cohesion

# Cohesion Platform for Tenant Users

Quick Start Guide for Tenants

# Contents

Introduction......3
Log In to the Cohesion Platform......4
Getting Around......7
Mobile Credential......9
Calendar......12
Visitors......15
Amenity Reservations......30
Communications......35
Nearby......38
Fitness Center......41
Building Information......44
Service Requests......46
Documents......53
Vehicle Parking......56
Bike Parking......61
Frequently Asked Questions......62

# Introduction

## Overview of the Cohesion Platform

The Cohesion intelligent building platform contributes to the great daily occupant experience at your building. This quick start guide is intended for Tenant users to help familiarize you with common functions. Answers to Frequently Asked Questions are provided at the end of the document.

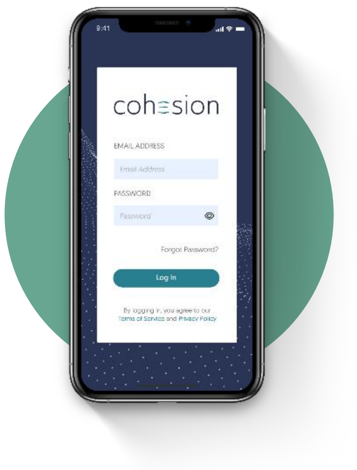
## Benefits for Tenant Users

- **More reliable building access** - Use your phones to access the building. Mobile keycards are much less likely to get lost, and they can be allocated remotely. They are also much more secure than a plastic keycard.
- **Improved overall building experience** - All building information and functions are unified and accessible from one platform
- **Self-service amenities** - Sign up for bike storage and view amenity availability
- **Ease of use** - Simple and intuitive user experience
- **Increased awareness of building amenities and local services** – You'll be able to view onsite restaurants, stores, gyms, transportation options, ATMs, mailboxes, common spaces, etc.
- **Improved Communication** - Building management can provide instant communication in case of emergencies, announcements, or events.

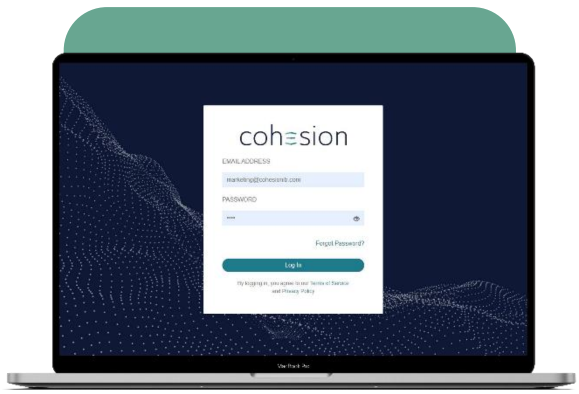
# Log In to the Cohesion Platform

Before you can log in to the Cohesion platform, you will first need to be added to the system by another authorized system user. Contact your company's Tenant Manager user or Building Management for assistance, if needed.

**Mobile Version**




**Web Version**




## Log In Instructions for the Web Version

### How to log in to the web platform

1. An email invite to the Cohesion system will be sent to you upon creating your account. Open the Welcome Email message and click the link to set up your Cohesion password.
2. On the Change Password screen, enter a new password for your user email address and then click **Submit**.
3. Use your newly created credentials to log in at [core.cohesionib.com](core.cohesionib.com).
4. Review and accept the Privacy Policy and Terms of Use.

## If you did not receive an email invite

1. Visit core.cohesionib.com from your web browser.
2. Click the "forgot password" link and type in your company email address You will receive an email with a link to reset your password.
3. Reset your password.
4. Log in using your updated credentials
5. Start using the platform - ENJOY!

# Log In Instructions for the Mobile Version

## How to log into the mobile version

1. Search for "CohesionIB" in your device app store or use your camera to capture a QR Code.

On IOS

a. In your App Store, tap **Search** in the bottom-right corner of the screen and search for "CohesionIB."
b. Tap **Get**, then tap **Open** to open the app.

iOS App Store
iOS 11 or later

On Android

a. In your Google Play Store, search for "CohesionIB" and then select the Cohesion app.
b. Tap **Install** and then tap **Open** to open the app.

Android Google Play Store
Android 8 or later

2. If asked to use "auth0.com" to sign in, tap **Continue**.
3. On the app log in page, enter your Email Address and the Password you created, and then tap **Log In**.

If this is your first log in to the app and you have not yet set your password, then follow these steps to create one.

a. Tap the "Forgot Password?" link and submit your company email address.
b. Check your email for a confirmation message that you want to reset your password and select **Confirm**.
c. On the Change Password screen, enter a new password for your user and then tap **Submit**.

4. If prompted, select **Allow** to enable notifications.
5. Start using the app!

# Getting Around

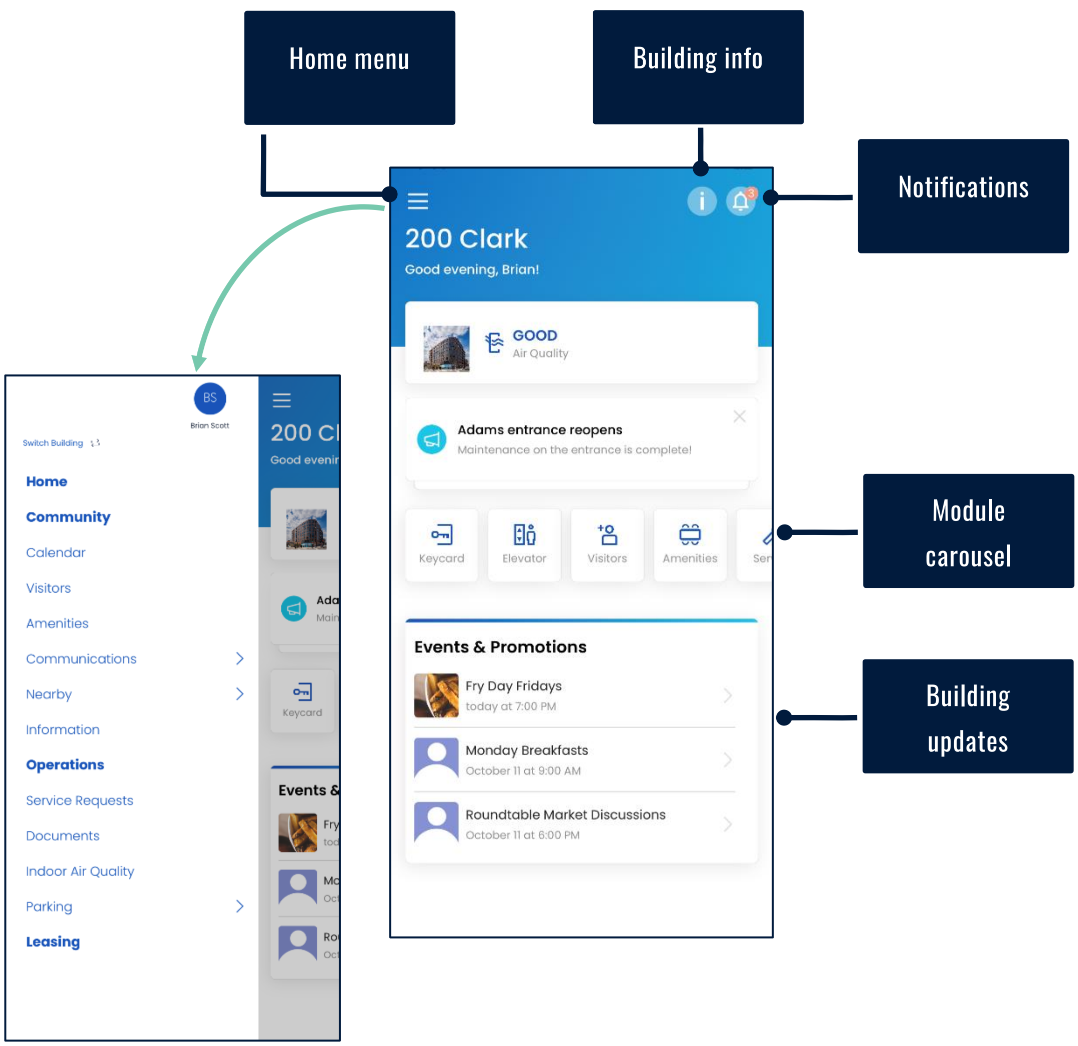
You can access everything you need from your building platform from the very first screen you see when you log in – your Home screen.

Navigating the Home Screen on Mobile

Navigating the Home Screen on the Web

## Navigating the Home Screen on Mobile

When you open your building platform app, you'll land on the Home screen where your mobile keycard and other modules are displayed. From here, you can access the available modules and see building updates, upcoming events, and any notifications that are available.



# Navigating the Home Screen on the Web

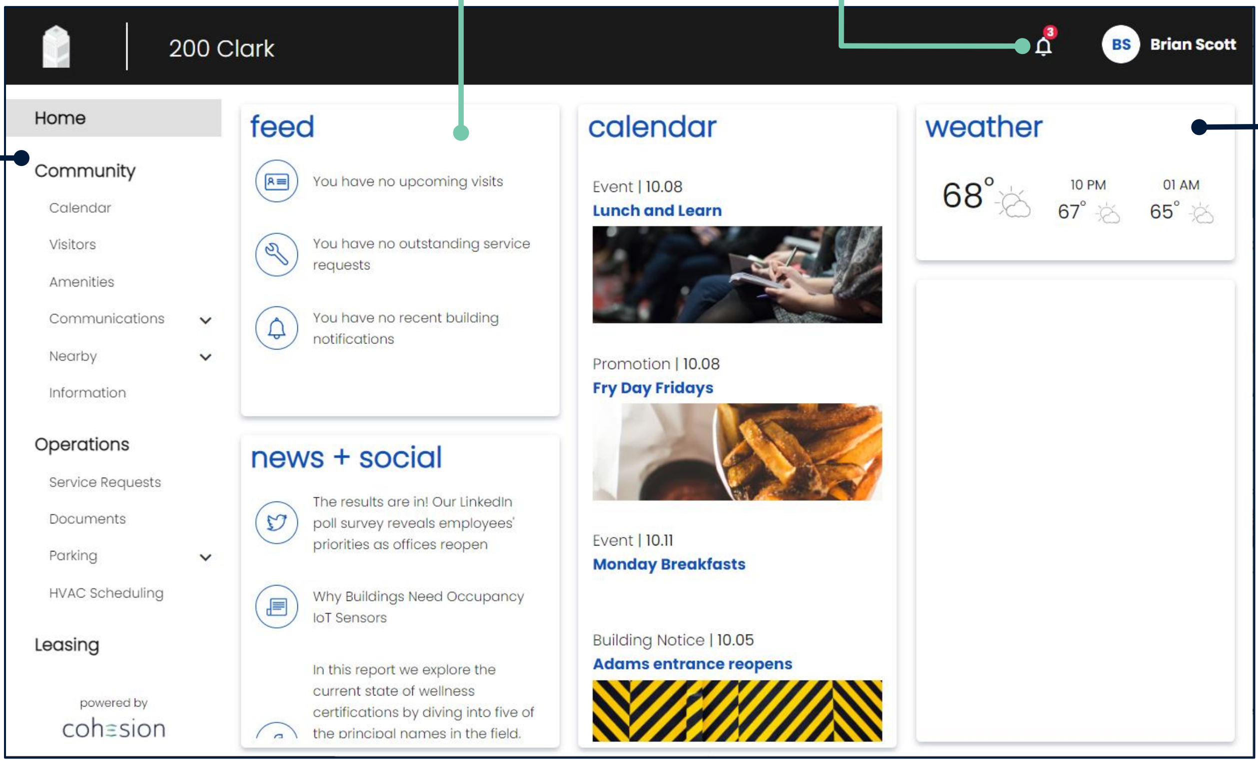
When you log in to your building platform, you'll land on the Home page where you can navigate to the available modules, see building updates and events, and access information about local weather and transportation.

Navigate the modules

See building updates and events

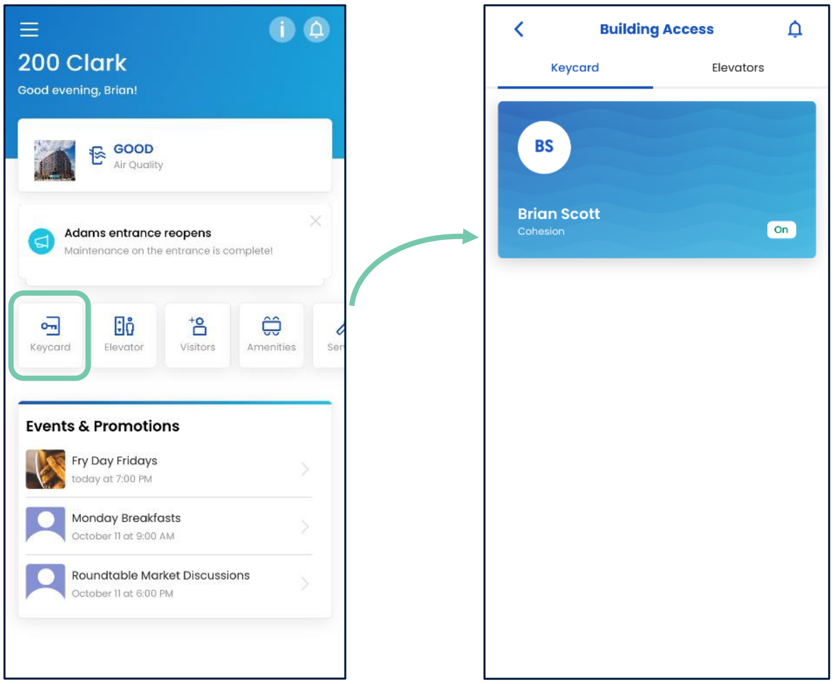
Notifications

Access local weather and transportation info



# Mobile Credential

A mobile credential, or mobile keycard, is software downloaded onto a phone that's used in a secure and encrypted manner within the Cohesion app. The mobile keycard has a unique identifier that replicates the physical badge commonly used in building access control systems such as turnstiles. Like a physical badge, the mobile keycard can be used to unlock common space doors, turnstiles, and elevator kiosks in a building.




## Configure Your Mobile Credential on iOS

1. Log in to the Cohesion app on your iOS device. You may see a prompt asking you to allow notifications from Cohesion. If so, tap Allow.
2. On the Cohesion Home screen, tap your Mobile Keycard to open the Keycard screen.
   - Mobile Keycard uses Bluetooth to communicate with keycard readers. If it is not enabled on your device, you are prompted to allow Bluetooth. Tap OK.
   - Your keycard uses your location to activate automatically when you're in the building. If it is not enabled on your device, turn on Location Sharing in Settings > Privacy > Location Services > Enable.
     Recommended: Tap Cohesion and select Always to always allow location access by the app.

3. On the Keycard screen, select **Tap to Configure** to initialize your mobile keycard. During this process you can swipe through the screens for an overview of how your mobile keycard works but do not close your app.
4. When the initialization completes, tap **Close**. Your mobile keycard should now display as **On**.
   - Tap your mobile keycard to confirm a Digital Credential has been added.
   - Stay logged in to the app and keep it open in the background. If you logout or quit the app, card readers may not detect the mobile keycard.

## Configure Your Mobile Credential on Android

1. Log in to the Cohesion app on your Android device.
2. On the Home screen, tap your **Mobile Keycard** to open the Keycard screen.
3. On the Keycard screen, select **Tap to Configure** to initialize your mobile keycard. During this process you can swipe through the screens for an overview of how your mobile keycard works.
   - Mobile Keycard uses Bluetooth and Location Sharing to communicate with keycard readers and to activate automatically when you're in the building. If prompted to enable permissions, tap **Turn On**.
   - You may be asked to give Cohesion location permissions access. Select **Allow**. **Recommended**: Set your device Location permissions for Cohesion to Allow all the time via **Settings** > **Apps** > **Cohesion** > **Permissions** > **Location** > **Allow all the time**.
   - If prompted to add a mobile credential, tap **Continue**.
4. When the initialization completes, tap **Close**. Your mobile keycard should now display as **On**.
   - Tap your mobile keycard to confirm a Digital Credential has been added.
   - Stay logged in to the app and keep it open in the background. If you logout or quit the app, card readers may not detect the mobile keycard.

## Use Your Mobile Credential

1. Open the app and tap the mobile credential "ON" prior to scanning
2. If Location Sharing is enabled and set to "Always", simply tap your phone to a keycard reader.
   If Location Sharing is not allowed all the time, open your mobile keycard and then tap your phone to a keycard reader.

**Mobile Credential Tips:**

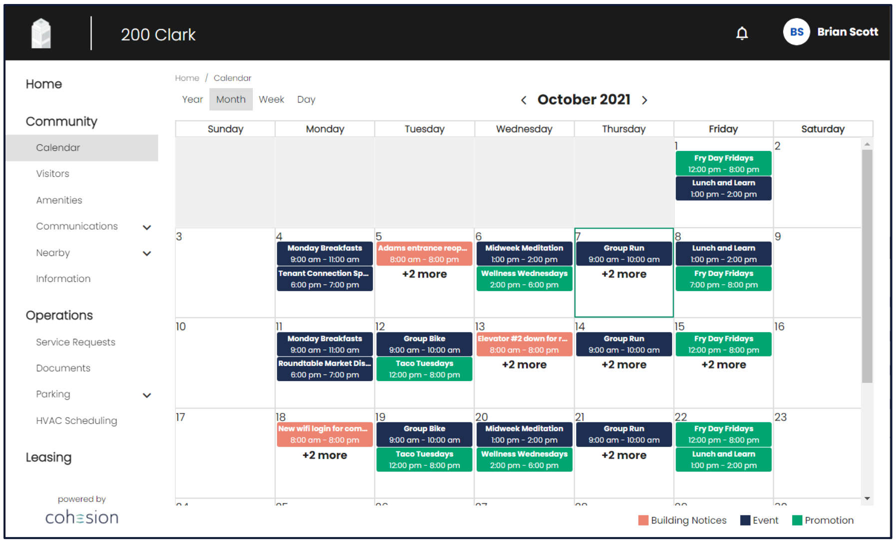
- Keep the Cohesion app on in the background to keep the keycard connected to Bluetooth.
- Allow Location Sharing with the Cohesion app to avoid having to open your mobile keycard to scan.

# Calendar

The building Calendar is a place to view events, promotions, and other notices about what's happening in and around the building. The calendar is updated and maintained by authorized building management staff.

