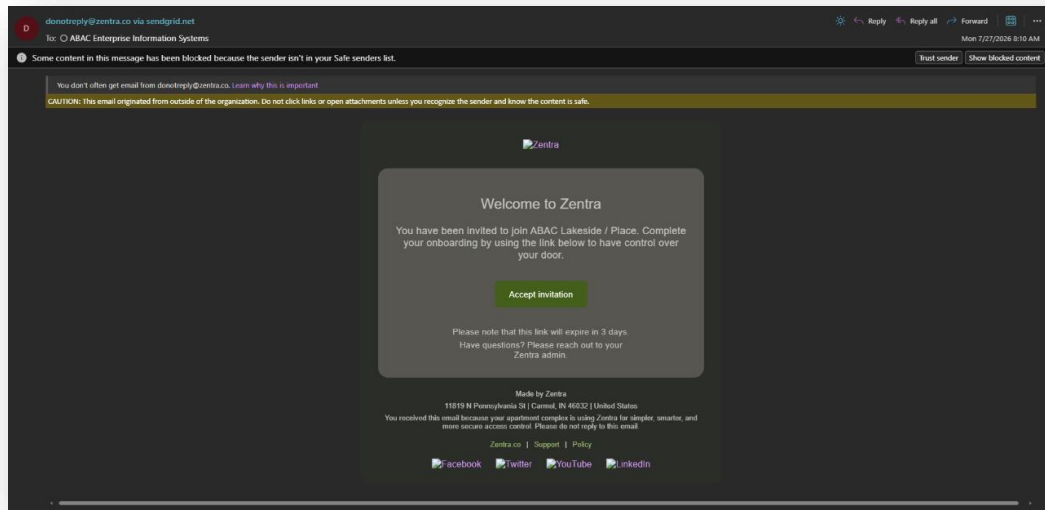


ABAC Residence Life Door Access

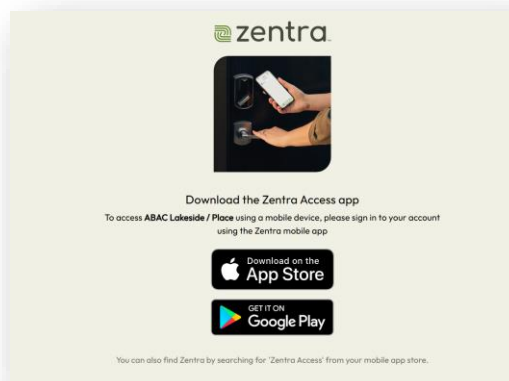
Register your account

You will receive an email from Zentra (donotreply@zentra.co) inviting you to join ABAC Residence Life. Select **Accept Invitation** in the email to create your Zentra account and configure the mobile credential used to access your ABAC residence.

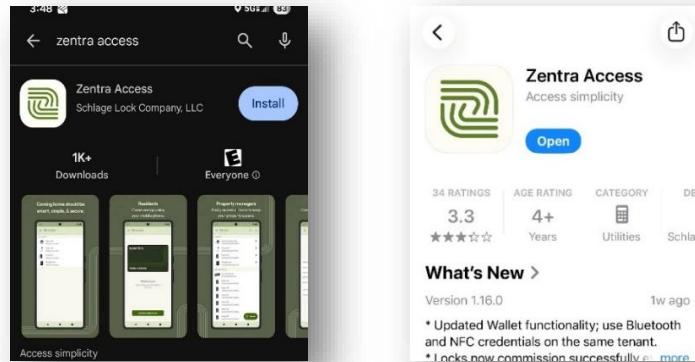


PLEASE NOTE: YOU HAVE 3 DAYS FROM THE TIME YOU RECEIVE THE INVITATION EMAIL TO COMPLETE REGISTRATION. IF MORE THAN 3 DAYS HAVE PASSED, GO TO THE ZENTRA WEBSITE AND USE THE FORGOT PASSWORD LINK TO FINISH SETTING UP ACCESS.

After you register and sign in, Zentra will prompt you to create a passkey for the browser, choose **No thanks**. You will be asked to accept terms and conditions (required) and download the Zentra Access mobile app. Download the app, open it, and continue with the sign-in steps below.

