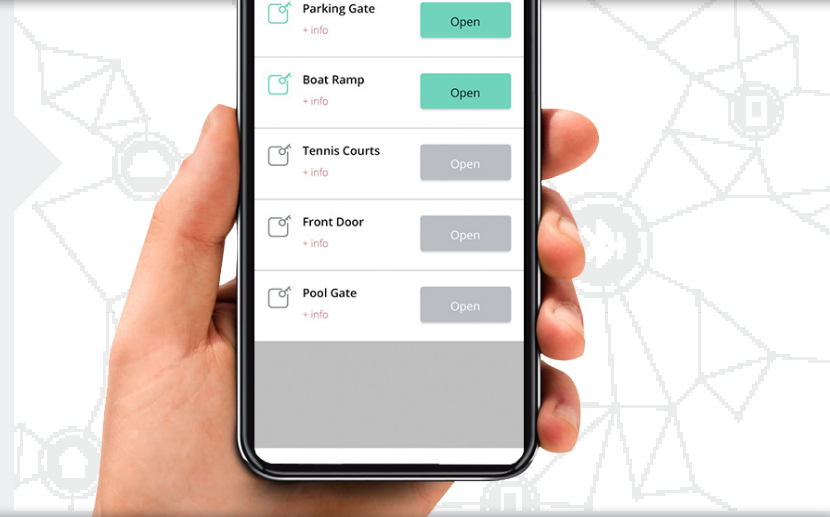# VIZpin Smart User Guide

Your Phone Is Your Key

Download & Install

Scan the code below or visit the Google Play Store or iOS App Store on your phone and search for "**VIZpin Smart**" and install.

SCAN ME

Register

1. Open the **VIZpin Smart** app.
2. Tap "**Allow**" for the permission requests when prompted.
3. Tap "**Sign Up.**"
4. Complete all registration fields and click "**Register.**"
5. You will receive a text message with a security code.
6. Enter the security code in the VIZpin Smart app and tap "**Confirm.**"
7. Enter the **Location ID 000-000** and enter your unit number or other identifying information in **Notes** then tap "**Request Access.**"

Login

1. Enter the phone number and password used during registration.
2. Select the "**Remember Me**" checkbox for quick access in the future.
3. Tap "**Login.**"

Contact your Building Manager for Any Questions

New Phone or Forgot Your Password?

1. On the VIZpin Smart login screen, tap "Forgot Password"
2. You will receive a text message that contains a security code
3. Enter the security code in the VIZpin Smart app and confirm
4. Enter your new password and confirm
5. Tap "Change Password" and login with your new password

General Troubleshooting

Click the ⑦ icon in the top right to access our knowledge base or you can try these common solutions first:

- Check that Bluetooth and Location Permissions are enabled for the VIZpin Smart app in your phone settings
- Refresh the VIZpin Smart app by swiping down on the main screen
- Turn Bluetooth off and back on again
- Force close the VIZpin Smart app then reopen

Cloud-Based Smartphone Access Control

VIZpin.com

Using Your Smartkeys

1. Unlocking a Door

After the Building Manager has granted you access, swipe down to refresh your app and retrieve your Smartkeys (cellular data or WiFi connection required). Tap the green "Open" button when in Bluetooth range to unlock the door.

2. Smartkey Filters

Favorites

See only your favorite smartkeys (the ones you use most) by tapping the ☆ icon in the top right of the app. To add a smartkey to your favorites, tap the "**+ Info**" link under the smartkey name, then tap the ☆ icon on the info page.

Sort by Closest

Sort your smartkeys by whichever is closest to you by tapping the 📍 icon in the top right of the app.

3. Smartkey Info Page

You can see additinoal information about each of your smartkeys by tapping the "**+ Info**" link under the smartkey name. It will show the door or gate name and property name, battery level and firmware version (when applicable), smartkey status, property address and contact info, and the expiration date for your smartkey.

4. App Settings Page

You can open the settings page by tapping the ⚙ icon in the top left of the app. On this page you can request access to additional locations, adjust your settings, add plugins or delete your account.

The **notifications** setting will notify you when you are in range of a door or gate you have access to.

Sign up to receive additional tips and important announcements

SCAN ME

Your phone is your key

Use **favorites** for **fast access**

View your info
Set your favorites

Get **help**

Request **Access**