![Alert Enterprise logo]

# NFC Wallet Credentials - HID Global
## Training & FAQ Guide for iPhone

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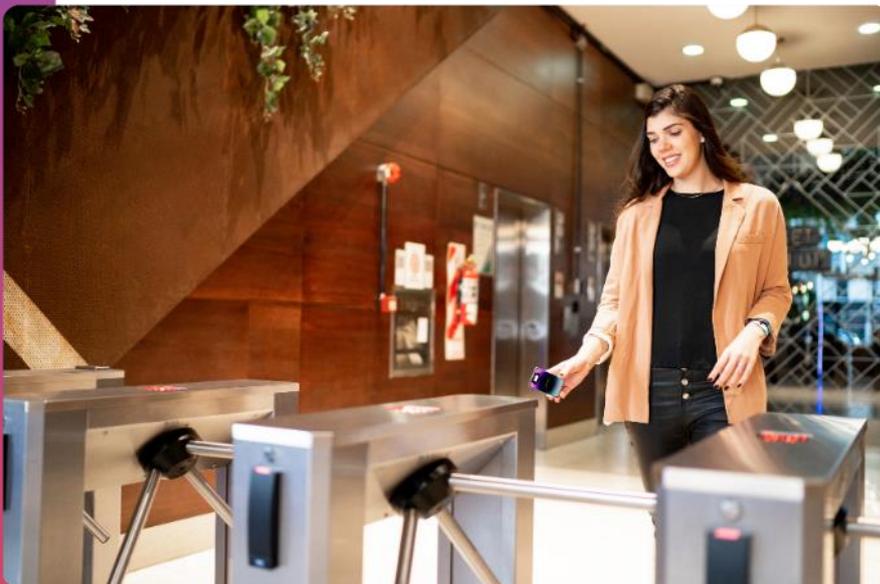
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# Introduction to the AE Wallet app

The AE Wallet app enables you to store your employee badge virtually in Apple Wallet on your iPhone or Apple Watch. Once your digital badge is activated, it replaces your physical access control cards, and facilitates seamless access control directly from the convenience of your phone.

## Required Devices and Software

The following prerequisites are required:

1. iPhone SE, iPhone 6s, iPhone 6s Plus or later running the latest version of iOS.
2. Apple Watch Series 3 or later running the latest version of watchOS.
3. Apple ID signed into iCloud.
4. AE Wallet app.
5. The solution used by your enterprise card office to confirm identity and generate secure passwords.

# Adding your Digital Badge to Apple Wallet via the AE Wallet App

To access the AE Wallet app, download the AE Wallet app from the App Store. Next, log in to the application using the credentials received via email. The AE Wallet app verifies your login details (username and password) using a one-time password (OTP). Once authenticated, the "Add to Wallet" icon appears. Tap this icon, to add your digital badge to the Apple Wallet.

To add your NFC digital employee badge to Apple Wallet, follow the steps outlined below:

### Step 1: Receive the Email

1.1. Open your email application and locate the email containing the link to download the AE Wallet app.
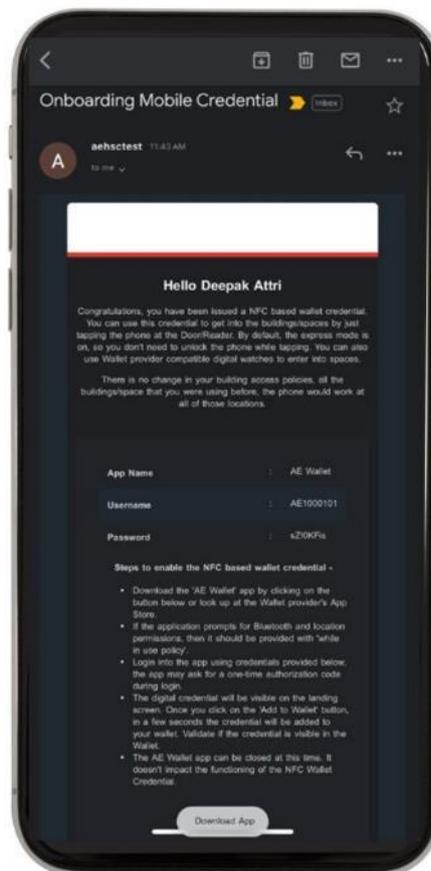
**Step 2: Download the AE Wallet app**

