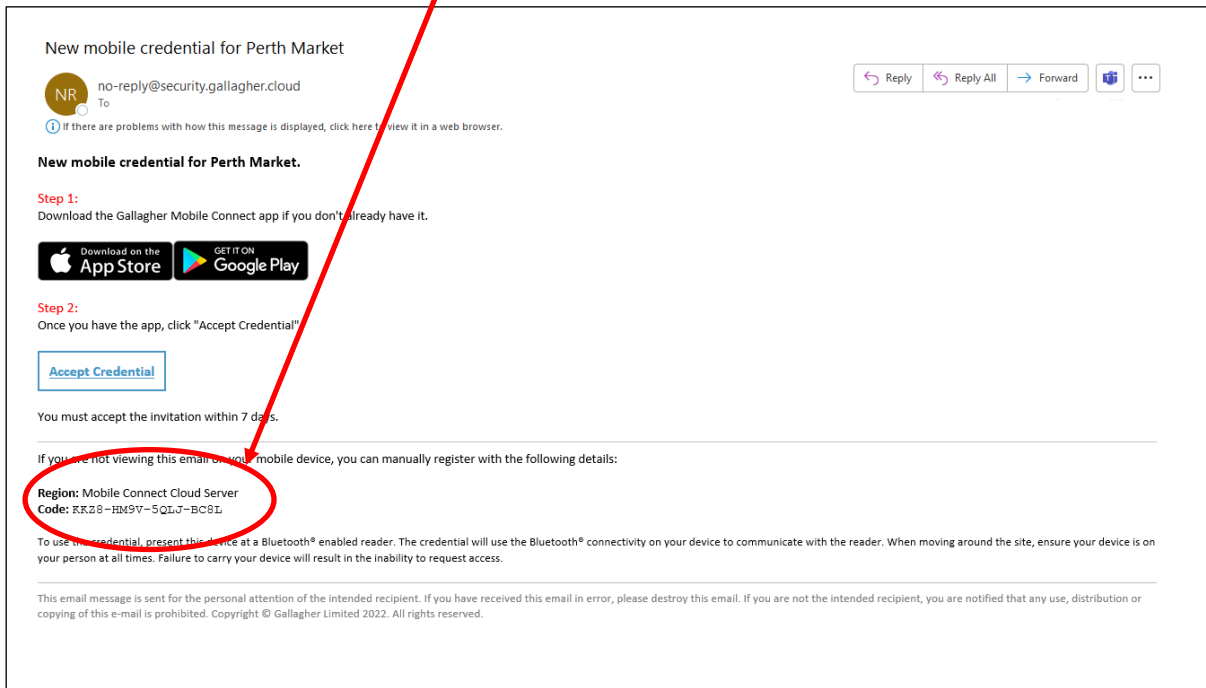
3
Select 'Manual Registration'



4
The Registration page will open.

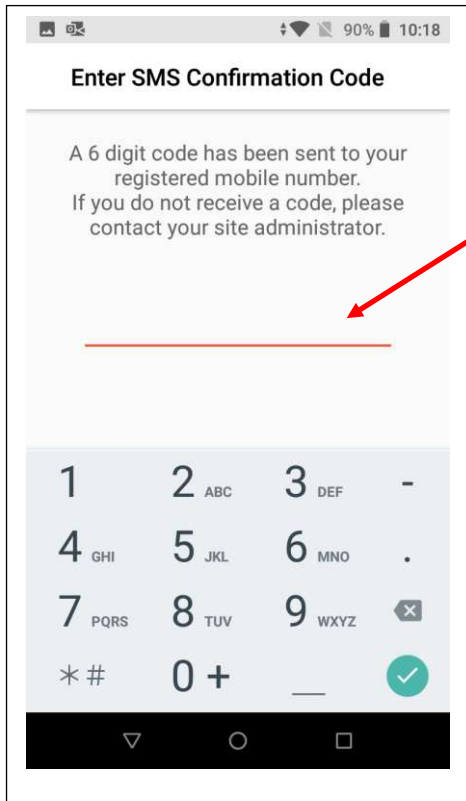
5

Open your email and go to the bottom section and note the code.



