Converged App Requirements: Homescreen

Epic	⚡ CI-247: Converged App ‖ Android ‖ Home Screen and Profiles `IN PROGRESS` ⚡ CI-250: Converged App ‖ iOS ‖ Home Screen and Profiles `IN PROGRESS` ⚡ CI-251: Converged App ‖ API ‖ Home Screen and Profiles `IN PROGRESS`
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Technical writers	@ writers
QA	@ QA

Initiative 🔗

💲 CI-35: Converged App `PLANNING`   🗐 Converged App Requirements

🎯 Objective 🔗
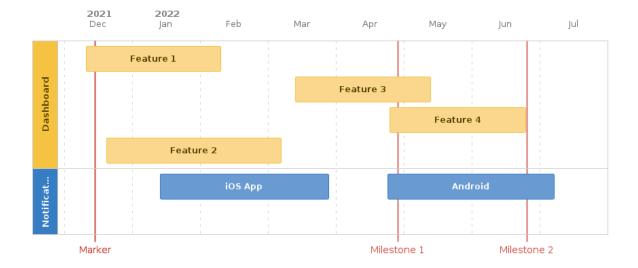

📊 Success metrics 🔗

Define the goals and metrics that will be used to measure the project's success. These metrics should align with the Key Results defined in the Opportunity Assessment.

Goal	Metric

🤔 Assumptions 🔗

List any assumptions about users, technical constraints, or business goals that have been made to frame this project. This can help clarify limitations and dependencies early on.

🌟 Milestones 🔗

📝 Functional Requirements 🔗

> ⚠️ Note: The language for "profile" has not been finalized yet. So profile = identity = account and I will let you know when we have settled on which word we are going to use

Note - We have two different functional requirements on the same page, which is causing confusion. We are following the bottom one, as it seems more accurate. However, I noticed that a new requirement for the home screen scrolling behavior was added to the top table on **2/27/25**.

For now, I have added the same requirement to the bottom section. Please acknowledge this and delete the first one, as we have already linked all the tickets to the bottom requirement.

cc @Wilfert, Hallie   @Rahul Pandey   @Ritesh Dubey1   @Umesh Kanyal

Requirement	User Story	Importance	Acceptance Criteria	Jira Stories	Notes
Display of user information - more than one identity	~~As a user who has multiple identities registered to the app, I want to see my name and photo from my default profile at the top of the home screen~~ As a user who has multiple identities, I want to see the name and photo from my selected profile on the screen. If there is no profile photo, an avatar image should be used.	HIGH	User's default profile (name and photo) is displayed ~~at the top~~ when multiple identities are present.	🟩 MOB-33339: Co nverged App || FR || Home || Display of user information - more than one ident ity TO DO Test Execution : 🔗 MOB-34457: Test E xecution || Converg ed App || FR || Hom e || Door tile availa bility - BLE & NFC TO DO	Updated 4/22 for new designs
~~Display of user information - single~~	~~As a user who only has one identity registered~~	HIGH	~~User's name and photo from their~~	📌 https://kastlesyst ems.atlassian.net/b	4/8/2025: this is no longer a

identity	~~to the app, I want to see my name and photo of my identity at the top of the home screen~~		~~single identity is displayed at the top.~~	rowse/MOB-33341 `Can't find link`	requirement for the single-identity user Deleted linked FR ticket as no longer needed. 16 Apr 2025
Door tile availability - multiple identities	As a user who has mutiple identities registered to the app, I want to be able to see and interact with the 3 closest readers on homescreen without having to switch identities	`HIGH`	3 closest readers should be available on the homescreen across identities.	📗 MOB-33345: Converged App || FR || Home || Door tile availability - multiple identities `TO DO` Test Execution: 🔗 MOB-34498: Test Execution || Converged App || FR || Home || Door tile availability - multiple identities `TO DO`	
Door tile UI exploration	Current state KP shows a circular/3D carousel in iOS and a single tile in Android. We need both iOS and Android to show the 3 nearby doors and are exploring different ways to design this interaction. we need to know the LOE and dev impacts for the following options: 1. keep current 3D carousel in iOS and add it to Android 2. change both iOS and Android to a horizontal list of tiles that can swipe right and left	`HIGH`	Needs LOE and dev impact analysis for two UI options: 3D carousel vs. horizontal tile list.	📗 MOB-33346: Converged App || FR || Home || Door tile UI exploration `TO DO` Test Execution: 🛫 https://kastlesystems.atlassian.net/browse/MOB-34499 `Can't find link`	1. keep current 3D carousel in iOS and add it to Android 2. change both iOS and Android to a horizontal list of tiles that can swipe right and left