2.1. Tap the link provided in the email to download the AE Wallet app from the App Store.
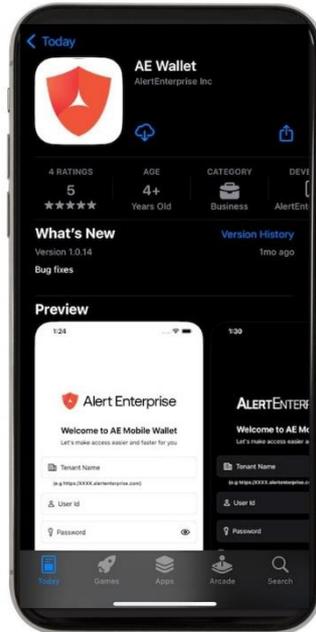


2.1. Tap "Download" to start the installation process.
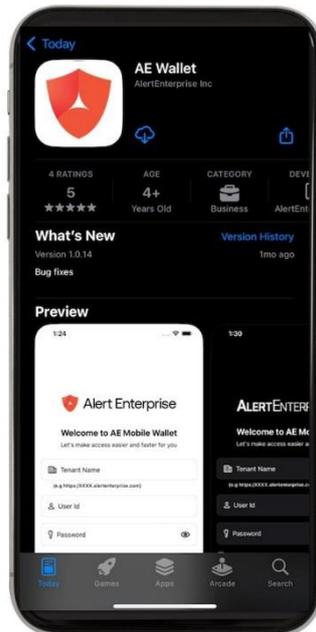


2.2. Wait for the application to download and install on your device.

**Step 3: Open the Application**

3.1 After the application is successfully installed, tap on the application's icon on your home screen to launch it.

## Step 4: Log In with the Credentials

4.1 On the application's login screen, enter your login credentials, which you received in the email.

4.2 Enter your username and the password you received in the email.
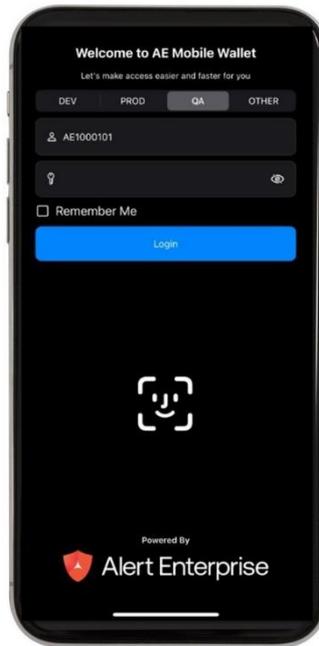


4.3 After entering the login information, tap "Login". The application triggers an OTP to your email Id. Enter the OTP on the OTP verification screen and tap "Verify".
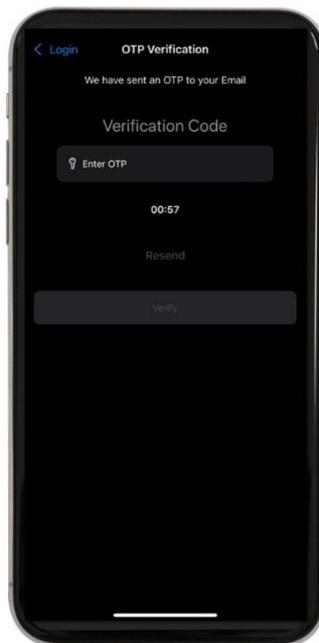
## Step 5: Change Password

5.1 The application prompts you to change your password. You are required to change your password and login again with the new password.
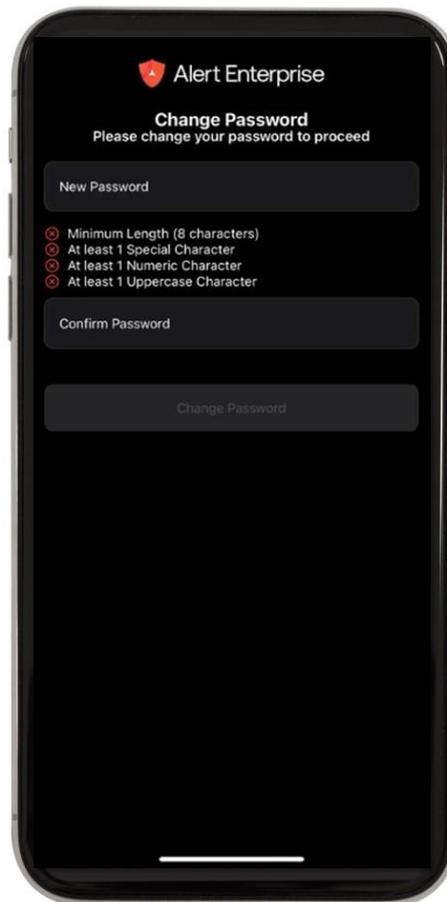
**Step 6: Re-login with Your New Password / Add to Apple Wallet**

Application will take you to the login screen again to login with the new password and OTP would be required again. Now, this time, you can click on 'Remember Me' for the biometric to get registered with the authentication. For the subsequent logins, it can be automatically done with the phone's biometrics.