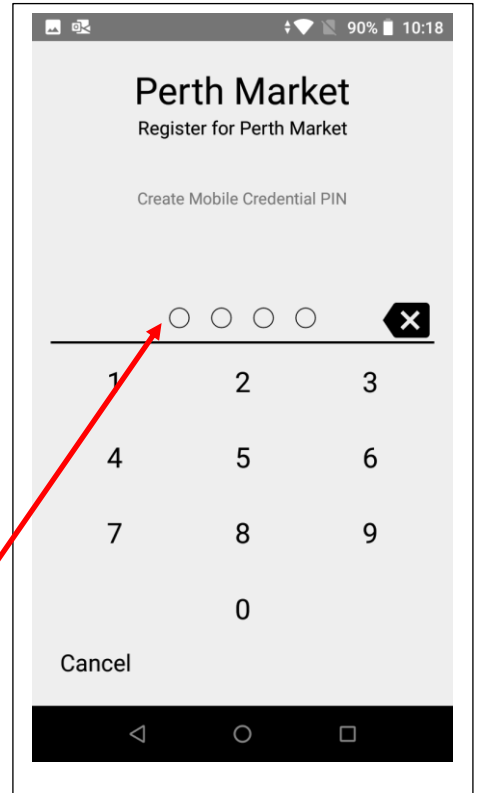
6

Enter the Code into your device and select 'REGISTER'

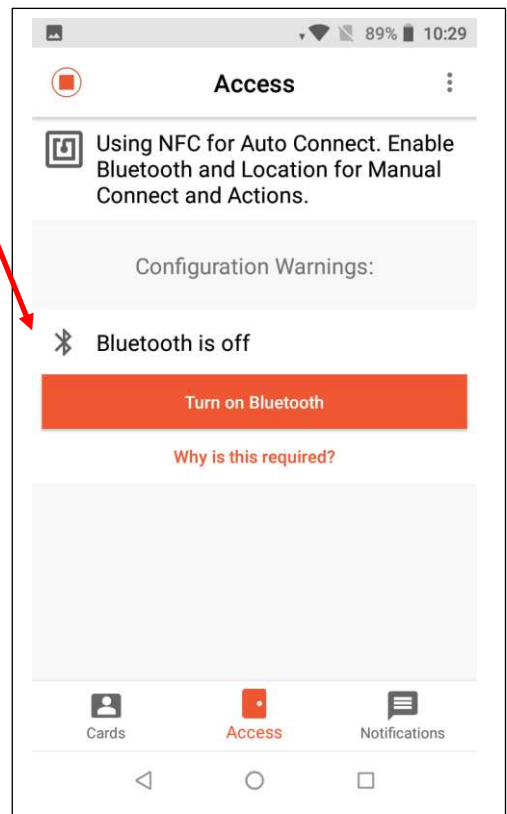
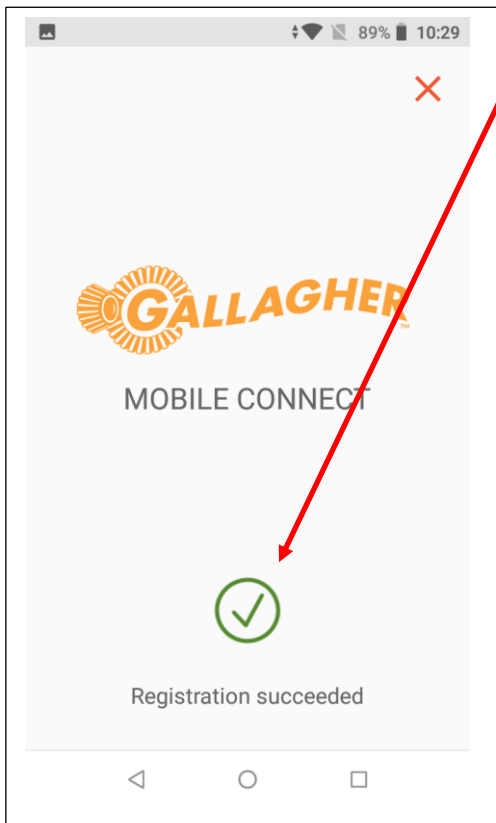