Door tile availability - BLE-enabled doors	As a user who has access to BLE-enabled doors across one or more identities, I want to know which doors I am nearby that I have access to and if there are special instructions on how to unlock the door (tap, get closer, hold phone to reader, etc)	`HIGH`	Covers all door tile states for BLE-enabled doors in MF and CRE.	📗 MOB-33345: Converged App ‖ FR ‖ Home ‖ Door tile availability - multiple identities `TO DO` Test Execution: 🔗 MOB-34498: Test Execution ‖ Converged App ‖ FR ‖ Home ‖ Door tile availability - multiple identities `TO DO`	Covers: • All door tile states for MF and CRE readers that are enabled for BLE
Door tile availability - BLE & NFC	As a user who only has access to BLE and NFC-enabled doors, I want to know • which doors I am nearby that I have access to • if I need to install an NFC pass • if there are special instructions for how to interact with the reader to unlock the door	`HIGH`	Users are guided on unlocking methods for BLE and NFC.	📗 MOB-33345: Converged App ‖ FR ‖ Home ‖ Door tile availability - multiple identities `TO DO` Test Execution: 🔗 MOB-34498: Test Execution ‖ Converged App ‖ FR ‖ Home ‖ Door tile availability - multiple identities `TO DO`	
Door tile availability - NFC only (no BLE at all - for access or location)	As a user who only has access to NFC-enabled doors (and BLE is turned off entirely), the app should instruct me how to interact with the reader to unlock the door	`MED`	Instructions are displayed for NFC-only users.	📗 MOB-33350: Converged App ‖ FR ‖ Home ‖ Door tile availability - NFC only (no BLE) `TO DO` Test Execution : 🔗 MOB-34502: Test Execution ‖ Converged App ‖ FR ‖ Home ‖ Door tile availability - NFC only (no BLE) `TO DO`	No design yet.

Reader interaction based on credential type and reader type	As a user who has access to multiple reader types, the reader interaction should follow what is documented here: https://kastlesystems.atlassian.net/wiki/spaces/Requiremen/pages/3390177283	HIGH	Interaction should follow existing UX documentation for each reader type.	📗 MOB-33351: Converged App || FR || Home || Reader interaction based on credential type and reader type TO DO Test Execution : 🔗 MOB-34503: Test Execution || Android || Converged App || FR || Home || Reader interaction based on credential type and reader type IN PROGRESS 🔗 MOB-35392: IOS||Converged App || FR || Home || Reader interaction based on credential type and reader type || Test Execution IN PROGRESS	https://kastlesystems.atlassian.net/wiki/spaces/Requiremen/pages/3390177283
Refresh Access button	As a user, I should be able to refresh readers from the home screen	HIGH	"Refresh Access" button should allow users to refresh nearby readers list.	📗 MOB-33352: Converged App || FR || Home || Refresh Access button TO DO Test Execution: 🔗 MOB-33859: Test Execution || IOS || Converged App || Refresh Access button on Home Screen DONE 🔗 MOB-33836: Test Execution || Android || Converged App || Refresh Access button DONE	
Profile selection - Funtionality tiles displayed by identity - more than one identity	As a user with more than one identity on my app, I want to be able to select from the identities on my app and see the available functionality for that identity https://kastlesystems.atlassian.net/wiki/space	HIGH	Functionality tiles should be identity-specific.	📗 MOB-33536: Converged App || FR || Profile selection screen and Functionality (subscriptions) tiles displayed by identity TO DO Test Execution : 🔗 MOB-34572: Test Execution || Android || Converged App ||	Covers: • migrating KR content to KP • Functionality mapped to persona & subscriptions https://kastlesystems.atlassian.net/wiki/spaces/R