6.1 After the successful login, the app displays the 'Home' screen with the "Add to Apple Wallet" option.
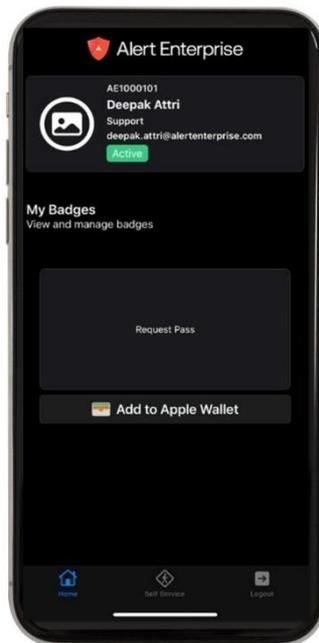


6.2 Tap "Add to Apple Wallet". The "Add Pass" prompt appears, then tap "Add".

6.3 The application displays the "Added to Wallet" prompt. Your NFC digital badge is now stored in the Apple Wallet.



📌 **Note:** It may take up to 5 minutes for the digital badge to function at the door/reader. If it does not work even after 10 minutes, please contact your system administrator.

6.4 The application provides the option to set this badge as an Express Pass. Tap "Done" to proceed ahead. This option is helpful when you prefer not to unlock the phone every time you present it at the door.



📌 **Note**: Alert Enterprise badge design shown above. The badge design is configurable to your company's branding guidelines.

6.5 The application provides the option to view this badge in Apple Wallet. Tap on "View in Apple Wallet" to view the digital badge in Apple Wallet.



> 📌 **Note**: If you have a paired watch with your phone, the credentials will automatically be pushed to the watch. If they do not automatically sync, you can initiate the sync by tapping on "Sync to Apple Watch" (observed for HID Credentials).

6.6 When you tap "Sync to Apple Watch/Add to Apple Wallet", AE wallet displays two digital s: one for connected phone and another one for your connected watch, as illustrated below (only needed for HID credentials):
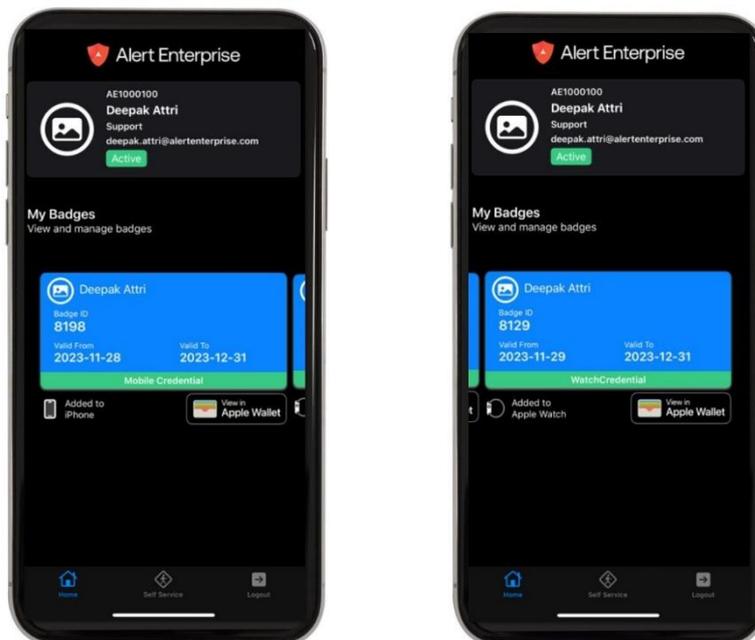
**Step 7: View in Apple Wallet**

7.1  Open the Apple Wallet app on your device and tap on the digital badge to view the details.



📌 **Note:** The Digital Badge typically takes between 10 seconds to 5 minutes to become operational after it has been loaded into the phone's or watch's wallet.

## Using your iPhone and Apple Watch

Using digital badges on an iPhone and Apple Watch proves to be effortless and convenient. Users merely hold their iPhone or Apple Watch directly to an access or payment reader, extending the same utility as physical plastic ID cards.

