Getting Started on the Elevate Test App

Hello & thank you for testing Elevate! A few things to keep in mind:
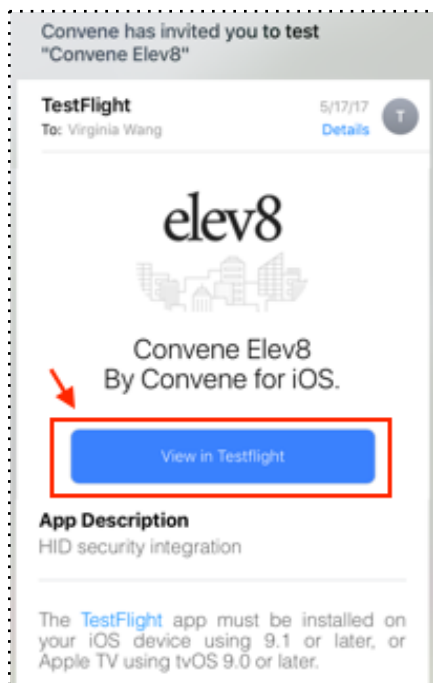
- **Beta Testing:** This is a "beta" test version of the app. As with all beta software, bugs and quirks are to be expected.
- **Your Feedback:** When you come across bugs or things that are confusing, please let us know so we can take a look and fix them!
- **Your Ideas:** Since we're trying to get the app from beta to final, we won't be able to add new features to this version, but we would love to hear your ideas for future versions. Please use the same process for submitting feedback to send us your ideas.

Let's get started!

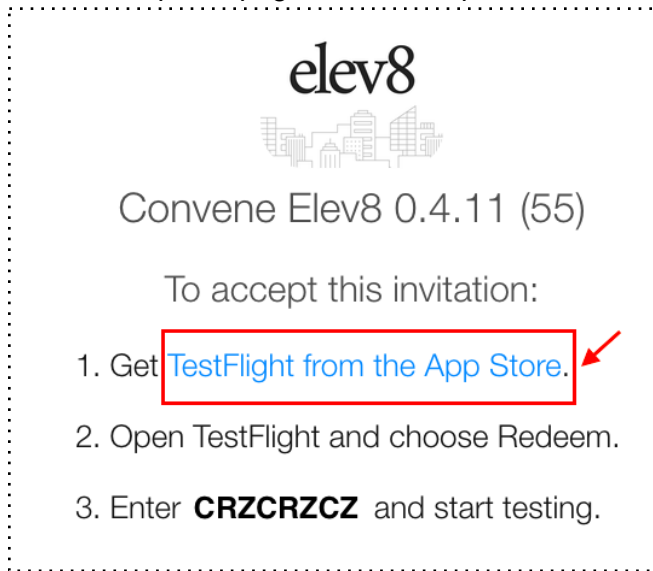
Step 1. Download Two Apps

Since Elevate's Beta app is for testing only, it's not publicly available & you can't download it from the App Store. You'll get it through the free TestFlight app, so let's download TestFlight first.