7
Enter the 6 digit code sent to your mobile number recorded on the PMG Access Control system by SMS.

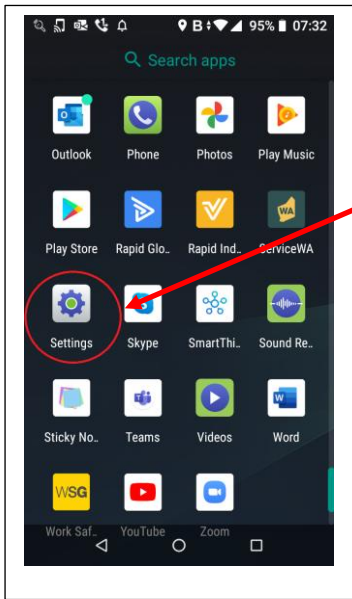
8
You will be asked to create a PIN.
Create your PIN and confirm the number



9
You have completed the Manual Registration and are ready to use your device. Follow any On Screen prompts and instructions (or follow the guide relating to your device below)

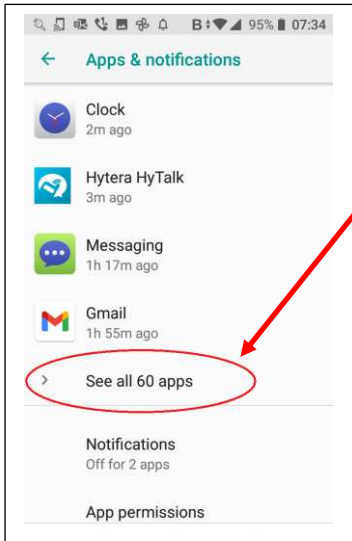
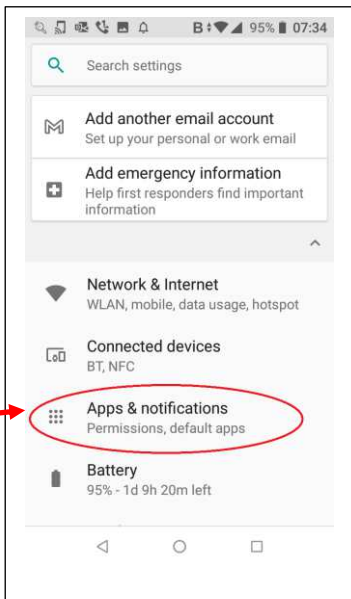


ANDROID – DEVICE SETTINGS



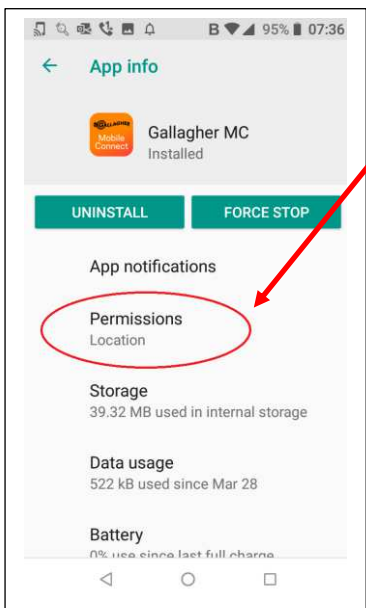
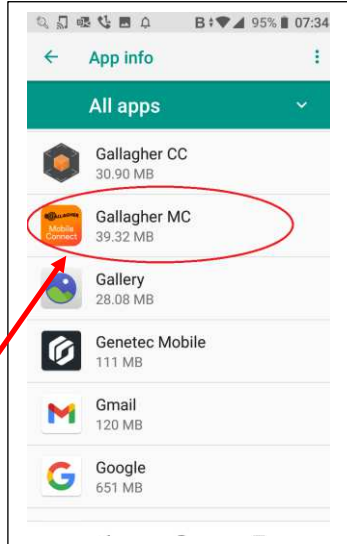
1
Click on 'Settings'