	s/Requiremen/pages/3340533761			FR ∥Profile selection -Funtionality tiles displayed by identity - one & multiple identity IN PROGRESS	equiremen/pages/3340533761
Profile selection - Funtionality tiles displayed by identity - one identity	As a user with a single identity on the app, I want to be able to see the functionality tiles available to me without having to select an identity https://kastlesystems.atlassian.net/wiki/spaces/Requiremen/pages/3340533761	HIGH	Functionality tiles should display without requiring selection.	📗 MOB-33536: Converged App ∥ FR ∥ Profile selection screen and Functionality (subscriptions) tiles displayed by identity TO DO Test Execution: 🔗 MOB-34572: Test Execution ∥ Android ∥ Converged App ∥ FR ∥Profile selection -Funtionality tiles displayed by identity - one & multiple identity IN PROGRESS	https://kastlesystems.atlassian.net/wiki/spaces/Requiremen/pages/3340533761
Profile selection - Funtionality tiles displayed by identity - one identity	DUPE				

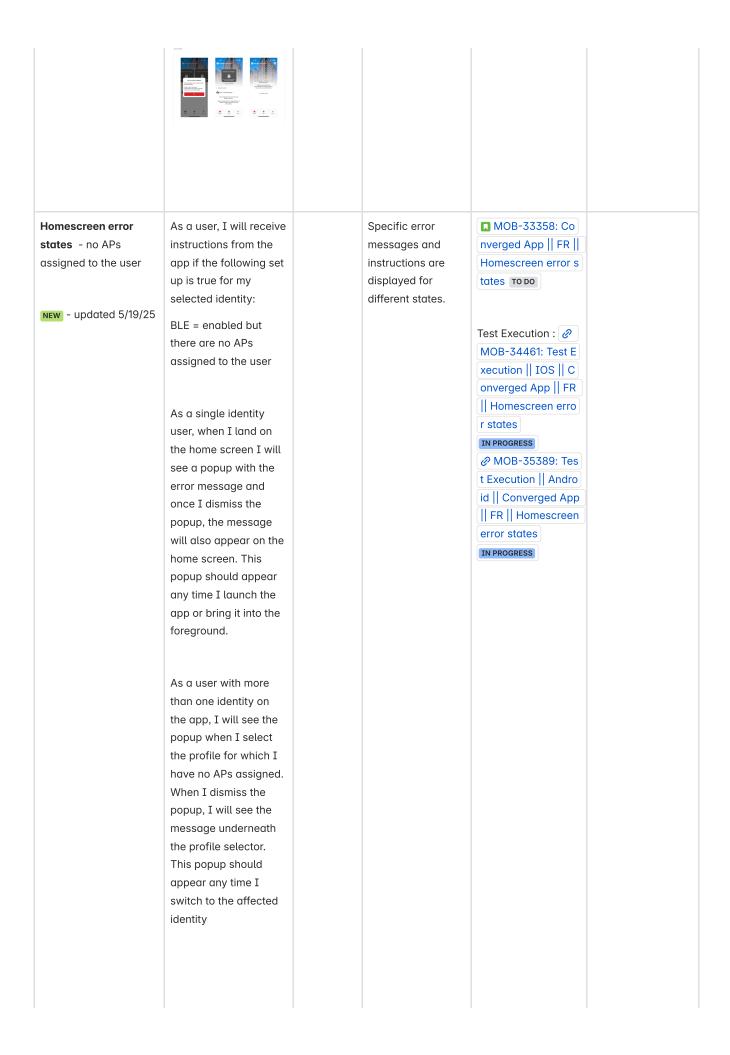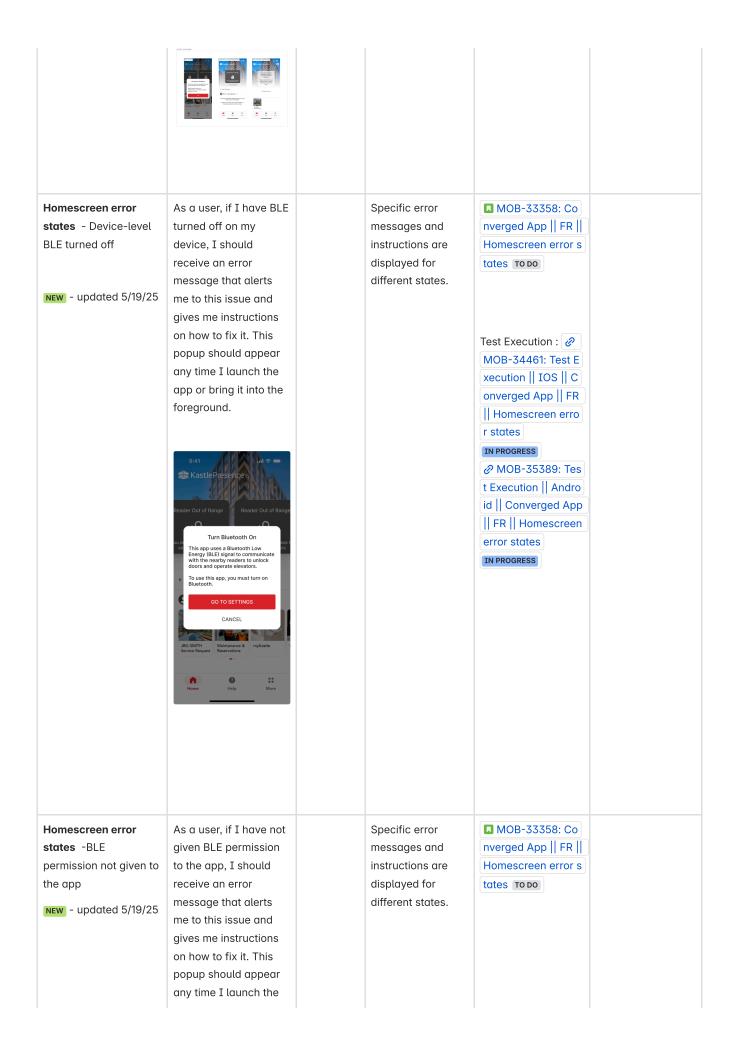| Profile selection - Functionality tiles - geofence control | As a user with more than one identity in the app, the profile selected and displayed should be updated when I enter the geofenced region of that location.

