

## MOBILE CREDENTIALS REGISTRATION (Email on Mobile Device)

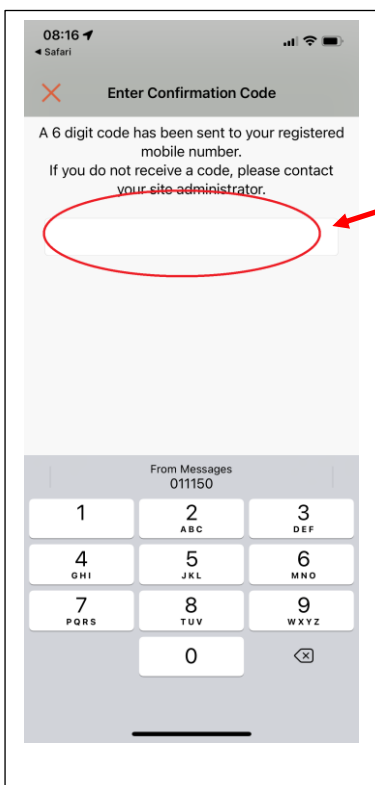
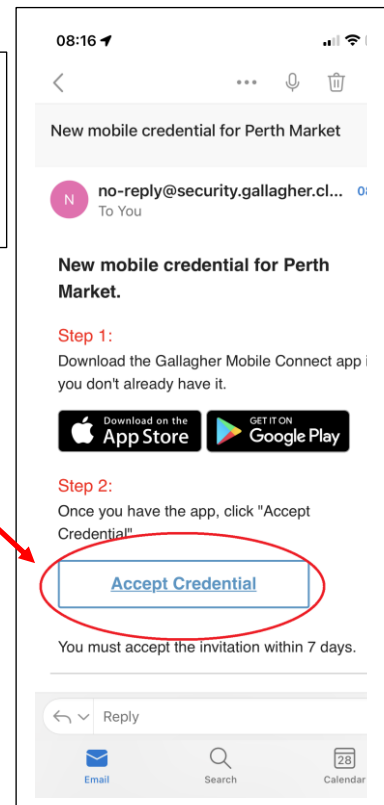


Download the 'Gallagher Mobile Connect' App on your mobile device



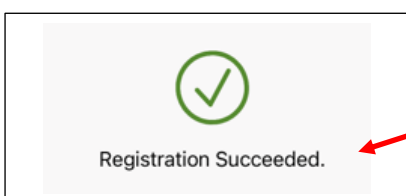
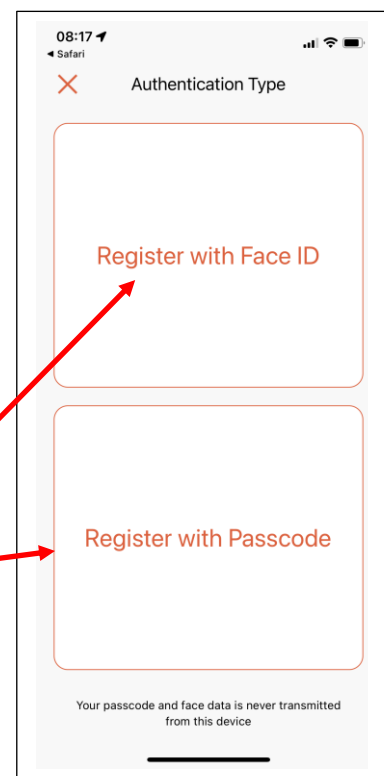
1  
You will receive an email from  
**no-reply@security.gallagher.cloud**

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.



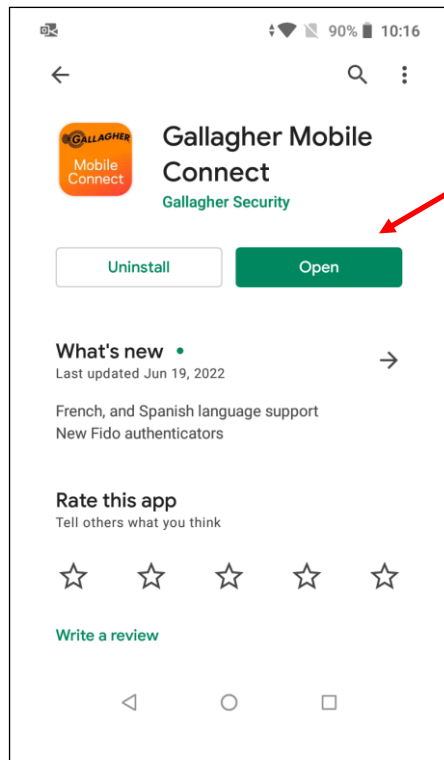
5  
You have successfully completed the registration and  
are ready to use your Mobile Credentials to access  
site.