2
Select 'Apps & Notifications'



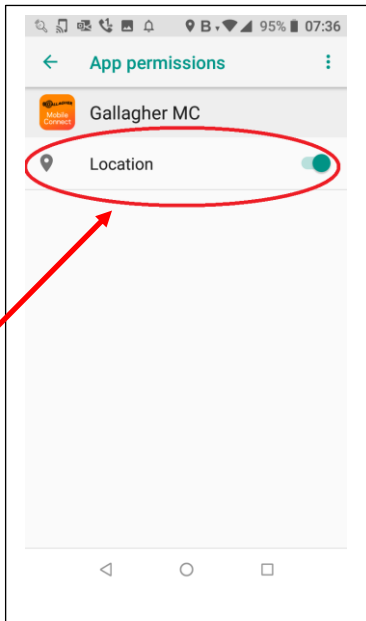
3
If the Gallagher App does not appear in this screen, select 'See all Apps'

4
Select 'Gallagher MC'

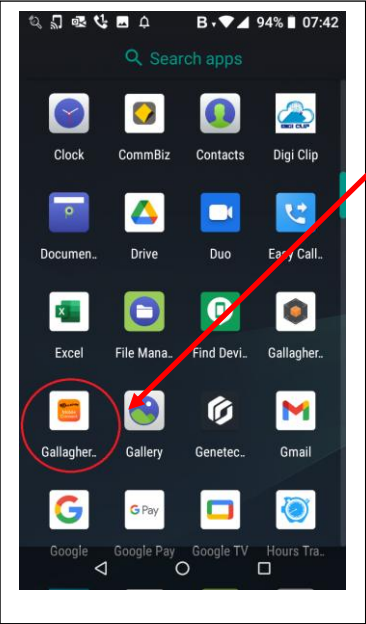


5
Click on 'Permissions'

6
Ensure Location is 'ON'

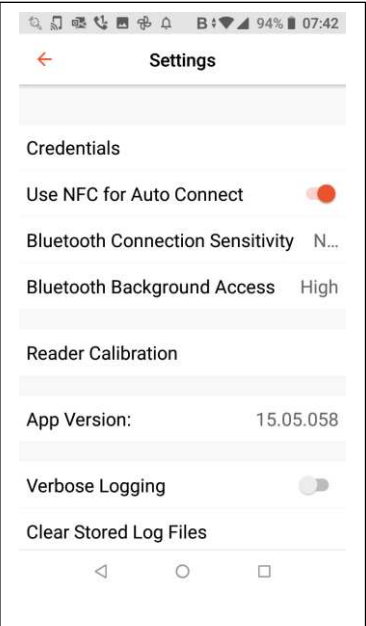
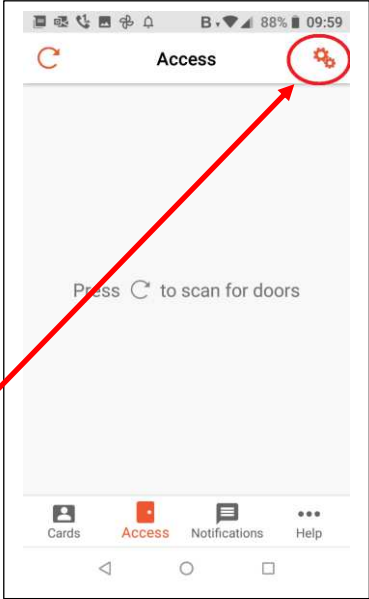