A. **On your iPhone**, find the EMAIL **"Convene has invited you to test 'Convene Elev8'."** Open it, and tap the "**View in Testflight**" button.
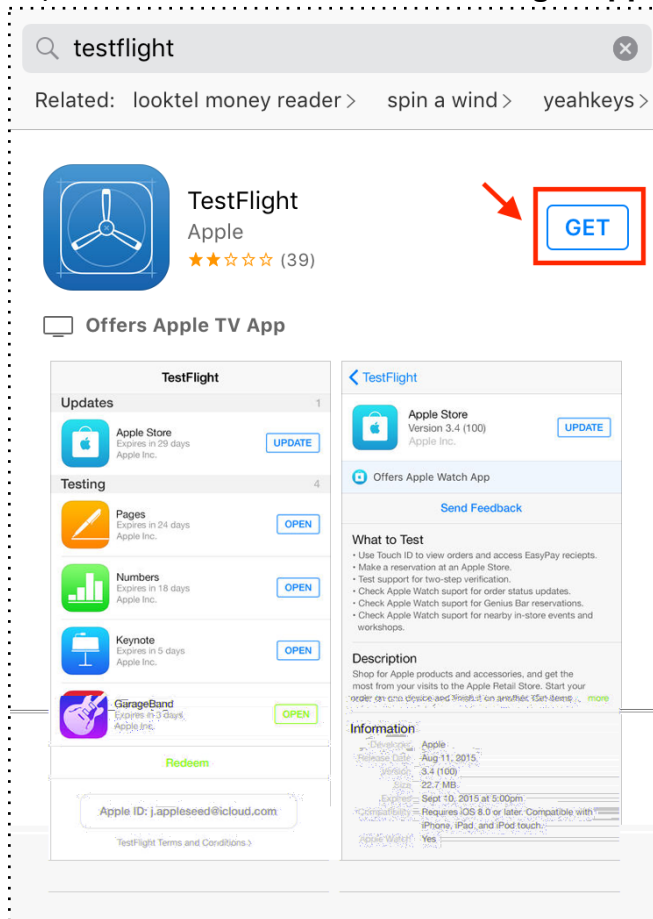
Getting Started on the Elevate Test App

B. Safari will open a page like this. Tap the **blue words**... Do NOT close this page!

C. Apple's App Store will launch.
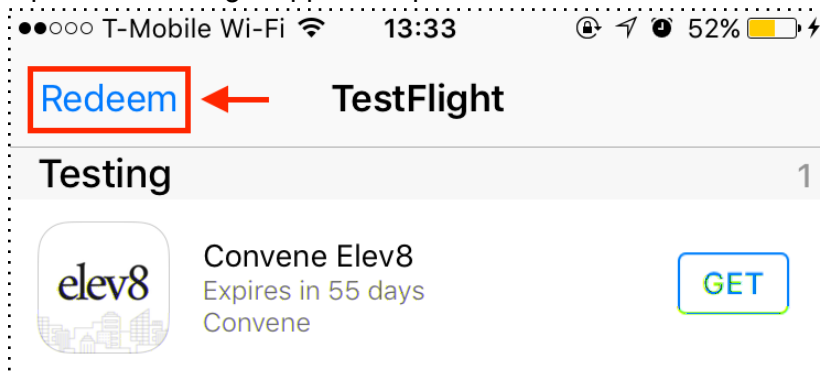Tap **"Get"** to download the free **TestFlight app**.

D. Now you can download the Elevate app through TestFlight. You'll need your unique permission code to do this. **Copy your code** from this page (in Safari).
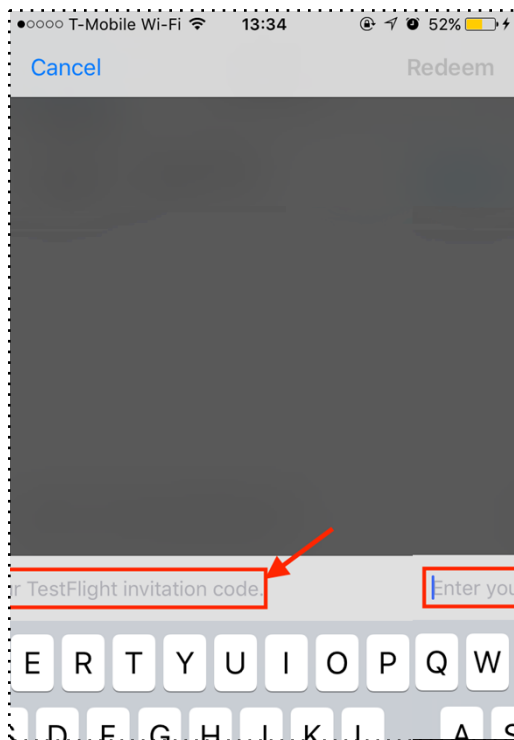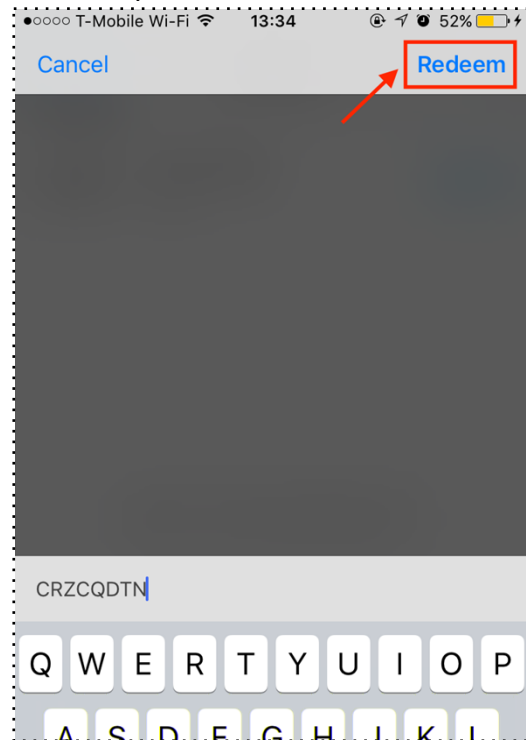