## MANUAL REGISTRATION (No email on Mobile Device)



1.

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

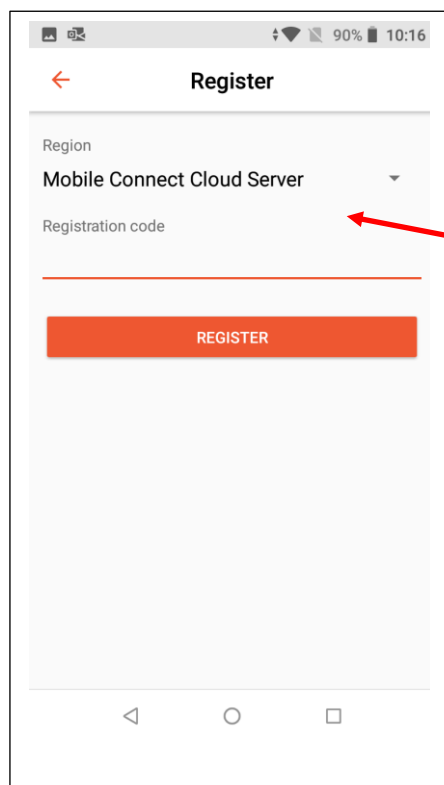
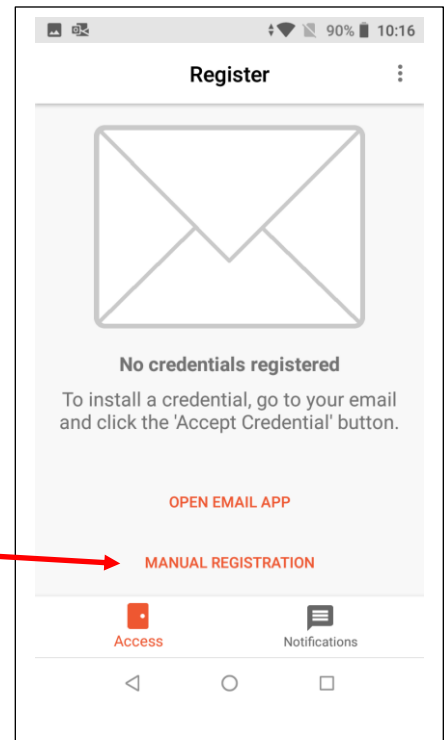


2

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

3

Select 'Manual Registration'

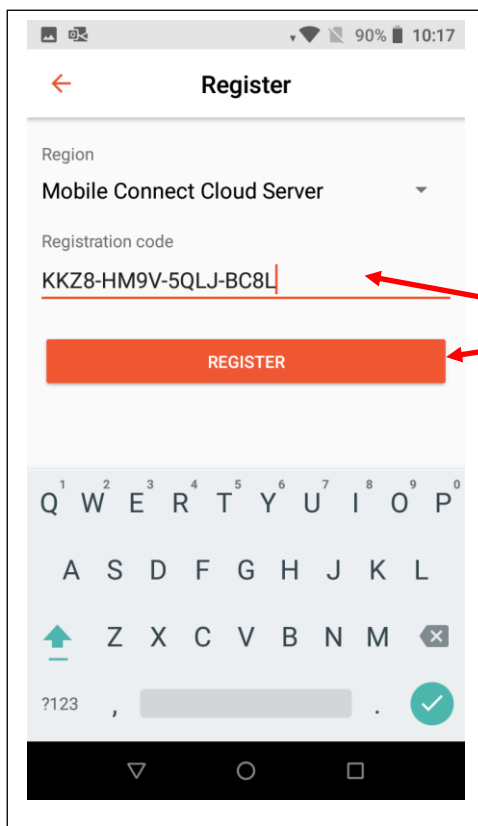
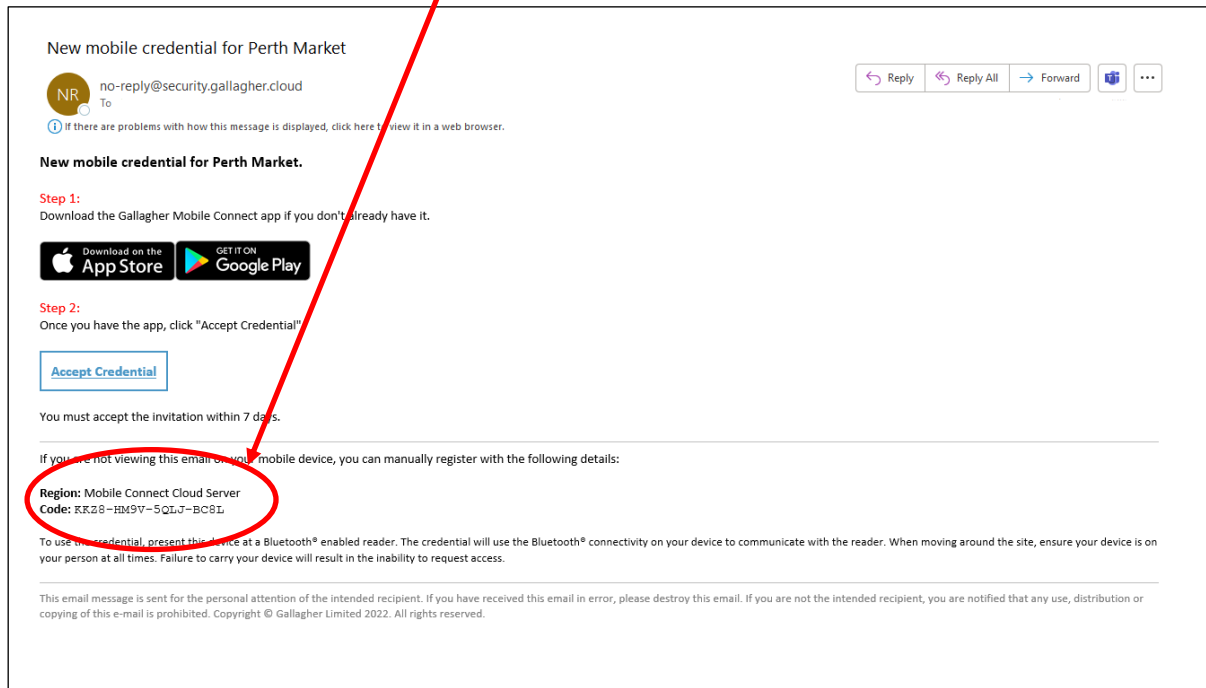