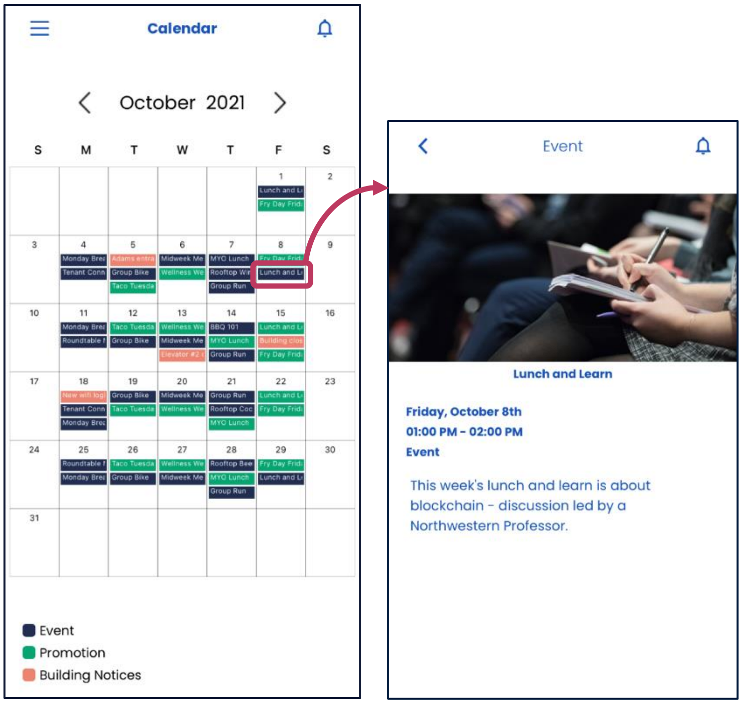
## Mobile Version


## Web Version

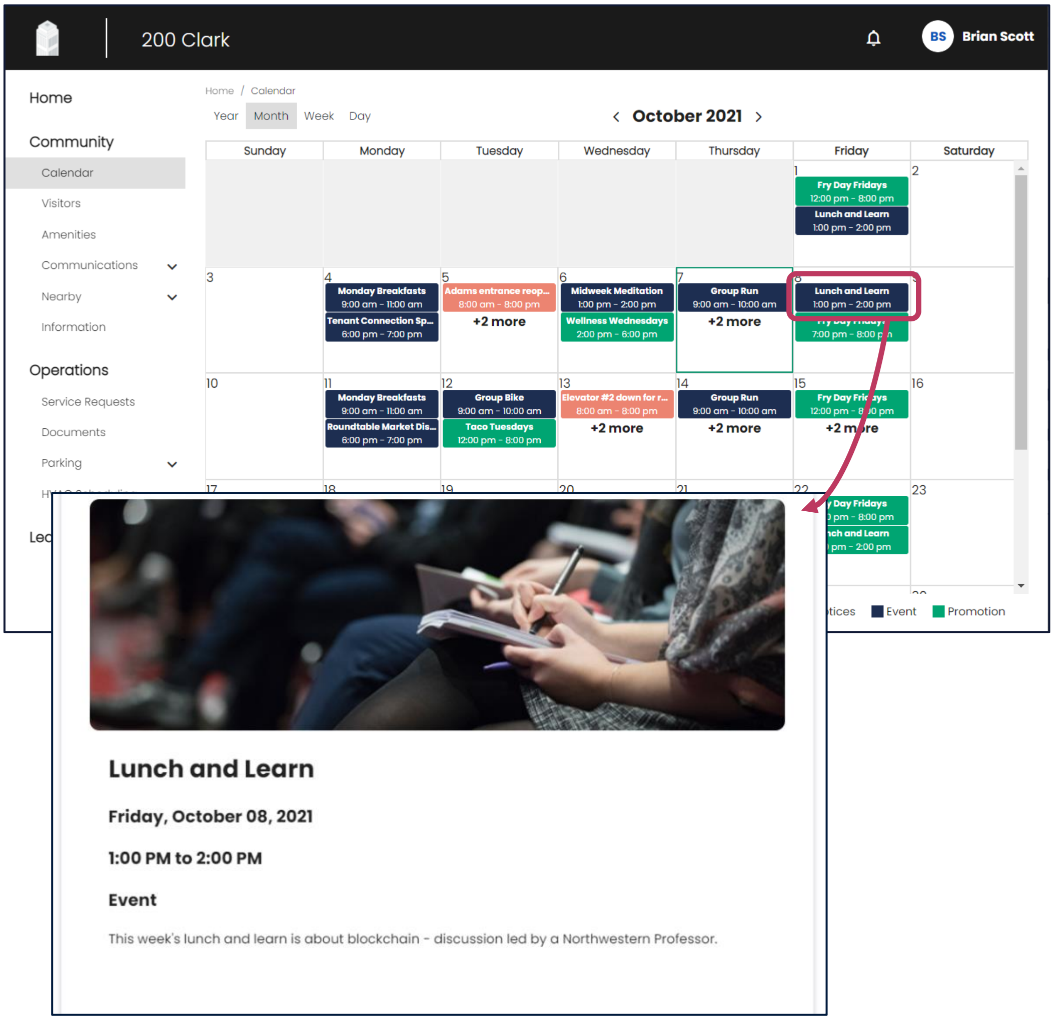


# View the Building Calendar

1. Select **Calendar** in the navigation menu.
2. If you're viewing the calendar on the web, select the type of calendar you want to see: **Year**, **Month**, **Week**, or **Day**.
3. To navigate the calendar, use the arrow buttons on either side of the date.
4. Select an event, promotion, or notice in the calendar to view more details about it.




*Calendar on Mobile*




*Calendar on the Web*

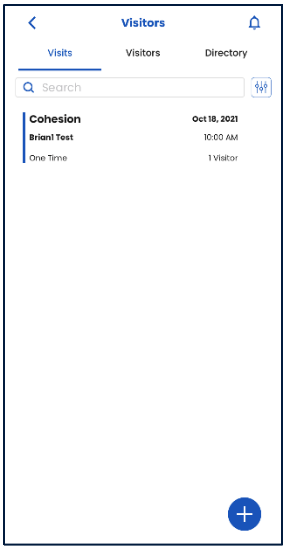
# Visitors

You can create and manage invitations to visitors coming to the building. New visits are given a title, the host is identified and the date, time, location within the building and a security access clearance are assigned to the visitor. Visitors receive an invitation with visit details and an access credential to facilitate their access to the building, via a QR code. Upon scanning the QR at a building turnstile, a notification message is sent to the visitor's host notifying them of the visitor's presence in the building lobby. The process requires no intervention by building security.

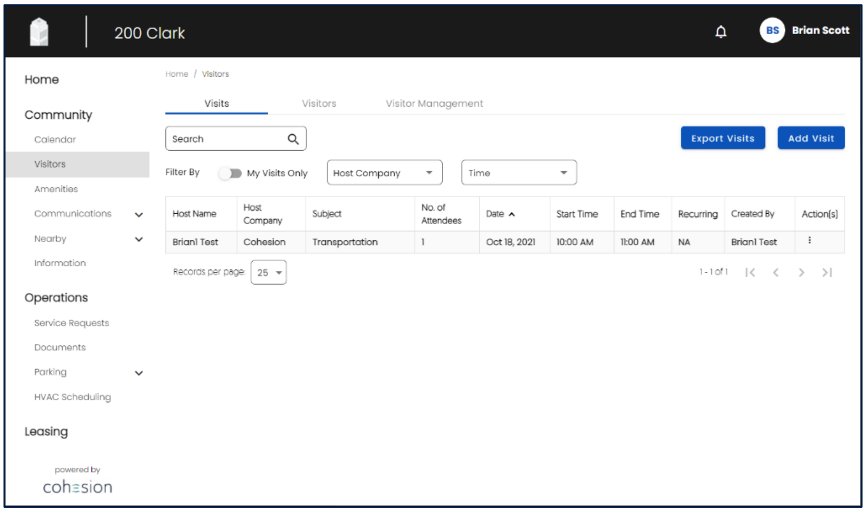
[Visitors on Mobile](#)

[Visitors on the Web](#)

Mobile View




Web View



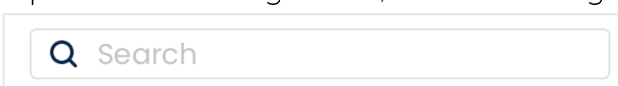
# Visitors on Mobile

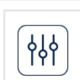
Using the Visitors module on Mobile, you can:

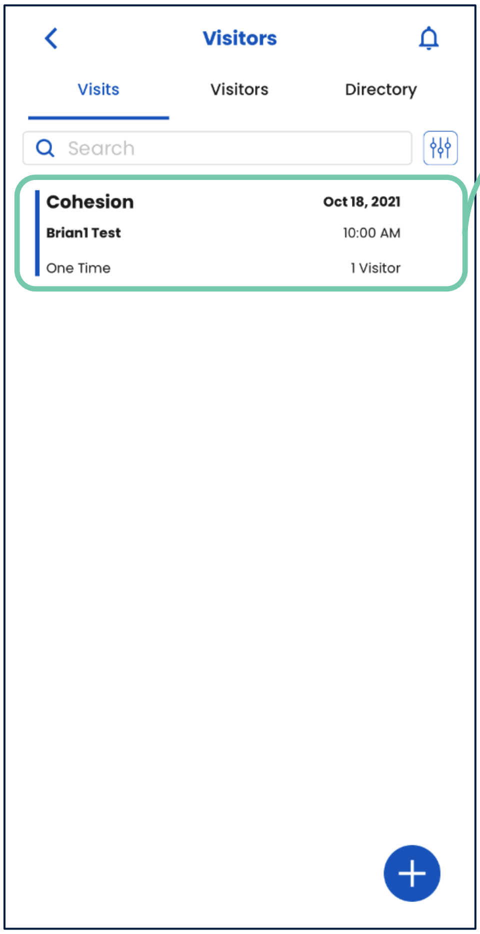
View Visits on Mobile
Add New Visits on Mobile
Edit a Visit on Mobile
View Visitors on Mobile
Add New Visitors on Mobile
Visitor Directory on Mobile

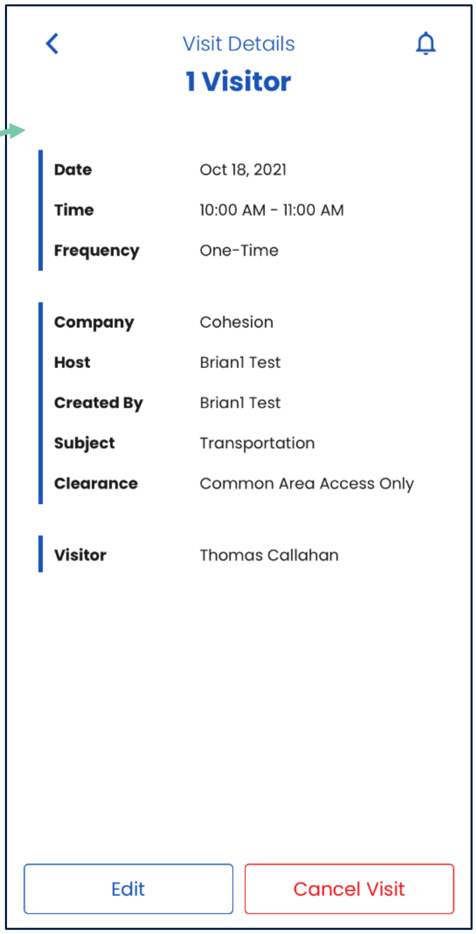
## View Visits on Mobile

1. Log in to the Cohesion app on your device. If asked, tap **Allow** to allow notifications from Cohesion.
2. On the Home screen, tap **Visitors** or select **Visitors** from the Home menu.
3. On the Visitors screen, select **Visits** near the top of the screen.
   All of the upcoming visits you've added are listed.
4. To find a specific visit, start typing the subject of the visit in the **Search** box at the top to find matching results, or scroll through the list of visits.

5. Use the **Filter**  options to further refine the list.
   - Display only visits you've added by selecting **My Visits Only**.
   - Filter the list of visits by **Host Company** and **Time**:
     - **Host Company** displays the host companies that are included in the Visits list so you can show only the company (or companies) that you want to see.
     - **Time** displays the timeframes of visits to display, including: **All Visits**, **Upcoming Visits**, **Past Visits**, and **Custom Duration** (so you can choose a timeframe).
6. Select a visit in the list to view more details about it.




## Related topics

- View Visitors on Mobile
- Edit a Visit on Mobile
- Add New Visitors on Mobile
- Visitors on the Web

## Add New Visits on Mobile

NOTE: In order for the visit host to receive an arrival notification when a visitor badges in or is checked in, the Visitor Check-in Method must be properly configured by Building Management.

1. On the Visitors screen, select **Visits** and then tap **Add** ⊕.
2. Complete all of the required (*) and optional fields on the Add a Visit screen.
   a. **Subject** * - enter the subject of the visit
   b. **Meeting Location** - the meeting location provides guidance to your visitor on where to meet the host
   c. **Host** * - if you are not the host, search for another user
   d. **Additional Arrival Notifications** – specify additional users who should receive a notification when the visitor arrives
      NOTE: Additional arrival notifications are only sent when integrated with a Visitor Management system.
   e. **Select Visitor** * - search your existing list of visitors, or add a new visitor for the visit. If the visitor(s) have already been entered into the system. start typing in their name(s) and a drop-down list displays matching names in the system that you can select.
      To add a new visitor for the visit, tap **Add New Visitor** button. For details about how to a new visitor for the visit, see Add New Visitors on Mobile.
   f. **Clearance** * – For buildings that are integrated with a Visitor Management system, select the specific floor(s) in your building the visitor can access. Otherwise, select **Common Area Access Only** or **Hold in Lobby**.
      If clearance is specified, visitors may receive a QR Code via email to scan upon arrival that allows entry to the cleared floor(s).
      If you select **Common Area Access Only** or **Hold in Lobby**, visitors do not receive a QR Code and must be escorted to your floor.
   g. **One Time Visit/Recurring Visit** – by default One Time Visit is selected, but if this is a recurring meeting with the same group of people, select the Recurring and then complete the recurring details for the visit
   h. **Date** * - select the date for the visit
   i. **Start Time** * - select the start time for the visit
   j. **End Time** * - select the end time for the visit
3. Tap **Submit** at the bottom of the screen.

   Visitors with an Email address receive a Welcome email with a calendar invite and meeting details. They will also receive an email an hour before the meeting start time with a QR Code that provides clearance to the specified floor(s) for the visit. Visitors scan the QR Code upon entering the building that grants the access.

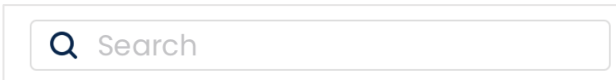

*Add a Visit on mobile*

## Edit a Visit on Mobile

1. On the Home screen, tap **Visitors** or select **Visitors** from the Home menu.
2. On the Visitors screen, select **Visits** near the top of the screen.
3. Select the visit you want to edit and then tap **Edit** near the bottom of the screen
   **NOTE**: A visit cannot be edited after the Start Time has passed.
4. Update the visit details as need and then tap **Submit** to save your changes and submit the updated visit.
   If an Email address is saved for the visitor[s], they receive an email with the updated visit details.

## View Visitors on Mobile

1. On the app Home screen, tap **Visitors** or select **Visitors** from the Home menu.
2. On the Visitors screen, select **Visitors** near the top of the screen.
   All of the visitors you've added for an upcoming visit are listed.
3. To find a specific visitor, start typing the subject of the visit or the visitor's name in the **Search** box at the top to find matching results, or scroll through the list of visitors.

4. Use the **Filter**  options to further refine the list.
   - Display only visitors you've added by selecting **My Visitors Only**.
   - Filter the list of visitors by **Host Company**, **Time**, and **Checked In** status:
     - **Host Company** displays the host companies that are included in the Visitors list so you can show only the company (or companies) that you want to see.
     - **Time** displays the timeframes of visitors to display, including **Upcoming Visitors**, **Past Visitors**, **Custom Duration** (so you can choose a timeframe), and **All Visitors**.
     - **Checked In** lets you specify if you want to see only visitors who have checked in to the building (**Yes**), or visitors who have not yet checked in (**No**).
5. Select a visitor in the list to view more details about them.

**Related topics**

- View Visits on Mobile
- Edit a Visit on Mobile
- Add New Visitors on Mobile
- Visitors on the Web

## Add New Visitors on Mobile

1. On the Home screen, tap **Visitors** or select **Visitors** from the Home menu.
2. On the Visitors screen, select **Visits** near the top of the screen, and then tap the **Add** button .
3. Enter the visitor's **First Name** and **Last Name** in the corresponding fields.

4. Optionally, complete the additional fields about your visitor.
   **NOTE**: If you enter an **Email** address for the Visitor, they will receive an email about upcoming visits.
5. Tap **Add Visitor** (iOS) or **Submit** (Android) at the bottom of the screen.
   **NOTE**: To edit an existing visitor's details, use the Directory.

## Visitor Directory on Mobile

1. On the Home screen, tap **Visitors** or select **Visitors** from the Home menu.
2. On the Visitors screen, select **Directory**.
   The Directory shows all visitors entered into the system for your company - with or without a current visit scheduled
3. To find a specific visitor, start typing the visitor's name or company in the **Search** box at the top to find matching results, or scroll through the list of visitors.
   
   
   - Use the **Filter**  options to further refine the list. You can display only visitors you've added by selecting **My Visitors Only**.
4. Select a Visitor to view their Visitor Details.
5. On the Visitor Details screen, you can **Edit** information about the visitor and **Delete** the visitor from the Directory.
   You can see a visitor's history under Visit Details.

**Related topics**

- Add New Visitors on Mobile

# Visitors on the Web

[View Visits on the Web](#)
[Add New Visits on the Web](#)
[Edit a Visit on the Web](#)
[View Visitors on the Web](#)
[Add New Visitors on the Web](#)
[Bulk Import Visitors on the Web](#)
[Visitor Management on the Web](#)

## View Visits on the Web

1. Select **Visitors** in the left navigation menu.
2. Select the **Visits** tab at the top of the screen.

   All of the upcoming visits you've added are listed.

3. To find a specific visit, start typing the subject of the visit in the **Search** box at the top to find matching results, or scroll through the list of visits.