E. Open the TestFlight app and tap "**Redeem**."
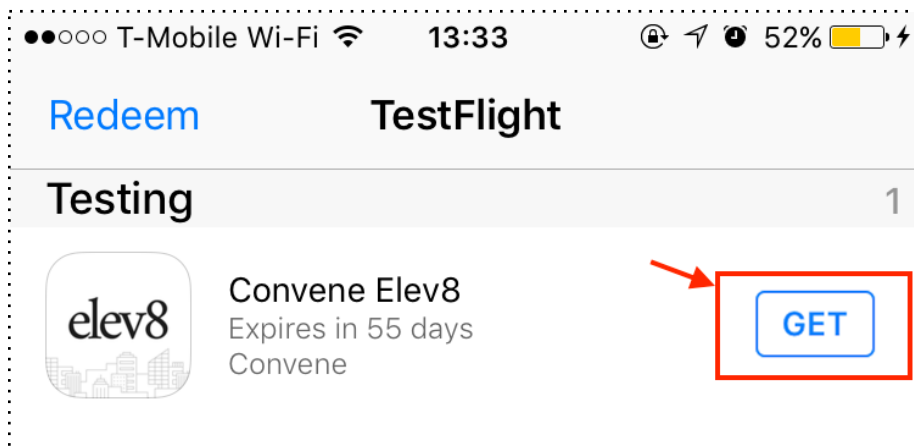
F. **Paste the CODE** here…   … then tap **"Redeem."**

G. Elevate's app should download automatically. If not, tap **"Get"** to start the download. When the app finishes downloading, it will open to the Welcome screen.

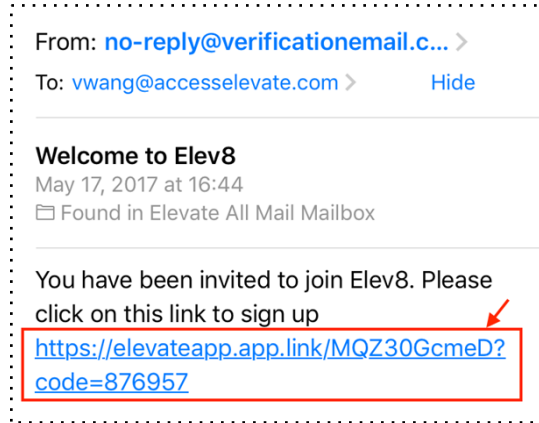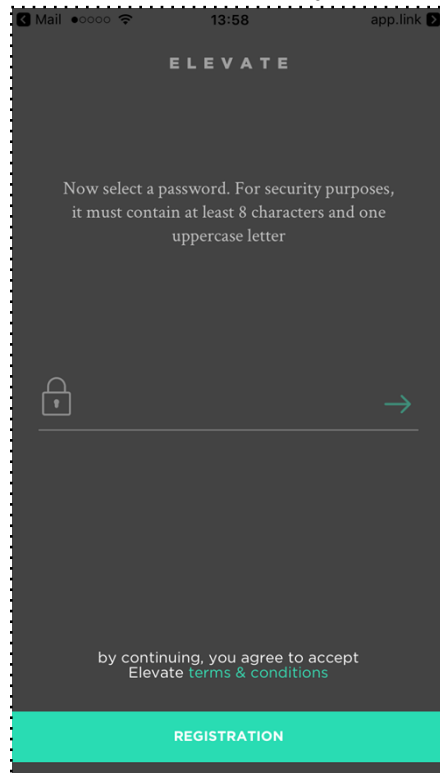*Do Not Sign Up Yet! Please go straight to Step 2.*