4

The Registration page will open.

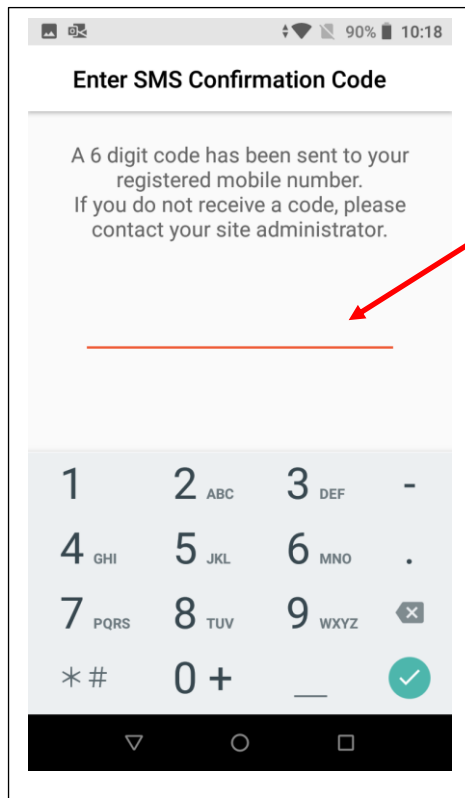
5

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



6

Enter the Code into your device and select 'REGISTER'

