

# Quick Start Guide for Teleporte Users

## 1. Verify that you have a Teleporte account

Your system administrator needs to register a Teleporte account with your email address. Once the account has been registered, you should receive an email with instructions to set up a password.

If you do not have a Teleporte account yet, please contact [support@sera4.com](mailto:support@sera4.com).

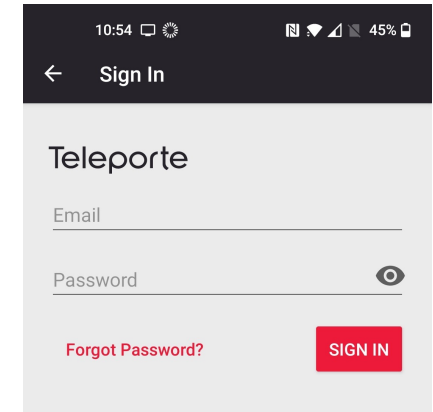
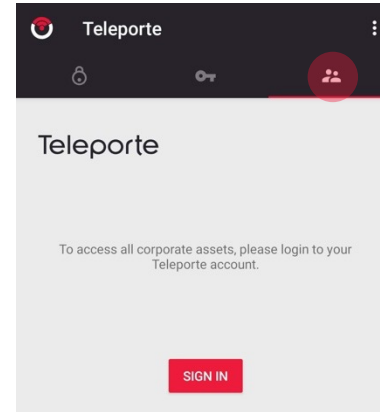
## 2. Download the Teleporte mobile application

Download the Teleporte mobile application for your Android or iOS device.



## 3. Log into the Teleporte mobile application

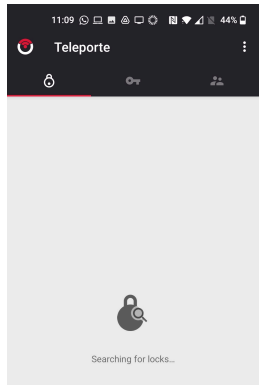
Log in to the Teleporte mobile app using your Teleporte account email and password.



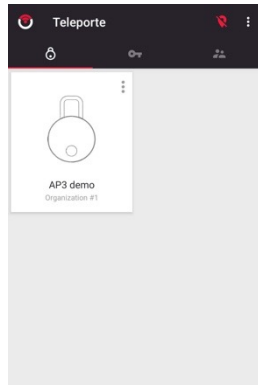
## 4. Open a door

Before trying to open a door, verify that:

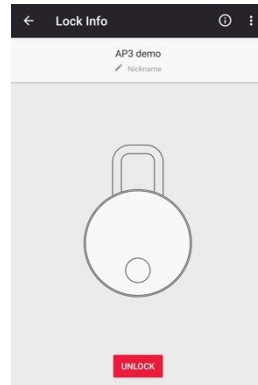
- You have logged in to the Teleporte application as shown in Step # 3
- Your mobile device is less than 2 m away from the door
- Turn ON Bluetooth in your mobile device



4.1 Open the Teleporte mobile application and wait to detect the door lock.



4.2 Select the door lock once it is detected by the mobile application.



4.3 Select option to UNLOCK

## 5. Troubleshooting

Please review the following list of troubleshooting steps.



### User does not have a key:

- Sera4 cannot assign keys, please contact the administrator of the site you are trying to access, in order to request access.



### Forgot Teleporte account password:

- Select *Forgot password?* option in the mobile application. This option is shown in Step # 3, when logging in to your Teleporte account.

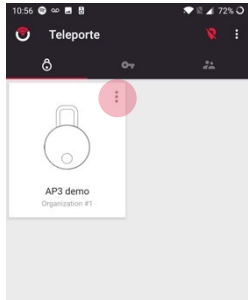


### The mobile application is unable to detect a nearby lock or the mobile application does not show the option to UNLOCK

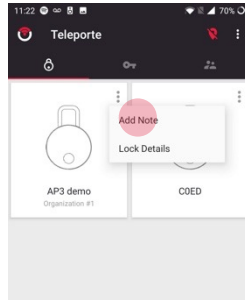
- Bring your mobile device closer to the door, less than 2m apart.
- Reset the Bluetooth of your mobile device. This can be done under your device's settings.
- If the issue persists, restart your mobile device by turning it off completely, and then back on.
- If the issue persists submit a support ticket from the Teleporte mobile application as shown in section 7.