ANDROID – APP SETTINGS



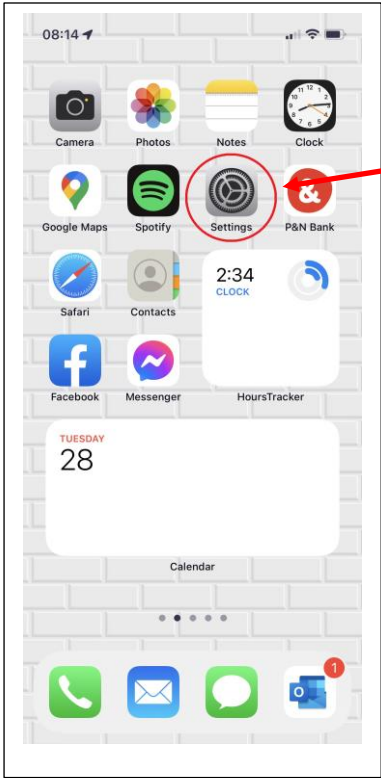
1
Open the 'Gallagher MC' App

2
Click on the 'Settings' icon

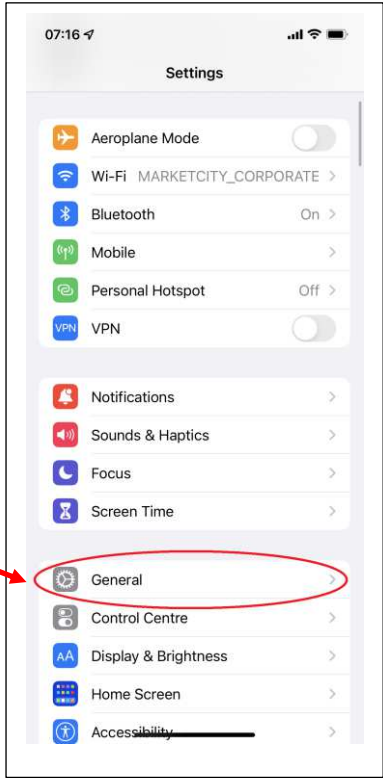


3
ENSURE THE FOLLOWING:-
NFC is '**ON**'
Bluetooth Connection is '**NORMAL**'
Background Access is '**HIGH**'

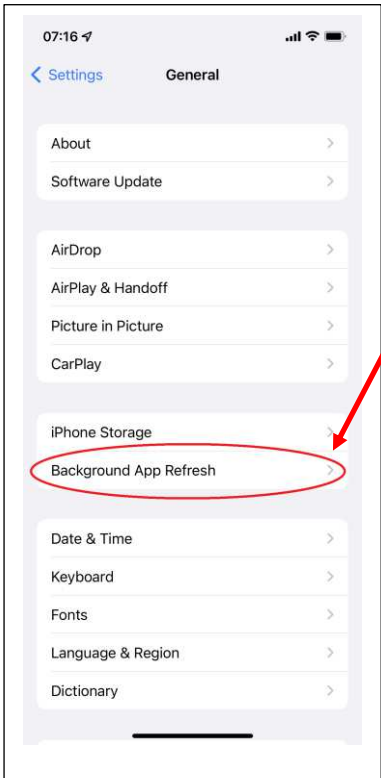
iOS – BACKGROUND APP REFRESH



1