If I change the profile selected on the homescreen, the app should keep the new selection until 30 mins has passed or the user swipes off the app. | | Profile should auto-update based on geofencing. | 📗 MOB-33355: Converged App \|\| FR \|\| Functionality (subscriptions) tiles and Auto-Update Profile Based on Geofencing `TO DO` Test Execution: 🔗 MOB-34508: Test Execution \|\| Converged App \|\| FR \|\| Functionality tiles - geofence control or default profile geofence control `TO DO` 🔗 MOB-35394: IOS\|\| Converged App \|\| FR \|\| Functionality (subscriptions) tiles and Default Profile Selection Outside Geofence or Without Location Permissions\|\| Test Execution `TO DO` | Based on the buildings that user has access to, we keep track of the geofences of those buildings. When the user launches the app we will detect their location using coarse location and match their location to the closest geofence in the list of the buildings they have access to and switch their homescreen profile to match. |
| Profile selection - Functionality tiles - default profile geofence control | As a user with more than one identity in the app, the default profile should be selected and displayed when

• I am out of the geofenced area of my buildings or
• If I do not have location permissions enabled. | | Default profile should be selected when outside geofence or when location permissions are off. | 📗 MOB-33356: Converged App \|\| FR \|\| Functionality (subscriptions) tiles and Default Profile Selection Outside Geofence or Without Location Permissions `TO DO` Test Execution: 🔗 MOB-34508: Test Execution \|\| Converged App \|\| FR \|\| Functionality tiles - geofence control or default profile geofence control `TO DO` 🔗 MOB-35394: IOS\|\| Converged App \|\| FR \|\| Functionality (subscriptions) tiles and Default Profile Selection Outside Geofence or Without Location Permissio | |