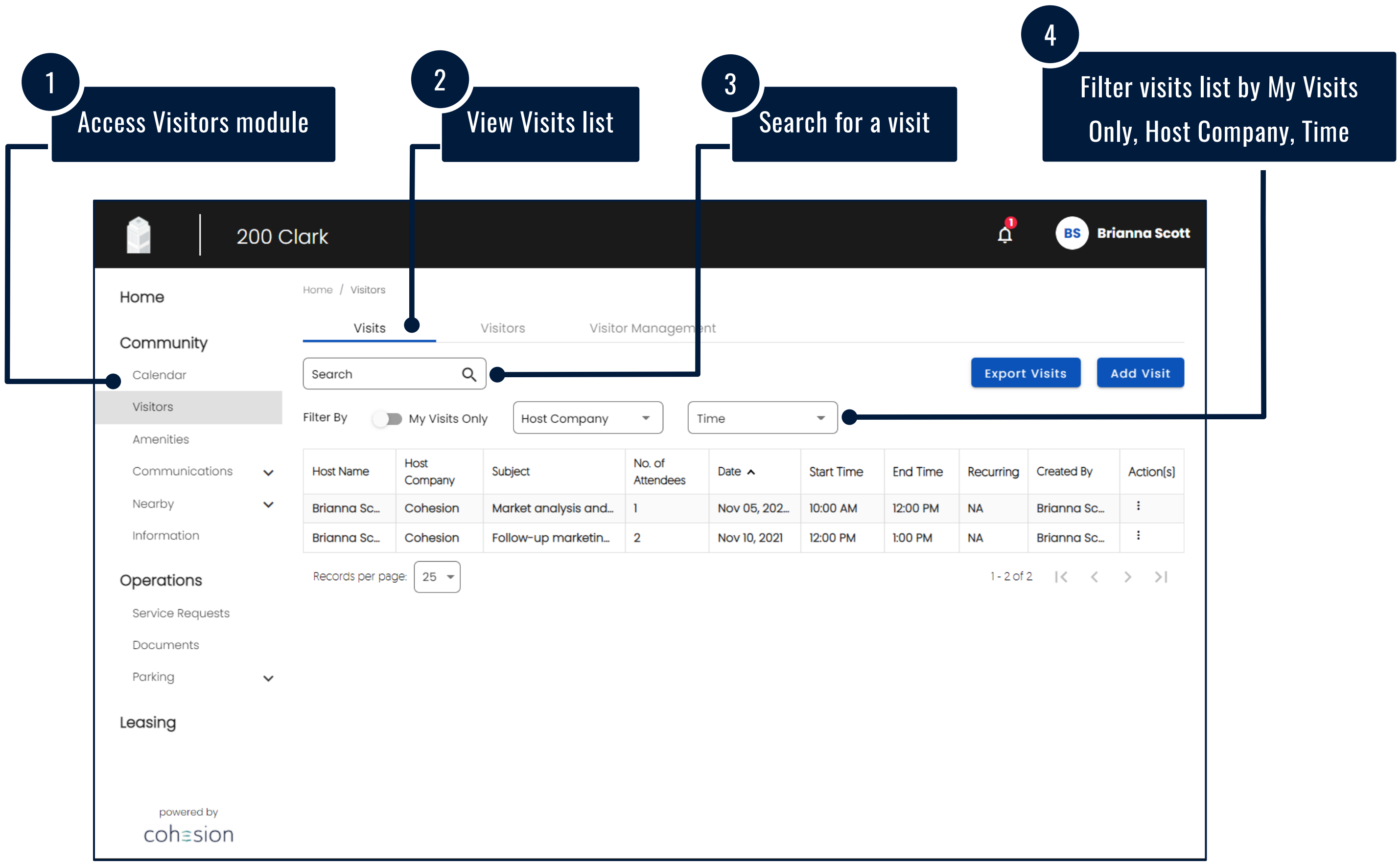
   
   

   Use the **Filter** options to further refine the list.

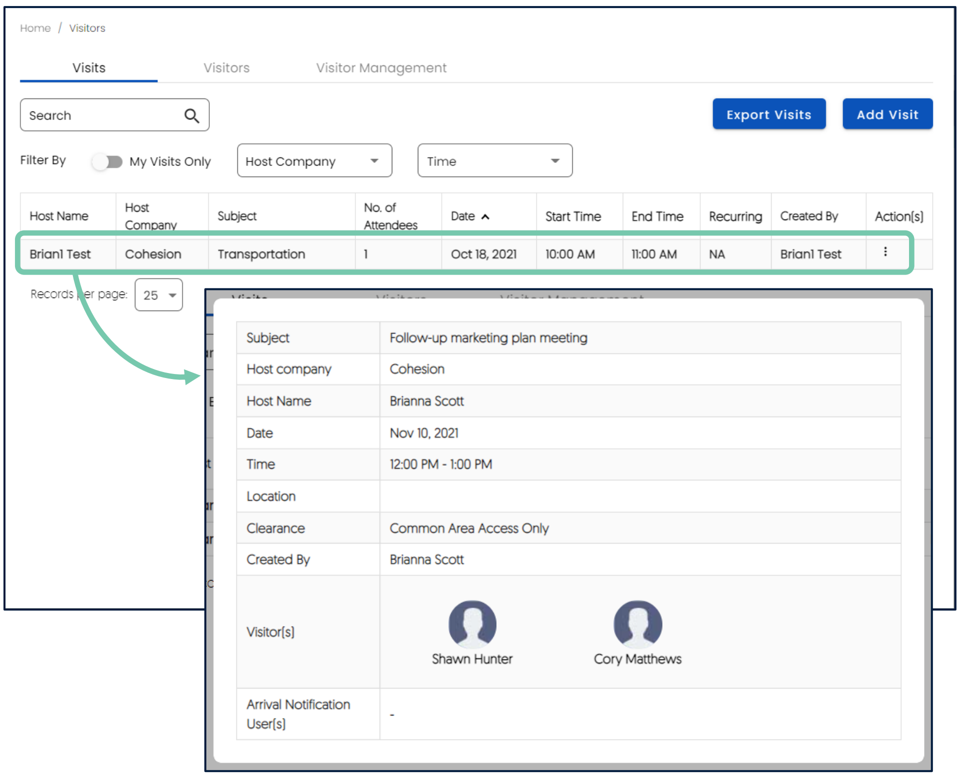
   - Display only visits you've added by selecting **My Visits Only**.

   - Filter the list of visits by **Host Company** and **Time** by selecting options from the drop-down lists
     - **Host Company** displays the host companies that are included in the Visits list so you can show only the company (or companies) that you want to see.
     - **Time** displays the timeframes of visits to display, including: **All Visits**, **Upcoming Visits**, **Past Visits**, and **Custom Duration** (so you can choose a timeframe).
     - Change the number of visits displayed at a time by selecting **10**, **25**, **50**, or **100** from the **Records per page** drop-down at the bottom of the page.




4. To view a visit's details, select it in the list.



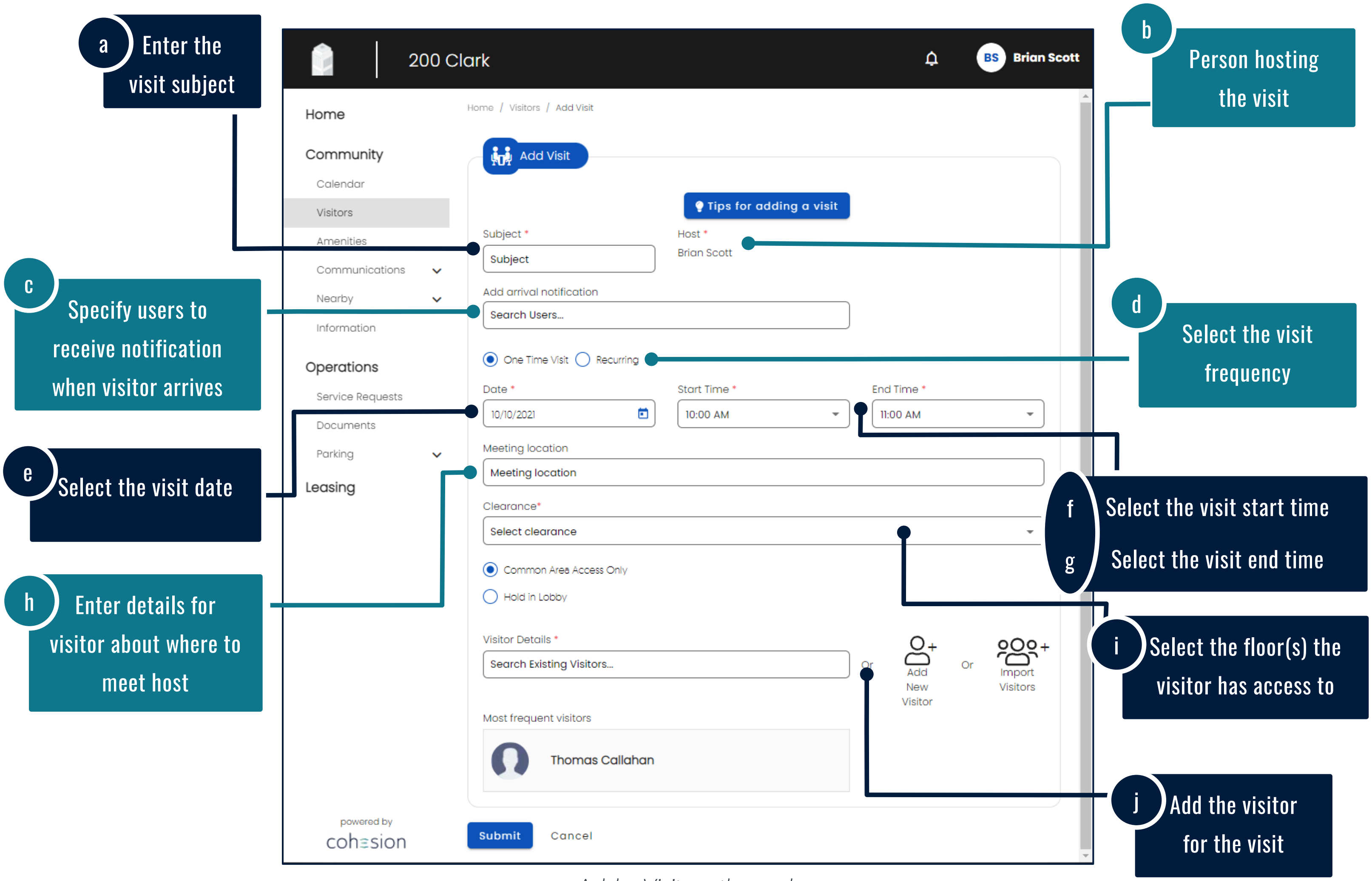
## Add New Visits on the Web

**NOTE**: In order for the visit host to receive an arrival notification when a visitor badges in or is checked in, the Visitor Check-in Method must be properly configured by Building Management.

1. On the Visitors screen, select **Visits** near the top of the screen.
2. Click the **Add Visit** button.
3. Complete all of the required [*] and optional fields on the Add a Visit screen.
    a. **Subject** * - enter the subject of the visit
    b. **Host** – this is the person hosting the visit
    c. **Add arrival notification** – specify additional users who should receive a notification when the visitor arrives
        **NOTE**: Additional arrival notifications are only sent when integrated with a Visitor Management system.
    d. **One time/Recurring** – by default One Time Visit is selected, but if this is a recurring meeting with the same group of people, select the Recurring and then complete the recurring details for the visit
    e. **Date** * - select the date for the visit
    f. **Start Time** * - select the start time for the visit
    g. **End Time** * - select the end time for the visit
    h. **Meeting Location** - the meeting location provides guidance to your visitor on where to meet the host
    i. **Clearance** * – For buildings that are integrated with a Visitor Management system, select the specific floor[s] in your building the visitor can access. Otherwise, select **Common Area Access Only** or **Hold in Lobby**.
    If clearance is specified, visitors may receive a QR Code via email to scan upon arrival that allows entry to the cleared floor[s].
    If you select **Common Area Access Only** or **Hold in Lobby**, visitors do not receive a QR Code and must be escorted to your floor.
    j. **Select Visitor** * - search your existing list of visitors, or add a new visitor for the visit. If the visitor[s] have already been entered into the system. start typing in their name[s] and a drop-down list displays matching names in the system that you can select.
        – To add a new visitor for the visit, click the **Add New Visitor** button. For details about how to a new visitor for the visit, see Add New Visitors on the Web
        – To import visitors using an CSV file, click the **Import Visitors** button. For details about how to import bulk visitors, see Bulk Import Visitors on the Web

4. Click **Submit** at the bottom of the screen.

   Visitors with an Email address receive a Welcome email with a calendar invite and meeting details. They will also receive an email an hour before the meeting start time with a QR Code that provides clearance to the specified floor(s) for the visit. Visitors scan the QR Code upon entering the building that grants the access.




*Add a Visit on the web*

## Edit a Visit on the Web

NOTE: A visit cannot be edited after the Start Time has passed.

1. Select **Visitors** in the left navigation menu.
2. Select the **Visits** tab at the top of the screen.

   All of the upcoming visits you've added are listed.

3. Find the visit you want to edit in the list.
   For details on finding specific visit using the Search or Filter options, see View Visits on the Web.
4. Click **More** in the Actions column and then select **Edit**.
   The Edit Visit screen displays with all of the editable visit details.
5. Edit the visit as needed and then click **Submit**.
   For more information about these fields, see Add new Visits on the Web.

## View Visitors on the Web

1. Select **Visitors** in the left navigation menu.
2. Select the **Visitors** tab at the top of the screen.

   All of the visitors the upcoming visits you've added are listed.

3. To find a user, type their name in the Search box at the top, or scroll through the list of names.

   Use the Filter options to further refine the list.
   - Display only visitors you've added by selecting **My Visitors Only**.

   - Filter the list of visitors by **Host Company**, **Time**, and **Checked In** status:
     – **Host Company** displays the host companies that are included in the Visitors list so you can show only the company (or companies) that you want to see.
     – **Time** displays the timeframes of visitors to display, including: **All Visits**, **Upcoming Visits**, **Past Visits**, and **Custom Duration** (so you can choose a timeframe).
     – **Checked In** lets you specify if you want to see only visitors who have checked in to the building (**Yes**), or visitors who have not yet checked in (**No**).
4. Select a visitor in the list to view more details about them.

**Related topics**

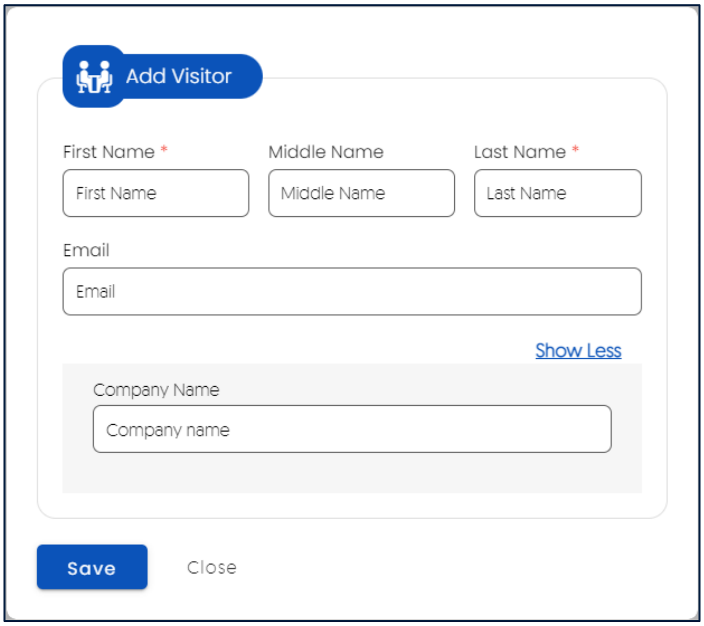
- Visitor Management on the Web
- Add New Visitors on the Web

## Add New Visitors on the Web

1. Select **Visitors** in the left navigation menu.
2. Select the **Visitors** tab at the top of the screen.

   All of the visitors for upcoming visits you've added are listed.

3. Click the **Add Visitor** button to display the Add Visitor pop-up.

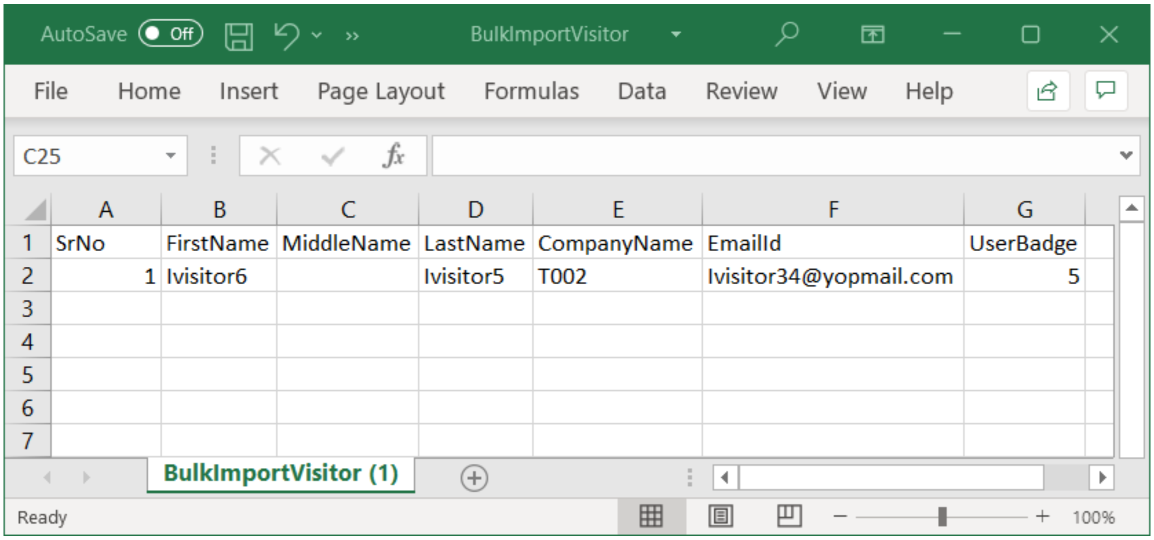



4. Type in the **First Name** and **Last Name** of the visitor.
5. If you would like the individual to receive an email about their visit, which will also contain a QR code visitor badge, enter the visitor's **Email** address.
   NOTE: After an Email address is added for a Visitor, it cannot be edited.
6. Click **Show More** to enter the visitor's **Company Name**.
7. Click **Save** to save the visitor.