Select 'SETTINGS'

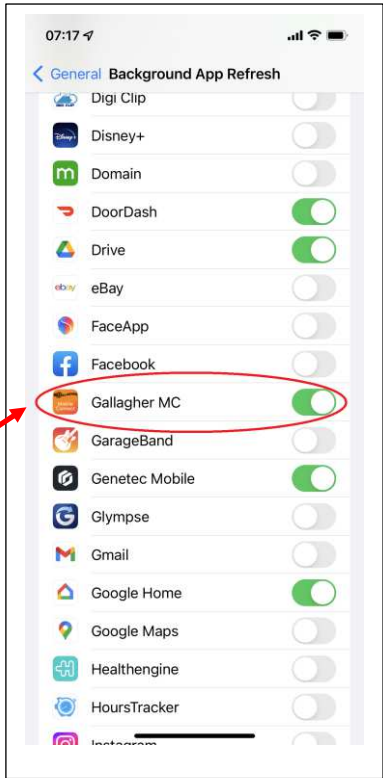


2
Select 'GENERAL'

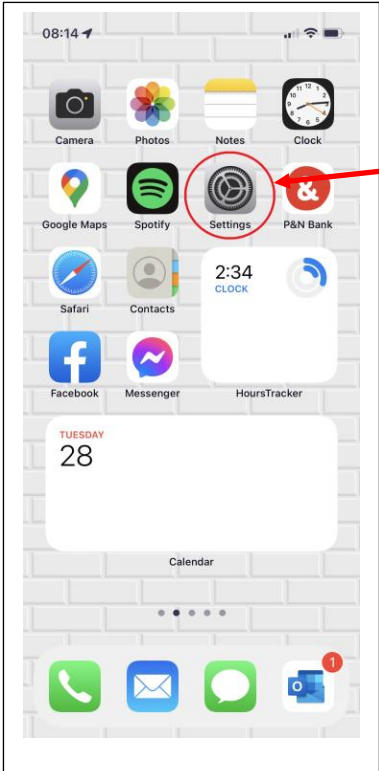


3
Select 'Background App Refresh'

4
Ensure this is turned 'ON'

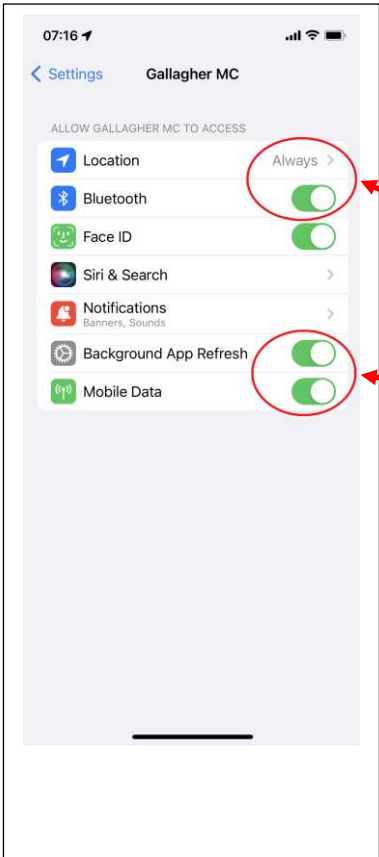
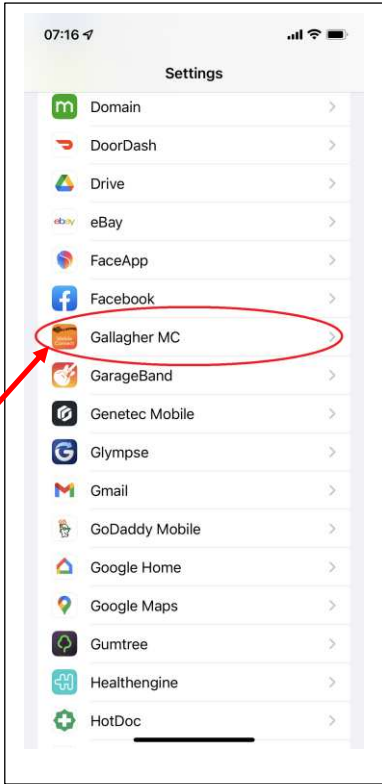


iOS – DEVICE SETTINGS



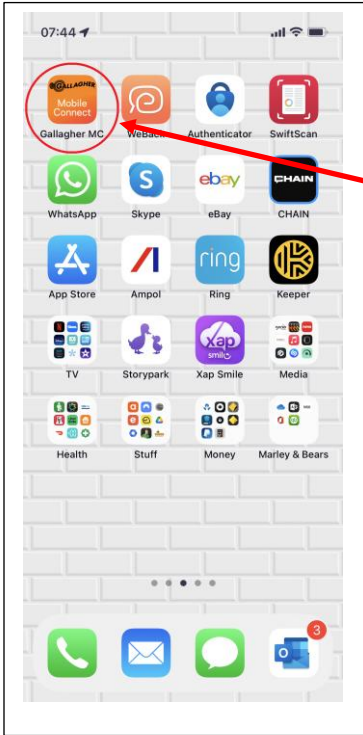
1
Select 'Settings'