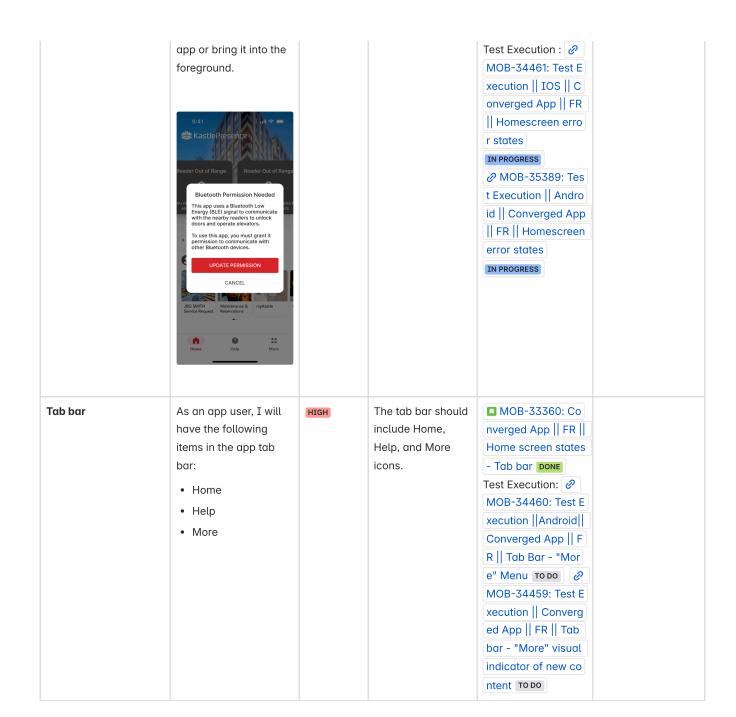|					
				ns‖ Test Execution `TO DO`	
Touchless Elevator - added 2/27/25 - `NEW` 🔗	As a user who has a touchless elevator in the scope of one or more of my app identities, I should see the elevator content/functionality on the home screen	`HIGH`	Elevator functionality should appear for users with touchless elevator access.	📗 MOB-33524: Converged App ‖ FR ‖ Touchless Elevator `TO DO` Test Execution: 🔗 MOB-34463: Test Execution ‖ Android ‖ ‖ Converged App ‖ FR ‖ Touchless Elevator `IN PROGRESS` 🔗 MOB-33858: Test Execution ‖ IOS ‖ Converged App ‖ FR ‖ Touchless elevator `IN PROGRESS`	
Touchless elevator in range added 2/27/25 - `NEW` EDITED 4/8/2025	~~As a user, when I am in range of a touchless elevator I should be able to select my destination floor through the app. I should see the floor selection popup as soon as I enter range of a touchless elevator. If I close the popup, it should not popup again during my app session~~ As a user, when I am in range of a touchless elevator I should be able to select my destination floor through the app. I should see the expanded floor selection panel as soon as I enter range of a touchless elevator. If I collapse the panel, it should not popup again during my app session		When the user is in range of a touchless elevator they should be able to select their destination floor through the app. the expanded floor selection panel should appear as soon as the user enters range of a touchless elevator. If the user collapses the panel, it should not popup again during the app session	📗 MOB-33524: Converged App ‖ FR ‖ Touchless Elevator `TO DO` Test Execution: 🔗 MOB-34463: Test Execution ‖ Android ‖ ‖ Converged App ‖ FR ‖ Touchless Elevator `IN PROGRESS` 🔗 MOB-33858: Test Execution ‖ IOS ‖ Converged App ‖ FR ‖ Touchless elevator `IN PROGRESS`	

Touchless elevator out of range added 2/27/25 - NEW	As a user, when I am out of range of a touchless elevator I should be able to get more information on why I cannot make a floor selection		if the user is out of range of a touchless elevator, tapping the take elevator section should show an explanation of why the user cannot make a selection	📗 MOB-33524: Converged App || FR || Touchless Elevator `TO DO` Test Execution: 🔗 MOB-34463: Test Execution || Android || Converged App || FR || Touchless Elevator `IN PROGRESS` 🔗 MOB-33858: Test Execution || IOS || Converged App || FR || Touchless elevator `IN PROGRESS`	
Touchless elevator - need elevator help - added 2/27/25 - NEW	As a user, the "need elevator help" popup should no longer appear the first time I enter the range of the elevator		"need elevator help" popup should no longer appear automatically	📗 MOB-33524: Converged App || FR || Touchless Elevator `TO DO` Test Execution: 🔗 MOB-34463: Test Execution || Android || Converged App || FR || Touchless Elevator `IN PROGRESS` 🔗 MOB-33858: Test Execution || IOS || Converged App || FR || Touchless elevator `IN PROGRESS`	
Touchless elevator - need elevator help - destination dispatch and non - destination dispatch added 2/27/25 - NEW	As a user, I should be able to get specific instructions for how to use the app to control the elevator when I click the "Need help" button. There should be different instructions for destination dispatch elevators and one for non-DD elevators		Elevator "need help" launches the correct information for the elevator in range	📗 MOB-33524: Converged App || FR || Touchless Elevator `TO DO` Test Execution: 🔗 MOB-34463: Test Execution || Android || Converged App || FR || Touchless Elevator `IN PROGRESS` 🔗 MOB-33858: Test Execution || IOS || Converged App || FR || Touchless elevator `IN PROGRESS`	
~~KastleAlert~~	~~As a user who has access to KastleAlert, I will see the link (button) to KastleAlert as a functionality tile~~	`HIGH`	~~KastleAlert should only appear for users with access.~~	📗 MOB-33504: Converged App || FR || Remove Kastle Alert `TO DO` Test Execution : 🔗	we will not be supporting