## Bulk Import Visitors on the Web

1. Select **Visitors** in the left navigation menu.
2. Select the **Visitors** tab at the top of the screen.
3. Click the **Import Visitor(s)** button near the top-right corner of the screen.
4. On the Import Visitors screen, click the **Download CSV Template** link to download the bulk import template.
5. Open the file **BulkImportVisitor.csv** file from your "Downloads" folder, then fill in the template with the visitors you want to import, and then save the file.
   - **FirstName** (required) – Enter the visitor's first name
   - **LastName** (required) – Enter the visitor's last name
   - **SrNo** - adds a number per person in the list

- MiddleName – Enter the visitor's middle name, if available
- CompanyName - Enter the visitor's company name
- EmailId - Email Address to send an email to visitor with visit details
- UserBadge – Enter a badge number for the visitor

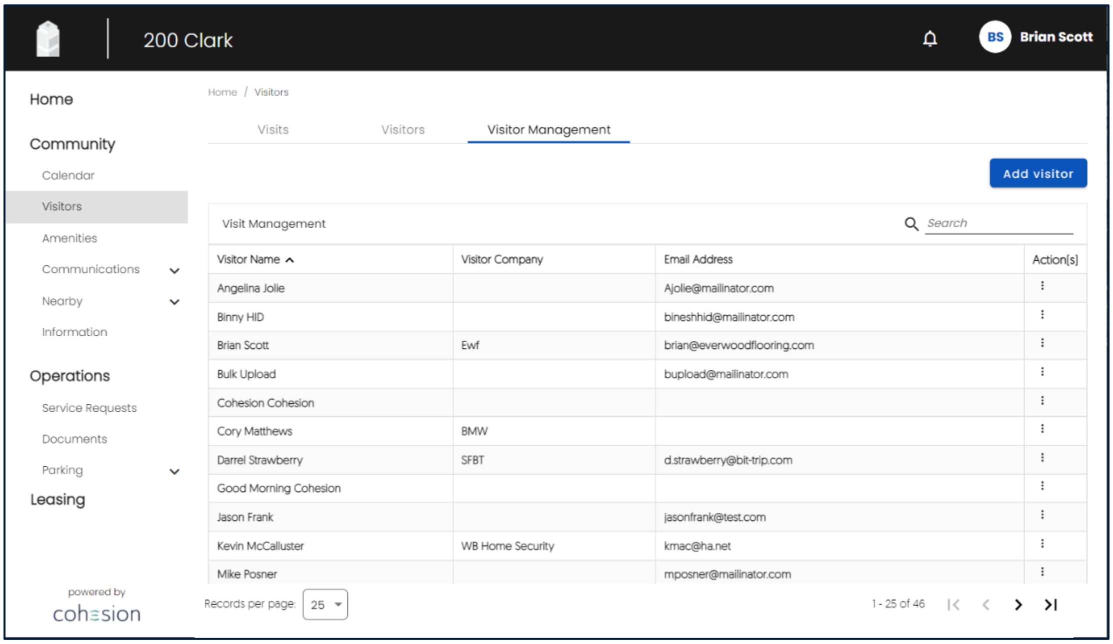


| | A | B | C | D | E | F | G |
|---|---|---|---|---|---|---|---|
| 1 | SrNo | FirstName | MiddleName | LastName | CompanyName | EmailId | UserBadge |
| 2 | 1 | Ivisitor6 | | Ivisitor5 | T002 | Ivisitor34@yopmail.com | 5 |

6. On the Import Visitor screen, click the **Choose File link** and then open the bulk import template file that includes the visitors you want to import.
   A preview of the visitors is displayed. You can delete any that entries you do not want to import by clicking **More** in the Actions column and selecting **Delete**. If there are any issues with the imported data, the row will be flagged so you can review and resolve the error(s).
7. Click the **Import Selection** button to import the visitors.
   After the visitors are imported, you're taken to the Visitor Management screen.

## Visitor Management on the Web

1. Select **Visitors** in the left navigation menu.
2. Select the **Visitor Management** tab at the top of the screen.
   This lists all visitors entered into the system for your company - with or without a current visit scheduled.
3. From the Visitor Management tab, you can view a visitor's details and see a record of their visits, edit visitor details, and delete a visitor.
   - To view a visitor's visit history, select a visitor in the list. You can then select a specific visit to view details about the visit.
   - To edit a visitor, click **More** in the Actions column and then select **Edit**. Edit the visitor's information and then click **Save**.
   - To delete a visitor, click **More** in the Actions column and then select **Delete**. Click **Yes** to confirm you want to delete the visitor.


200 Clark
BS Brian Scott
Home
Community
Calendar
Visitors
Amenities
Communications
Nearby
Information
Operations
Service Requests
Documents
Parking
Leasing
powered by
cohesion
Home / Visitors
Visits
Visitors
Visitor Management
Add visitor
Visit Management
Search
Visitor Name
Visitor Company
Email Address
Action(s)
Angelina Jolie
Ajolie@mailinator.com
Binny HID
bineshhid@mailinator.com
Brian Scott
Ewf
brian@everwoodflooring.com
Bulk Upload
bupload@mailinator.com
Cohesion Cohesion
Cory Matthews
BMW
Darrel Strawberry
SFBT
d.strawberry@bit-trip.com
Good Morning Cohesion
Jason Frank
jasonfrank@test.com
Kevin McCalluster
WB Home Security
kmac@ha.net
Mike Posner
mposner@mailinator.com
Records per page:
25
1 - 25 of 46

# Amenity Reservations

The Cohesion platform provides tenants with the ability to reserve building amenities. It presents the various space offerings and associated options.

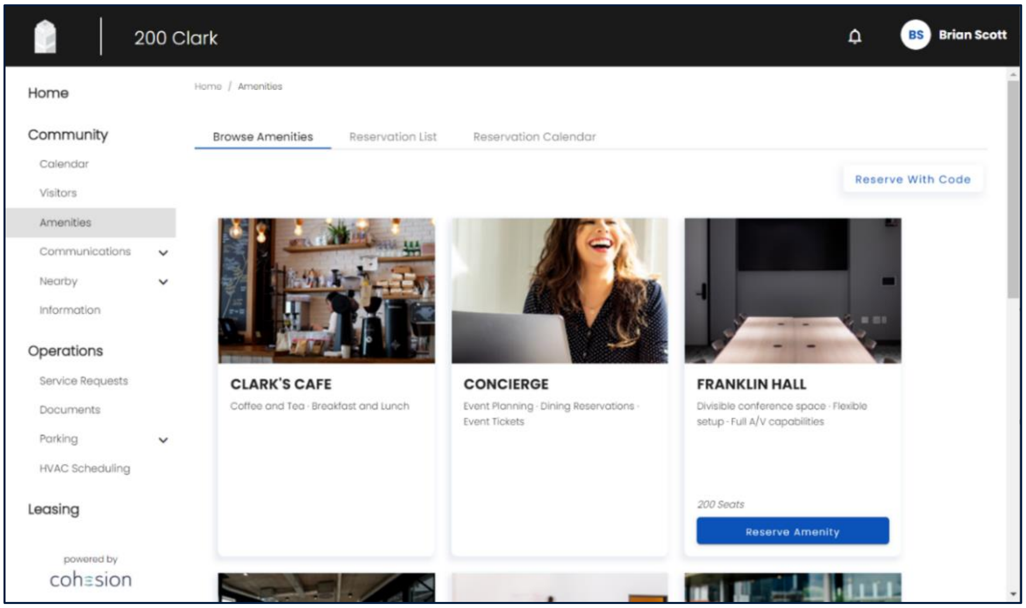
[Reserve an Amenity]

[View and Edit Active Reservations]

[View the Reservation Calendar]

**Mobile Version**


**Web Version**



# Reserve an Amenity

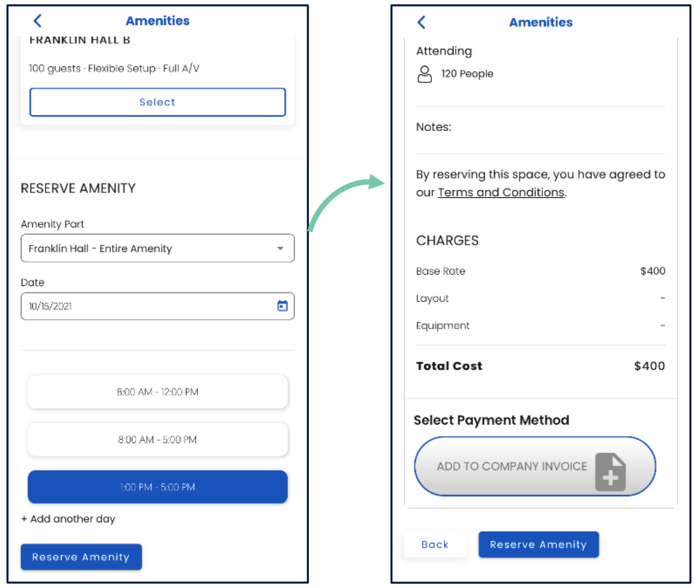
Space booking requests may need to be approved by either a Community Manager, Concierge Service, Conference Manager, or other building role. This depends on the properties defined for each reservable amenity.

1. Select **Amenities** in the navigation menu or from the mobile app Home screen.
2. On the **Amenities** screen, select the amenity you want to reserve.
   You can learn about the amenity and access information about making reservations.
3. In the **Reserve Amenity** section, complete all of the required details.
   - Some amenities, such as conference rooms or halls, can be reserved in part or in whole. If the **Amenity Part** drop-down is available, select the part you want to reserve.
   - Choose the **Date** for your reservation.
   - Specify the reservation times. You may be asked to select a **Start Time** and **End Time**, or you may be asked to select a time block for your reservation (depending on your building's reservation configuration)
4. If you'd like to reserve the amenity again, select **+ Add another day**, and then select the date and times for your reservation.
5. Select **Reserve Amenity**.
6. Next, you're prompted with some questions about your reservation. Answer the questions and then tap **Reserve Amenity** to complete your reservation. Depending on your configuration, you can pay for this amenity via building invoice, credit card, or ACH (if Stripe is setup).

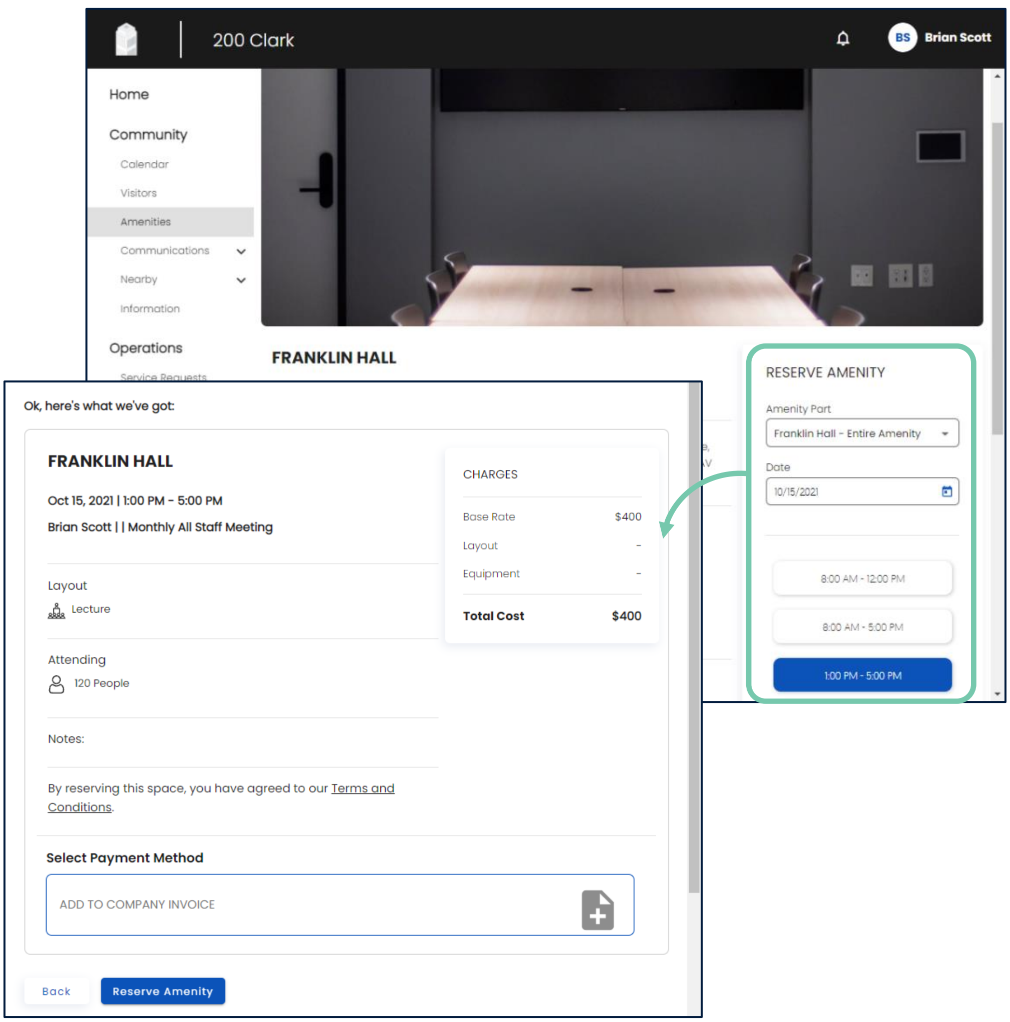
   You can check the status of a request on the **Reservations** tab.

   In addition to dollars, building management may choose to enable credits as an accepted currency for reservations. For more information about amenity credits, speak with your Building Manager.

   You can check the status of a request on the **Reservation List** tab. For more information, see [View and Edit Active Reservations](#).




*Reserve amenity on Mobile*




*Reserve amenity on the web*

# View and Edit Active Reservations

1. Select **Amenities** in the navigation menu or from the mobile app Home screen.
2. Select the **Reservations** tab (mobile) or **Reservation List** tab (web). This is where all of your company's reservations are listed.
3. To find a specific reservation, scroll through the list, use the **Filter** options to narrow down the list, or **Search** for a specific reservation using keywords.

   Filter the list by:

   - **Amenity** – select the amenity (or amenities) you want to see in the list
   - **Reservation Status** – select the status(es) you want to see in the list
   - **Time** – select Upcoming Bookings, Past Booking, or Custom Duration to specify a date range.
4. You can view and manage the reservations in the list:
   a. To view a reservation's details, select it in the list. You can see any comments that have been added, as well as **Cancel** and **Edit** the reservation.
   b. To manage reservations in the list, click **More** in the Actions column and then select an option in the list: **Approve**, **Decline**, **Cancel**, **Edit**, or **Delete**.

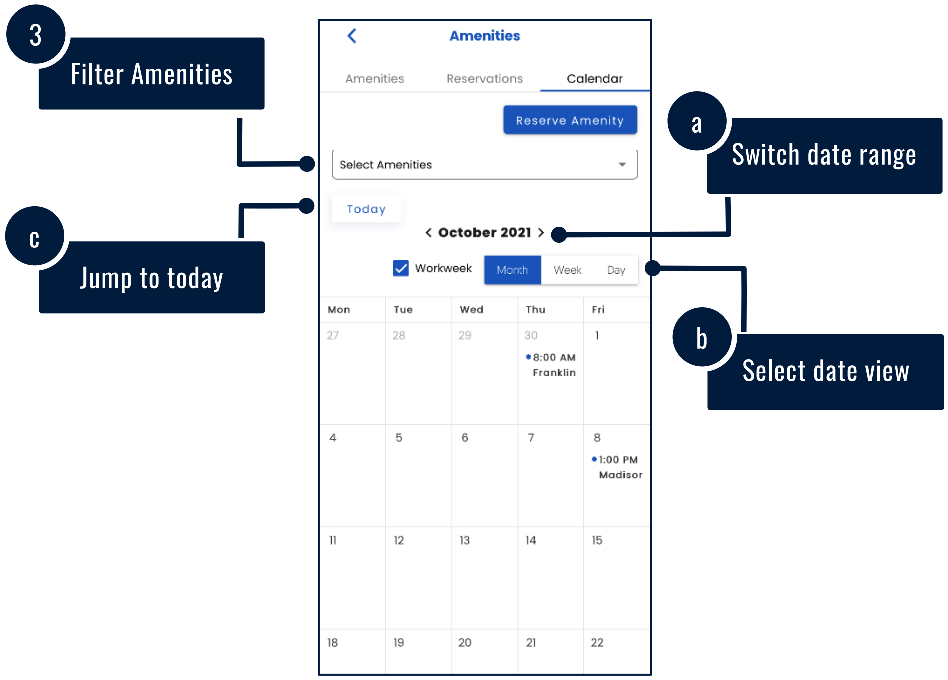
      **NOTE**: These management actions require specific permissions that are typically reserved for Building Manager and Tenant Manager roles.

   When editing a reservation, you can change the **Date**, **Start Time** or **End Time**.