2
Scroll down and select 'Gallagher MC'



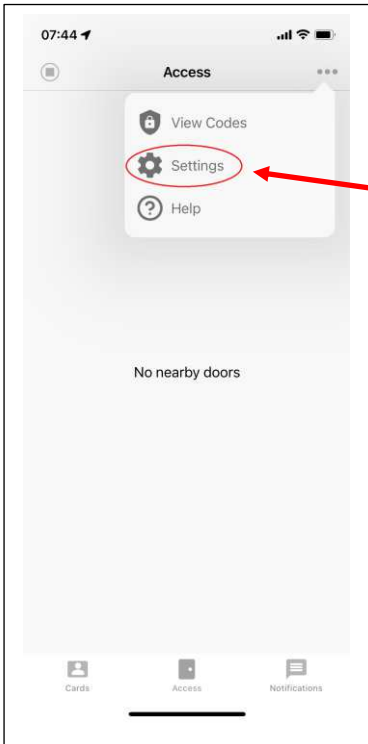
3
ENSURE THE FOLLOWING:-
Location is set to 'ALWAYS'
Bluetooth is 'ON'
Background App Refresh is 'ON'
Mobile Data is 'ON'

iOS – APP SETTINGS



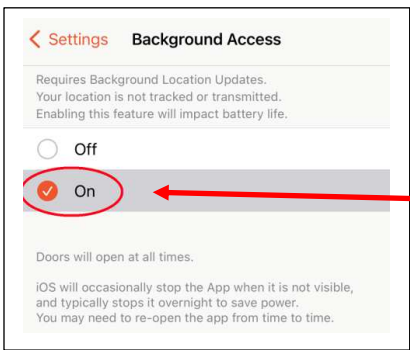
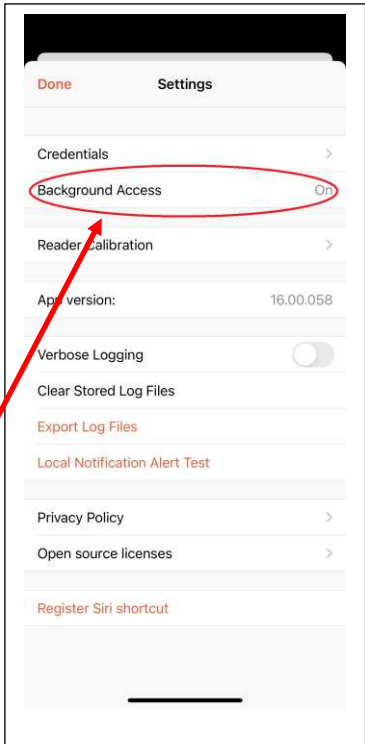
1
Select the 'Gallagher MC' App

2
Click on the Settings icon



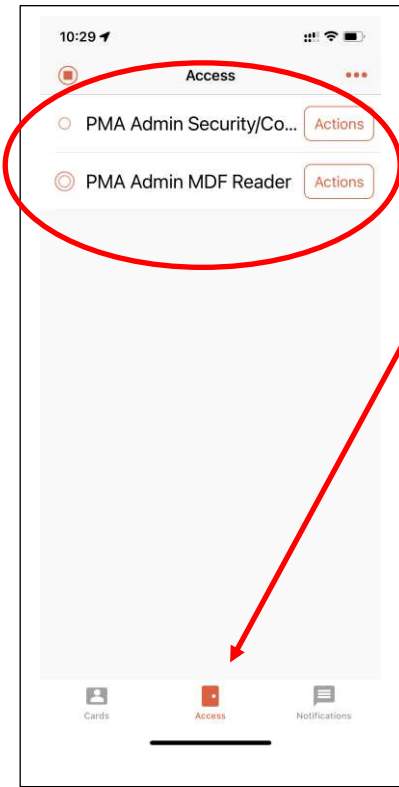
3
Click on 'Settings'