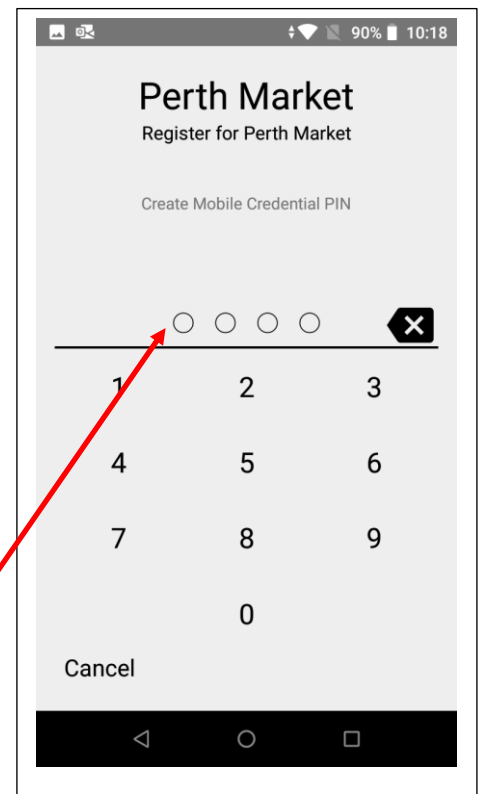


7

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

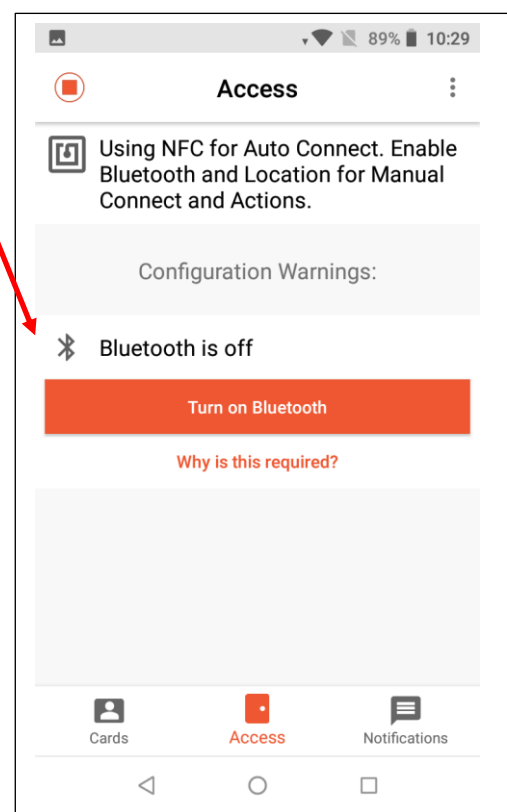
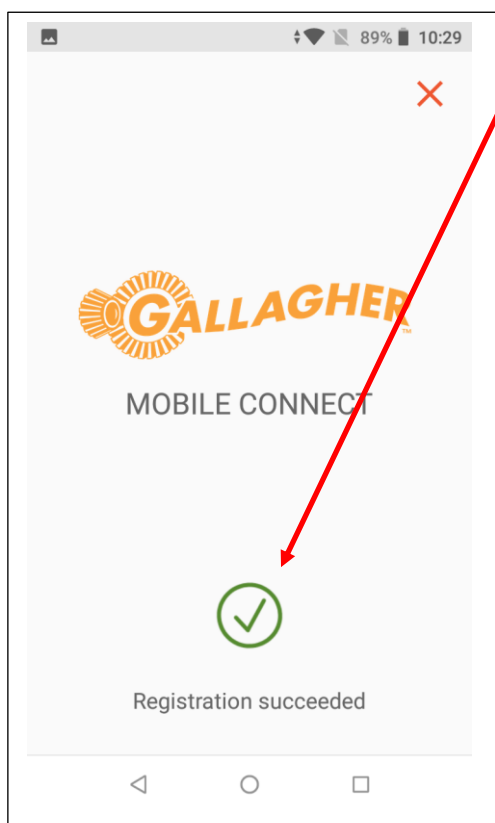
8

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

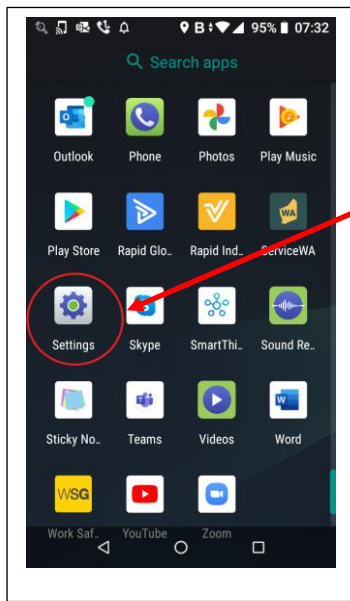


9

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)

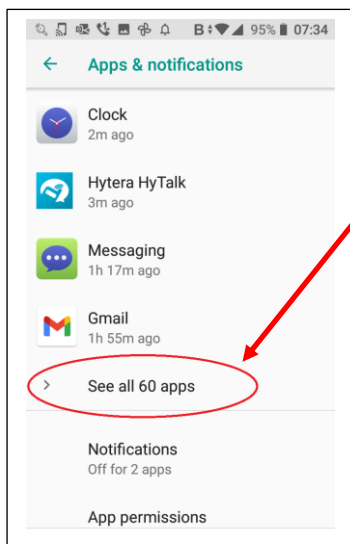
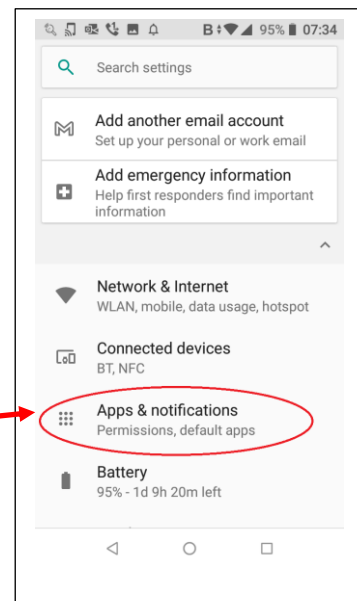