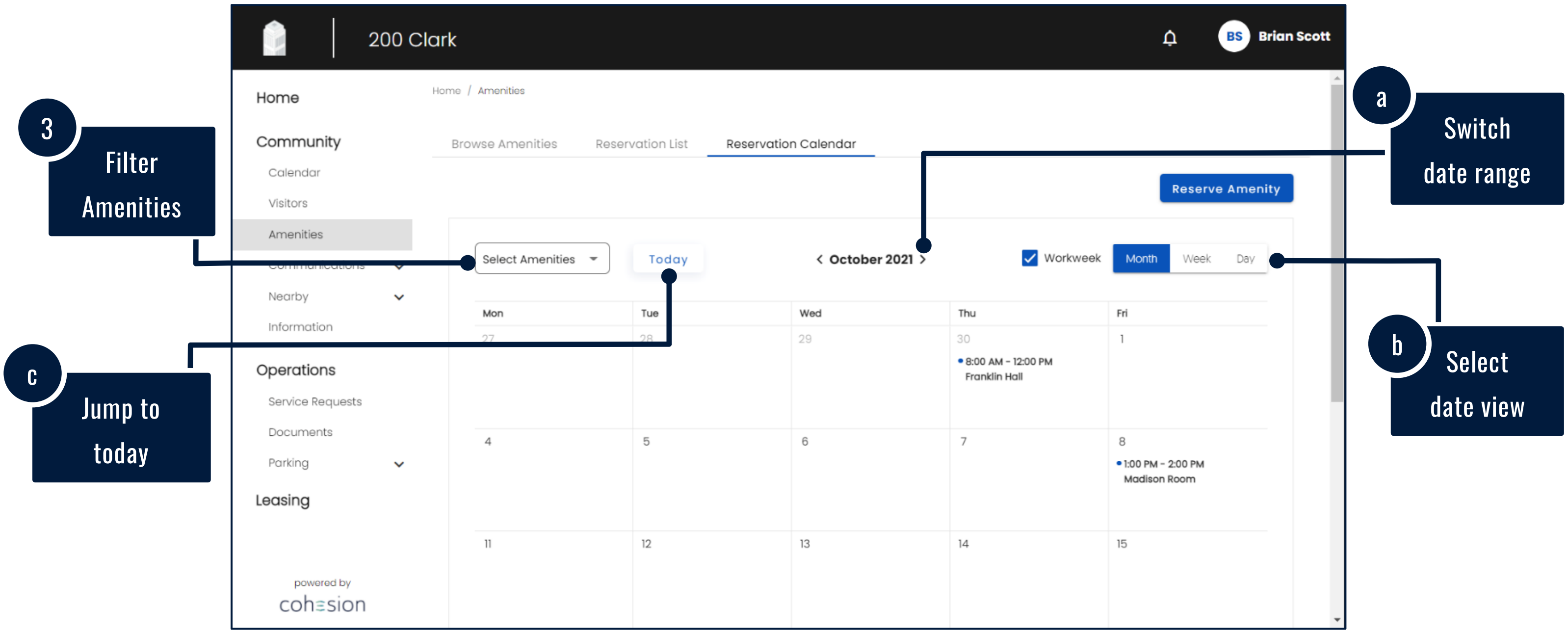
# View the Reservation Calendar

1. Select **Amenities** in the navigation menu or from the mobile app Home screen.
2. Select the **Calendar** tab (mobile) or the **Reservation Calendar** tab (web).
   By default, all approved and completed reservations are displayed on the calendar.
3. You can choose the amenity (or amenities) you want to show on the calendar from the **Select Amenities** drop-down list. This shows reservations for only those selections.
4. To navigate the calendar:
   a. You can switch to a different month, week, or day by tapping one of the arrows next to the date range at the top of the calendar
   b. You can change your calendar view to **Month**, **Week**, or **Day** using the buttons at the top of the calendar
   c. You can quickly jump to the current day in the calendar by selecting **Today**.

5. You can view reservation details by selecting the reservation in the calendar. To make a new reservation, select **Reserve Amenity** near the top of the screen.




*Amenities Calendar on Mobile*




*Amenity Reservation Calendar on the web*

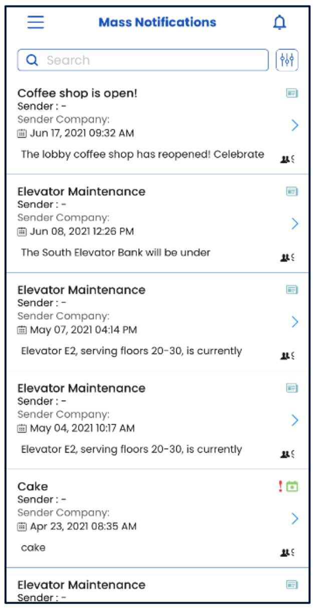
# Communications

The Communications options available within your building platform allow the Building Management team to send Mass Notifications to the entire building or to a specific audience.

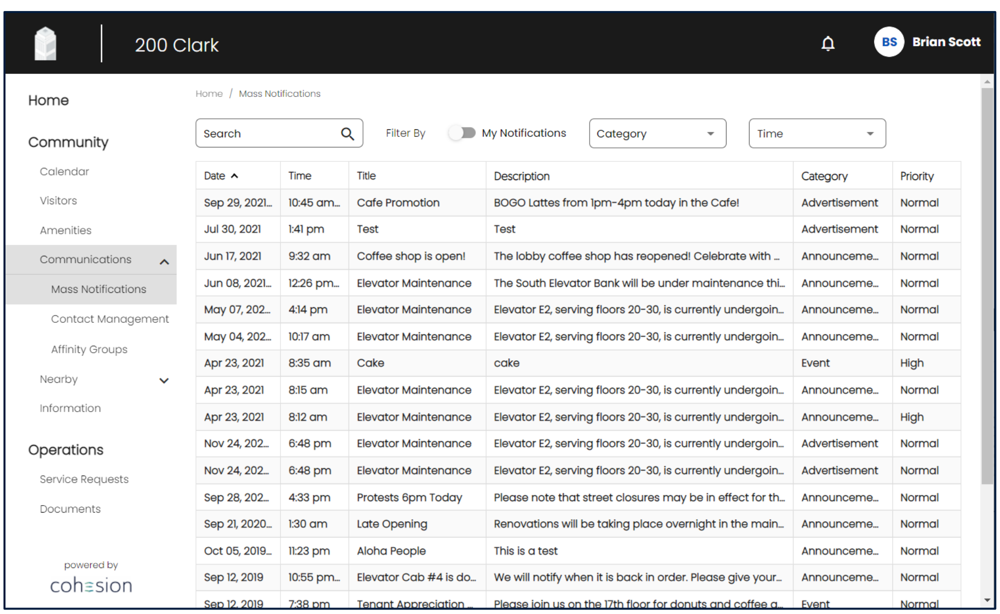
[View Mass Communications](#)

[Send a Message to Building Management](#)

### Mobile Version

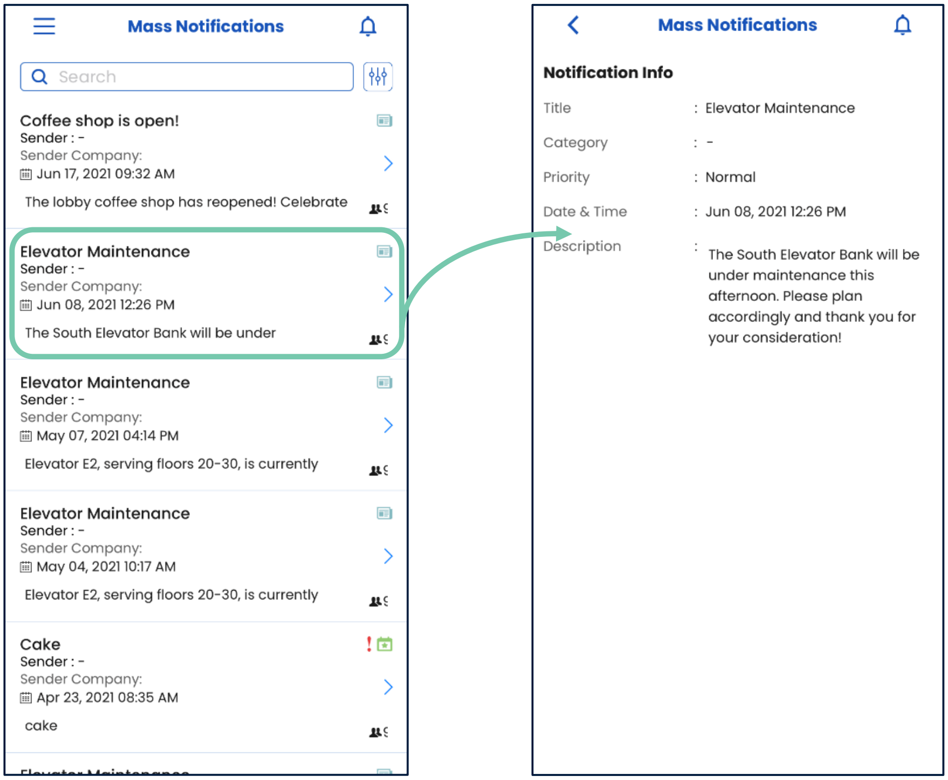



### Web Version

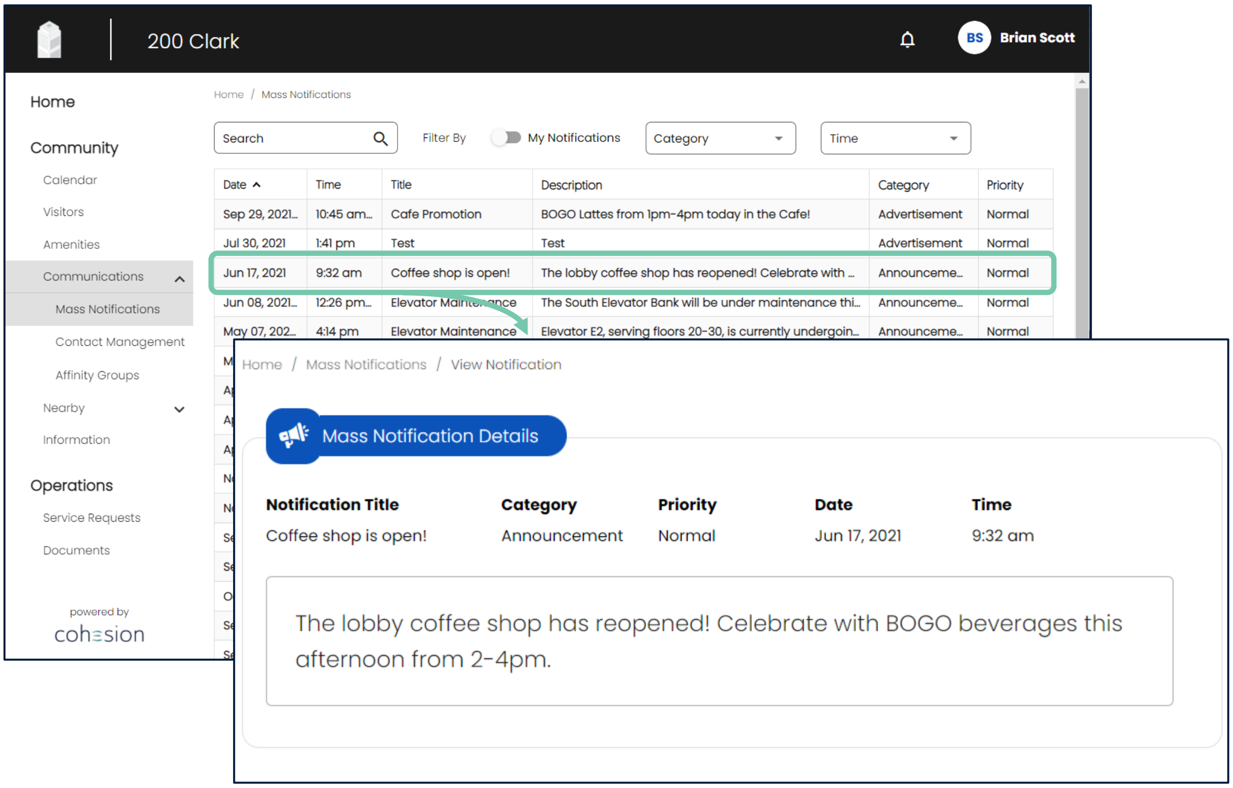


# View Mass Communications

1. Select **Communications** in the navigation menu, and then select **Mass Notifications** from the drop-down list.
   All of the building notifications are listed.
2. Use the **Search** box at the top to search for a specific notification, or use the **Filter By** options to further refine the list.
   - Display only my notifications
   - Filter the list of visits by **Sender Company**, **Category**, and **Time** by selecting options from the drop-down lists
     - **Sender Company** – select a company (or companies) to see only their notifications
     - **Category** – select the category (or categories) of notifications you want to see
     - **Time** – select All, Upcoming, or Past notifications, or define a specific timeframe, to see only notifications during that time
3. Select a notification in the list to view its details.




*Mass Communications on mobile*




*Mass Notifications on the web*

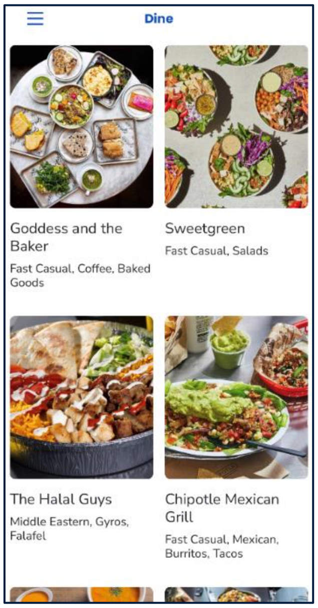
# Send a Message to Building Management

1. Select **Communications** in the navigation menu, and then select **Contact Management** from the drop-down list.
2. Type your message and tap **Send**.
   When Building Management sends a reply, their message will be listed here.

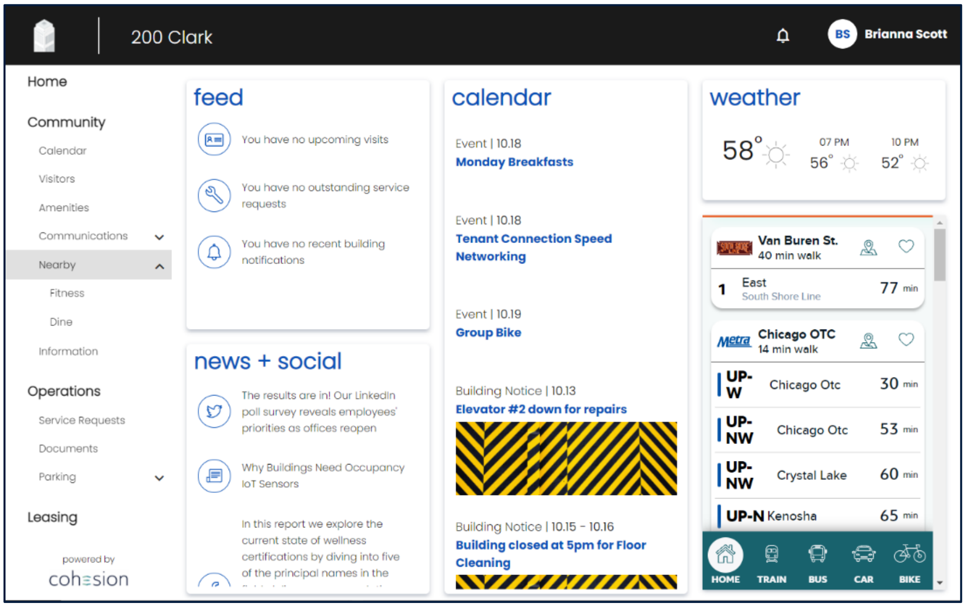
# Nearby

The Nearby option shows activities and resources, such as fitness and dining, that are near the building.

**Mobile Version**

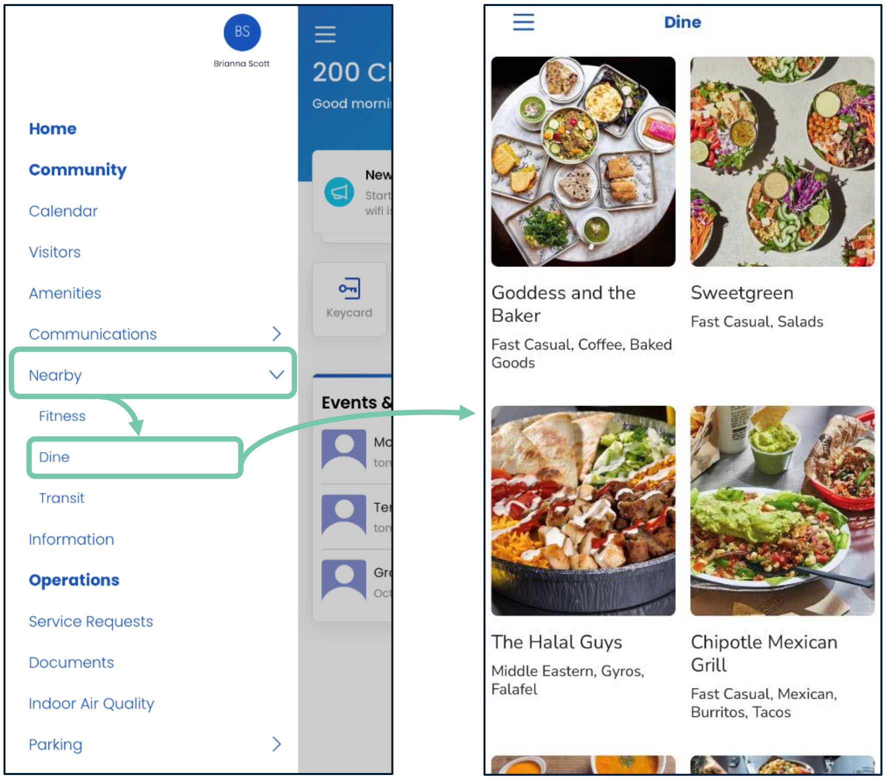



**Web Version**

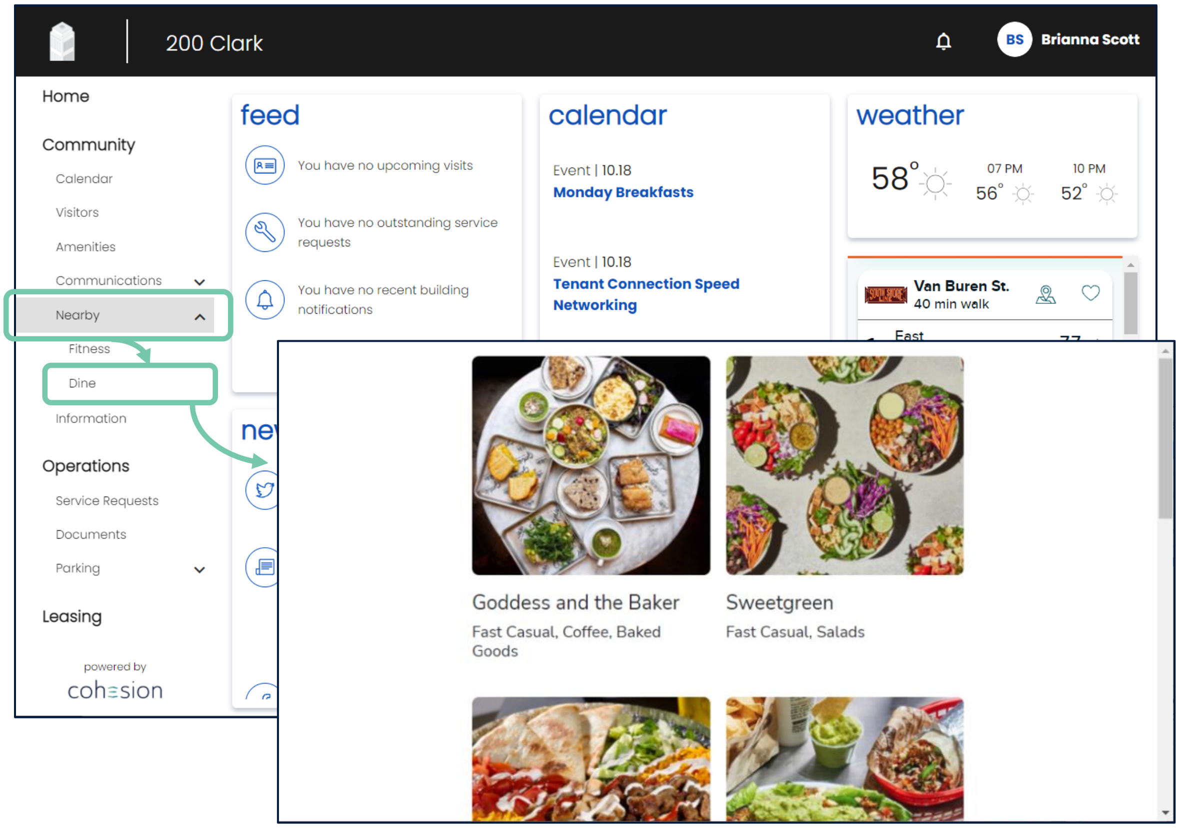


# View Nearby Activities and Resources

1. Select **Nearby** in the in the navigation menu
   Nearby activities and resources, such as dining or transit, are displayed in a drop-down list.
2. Select an option in the drop-down list to access the resource or learn more about the activity.