	~~associated with the Identity that has the subscription~~			MOB-34462: Test Execution || Converged App || FR || Remove Kastle Alert TO DO	KastleAlert in the converged app
Homescreen error states - BLE disabled and no app-related permissions NEW - updated 5/19/25	As a user, I will receive instructions from the app if the following set up is true for my selected identity • Company/enterprise has no app-related subscriptions & BLE = disabled As a single identity user, when I land on the home screen I will see a popup with the error message and once I dismiss the popup, the message will also appear on the home screen. This popup should appear any time I launch the app or bring it into the foreground. As a user with more than one identity on the app, I will see the popup when I select the profile that is not set up for BLE services. When I dismiss the popup, I will see the message underneath the profile selector. This popup should appear any time I switch to the affected identity	HIGH	Specific error messages and instructions are displayed for different states.	🟦 MOB-33358: Converged App || FR || Homescreen error states TO DO Test Execution : 🔗 MOB-34461: Test Execution || IOS || Converged App || FR || Homescreen error states IN PROGRESS 🔗 MOB-35389: Test Execution || Android || Converged App || FR || Homescreen error states IN PROGRESS	Includes images for different error states. https://kastlesystems.atlassian.net/wiki/spaces/Requiremen/pages/2987294761

| **Homescreen error states** - no APs assigned to the user

`NEW` - updated 5/19/25 | As a user, I will receive instructions from the app if the following set up is true for my selected identity:

BLE = enabled but there are no APs assigned to the user

As a single identity user, when I land on the home screen I will see a popup with the error message and once I dismiss the popup, the message will also appear on the home screen. This popup should appear any time I launch the app or bring it into the foreground.

As a user with more than one identity on the app, I will see the popup when I select the profile for which I have no APs assigned. When I dismiss the popup, I will see the message underneath the profile selector. This popup should appear any time I switch to the affected identity | | Specific error messages and instructions are displayed for different states. | 📗 MOB-33358: Converged App \|\| FR \|\| Homescreen error states `TO DO`

Test Execution : 🔗
MOB-34461: Test Execution \|\| IOS \|\| Converged App \|\| FR \|\| Homescreen error states `IN PROGRESS`
🔗 MOB-35389: Test Execution \|\| Android \|\| Converged App \|\| FR \|\| Homescreen error states `IN PROGRESS` | |

Homescreen error states - Device-level BLE turned off `NEW` - updated 5/19/25	As a user, if I have BLE turned off on my device, I should receive an error message that alerts me to this issue and gives me instructions on how to fix it. This popup should appear any time I launch the app or bring it into the foreground. 		Specific error messages and instructions are displayed for different states.	📗 MOB-33358: Converged App || FR || Homescreen error states `TO DO` Test Execution : 🔗 MOB-34461: Test Execution || IOS || Converged App || FR || Homescreen error states `IN PROGRESS` 🔗 MOB-35389: Test Execution || Android || Converged App || FR || Homescreen error states `IN PROGRESS`	
Homescreen error states -BLE permission not given to the app `NEW` - updated 5/19/25	As a user, if I have not given BLE permission to the app, I should receive an error message that alerts me to this issue and gives me instructions on how to fix it. This popup should appear any time I launch the		Specific error messages and instructions are displayed for different states.	📗 MOB-33358: Converged App || FR || Homescreen error states `TO DO`	

app or bring it into the foreground.