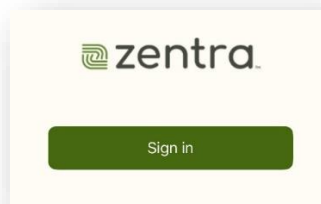


Download and Open the Zentra Access Mobile App

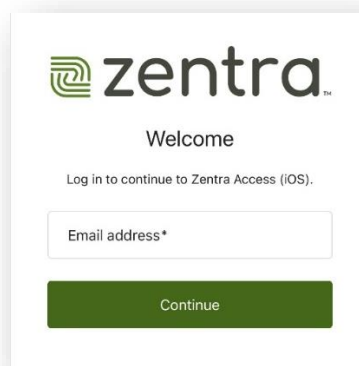


The Android and iOS apps work the same way, but the menu appears in a different location. On Android, the menu is at the top of the screen. On iOS, the menu is at the bottom of the screen.

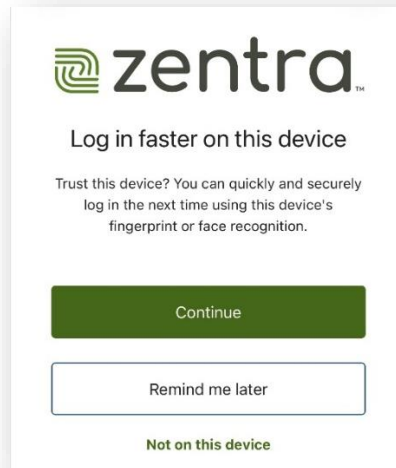
Select **Sign in**.



Enter your ABAC email and Zentra password you used to register on the web app and select **Continue**.



You may be prompted to create an app passkey so you can sign in faster. Choose **Continue** and follow the prompts if you want to use your phone's biometric authentication, such as Face ID, Touch ID, or fingerprint unlock. You can also choose **Remind Me Later** or **Not on this device** to decline biometric authentication.



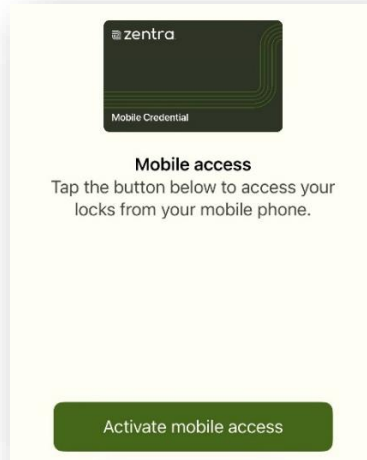
In order to use the Zentra mobile app to unlock doors, the app must have permissions to access Bluetooth

In order to use the Zentra mobile app, the user's phone must require a pin or biometric verification to be unlocked at the OS level. If this is not enabled, the user will be unable to log into the Zentra app.

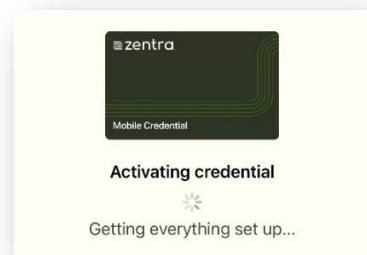
User sessions will stay logged in automatically for 30 days. If multiple users are using the same phone, be sure to log out of the mobile application once activities are completed.

Access your Residence

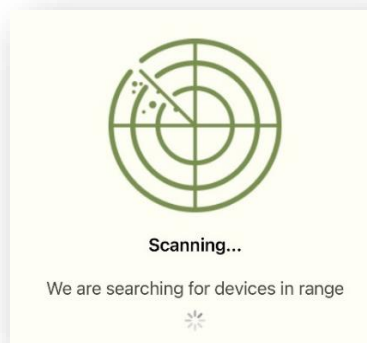
To access your residence hall doors, open the Zentra Access app, select **My Access**, and then select **Activate mobile access**.



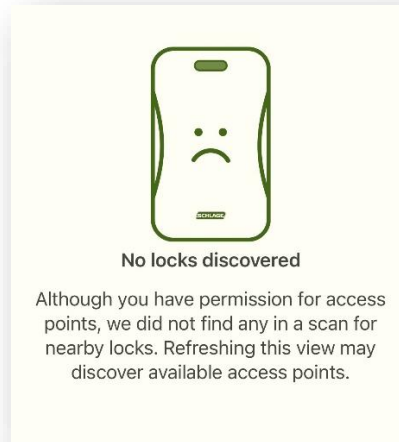
The app will retrieve your mobile credential from Zentra and activate it on your phone.



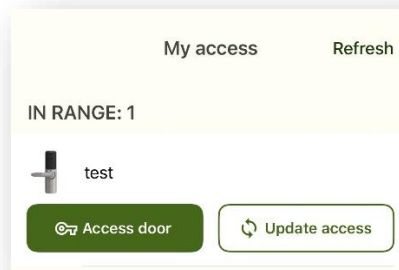
After your account has been provisioned, the app will search for nearby doors that your account is approved to unlock.