*Nearby dining options on mobile*




*Nearby dining options on the web*

# Fitness Center

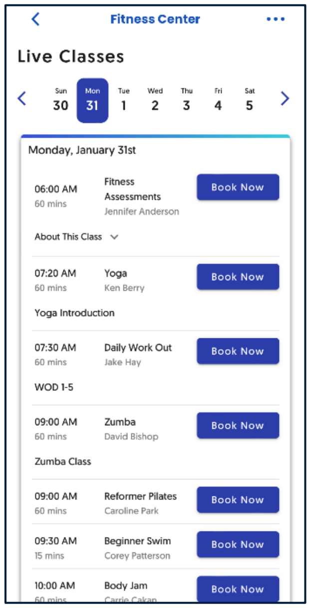
The Fitness Center module makes it easy for tenants to check scheduled fitness classes and book a class using the Cohesion mobile app. In order for a user to access the Fitness Center module, they must be added as a Fitness user first.


[Verify your Building Fitness Account](#)

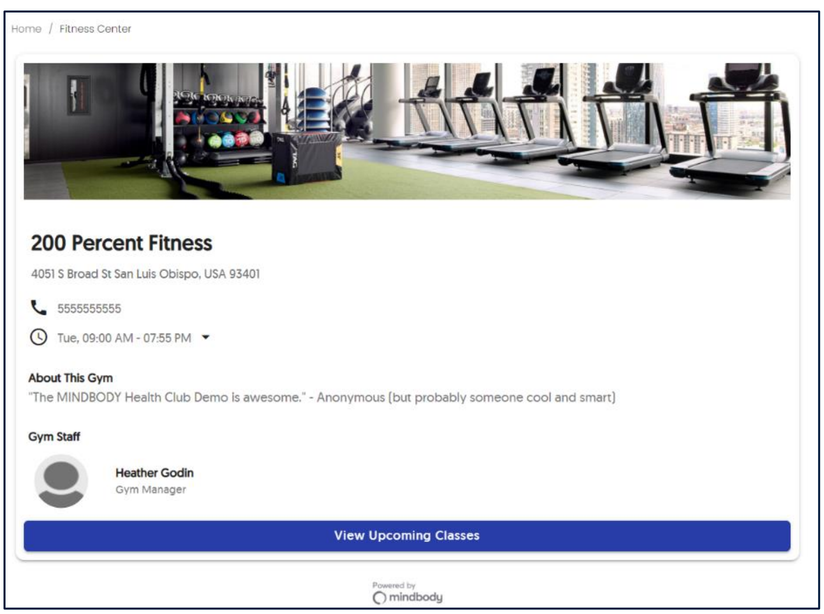
[Book a Fitness Class on Mobile](#)

[View Current Fitness Reservations on Mobile](#)


**Mobile Version**




**Web Version**



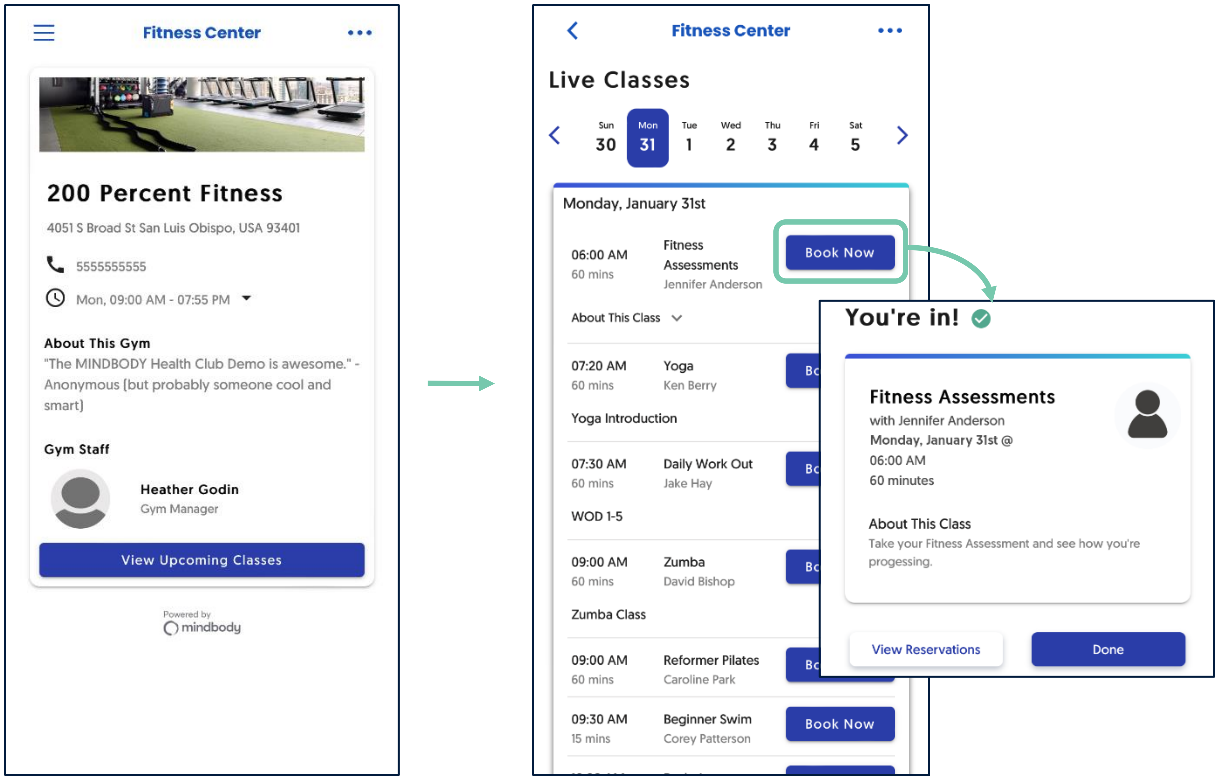
# Verify your Building Fitness Account

After you've been added as a Fitness user in the Cohesion system, you'll receive an email to create your MindBody Fitness account.

1. Open the email from MindBody and click the Verify your email link.
2. On the Create an account page, create a password for your Fitness account and then click Create Account.

# Book a Fitness Class on Mobile

1. Select Fitness Center from the Home menu .
   On the Fitness Center screen you can see the phone number, hours of operation, and details about the gym.
2. Tap View Upcoming Classes near the bottom of the screen.
3. To view the live class schedule, select a date at the top of the screen or scroll through the list to find the date you want.
   Each class shows the Time, Class Name, Class duration, Instructor name and, if available, a class description.
4. Tap Book Now next to sign up for a class.
5. Tap Done to return to the Fitness Center home screen, or tap View Reservations to view your current reservations.



*Fitness Center screen and booking workflow*

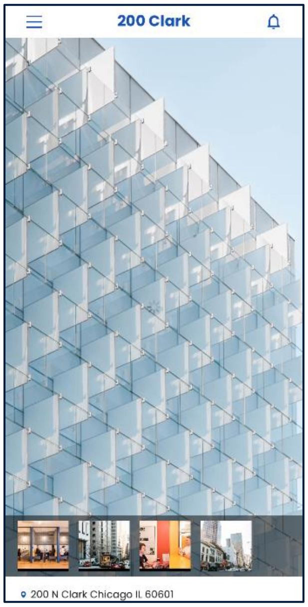
# View Current Fitness Reservations on Mobile

1. Select **Fitness Center** from the Home menu.
2. Tap **More** near the top-right corner of the screen and then select **View All Reservations**.
3. Your current reservations and previous reservations are listed.
   - To cancel a current reservation, tap **Cancel**.
   - To see the live class schedule, tap **More** and then select **Live Classes**.

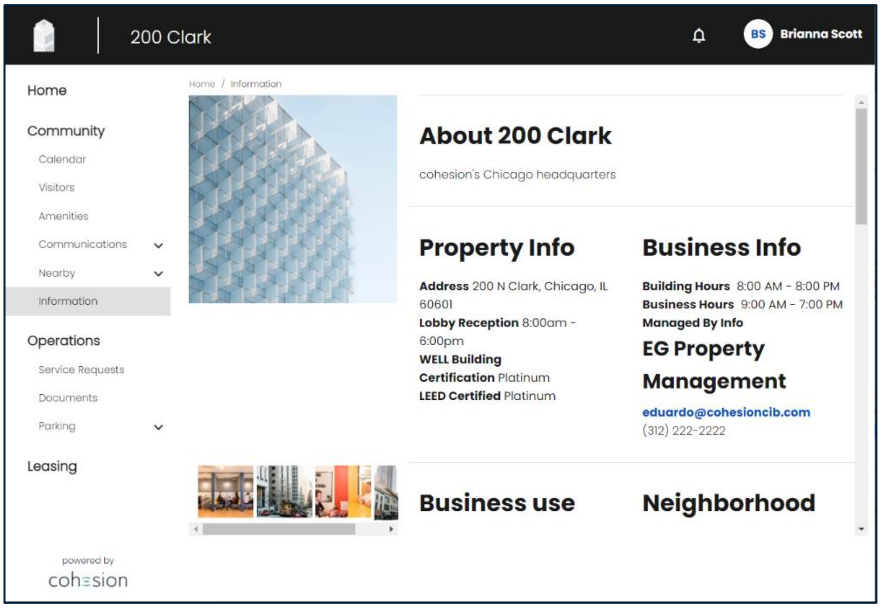
# Building Information

See building information such as details about the property, contact management, view photos of the building spaces, see building hours, and more.

**Mobile Version**

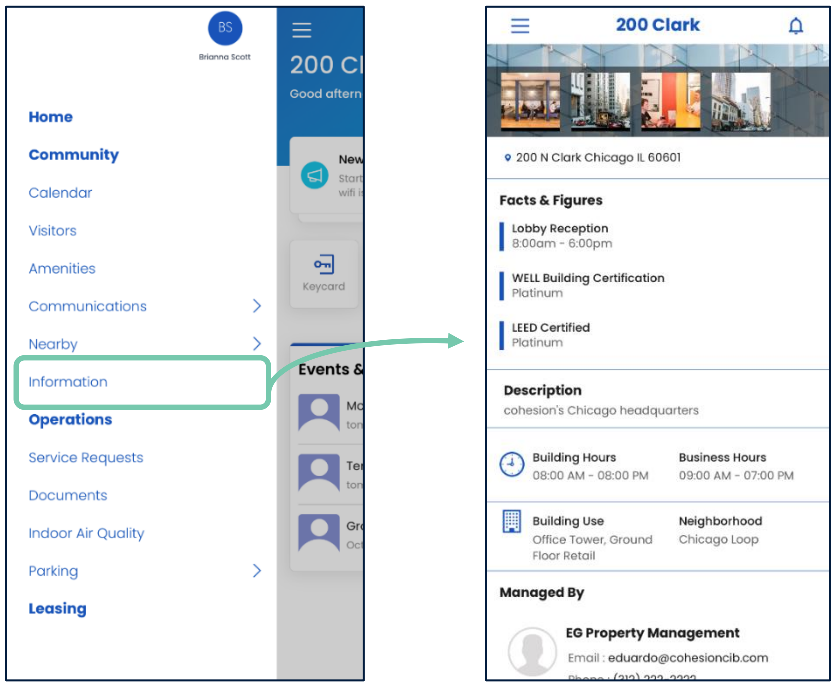



**Web Version**

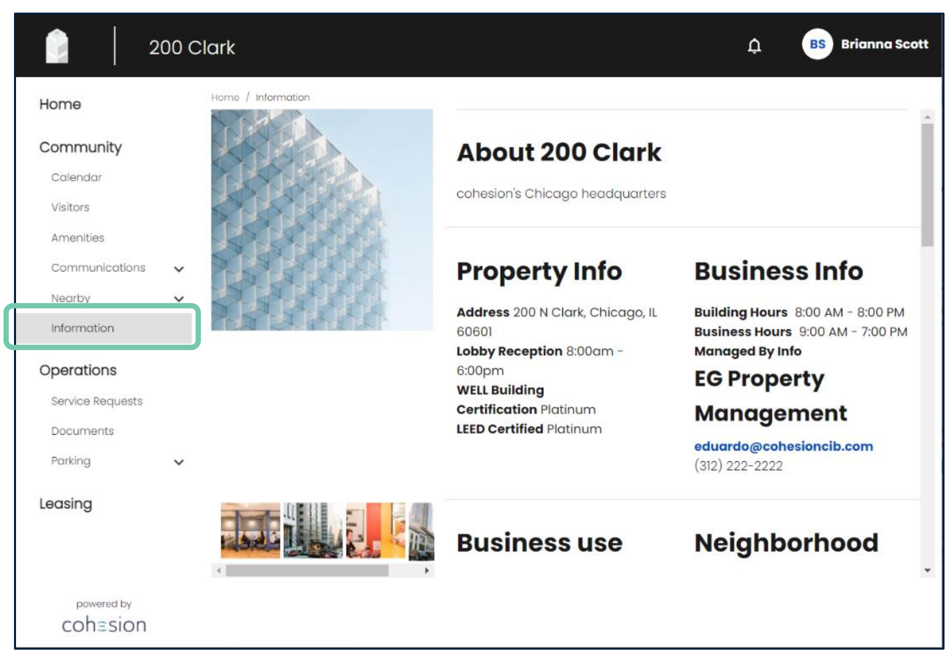


# View Building Information

- Select **Information** in the left menu to access the building information, or tap **About** on the mobile Home screen.




*Building Information on mobile*




*Building Information on the web*

# Service Requests

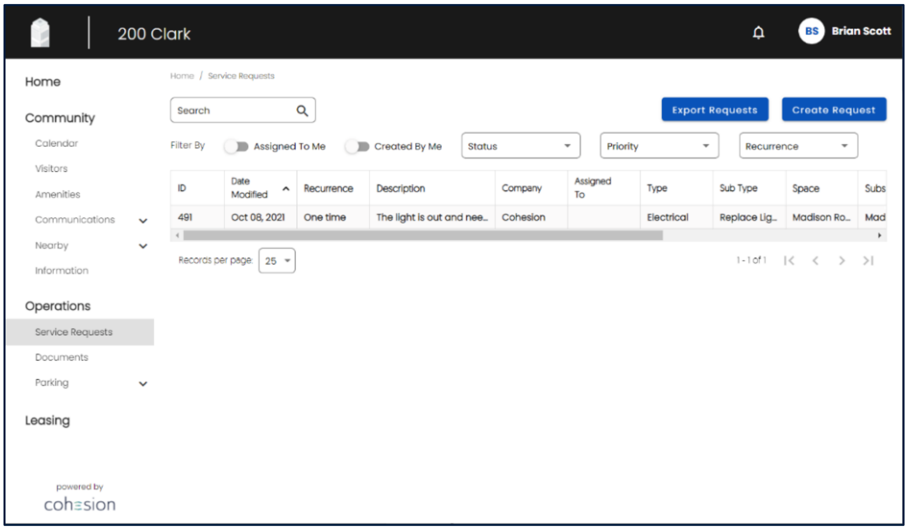
The Cohesion platform allows designated building occupants to create requests to resolve building issues and to request services. When a tenant submits a service request, building operators receive a notification and can communicate directly with the requestor if clarification is needed. File or media attachments can be included in the request for additional context. Building operators can provide the status of the service request in order to inform tenants when their request has been completed.

[Service Requests on Mobile](#)

[Service Requests on the Web](#)

**Mobile Version**


**Web Version**



# Service Requests on Mobile

[Submit a Service Request on Mobile](#)
[View Current Service Requests on Mobile](#)
[Edit a Service Request on Mobile](#)

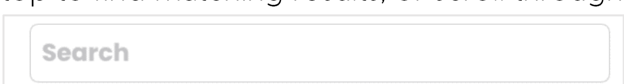
## Submit a Service Request on Mobile

1. Log in to the Cohesion app on your device. If asked, tap **Allow** to allow notifications from Cohesion.
2. On the Home screen, tap **Service** or select **Service Requests** from the Home menu.
3. Tap **Submit a Service Request**.
4. Select the **Type** and **Subtype** that describe the request you are submitting.
5. Specify the **Priority** (High should only be used for urgent requests so the person receiving the request knows it's a high priority).
6. Enter a **Description** for your service request (in a few sentences).
7. Select the **Space** where the service will occur. You can choose between selecting **Tenant Suite** or **Building Space**, and then select the space from the drop-down list.
8. Optionally, tap **Add Attachment** to add an image or a file to your request.
9. Tap **Submit** at the bottom of the screen.


*Submit Service Request on mobile*

## View Current Service Requests on Mobile

1. On the Home screen, tap Service or select Service Requests from the Home menu.
2. Tap View All Requests. All requests you've submitted are listed.
3. To find a specific visit, start typing the subject of the visit in the Search box at the top to find matching results, or scroll through the list of visits.