## ANDROID – DEVICE SETTINGS



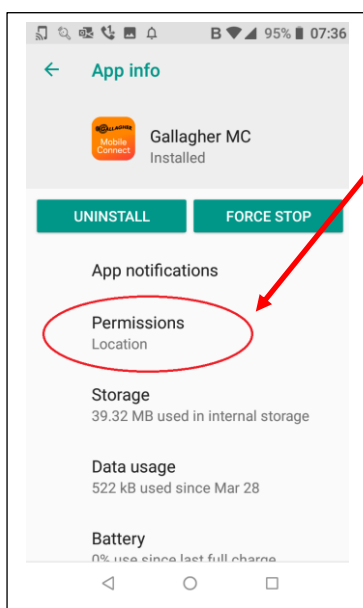
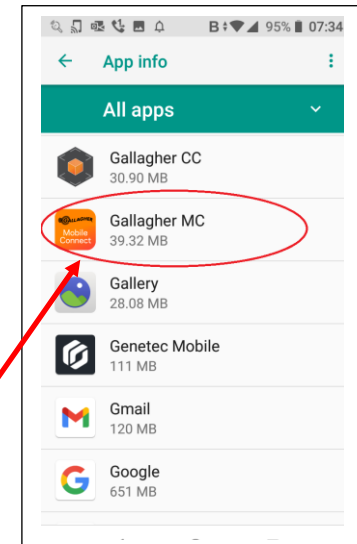
1  
Click on 'Settings'

2  
Select 'Apps & Notifications'



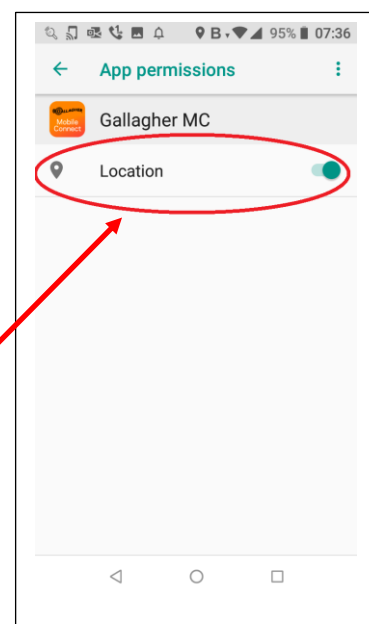
3  
If the Gallagher App does not appear in this screen, select 'See all Apps'