Step 2. Sign up via Email Link

H. **On your iPhone**, find the **"Welcome to Elev8" Email**.
    Tap the **link** in the email to launch the Elevate app.

From: no-reply@verificationemail.c... >

To: vwang@accesselevate.com >   Hide

Welcome to Elev8
May 17, 2017 at 16:44
▢ Found in Elevate All Mail Mailbox

You have been invited to join Elev8. Please click on this link to sign up
https://elevateapp.app.link/MQZ30GcmeD?code=876957

I. Enter a **Password** for your new Elevate account, then submit it.

E L E V A T E

Now select a password. For security purposes, it must contain at least 8 characters and one uppercase letter

by continuing, you agree to accept Elevate terms & conditions

REGISTRATION

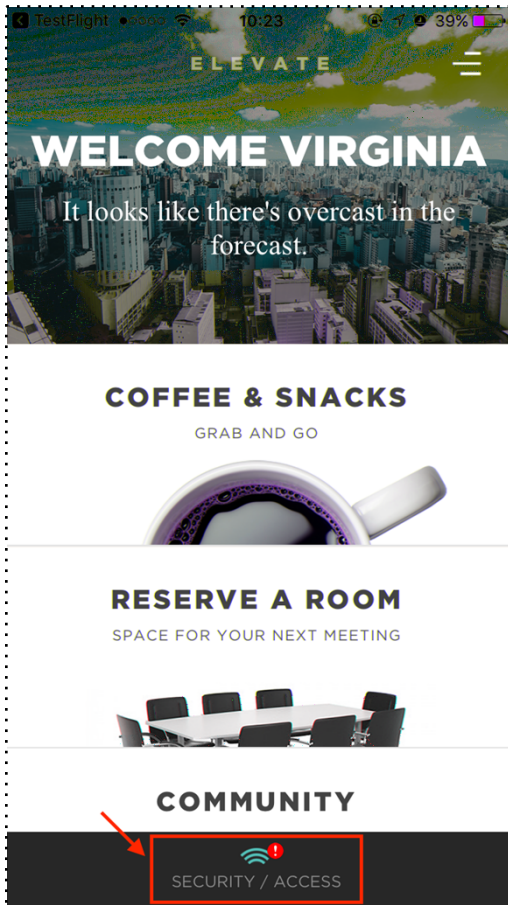You're almost there! Just one more step -- Step 3!

Getting Started on the Elevate Test App

Step 3. Contact Building Management or Security

The last step is done by your Building Management or Security Team. They'll update the Security system to grant you the appropriate building access through the Elevate app.
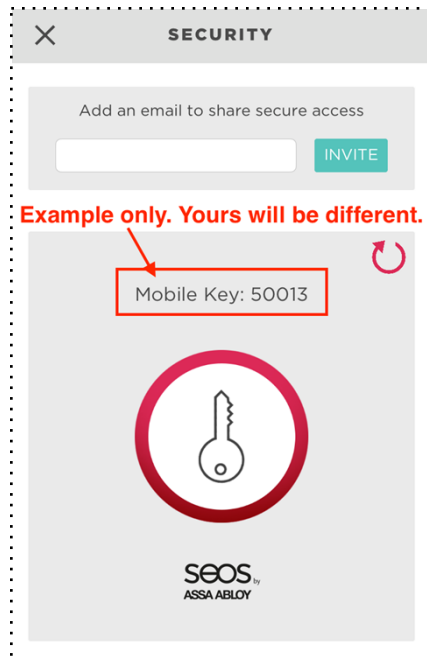
J. For this step, you'll need your Mobile Key. Tap on **Security / Access** at the bottom of the Home Screen.