4. Use the Filter  options to further refine the list.
   - Priority – select the priority (or priorities) you want to see in the list
   - Status – select the request status(es) you want to see in the list
   - Occurrence – select the occurrence(es) you want to see in the list
   - Created – display only requests you've created or created by your company
   - Assigned – display only requests assigned to you
5. To view a request's details, select it in the list.

### Edit a Service Request on Mobile

1. On the Home screen, tap **Service** or select **Service Requests** from the Home menu.
2. Tap **View All Requests**. All requests you've submitted are listed.
3. Select the request you want to edit. You can edit the requests details, add a comment to the request, and add or remove attachments.
   - To edit a request, select the **Details** tab and then tap the **Edit** button. Edit the request details and then tap **Update**.
   - To add a comment, tap the **Activity** tab, then type the comment you want to add, and then tap **Save**.
   - To add an attachment, tap the **Attachments** tab and then tap **Add Attachment** and then select the photo or file you want to attach.
   - To remove an attachment, tap the **Attachments** tab and then tap the X for the attachment you want to remove. Tap **Delete** to confirm.

## Service Requests on the Web

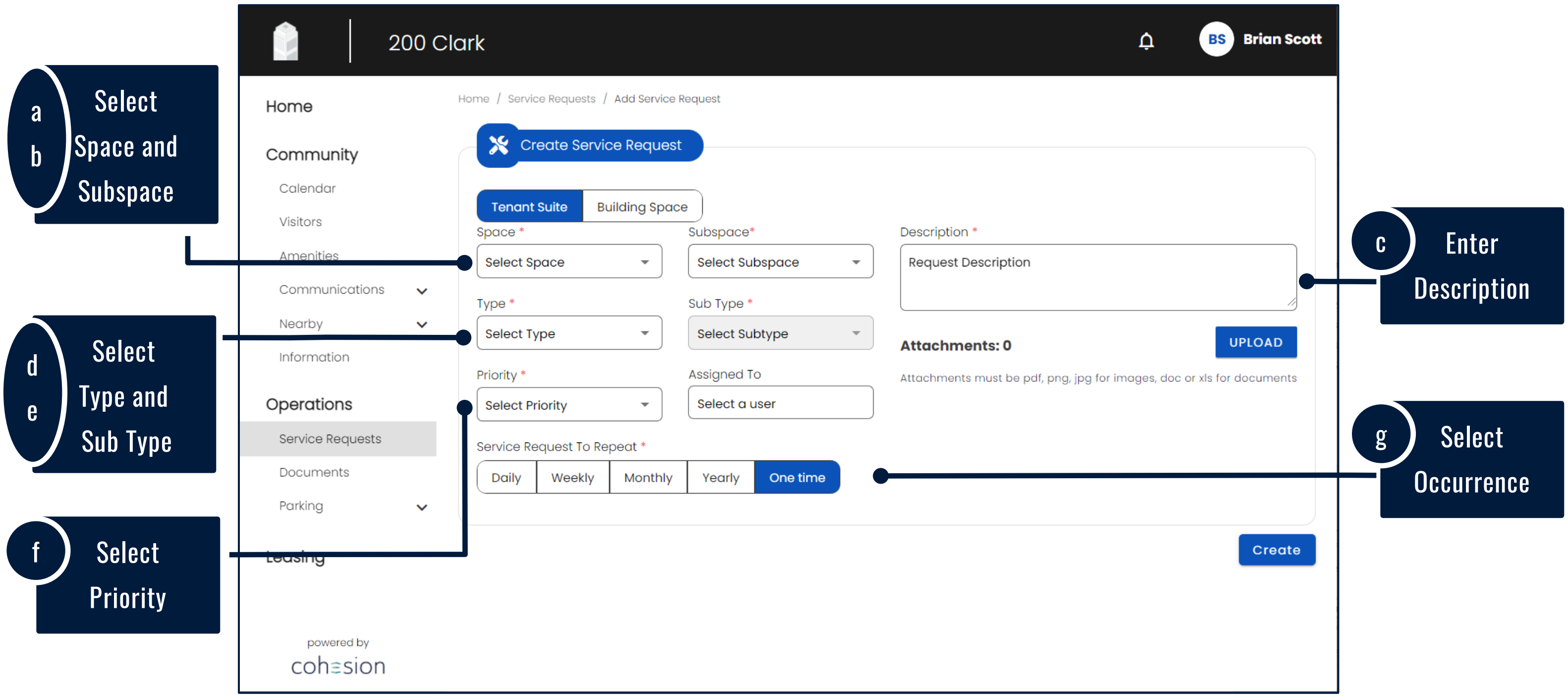
[Submit a Service Request on the Web](#)
[View Current Service Requests on the Web](#)
[Edit a Service Request on the Web](#)
[Delete a Service Request on the Web](#)
[Export Service Requests](#)

### Submit a Service Request on the Web

1. Select **Service Requests** in the left navigation menu.
2. Click the **Create Request** button near the top-right corner of the screen.
3. Select **Tenant Suite** or **Building Space** to choose how you want to search for the space where service is needed.
4. Complete these required (*) details
   a. **Space** – select the Space where the service will occur
   b. **Subspace** – select the Subspace where the service will occur (if the selected Space has only one subspace, then this field is hidden)
   c. **Description** - type a Description for your service request (in a few sentences)
   d. **Type** – select the type of service you are requesting from the drop-down list
   e. **Sub Type** – select the sub-type of service that describes your request
   f. **Priority** – select the priority of your request (High should only be used for urgent requests so the person receiving the request knows it's a high priority)

g. **Service Request To Repeat** – select how often you would like this service performed. **One Time** is the default, but you can select a recurring option.

5. Complete these optional details
   - **Assigned To** – if you know who the service request should be assigned to, enter their name
   - **Attachments** – click **Upload** to add an image or a file to your request (PDF, PNG, JPG, DOC, and XLS files are supported)
6. Click **Create** at the bottom of the screen. The service request is submitted for review.




*Create Service Request on the web*

## View Current Service Requests on the Web

1. Select **Service Requests** in the left navigation menu.

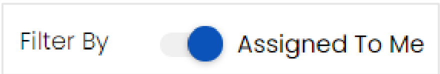
   All of the requests you've entered are listed.

2. To find a request, type keywords describing the service in the **Search** box at the top, or scroll through the list of requests.

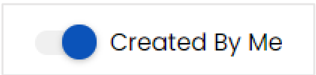
   
   

   Use the **Filter** options to further refine the list.

   - Display only requests that are assigned to you by selecting **Assigned To Me**

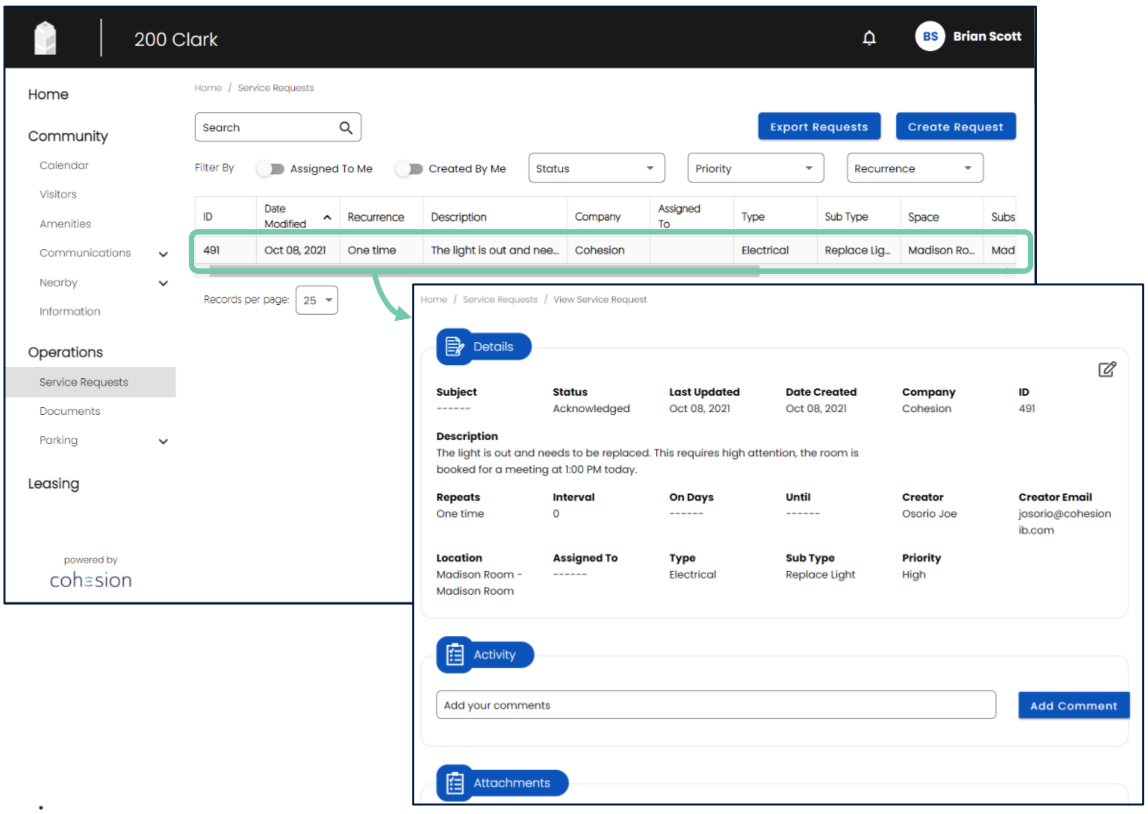
     
     

   - Display only visits you've created added by selecting **Created By Me**

   - Filter the list of visits by **Status**, **Priority**, **Recurrence** by selecting options from the drop-down lists.
     - **Status** - select the status(es) you want to see in the list
     - **Priority** - select the priority level(s) of requests you want to see in the list
     - **Recurrence** - select the occurrence of the requests you want to see in the list

3. To view a request's details, select it in the list.



## Edit a Service Request on the Web

1. Select **Service Requests** in the left navigation menu. All of the requests you've created are listed.
2. Select the request you want to edit. You can edit the requests details, add a comment to the request, and add or remove attachments.
   - To edit a request, click the **Edit** button near the top-right corner of the Details section. Edit the request details and then click **Update**.
   - To add a comment, type into the **Add your comments** field in the Activity section, and then click **Add Comment**.
   - To add an attachment, click the **Upload** button in the Attachments section, and then select the photo or file you want to attach. To remove an attachment, click the **Delete** button for the attachment you want to remove.

## Delete a Service Request on the Web

1. Select Service Requests in the left navigation menu. All of your upcoming requests are listed.
2. Find the request you want to delete in the list.
   For details on finding specific visit using the Search or Filter options, see View Current Service Requests on the Web.
4. Click **More** in the Actions column and then select **Delete**.
5. Click **Yes** to confirm you want to delete the service request.

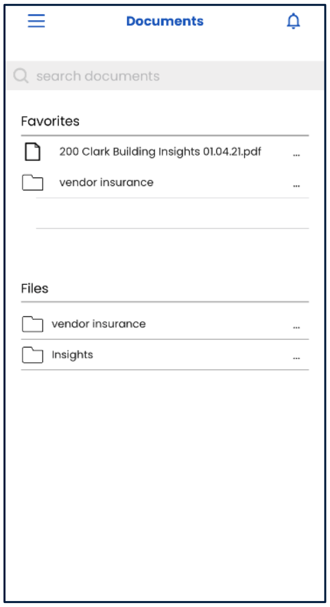
## Export Service Requests

1. Select **Service Requests** in the left navigation menu.
2. Click the **Export Requests** button near the top-right corner of the screen. A pop-up displays with options for you to define your export criteria.
3. Select options from the following drop-down lists to define the combination of data you want to export.
   - **Assigned To Me** – only service requests assigned to you are exported
   - **Created By Me** – only service requests created by you are exported
   - **Status** - select the status(es) you want to export
   - **Priority** - select the priority (or priorities) you want to export
   - **Recurrence** - select the recurrence (or recurrences) you want to export
4. Click the **Export Requests** button. A CSV file of the requests matching your criteria is saved to your "Downloads" folder.

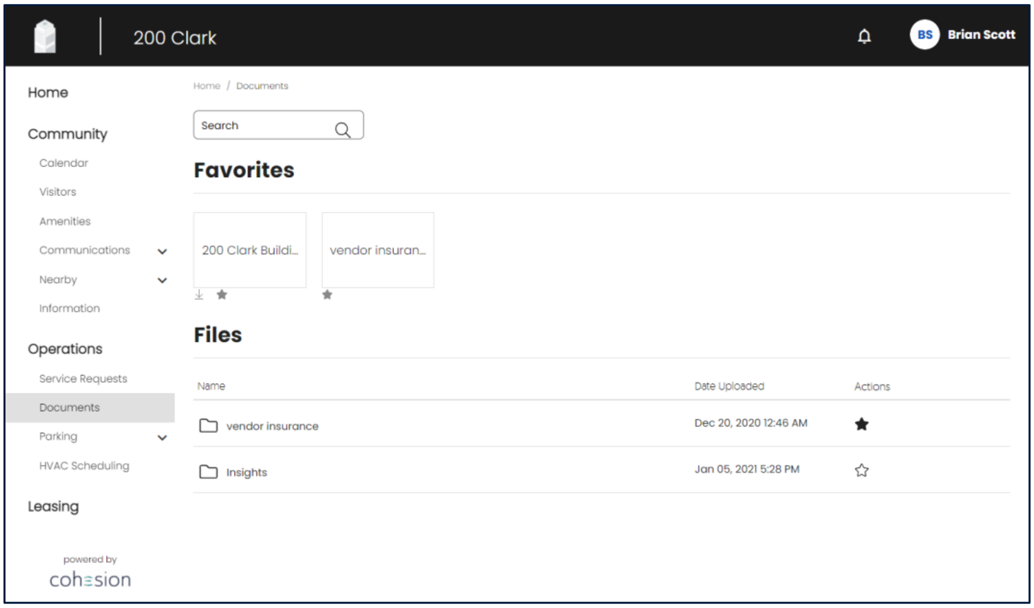
# Documents

In the Documents module you can find any documents that have been shared by Building Management.

**Mobile Version**




**Web Version**

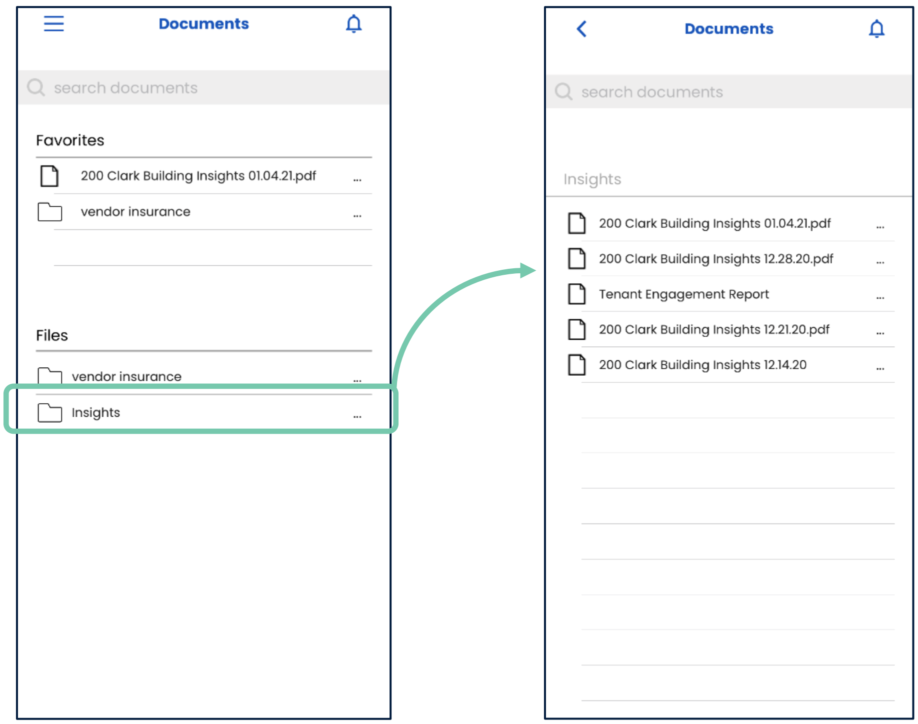


# View Building Documents

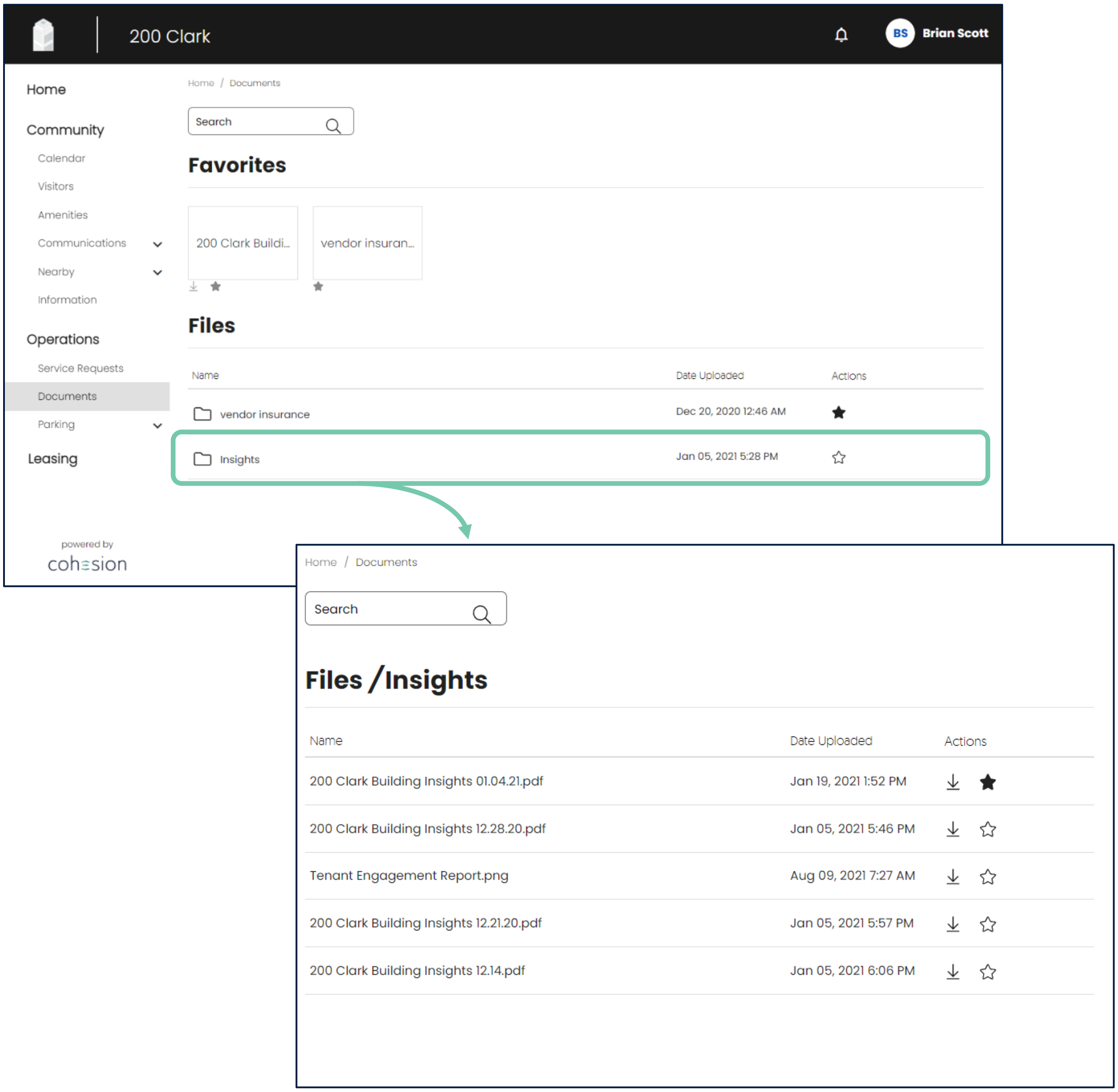
1. Select **Documents** in the navigation menu.
   All of the available files are listed.
2. Use the **Search** box at the top to search for a specific document.
3. Select the folder you want to view and then select a document in the list to view its details.