4  
Select 'Gallagher MC'

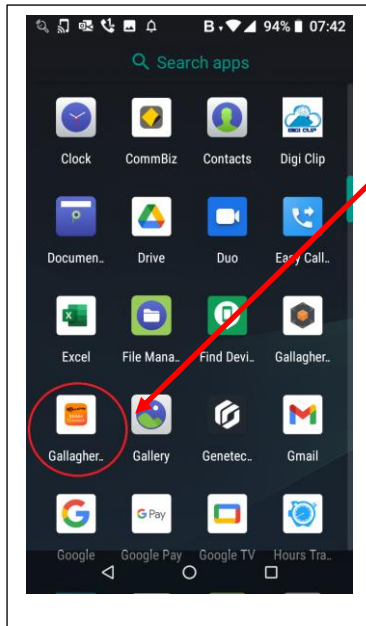


5  
Click on 'Permissions'

6  
Ensure Location is 'ON'



## ANDROID – APP SETTINGS

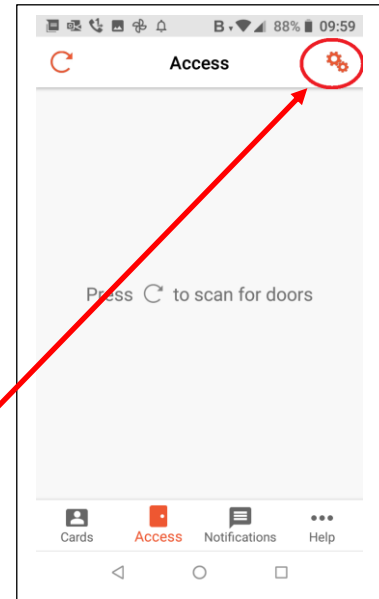


1

Open the 'Gallagher MC' App

2

Click on the 'Settings' icon



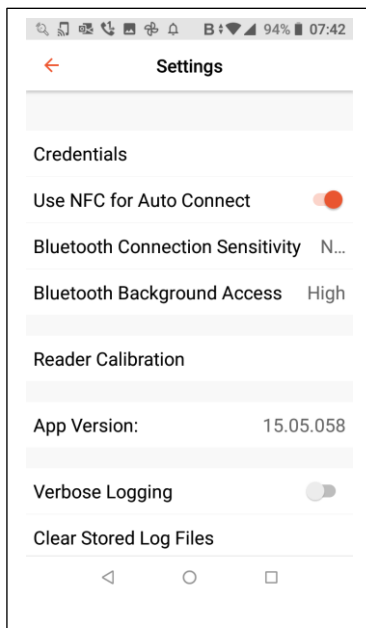
3

**ENSURE THE FOLLOWING:-**

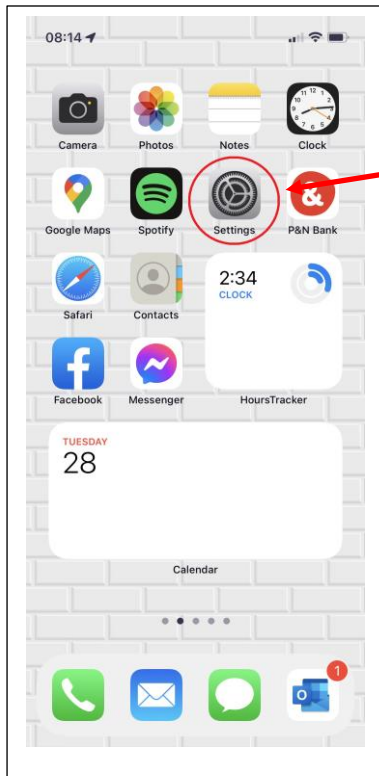
NFC is '**ON**'

Bluetooth Connection is '**NORMAL**'

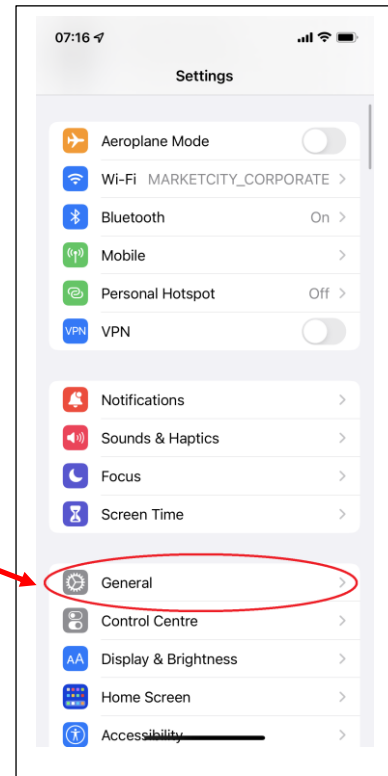
Background Access is '**HIGH**'



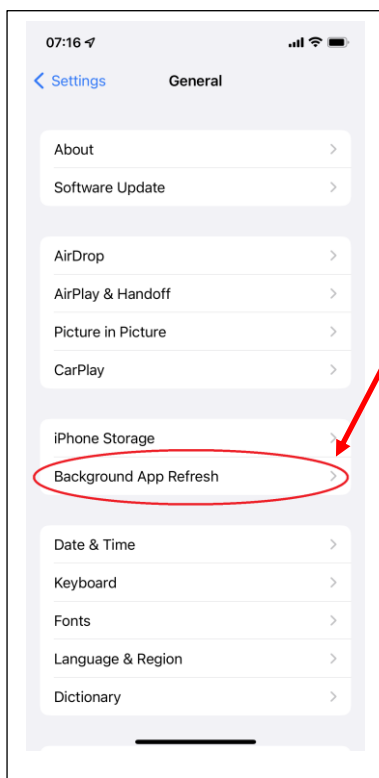
## iOS – BACKGROUND APP REFRESH



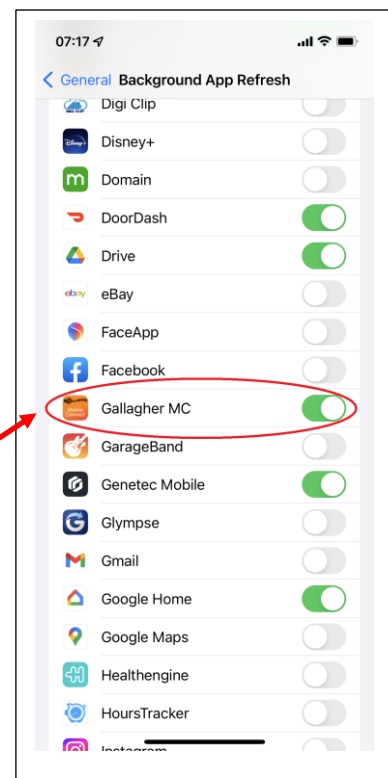
**1**  
Select '**SETTINGS**'