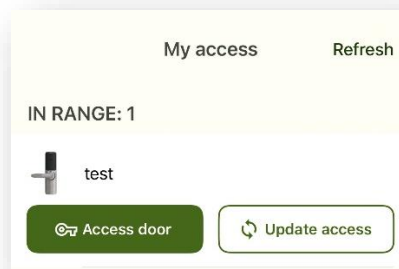
If you are not near your residence hall door, the app may show a message that no locks were discovered. This proximity requirement is a security feature that helps prevent doors from being unlocked accidentally or from too far away. You must be within 10 meters of the door before the app will allow you to unlock it.



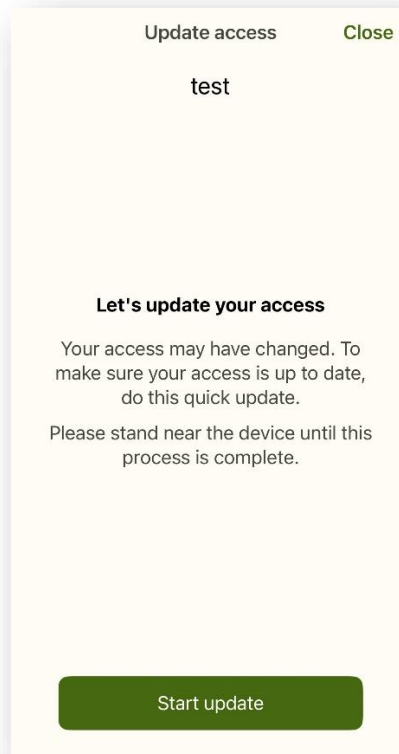
When you are within range of your door, the door will appear under **My Access**. Select **Access door** to unlock your door.



If the door does not unlock, your phone may need to update its mobile credential with the door. Select **Update access** to start the update process.



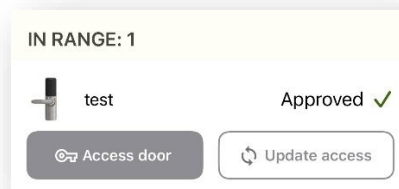
The app will ask you to confirm that you want to update the door lock. Stay near the door while your phone connects to the door and updates your access.



Your phone will connect to the door and update access. When complete, you will be returned to the **My Access** page.

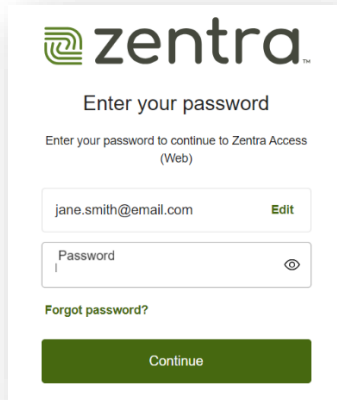


You should now be able to unlock your door by selecting **Access door**.

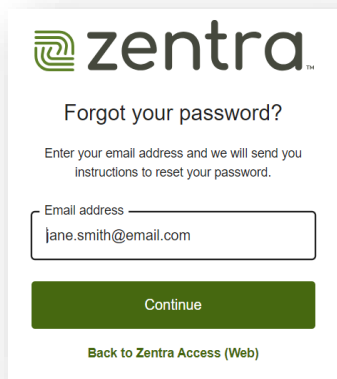


Resetting Your Password

If you are unable to log in because your password is not working or you have forgotten it, go to the Zentra login page and select **Forgot Password**.

The image shows the Zentra login page. At the top is the Zentra logo. Below it is the heading "Enter your password". Underneath is a subtext: "Enter your password to continue to Zentra Access (Web)". There is a text input field containing the email address "jane.smith@email.com" and an "Edit" link to its right. Below the email field is a password input field with a placeholder "Password" and a toggle icon. Under the password field is a link "Forgot password?". At the bottom is a large green "Continue" button.

Enter the email address you used to create your Zentra account, and then select **Continue**.

The image shows the Zentra "Forgot your password?" page. At the top is the Zentra logo. Below it is the heading "Forgot your password?". Underneath is a subtext: "Enter your email address and we will send you instructions to reset your password.". There is a text input field labeled "Email address" containing the email address "jane.smith@email.com". Below the email field is a large green "Continue" button. At the bottom is a link "Back to Zentra Access (Web)".

An automated email will be sent. The email link will be valid for only 20 minutes.

*The ABAC Technology Help Desk cannot manually reset Zentra passwords. If you need to reset your password, use the self-service **Forgot Password** option on the Zentra login page.*

If you followed the instructions above but did not receive an email, confirm that your ABAC email address was entered correctly and check your spam or junk folder.