   You add a folder or file to your list of Favorites, and you can Download a file.

   - On mobile, tap **More** and then select **Favorite** or **Download**.
   - On the web, select **Favorite** or **Download** to save a copy.




*Documents on mobile*




*Documents on the web*

# Vehicle Parking

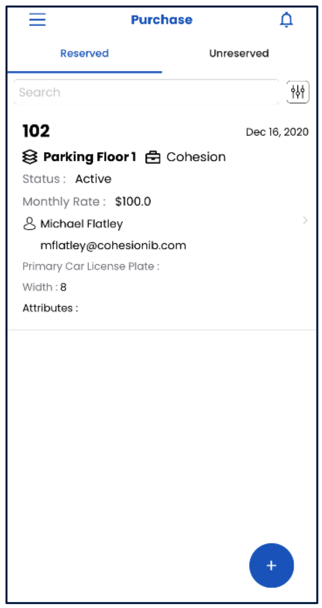
Parking for your vehicle may be available to purchase. If the Parking module is available, you'll have the option to purchase either a reserved parking spot or an unreserved spot.

[View Purchased Parking Spots]

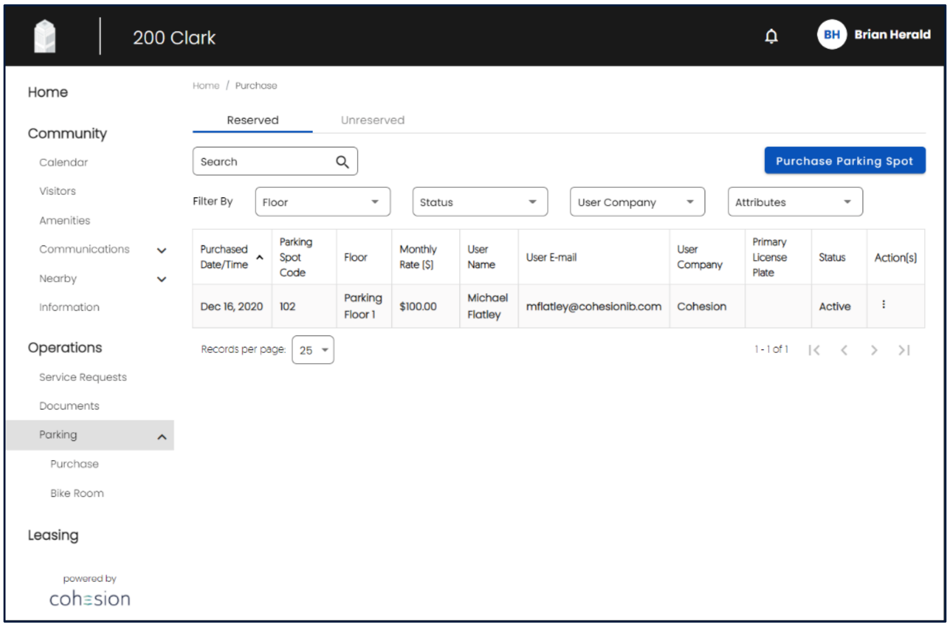
[Purchase Parking]

[Manage your Vehicles]

**Mobile Version**




**Web Version**



# View Purchased Parking Spots

1. Select **Parking** in the navigation menu, and then select **Purchase** from the drop-down list.
   Any parking spot(s) you've purchased are listed.
2. To find a parking purchase, type keywords describing the spot in the **Search** box at the top, or scroll through the list of purchases.
   
   
   Use the **Filter** options to further refine the list.
   - **Floor** – select the floor(s) on which you want to display purchases (this applies to reserved spots only)
   - **Status** – select the status(es) you want to see in the list
   - **User Company** – you can only see purchases for your own company
   - **Attributes** – select any attributes that describe the type of parking spot you want to see in the list
3. To view a parking spot's details, select it in the list.

# Purchase Parking

There are two types of parking spots that may be available for purchase: Reserved and Unreserved. Reserved spots are dedicated parking spots. Unreserved spots are any available space that is not reserved for another vehicle.

[Purchase a Reserved Parking Spot]

[Purchase an Unreserved Parking Spot]

## Purchase a Reserved Parking Spot

Reserved spots are dedicated parking spots.

1. Select **Parking** in the navigation menu, and then select **Purchase** from the drop-down list.
   Any parking spot(s) you've purchased are listed.
2. Select the **Reserved** tab at the top of the screen.
3. Start your parking spot purchase
   - On mobile, tap **Add** + to access the Purchase screen.
   - On the web, click the **Purchase Parking Spot** button.
4. If a primary vehicle is not defined for your user, then add a new vehicle.

- On mobile, tap **Add** ⊕.
- On the web, click **Add New Car** in the Car Details section.

Enter the following required (*) details and then select **Save**. Repeat this to add information about all of the car(s) that may be parked in the spot.

- **Primary Car License Plate** – enter the vehicle license plate number
- **Make** – enter vehicle make
- **Model** – enter vehicle model
- **Year** – enter vehicle year
- **Color** – enter vehicle color
- **Mark as a primary vehicle** - select this checkbox if this is your primary vehicle

5. In the Select Parking Spot section, select a **Floor** from the drop-down list.
   Available spots are displayed.
6. Select the spot(s) you want to reserve.
   The Monthly Cost is updated based on your selection.
7. On mobile, when all of the purchase details are set, tap **Apply** to navigate to the Payment screen.
8. Under Payment Details, you can submit payment information using a **Credit Card** or **ACH** (banking account) by selecting one of the options.
   - **Credit Card** – select a saved card or add a new card.
     - **Mobile:** enter the payment details then tap **Add Card**.
     - **Web**: click **Add Card**, then enter the payment details and then click **Save**.
   - **ACH** – select a saved banking account or add a new ACH.
     - **Mobile:** enter the required banking account information and tap **Add ACH**.
     - **Web**: click **Add ACH**, then enter the account details and then click **Save**.
9. Finalize your parking spot purchase.
   - On mobile, tap **Submit**.
   - On the web, click the **Purchase** button.

## Purchase an Unreserved Parking Spot

Unreserved spots are any of the available spaces that are not reserved for another vehicle.

1. Select **Parking** in the navigation menu, and then select **Purchase** from the drop-down list.
   Any parking spot(s) you've purchased are listed.
2. Select the **Unreserved** tab at the top of the screen.
3. Start your parking spot purchase
   - On mobile, tap **Add** ⊕ to access the Purchase screen.

- On the web, click the **Purchase Parking Spot** button.

4. If a primary vehicle is not defined for your user, then add a new vehicle.
   - On mobile, tap **Add** .
   - On the web, click **Add New Car** in the Car Details section.

   Enter the following required (*) details and then tap **Save**. Repeat this to add information about all of the car(s) that may be parked in the spot.
   - **Primary Car License Pla**te – enter the vehicle license plate number
   - **Make** – enter vehicle make
   - **Model** – enter vehicle model
   - **Year** – enter vehicle year
   - **Color** – enter vehicle color
   - **Mark as a primary vehicle** - select this checkbox if this is your primary vehicle
5. Under No Parking Spot, enter the number of spots you want in the text box.
6. On mobile, tap **Apply** to compute the Total Cost and then tap **Apply** again to navigate to the Payment screen.
   The Total Cost is updated based on your entry. This is the total monthly cost for your spot(s).
7. Under Payment Details, you can submit payment information using a **Credit Card** or **ACH** (banking account) by selecting one of the options.
   - **Credit Card** – select a saved card or add a new card.
     - **Mobile:** enter the payment details then tap **Add Card**.
     - **Web**: click **Add Card**, then enter the payment details and then click **Save**.
   - **ACH** – select a saved banking account or add a new ACH.
     - **Mobile**: enter the required banking account information and tap **Add ACH**.
     - **Web**: click **Add ACH**, then enter the account details and then click **Save**.
8. Finalize your parking spot purchase.
   - On mobile, tap **Submit**.
   - On the web, click the **Purchase** button.

# Manage your Vehicles

You can edit or delete an existing vehicle as well as add a new vehicle. This is done outside of the Parking module in your User Profile.

[Edit or Delete Saved Vehicle](#)

[Add New Vehicle](#)

### Edit or Delete Saved Vehicle

NOTE: There is no confirmation nor undo when you delete a vehicle on the web.

1. Open your User Profile.
   - On mobile, tap your **User Profile** in the Home menu ☰,
   - On the web, select **Profile** from your User menu in the top-right corner of the screen.
2. Select **Vehicles** in your User profile.
   Any vehicle you've added is listed and you can edit any of the visible vehicle details.
3. You can edit your vehicle details and delete a vehicle from your user profile
   - To edit a vehicle, select **Edit** next to the vehicle you want to edit, then make all of the changes you want, and then tap **Save** to update the vehicle details.
   - To delete a vehicle, select **Delete** next to the vehicle you want to delete.

### Add New Vehicle

1. Open your User Profile.
   - On mobile, tap your **User Profile** in the Home menu ☰,
   - On the web, select **Profile** from your User menu in the top-right corner of the screen.
2. Select **Vehicles** in your User profile.
3. Tap the **Add Vehicle** button.
4. Enter the following required (*) details and then tap **Save**.
   - **Primary Car License Plate** – enter the vehicle license plate number
   - **Make** – enter vehicle make
   - **Model** – enter vehicle model
   - **Year** – enter vehicle year
   - **Color** – enter vehicle color
   - **Mark as a primary vehicle** – select this checkbox if this is your primary vehicle (Web only)

# Bike Parking

If Bike Parking is available in your building, you may be able to purchase an access pass to the Bike Room.

## Purchase Bike Parking

1. Select Parking in the navigation menu, and then select Bike Room from the drop-down list.
2. If you have not done so yet, review and acknowledge the terms and conditions associated with using the Bike Room.
3. Select the Access Pass you want. You'll have some combination of the following options to choose from:
    - Unlimited
    - One Day
    - Monthly
    - Quarterly
    - Annual
4. If your payment information is not saved with your user profile, tap Add New to add payment information.
5. Tap Submit (mobile) or Purchase (web).

# Frequently Asked Questions

[General FAQ](#general-faq)
[Module FAQ](#module-faq)

## General FAQ

### What can I do if my app is frozen/non-responsive?

- Force quit the app
  - iPhone X or later: From the Home screen, swipe up from the bottom of the screen and pause slightly in the middle of the screen > Find the Cohesion app > Swipe up
  - iPhone 8 or earlier: Double-click the Home button > Find the Cohesion app > Swipe up
  - Android: Settings > Apps > Cohesion > Stop (or Force Stop)
- Log out completely from the app and then log in again
- Delete the app and redownload it
- Contact Building Management

### What if I forgot my password?

On the app log in screen, tap "Forgot Password?" below the password field and then enter your work email address when prompted. You should receive a new temporary password via email within one or two minutes.

### How do I change my user email address?

Submit a request to Building Manager. The Building Manager will then resolve this with the Cohesion Support team.

## Who should I contact with additional questions?

Tenants with questions or concerns should contact a designated 'Tenant Manager' at your company. If a Tenant Manager is not able to answer your question, they will involve the Building Management team to provide further assistance. You can also contact support@cohesionib.com for further questions.

## How do I logout of the app?

Tap **Menu** and select your user in the top-right corner of the menu. On the Personal Details tab, tap **Logout** at the bottom of the screen.

## I am unable to access the links on the Welcome email?

The Welcome email is valid for only 5 days. If you are trying to setup the Cohesion app after the expiration period, then download the Cohesion app, enter your email as username, and then click on "Forgot Password?" link to reset your password. Once you reset your password you should be able to log in to the app.

## How is my personal data used?

We collect very limited Personal Information that you provide to us and use it for purposes relating to the reasons you provided it to us, i.e. to enable functionality and for the completion of tasks in the building. For more detail, refer to our privacy policy, available within the app.

A copy of the Cohesion privacy policy can be found here: https://www.cohesionib.com/privacy-policy.

## How do I update my Cohesion app?

When an update is available, you can download the new version directly from your device's app store.

On Android:

a. Open the Google Play Store.
b. Tap your profile icon in the upper-right corner of the screen.
c. Select **Manage apps & device**, then select **Updates available**.
   If a new version of the Cohesion app is available, it will be listed.
d. Tap Update to update your app.

On iOS:

a. Open the App Store.
b. Tap your profile icon in the upper-right corner of the screen.
c. If a new version of the Cohesion app is available, it will be listed under **Available Updates**.
d. Tap **Update** to update your app.

## How do I create a bookmark for Cohesion's web portal?

1. In your browser, click **More** near the top-right corner then select **Bookmarks** > **Bookmark Manager** (or press **Ctrl+Shift+O**).
   If your Bookmarks bar is enabled, you can also:
   - Click **Bookmarks** in your Bookmarks bar
   - Right-click your Bookmarks bar and select **Bookmark manager**
2. In Bookmark manager, click **More** near the top-right corner and choose **Add new bookmark**.
3. (Optional) Type a name to display for the bookmark, such as "Cohesion."
4. Enter the following URL:
   https://core.cohesionib.com/.
5. Click **Save**. Your new bookmark is added.

# Module FAQ

[Mobile Keycard](#)
[Visitors module](#)

## Mobile Keycard

### Why should I enable location services?

Enabling location services for the Cohesion app is recommended so the mobile keycard can automatically start and stop scanning depending on your proximity to the building. This can also result in minor battery savings.

### Does the app need to be running on the phone for the mobile keycard to work?

We recommend launching the app and allowing it to remain running in the background. You should not need to unlock your device, and you should not need to bring the app into the foreground. If you close out the app on your device, the operating system on your device may not permit the mobile keycard to continue scanning for card readers.

### How much battery power does the mobile keycard require?

The mobile keycard within the app uses Bluetooth Low Energy (BLE) to communicate to card readers. If you normally leave Bluetooth enabled on your device (in order to connect with a headset, external speakers, or your car), there should be no noticeable difference to battery usage.

### How much memory does the mobile keycard use?

The app including the mobile keycard takes approximately 85MB. The Gmail app, by comparison, takes up 175MB.

### Does Mobile Keycard use Apple Wallet?

Occasionally, when tapping an iPhone to a card reader, Apple Wallet opens unexpectedly. This is a known issue with Apple and will be addressed in a future iOS update. None of the cards in your Wallet app are used by the reader when you tap your Mobile Keycard and no changes are made to your cards in Apple Wallet.

### Can I use the mobile keycard to unlock doors inside my company's office?

Only if your company uses the building's access control system to control the keycard readers for your space or if your company coordinated your access control system with the base building's.

### Can I still use a physical badge?

Yes, having a mobile keycard does not preclude you from using a physical badge.

### Why am I unable to configure mobile credential?

If you are unable to configure then make sure your Cohesion app is updated. Then try reconfiguring the mobile credential. On Android, try clearing your cache memory. If you are still having issues, try deleting the app and then downloading again. If you are still unable to configure the mobile credential, please contact your office manager.

### Why am I unable to access the turnstiles or other doors that I have access to?

Open the Cohesion app and make sure your mobile credential shows "On" and not "Tap to Configure". If the keycard says "Tap to Configure" then the credential has been removed. Configure again and the mobile credential should be reset. If it says "On" then report the issue to the security officer or your office manager.

### I was asked if the Cohesion app can use Auth0.com. What's Auth0?

When you log in to your building's platform, your user authentication is handled by a third-party security service. This ensures your user has access to all of your authorized apps and locations.

If you are using an Android device, you're automatically directed to the log in screen. If you are using an iOS device, you're prompted to continue to the login screen with the following message. In this case, select Continue to log in.

*"cohesion" Wants to Use "auth0.com" to Sign in.*

*This allows the app and website to share information about you.*

### What if I get a new phone?

When you log in to Cohesion on your new device, you can request a new mobile credential which will replace your old mobile credential (only one credential can be provided per user).

## Visitors module

### What is a clearance?

A clearance is a permission assigned to an individual within the building that defines:

a. Which door[s] they can access
b. Which floor[s] the elevator will dispatch them to
c. What time range they will be able to have access to the building

### Are tenants notified when a visitor checks in using the QR code?

Yes, depending on their profile notification preferences, tenants receive a push, text and/or email notification when a visitor scans the QR code at a turnstile.

### Can multiple people be informed of a visitor check in?

Yes, there is a field to add additional notification recipients in the "Add Visit" page.

### Are instructions included in the visitor email?

Yes, the building's address is included in the invite which can be opened using a phone's default map app.

*Last updated: 04/24/2022*