**2**  
Select '**GENERAL**'

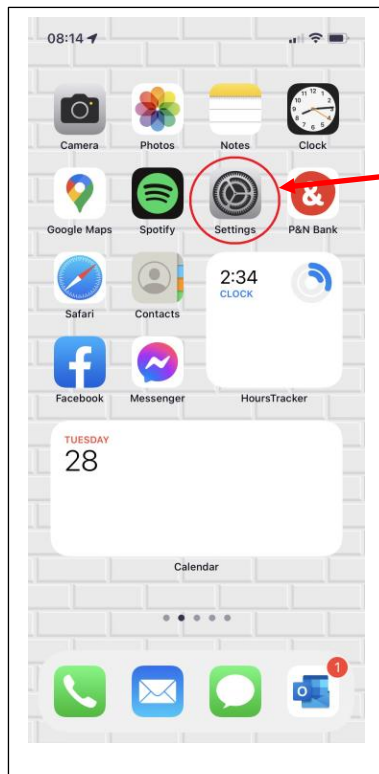


**3**  
Select  
'**Background App Refresh**'



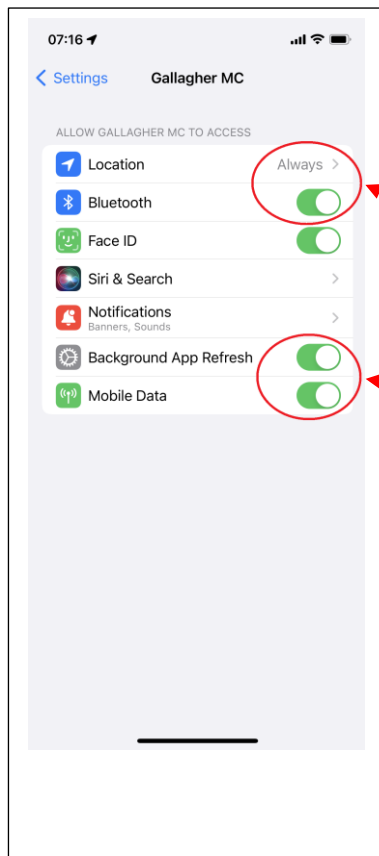
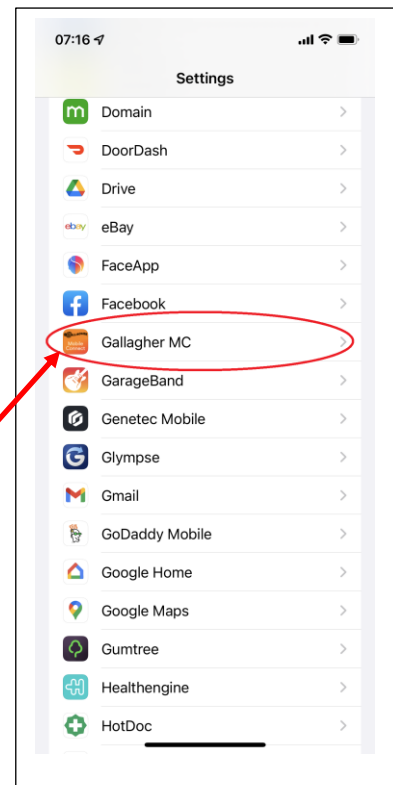
**4**  
Ensure this is  
turned '**ON**'

## iOS – DEVICE SETTINGS



1  
Select '**Settings**'

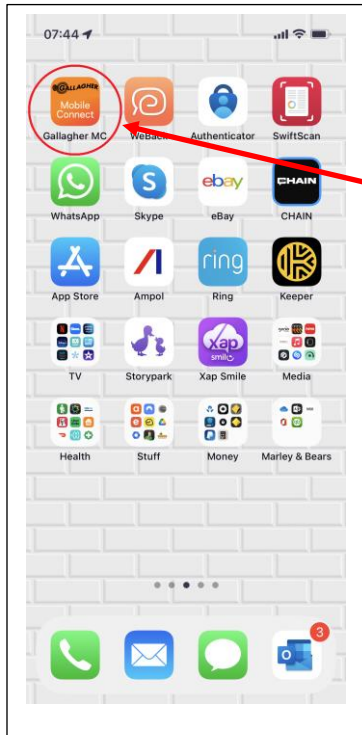
2  
Scroll down and select '**Gallagher MC**'



