

Access passes

All new Access Passes will be issued on the HID Mobile App for Mobile Devices and this guide is primarily intended to support those users. There are however three other types of access pass that existing Members & Clerks use throughout the buildings.

Optimal operation for passes vary and operation will depend on the way the passes are used, the following information illustrates the most effective methods of use.

Passes work most effectively when removed from wallets, bags, purses, and phone cases.

Mobile Device ID:

When using your mobile device ID, ensure your phone is placed under the light on the reader. Wait for the reader to beep and colour on the reader to change from red to green.



Access Card:

When using an access card in the Building, ensure that the card is placed over the centre of the reader as shown below. Wait for the reader to beep and colour on the reader to change from red to green.



Oval access key tag:

When using the oval key tag in the Building, ensure that your thumb is placed on the indentation shown below.



Hold the oval key tag perpendicular to the reader and at the centre of the reader as shown below, wait for the beep and colour on the reader to change from red to green.



Round access key tag:

When using the round access key tag, ensure that the tag is placed flat over the centre of the reader. Wait for the reader to beep and colour on the reader to change from red to green.



HID Mobile App

Your Android™ or iOS® mobile device can be used for access by holding it close to or “tapping” it on the readers located within the building.

Once you have indicated your preference to use your mobile device for access, getting set up involves:

Step 1: Download the HID Mobile Access App

From the App Store for iOS:

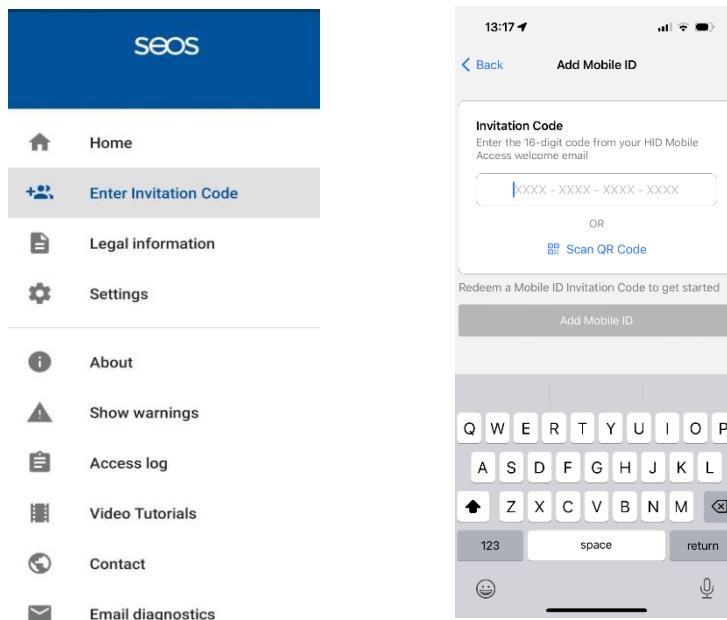
<http://appstore.com/hidmobileaccess>

From Google Play for Android:

<https://play.google.com/store/apps/details?id=com.hidglobal.mobilekeys.android.v3>

Step 2: Enter the invitation code

You will receive an email from HID Global, which will include a 16 character invitation code. If you have email set up on your mobile, and have downloaded the App, you just need to tap the code which will enter the code automatically. Otherwise, you can enter the code manually.



Step 3: Let CCL’s Maintenance team (maint@ccl.com.au) know that you are set up, we will authenticate your access and you can start using your mobile device.

Please inform your Clerk if you wish to use your mobile device instead of an access card or tag, CCL will commence making arrangements to initiate the process.

