

2. HID Mobile Access

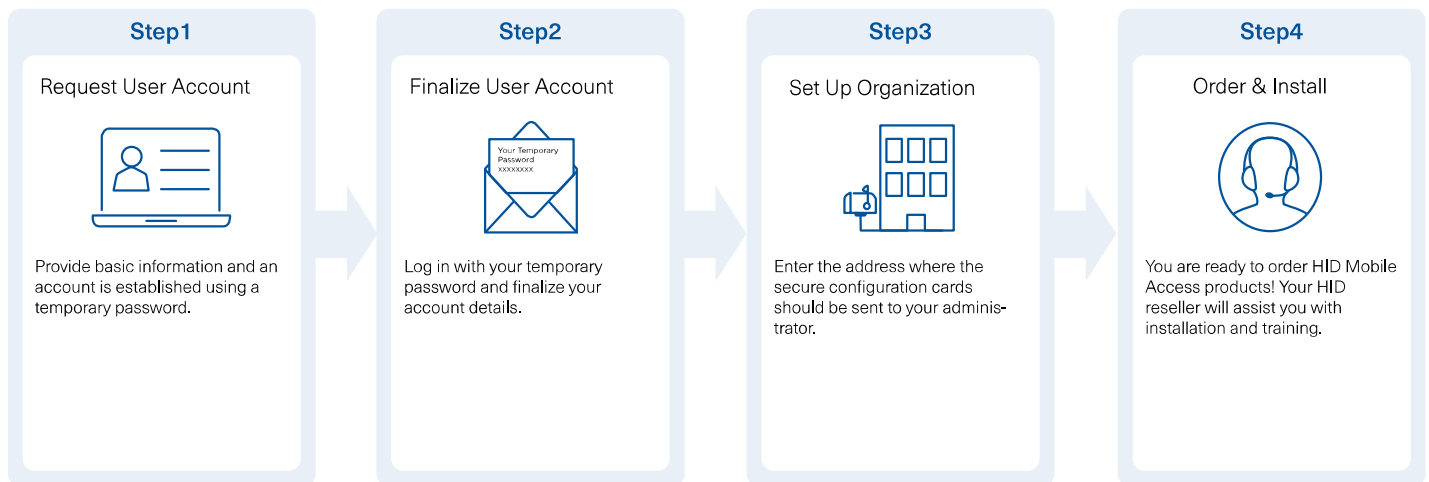
What Is HID Mobile Access?

HID Mobile Access® complements any access control solution by enabling building occupants to securely access the facility using Android and iOS mobile devices. HID Mobile Access, powered by Seos®, consists of the following components:

- **HID ORIGO™ Management Portal:** A cloud-hosted management portal that allows administrators to manage users, devices, and securely issue/revoke Mobile IDs.
- **HID Mobile Access App:** Easily downloaded on [Google Play](#) and [Apple App Store](#) and proven compatibility with the most popular mobile phones, tablets, and wearables.
- **Mobile IDs:** Powered by Seos credential technology, Mobile IDs are the virtual equivalent of the traditional contactless smart card.
- **Signo™ iCLASS SE® and multiCLASS® SE Readers:** These flexible readers can be configured to securely authenticate with an organization's Mobile IDs via Bluetooth Smart and/or NFC communication standards.

Creating HID Mobile Access User Account

In order to use HID Mobile Access, an account in the HID Origo Management Portal is required. Once an end user account has been created, the organization will be able to order products from its Access Control Provider and issue Mobile IDs to its building occupants.



To set up an end-user account please go to <https://portal.origo.hidglobal.com/selfonboarding>

After user account creation, the administrator will be given organization-specific identifiers required for ordering and for secure portal access:

Identifier	Description
Mobile Keypad (MOB or ICE)	Mobile Keypad is a reference number for a set of cryptographic keys loaded into a reader. Mobile IDs, Mobile Key cards, and Mobile Admin cards will securely authenticate only with readers programmed with a matching keypad. An organization is assigned a Mobile Keypad upon registration into either the HID Elite (ICE) or HID Mobile Access (MOB) programs. The correct Mobile Keypad must be supplied when ordering mobile-enabled readers, Mobile IDs, subscription user licenses, Mobile Key cards, and Mobile Admin cards.
Organization ID	Organization ID is a reference number for a unique account within the HID Origo Management Portal. It is assigned at the conclusion of account registration. The correct Organization ID must be supplied when ordering Mobile IDs, subscription user licenses, and Mobile Admin cards.



Selecting the Right Mobile Access Subscription Type

HID offers two tiers of product subscriptions, **Essentials** and **Enterprise**, the differences between these subscription tiers are as noted in the feature matrix below. Additionally, end user organizations have the option of one or three year subscription terms.