4
Select 'Background Access'



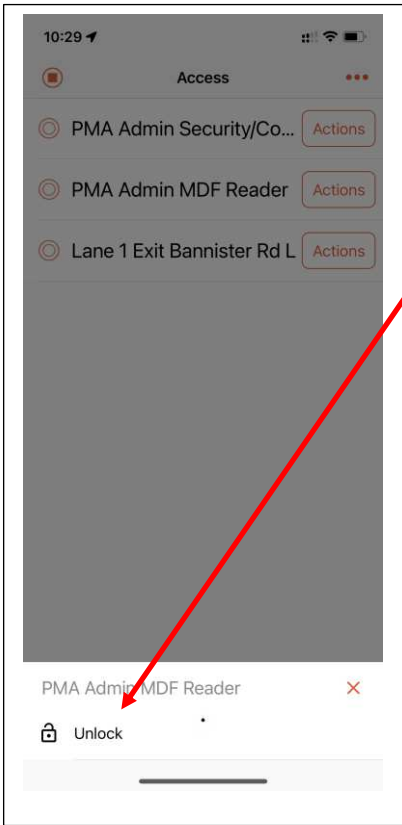
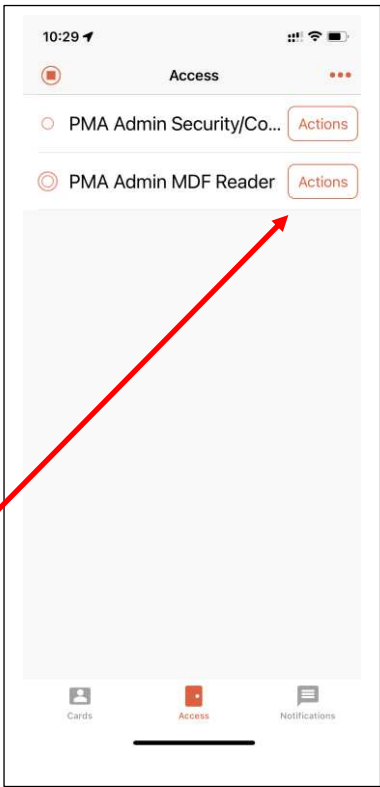
5
Ensure 'Background Access' is 'ON'

MANUAL DOOR OVERRIDE



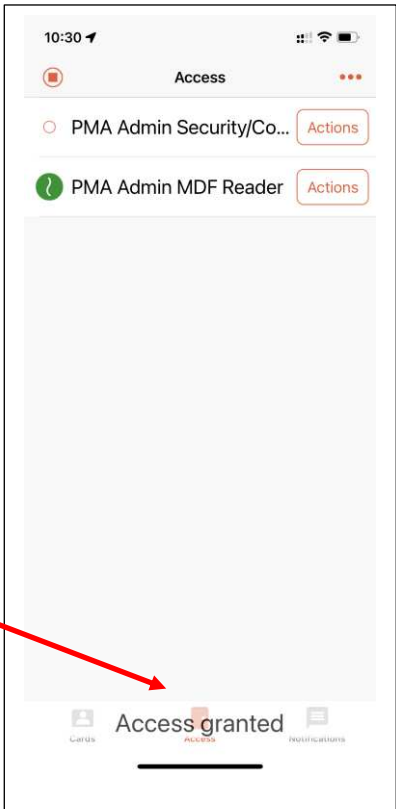
1
Click on the 'Access' icon in the Gallagher App to show nearby entry points (Door/gate)

2
Select the entry point you want to open and click on the 'Actions' tab



3
Select 'Unlock' to open the access point

4
Access will be granted and the door/gate will open (if you have the correct permission to enter that area)



COMMON ISSUES

- Depending on the settings of your phone, the App may turn itself off after several days of non use. The App may need to be restarted after a few days off site.
- Different phones have their Bluetooth / NFC readers in different places within the phone itself. Try tapping the top, middle or bottom of your device against the reader to establish the best point of contact.
- Metal door frames may effect the speed of activation. These doors are being identified and spacers are being used to eliminate this issue where it is identified.
- iPhone does not have a lock code – The Gallagher App will not register your credentials if the phone does not have a passcode lock recorded.