User tips

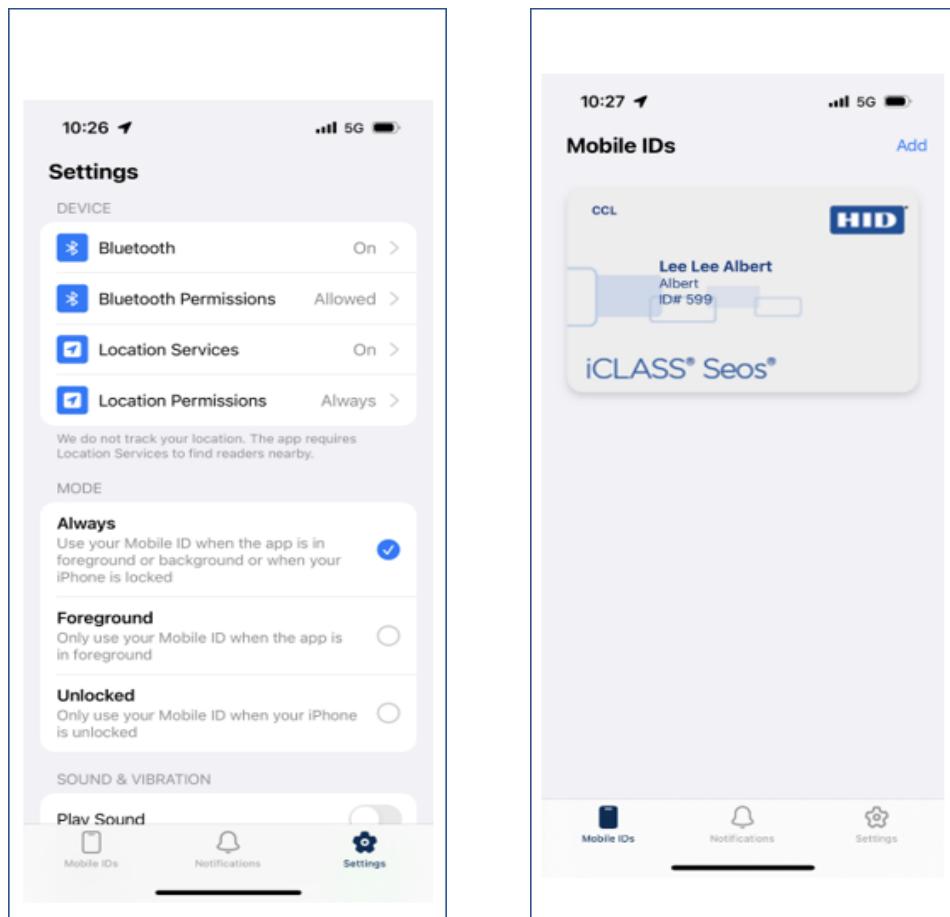
For iPhone Users – see the instructions and images below:

1. **Ensure your settings are correct**, this should only need to be done once and these settings should remain in place.

Open Settings and ensure:

- a. Bluetooth is On;
- b. Location permissions is set to “Always”; and
- c. Mode is set to “Always”.

2. On each use and immediately before using Mobile Access, **open the HID App** by clicking on it and allow it to remain in the foreground.



Apple Wallet and Apple Pay:

Those who use Apple Wallet will notice that your Apple pay credentials will appear when using mobile access. This bug is known to HID and does not affect the operation of mobile access. User experience may vary for those with this feature, if you experience a conflict with Apple Wallet and mobile access, reopen the HID App on your mobile device.