On iPhone XS, iPhone XS Max, iPhone XR, iPhone 11, iPhone 11 Pro, Apple Watch Series 4, and Apple Watch Series 5 devices, the credential remains usable for up to five hours in power reserve mode when the battery requires charging.

Digital badges within Apple Wallet can be accessed and utilized for access whether the iPhone or Apple Watch maintains network connectivity or not, as the credential resides on the user's device. Wi-Fi or cellular network connectivity is necessary for updating balances or executing specific lifecycle management functions

## Using Express Mode at the Reader

Digital Badges in Apple Wallet is configured with Express Mode enabled by default.  Express Mode most closely emulates the traditional contactless card experience; users do not need to authenticate via Touch ID or Face ID to transact at a reader.  With Express Mode enabled, the transaction occurs immediately when the user presents the mobile device to the reader.  Credentials with Express Mode enabled are also available to users when the mobile device is in power reserve mode.

## Using Non-Express Mode at the Reader

Users can override the default setting and disable the Express Mode. By doing so, they must present a second factor of authentication (Touch ID, Face ID, or passcode) on the mobile device before each reader authenticates the digital badge. Digital Badges with Express Mode disabled are unavailable to users when the mobile device is in power reserve mode.

## Support

This section includes the following:

- Common Issues and Solutions

- Frequently Asked Questions

## Common Issues and Solutions

### I am not having success adding my [CARD] to Apple Wallet. Who can help me?

Contact the [CARD] office at [PHONE] or email [EMAIL]. Business hours are [BUSINESS HOURS].

### How do I verify and/or update my Apple Watch software version?

Instructions to verify and/or update your Apple Watch can be found at:
https://support.apple.com/en-us/HT204641.

### Where do I go for questions about my Apple ID and/ or iCloud?

Information can be found at https://support.apple.com/apple-id or https://support.apple.com/icloud

### How do I change or recover my Apple ID password?

Instructions can be found at https://support.apple.com/en-us/HT201355

## Frequently Asked Questions

### What happens if a device containing a Digital Badge in Apple Wallet is lost or stolen?

You should use Find My iPhone to suspend or deactivate your [CARD] in Apple Wallet. Instructions for Lost/Found Apple devices and Find My iPhone are located at https:// support.apple.com/en-us/HT201472

During [CARD] Office hours ([BUSINESS HOURS]) contact the [CARD] office at [PHONE] to notify us to deactivate the card in the Wallet for that device. You can also flag the iPhone lost via the [CARD] website, [WEB LINK].

You can reactivate a found device that was suspended via iCloud.com or contact the [Office] during [BUSINESS HOURS] if deactivated by the [Office].

### Can I use HID credentials if my iPhone has a dead battery?

On iPhone XS, XS Max, XR, and newer models, Express Mode with power reserve remains available for up to five hours after the device's battery requires charging.

You can verify the availability of Express Cards by pressing the side button when your iPhone requires a charge.

### How do I verify my Apple Watch device version?

The Series # for your Apple Watch can be found on the back of the Watch.

### On how many devices can I use my HID credentials in the Apple Wallet?

You can use your HID credentials on [END USER ORG POLICY] that are signed into iCloud with the same Apple ID.

## Can I use [CARD] in Apple Wallet without cellular signal?

In Apple Wallet, you can utilize [CARD] even when your iPhone or Apple Watch lacks network connectivity, thanks to the card being stored on your device. If you encounter any challenges while using [CARD] for a transaction, please promptly notify the [CARD] Office at [EMAIL] or call [PHONE] for further investigation.

## Do I have to have a photo?

[END USER ORGANIZATION PHOTO POLICY].

## Do I have to change or get rid of my plastic cards?

[END USER ORGANIZATION CARD POLICY]

## Does Apple Watch require the phone to be nearby to use the digital badge?

No.  The Digital Badge on Apple Watch functions autonomously without the need of a paired iPhone nearby.

## Can I have multiple watches connected to my iPhone?

Yes, you can have up to 4 watches associated with your iPhone.

## Will a digital badge be provisioned to all my pair watches?

No, only to the active watch at the point of provisioning will get a digital badge.

## If I would like to change the apple watch having the digital badge, can I do that?

Yes, but you need to reinitiate the provisioning from your iPhone with the watch that is paired and active to receive the digital badge.

## Can I have digital badges provisioned to more than one phone or watch connected to the same iCloud account?

Yes, you can connect up to two iPhones. Each iPhone can have up to 4 watches connected to it, but only the active watch at the point of provisioning will get a digital badge.

## Can I have a digital badge on my iPad?

No, as the iPad does not support Apple Pay.