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

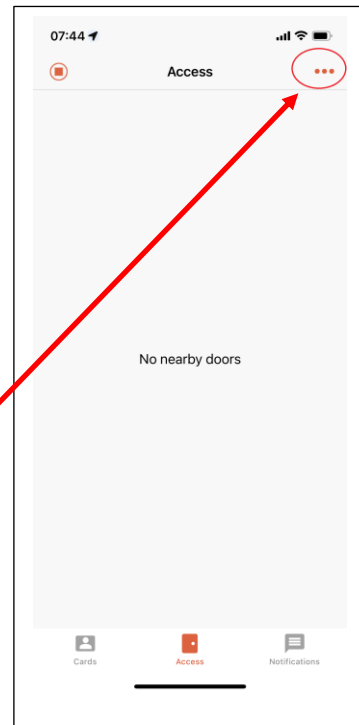


## iOS – APP SETTINGS



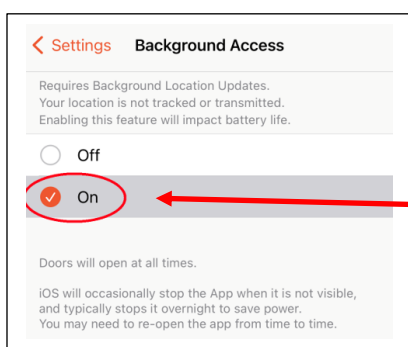
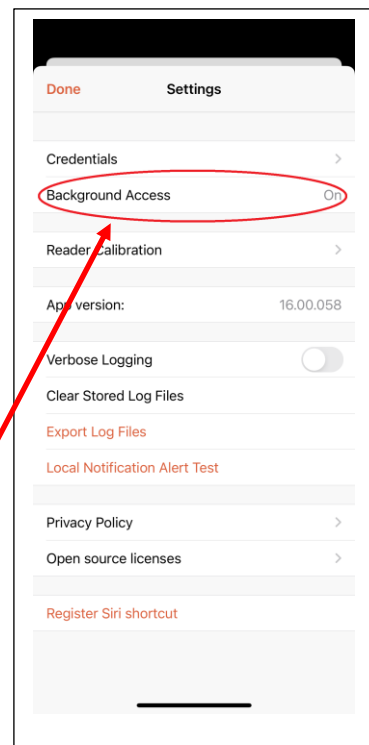
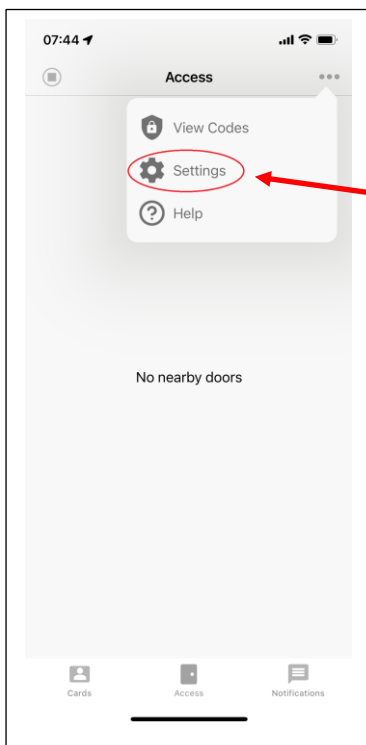
1  
Select the 'Gallagher  
MC' App

2  
Click on the Settings  
icon



3  
Click on 'Settings'

4  
Select 'Background  
Access'



5  
Ensure 'Background  
Access' is 'ON'

## MANUAL DOOR OVERRIDE



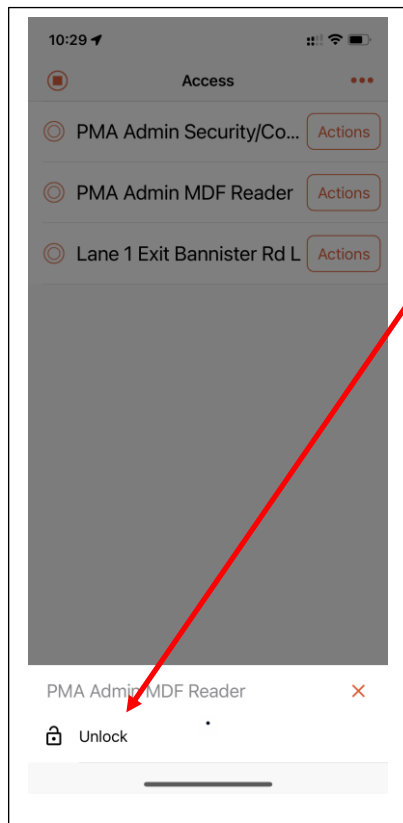
1

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



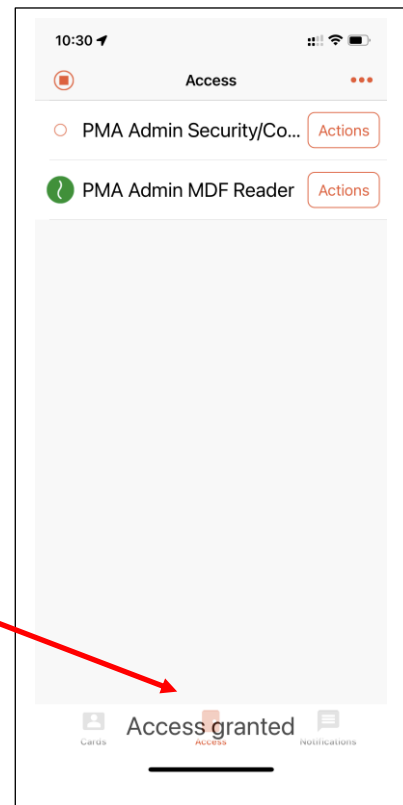
2

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.