A red exclamation mark should not appear. If it does, see TROUBLESHOOTING below.

K. On the next screen is your **Mobile Key** (see below). Write it down or screenshot it.
   a. Give this # to your Building Management or Security Team.
   b. Let them know you need to be set up in the ACS for building access using the Elevate App and this Mobile Key.
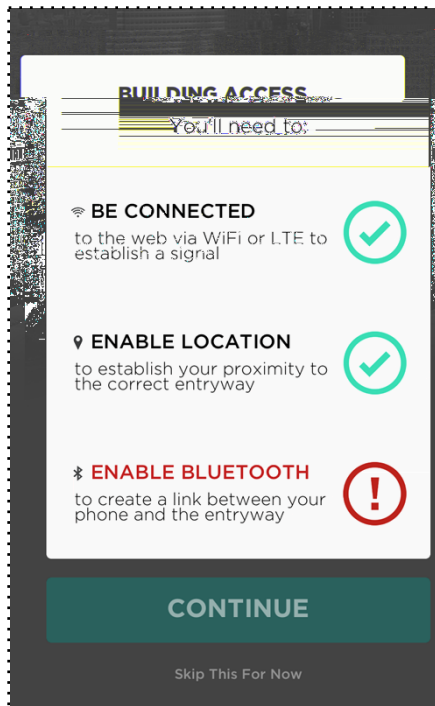
Getting Started on the Elevate Test App

TROUBLESHOOTING

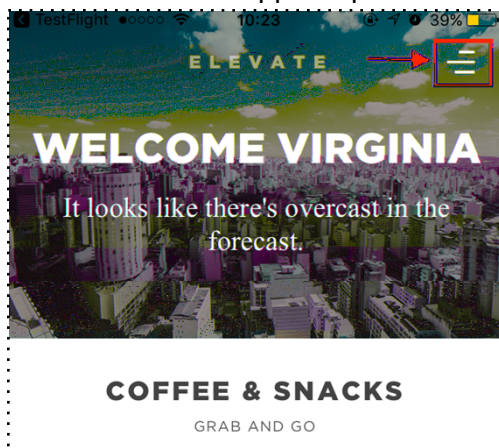If you see a red exclamation mark by **Security / Access**, tap it & you'll see a screen like this.

Wherever there is a red line, you'll need to do something so the app can work properly. For example, you might need to:

- Connect to **Wifi** or an **LTE Cellular Data network**.

- Enable **Bluetooth**. You can do this from the "Swipe Up" menu on your iPhone.

- Enable Location Services for the Elevate App. You can do this under **Settings** > **Privacy** > **Location Services** on your iPhone.
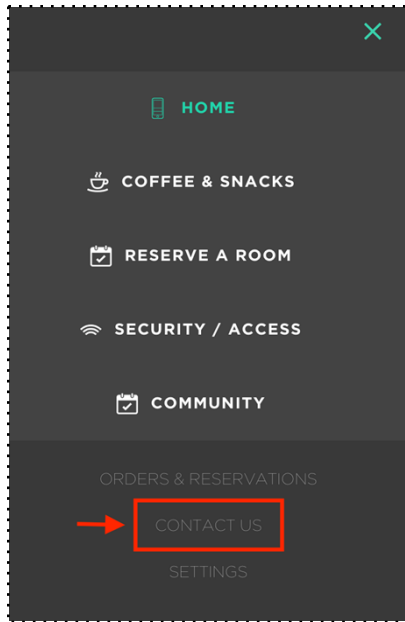
Step 4. Send Us Your Feedback

Let us know when you encounter bugs, have questions or ideas. To send us feedback:

L. Go to the Elevate app & tap the 3 lines in the **Upper Right**.

M. Then tap "**Contact Us**" and send us your thoughts!

Getting Started on the Elevate Test App

Thanks & happy testing!

The Elevate Team