Features	Essentials	Enterprise
Platform Service		
Formats per org	1	Unlimited
MOB keys per org	1	Unlimited
# Credentials per user	1	10
# Devices per user	1	5
Opening features		
Tap	Yes	Yes
Twist & Go	No	Yes
Widget	No	Yes
NFC on iOS	No	No
Portal features		
Photo ID	Yes	Yes
Enterprise policy enforcement	No	Yes
Custom Data	No	Yes
Analytics	No	Yes
Custom invitation email	No	Yes
Credentials in Apple wallet	No	No

HID Mobile Access Part Numbers

Essentials 1 year	MID-SUB-T050	Enterprise 1 year	MID-SUB-T100
Essentials 1 year add on users	MID-SUB-T050-ADD	Enterprise 1 year add on users	MID-SUB-T100-ADD
Essentials 3 year	MID-SUB-T053	Enterprise 3 year	MID-SUB-T103
Essentials 3 year add	MID-SUB-T053-ADD	Enterprise 3 year add	MID-SUB-T103-ADD



Ordering Information – Readers for HID Mobile Access

Component	Details	Part Number	Supplemental Information Needed for Order	
<p>Mobile-Ready Readers</p>	<p>Mobile-Ready readers are prepared to support HID Mobile Access but lack the personalized configuration (Mobile Keyset) to read an organization's specific Mobile IDs. These readers can be ordered at any time but will require field activation after the organization has completed registration for HID Mobile Access. To support a specific organization's Mobile IDs, these readers need to be personalized (Mobile Keyset loaded) using a Mobile Key Card or HID Reader Manager mobile application.</p>	<p>See HID Signo Readers, iCLASS SE Readers</p>		
<p>Mobile-Enabled Readers</p>	<p>Mobile-Enabled readers are fully activated and personalized to support an organization's specific Mobile IDs. These readers can only be ordered after the organization has completed registration for HID Mobile Access or HID Elite program. MOB or ICE Mobile Keyset will be required at time of order.</p>	<p>See HID Signo Readers, iCLASS SE Readers</p>	<p>MOB or ICE: _____ Org Name: _____</p>	
<p>Mobile Key Card</p> <p>Note: Only suitable for iCLASS SE Readers (Use HID Reader Manager for HID Signo)</p>	<p>Configuration card used to personalize and activate a Mobile-Ready reader; converting it to a Mobile-Enabled reader.</p>	<p>SEC9X-CRD-E-MKYD</p>	<p>MOB or ICE: _____ Org Name: _____</p>	



Ordering Information – Mobile Identities Service

Natively tracked formats (e.g. Corporate 1000™) are strongly recommended. Since HID will automatically generate and replenish Mobile IDs, the user license subscription model requires a tracked credential format – a format in which HID tracks the credential number to ensure no duplicates are ever created. To guarantee no collision with credential numbers on traditional cards, the same format should be used for both Mobile IDs and cards.

One & Three Year User License Subscriptions			
Order Type	Details	Part Number	Supplemental Information Needed for Order
Initial Order	When starting a one or three year subscription for HID Origo Mobile Identities, an order for User Licenses must be placed. The service start date begins on the date the order is processed by HID. User Licenses will be valid for one or three years and the service term end date will be set to the last day of month.	1-year subscription MID-SUB-T050 MID-SUB-T100 3-year subscription MID-SUB-T053 MID-SUB-T103	Org ID: Org Name: MOB or ICE: Format*: Subscription Start Date: (Optional) (DD MMMM, YYYY)
Adding Additional User Licenses	To increase the number of User Licenses within a service term, an order for add-on licenses must be placed. These user licenses will have a prorated price based on the number of whole months remaining in term. They will co-terminate and expire along with previously purchased licenses on the contract.	1-year subscription MID-SUB-T050-ADD MID-SUB-T100-ADD 3-year subscription MID-SUB-T053-ADD MID-SUB-T103-ADD	Org ID: Org Name: Contract ID: Subscription Start Date: (Optional) (DD MMMM, YYYY)
Changing subscription tier or term midterm	<p>Upgrading from MID-SUB-T05x to MID-SUB-T10x during a subscription term is possible under certain circumstances, e.g. upgraded tier with the same or more end users.</p> <p>This will result in the cancellation of the existing contract and the generation of a new contract ID.</p> <p>Note: An organization cannot be on more than one subscription plan simultaneously.</p> <p>Downgrading from MID-SUB-T10x to MID-SUB-T05x can only be completed at the time of renewal.</p>		Org ID: Org Name: Contract ID: Subscription Start Date: (Optional) (DD MMMM, YYYY)
Adding additional credential types	If, after initial onboarding account creation, a new credential type is needed (new format and/or keyset), an order must be placed. Quantity should always be 1. There is no charge for this transaction as unlimited credentials are included with subscription user licenses.	MID-SUB-CRD	Org ID: Org Name: MOB or ICE: Format*:
Renewal	<p>When renewing a subscription for HID Origo Mobile Identities service, an order for User Licenses must be placed.</p> <p>A change in quantity or HID reseller will generate a new contract ID.</p>	1-year subscription MID-SUB-T050 MID-SUB-T100 3-year subscription MID-SUB-T053 MID-SUB-T103	Org ID: Org Name: MOB or ICE: Format*: Contract ID: -RENEWAL
Changing subscription tier or term at the renewal date	<p>To change between subscription plans at renewal, please order the corresponding part number and the number of licenses needed.</p> <p>This will generate a new contract ID.</p>	1-year subscription MID-SUB-T050 MID-SUB-T100 3-year subscription MID-SUB-T053 MID-SUB-T103	Org ID: Org Name: MOB or ICE: Format*:

Preparing for Renewal

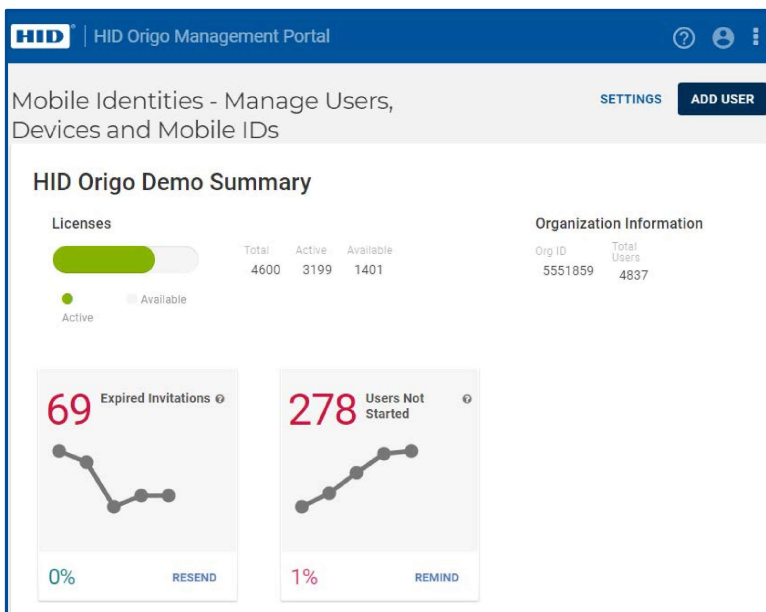
For your convenience, subscription contracts can be set to auto or manual renewal. For those with manual renewals it's important that any changes are captured, that key information is supplied, and that the renewal order is placed early enough to be processed by HID to the expiration date. We recommend that end user administrators place renewal orders with their HID resellers at least a month prior to expiration.

Should you have any questions, the HID Mobile Access FAQ is a great starting point.

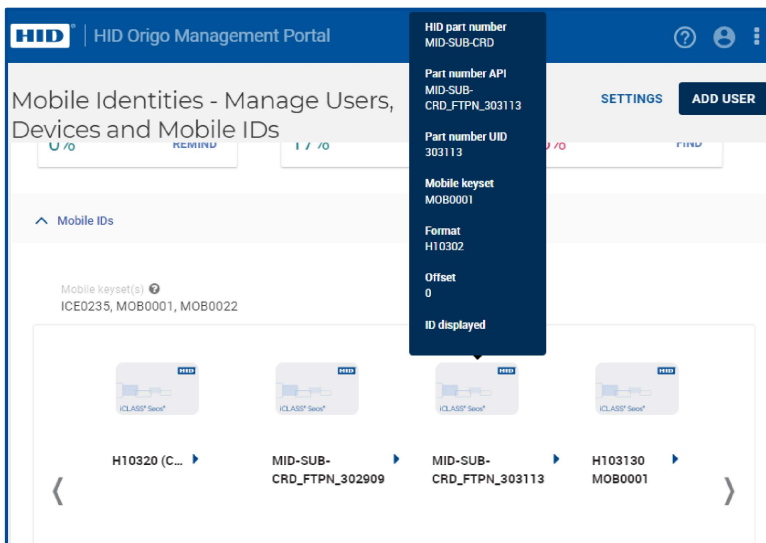
https://doc.origo.hidglobal.com/faq/portal/HID_Mobile_Access_FAQ.pdf

To find your MOB-key, facility code, or format:

1. As an End User administrator, log in to the HID Origo Portal:
<https://cloudservices.hidglobal.com/mobile-identities/#/home>
2. Select the **Mobile Identities Services** option. This will take you to **Mobile Identities – Manage Users, Devices and Mobile IDs**. The organization summary section displays license information, including:
 - a. License counts e.g. Total, Active, and Available Licenses
 - b. Org ID



3. Information about your current MOB-key, facility code, and format is available in the **Mobile IDs** section. Hover over the card image to display all relevant information.



Note: To avoid delays, please include all relevant information when contacting your reseller.