				Test Execution : 🔗

Test Execution : 🔗

MOB-34461: Test Execution || IOS || Converged App || FR || Homescreen error states `IN PROGRESS`

🔗 MOB-35389: Test Execution || Android || Converged App || FR || Homescreen error states `IN PROGRESS`

| **Tab bar** | As an app user, I will have the following items in the app tab bar:

• Home
• Help
• More | `HIGH` | The tab bar should include Home, Help, and More icons. | 🟩 MOB-33360: Converged App || FR || Home screen states - Tab bar `DONE`

Test Execution: 🔗
MOB-34460: Test Execution ||Android|| Converged App || FR || Tab Bar - "More" Menu `TO DO` 🔗
MOB-34459: Test Execution || Converged App || FR || Tab bar - "More" visual indicator of new content `TO DO` |

| Tab Bar - "More" Menu | As a user, I should be able to access the following content under the "more" icon in the tab bar:

• Your profiles
• Notifications
• App Settings
• About this App

 | HIGH | "More" menu should contain relevant options. | 📗 MOB-33361: Converged App \|\| FR \|\| Tab Bar - "More" Menu TO DO
Test Execution: 🔗
MOB-34460: Test Execution \|\|Android\|\| Converged App \|\| FR \|\| Tab Bar - "More" Menu TO DO 🔗
MOB-34459: Test Execution \|\| Converged App \|\| FR \|\| Tab bar - "More" visual indicator of new content TO DO | Includes images of the More menu.
 |
| Tab bar - "more" visual indicator of new content | As an app user, I will see a visual indication on the "more" nav item if any of the following are true:

• there is a new digital key available to add from any of my added identities (the visual indicator should disappear when I view the identity screen)
• there is a new identity available to add that matches to a verified phone number or email address
• There is an identity that is available to add that I chose not to add during initial app registration (skipped validation of phone number)
• there is a new notification from any of the identities on the app (the visual indication should disappear | HIGH | A badge should appear on "More" when any of the listed conditions are met. | 📗 MOB-33362: Converged App \|\| FR \|\| Tab bar - "More" visual indicator of new content TO DO
Test Execution : 🔗
MOB-34459: Test Execution \|\| Converged App \|\| FR \|\| Tab bar - "More" visual indicator of new content TO DO 🔗 MOB-34459: Test Execution \|\| Converged App \|\| FR \|\| Tab bar - "More" visual indicator of new content TO DO | Includes images of the More menu with notification indicators.
 |

	when I view the notifications screen) 				
Scrolling behavior for homescreen added 2/27/25 - NEW edited 4/8/2025	~~As a user I should be able to view all homescreen content by scrolling up and down. The tab bar should remain static.~~ As a user, I should be able to view all homescreen content by scrolling up and down. The door tiles should scroll left and right. The functionality tiles should scroll left and right. The tab bar should remain static. 		user should be able to scroll up and down in the app to access content that is off screen, or lef-right if the content is in a carousel	📱 MOB-33357: Converged App || FR ||Scrolling behavior for homescreen TO DO Test Execution : 🔗 MOB-34458: Test Execution || Android || Converged App || FR ||Scrolling behavior for homescreen DONE 🔗 MOB-34719: Test Execution || Converged App iOS || FR ||Scrolling behavior for homescreen IN REVIEW	
Functionality tile labels - added 4/8/25 - NEW	As a product owner, I should be able to edit the labels of the functionality tiles		functionality tiles labels should be editable independent of the image selection	📱 MOB-34868: Converged App || FR || Editable Labels for Functionality(Subsc	

without replacing the entire image.

The text and the background behind the text should be created programmatically, not created as part of the image.

riptions)Tiles `TO DO`

Test Execution:

🔗 MOB-35718: Test Execution || Android || Converged App || FR || Editable Labels for Functionality (Subscriptions)Tiles `TO DO` 🔗 MOB-35398: Test Execution || IOS|| Converged App || FR || Editable Labels for Functionality(Subscriptions)Tiles `TO DO`

API ticket – 🔲 MOB-34870: Converged-New Flow || SDK API || v3/SubscriptionsList || Changes for Editable Labels, Images, and Sequence for Functionality (Subscriptions) Tiles `DONE`

Homescreen loading time - - image rich homescreen	As an app user, I want the homescreen to load in under 3 seconds.		homescreen should load in under 3 seconds.	🔲 MOB-34863: Converged App		FR		Homescreen loading time - - image rich homescreen `TO DO`	
• **added 4/8/25 -** `NEW`					
• updated 5/14/25				Test Execution : 🔗 MOB-35149: Test Execution || iOS|| Converged App || FR || Homescreen loading time - - image rich homescreen `IN PROGRESS` 🔗 MOB-35251: Test Execution || Android|| Converged App || FR || Homescreen loading time - - image rich homescreen `IN PROGRESS`	

This structured table ensures clarity and organization for **Converged App Homescreen Requirements**, making it easy to track and reference key functionalities.