Tutorials can be found within the App, and also

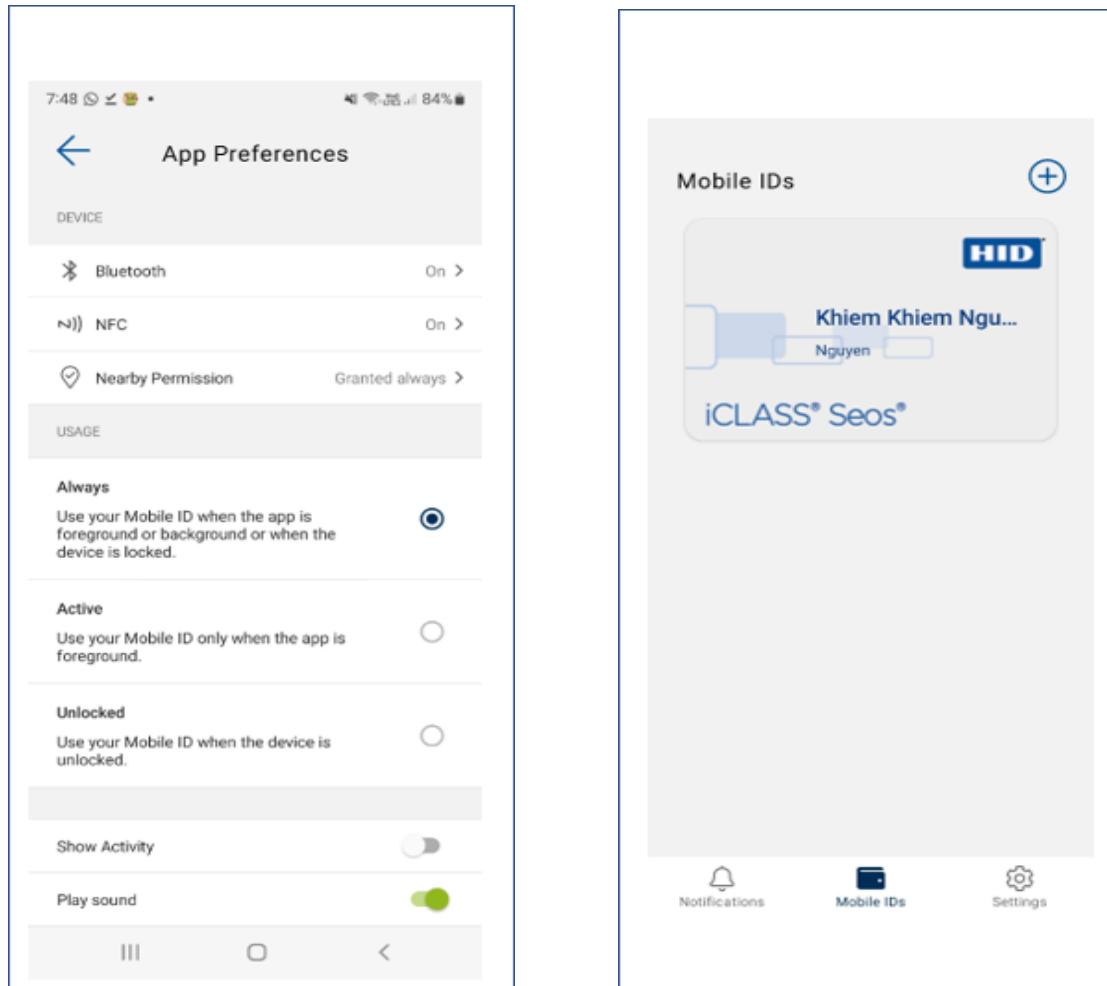
For Android Users – see the instructions and images below:

1. **Ensure your settings are correct**, this should only need to be done once and these settings should remain in place.

Open Settings and App Preferences and ensure:

- a. Bluetooth is On;
- b. NFC is On;
- c. Nearby Permission is set to “Always”; and
- d. Usage is set to “Always”.

2. On each use and immediately before using Mobile Access, **open the HID App** by clicking on it and allow it to remain in the foreground.



Tutorials can be found within the App, and also

Door phones



From the door phone at the glass doors or in the lift lobby to your building (for double floors, at the side where your reception is located), visitors can browse the directory to locate your name, or use the search function, and then press the call icon. This will call your handset, if your reception is open the call will be diverted to your receptionist.

If you have a video-enabled handset (Cisco 8845 or 8865 models) you will also see a video feed from the intercom.

You can grant access to visitors while in chambers and remotely.

To grant access to your visitor, press “1” on your Cisco handset. This will open the door and allow your visitor to call the lift and access your floor via the lifts for one minute.

After hours and emergency contacts

CCL has security guards on site from 4 – 9pm on weekdays. For assistance during this time, the guards can be reached on 0419 019 386.

Where security is required outside of these times to provide access to the buildings or more generally for assistance, the security service can be contacted on 1300 103 301, or via the doorphones at the buildings' entrances. If the call is in relation to after hours access, your name must be on the foyer notice board and you must provide photo identification to the security guard before they provide you with access. Fees will apply.

For assistance with access from Monday to Saturday, dial “CCL Caretaker” on the door phone.

For duress & security services response, dial “Security: Duress only” or call Stratton Security on 1300 103 301 Charges may apply.

Otherwise, for all emergencies at any time of the day or night, call 000.

Providing remote access via the doorphones

Members and floor staff can grant building access to visitors remotely using Webex. You must have a softphone and be signed into phone services.

While on a call with a door phone, bring up the active call window and:

1. Click the **Keypad button**.
2. Click '1' on the keypad to grant access.