## 6. Generate written and photographic notes

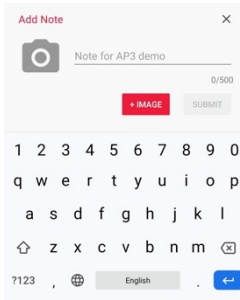
Teleporte users can generate notes from the mobile application. A Sera4 controller in proximity must be detected in the application in order to access this option.



6.1 select the 3-dot menu on the lock icon when it is detected.



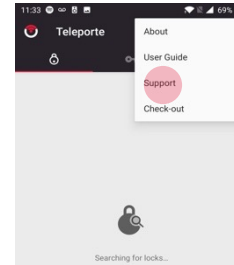
6.2 select option to add note inside the 3-dot menu



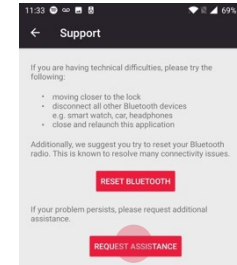
6.3 add text or an image to your field note

## 7. Submit a support ticket

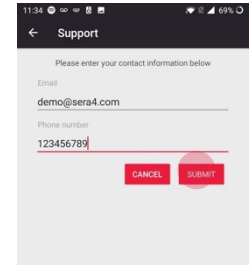
Support tickets can be submitted from the Teleporte application.



7.1 Select support option in the main menu of the mobile application



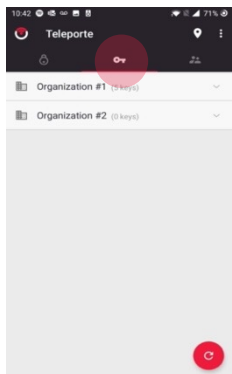
7.2 Select option to **request assistance** and complete questionnaire to provide more information



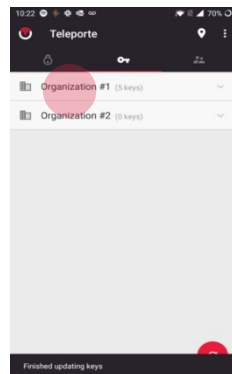
7.3 Enter a phone number and an email we can use to contact you.

## 8. Check assigned keys

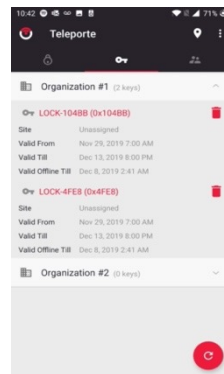
Users can check the assigned keys from the Teleporte app.



8.1 Select the key tab in your Teleporte application



8.2 Select the organization for which you want to see your assigned keys

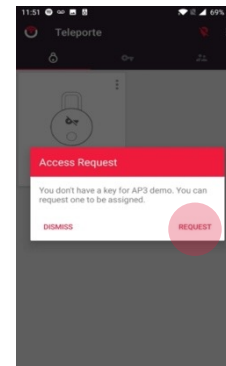


8.3 Your key details are displayed on this screen.

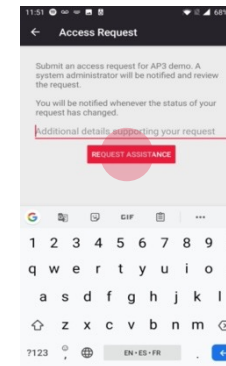
The "Valid Offline Till" shows the time you can use your key without data connection.

## 9. Request access

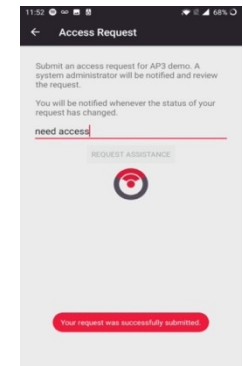
Users can request access to a Sera4 lock in proximity. **Some organization do not support this feature as you might have to follow a different workflow to request access.**



9.1 Select the lock you need to open and then select the option to **REQUEST** a key.



9.2 Enter additional details for your request and select **REQUEST ASSISTANCE**



9.3 Wait for successful confirmation of your request submission. A system administrator will process your request.