⚙️Technical Requirements 🔗

Requirement	Technical Requirement Description	Importance	Acceptance Criteria	Jira Issues	Notes

🌐Non-Functional Requirements 🔗

Include specifications for performance, security, compliance, scalability, and other non-functional aspects that are critical to the project.

Type	Requirement
Performance	System should handle up to 1000 concurrent users with no degradation in response time.
Security	Data must be encrypted at rest and in transit.
Compliance	Must comply with GDPR standards.
Scalability	System should scale to support up to 10x expected load over the next 5 years.
Usability	Interface must be user-friendly, with clear navigation and instructions. Color contrast must meet accessibility standards.

⚖️ Dependencies and Constraints 🔗

List both internal and external dependencies that could impact the project's progress. Include any constraints related to resources, technology, or timelines.

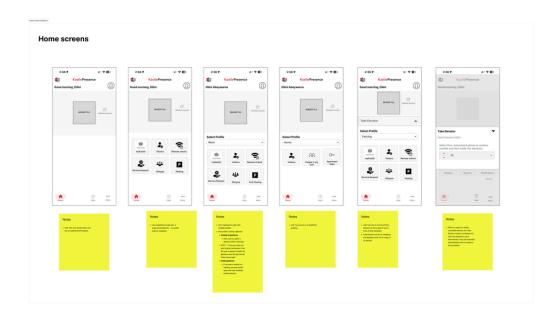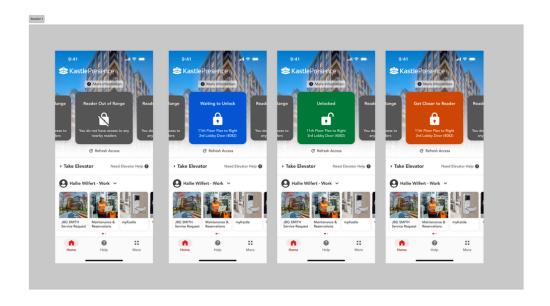| Dependency Type	Description
Internal	
External	

🛡️ Risks and Mitigations 🔗

Identify potential risks and corresponding mitigation strategies. Include risk levels to prioritize focus areas for risk management.

Risk Description	Impact	Mitigation Plan
JBG Smith White Label App	HIGH	Make sure this app is planned for
Irvine Presence is currently built on top of KP	HIGH	Work on moving Irvine to a white label appUse

🎨 User interaction and design 🔗

Add mockups, diagrams, or screenshots that support the requirements. Use this section to provide a visual reference for UI/UX expectations.

❓ Open Questions 🔗

Track any unresolved questions related to the project requirements. This section helps to ensure that all uncertainties are addressed before moving forward.

Question	Answer	Date Answered
@Wilfert, Hallie **Default Profile Sync Across Multiple Devices** – After registration, if the team is considering storing the default profile information on the server side (instead of locally on the device), how should the app handle the following scenario? **Example:** • Cardholder 1 → Device 1 → Default profile for **HOME**	Default profile selection is reset if the user uninstalls and reinstalls the app. No reason to save the selection across installs.	

- Cardholder 2 → Device 2 → Default profile for **WORK**

If a user logs into a third device, which profile should be set as the default? Should the app merge profiles, prioritize the most recent selection, or follow a different approach?

Upon logging into Device 3, should the default profile be:

- **Most recent selection**: Prioritize the most recent default profile (from Device 2, in this case).
- • **Custom logic**: Follow another custom rule defined by the product team (e.g., prioritize based on last login time, etc.).

⚠️ Out of Scope 🔗

Define any features, integrations, or requirements that are not included in this project phase. This helps set clear boundaries and manage stakeholder expectations.

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