



ALLEGION®



Schlage No-Tour Mobile Access Credentials

with ENGAGE™ web and mobile applications

Start >



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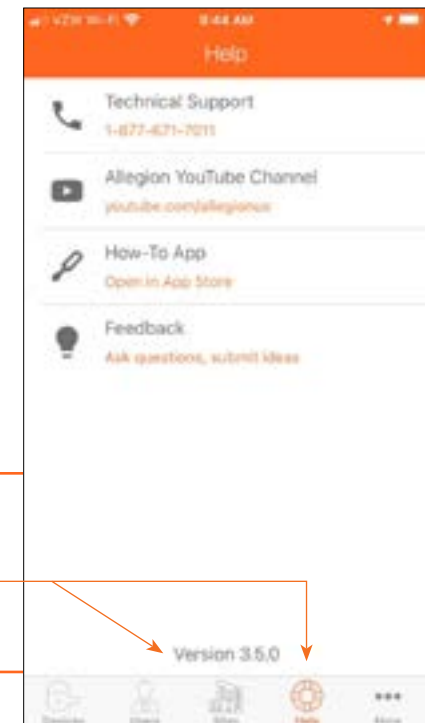
Overview

Steps for a successful implementation of the Schlage Mobile No-Tour credentials

Schlage Mobile No-Tour credentials for ENGAGE™ properties provides all the same No-Tour functionality you have with your current smart cards / fobs on a mobile phone. This overview provides the steps required to successfully implement the Schlage Mobile No-Tour credentials to your property:

- 1** The ENGAGE™ web application will be automatically updated, no user interaction is required.
- 2** All users of the ENGAGE(tm) mobile application will be prompted to update their app to the latest version. Visit allegionengage.com for specific details.

Press the “Help” button on the bottom of the app to verify what version you are running.



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- 3 All existing users of the Schlage Mobile Access app will need to update their app in order to recognize the new firmware changes.

If a user has not updated their Schlage Mobile Access application before the firmware is updated, the app will respond with “Access Denied”. Once the user updates their app, they will automatically regain access.

Minimum version required for the Schlage Mobile Access app

Verify for iOS devices

Verify for Android devices

- 4 Update all ENGAGE devices across the property to the latest firmware

For all offline devices, such as Schlage Control, visit the locks and perform a firmware update using the ENGAGE mobile app.

For all devices configured to communicate over Wi-Fi, such as NDEB, LEB and CTE with MTB readers, the Firmware can be updated via the nightly device Wi-Fi call in routine.

[Click for more information](#) on how to update the firmware on your Schlage locks and devices.

View videos on how to update your Schlage Control™ mobile enabled smart lock:

[How to update your Control Mobile Enabled Smart Locks on iOS](#)

[How to update your Control Mobile Enabled Smart Locks on Android:](#)

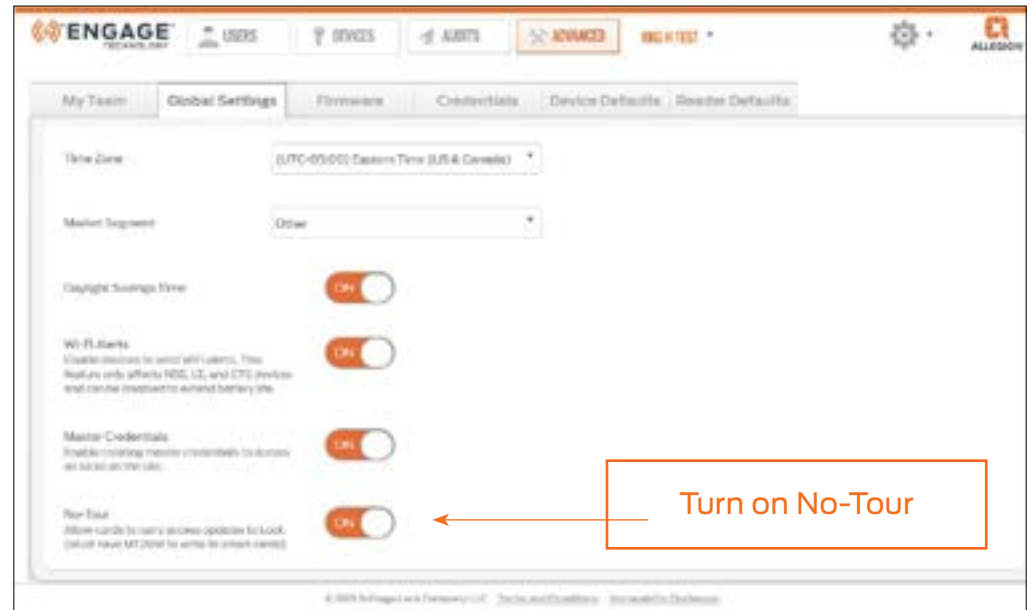
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5 Turning on No-Tour

If your site has already been using No-Tour smart cards or fobs, then you are ready for the next step.

If your site has not been using No-Tour on smart cards or fobs then visit the Global settings in the ENGAGE web app to turn on No-Tour.



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Issuing credentials

Steps for issuing a Mobile No-Tour credential



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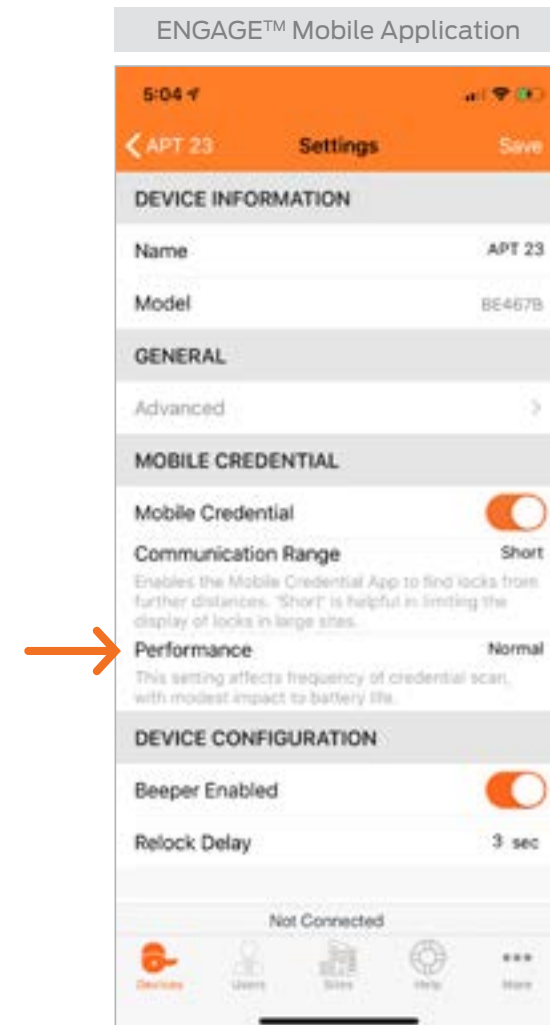
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Before you begin - iOS

- 1 To change an individual lock setting in the ENGAGE Mobile Application, click on performance, change to max, press save. Settings updated instantly.

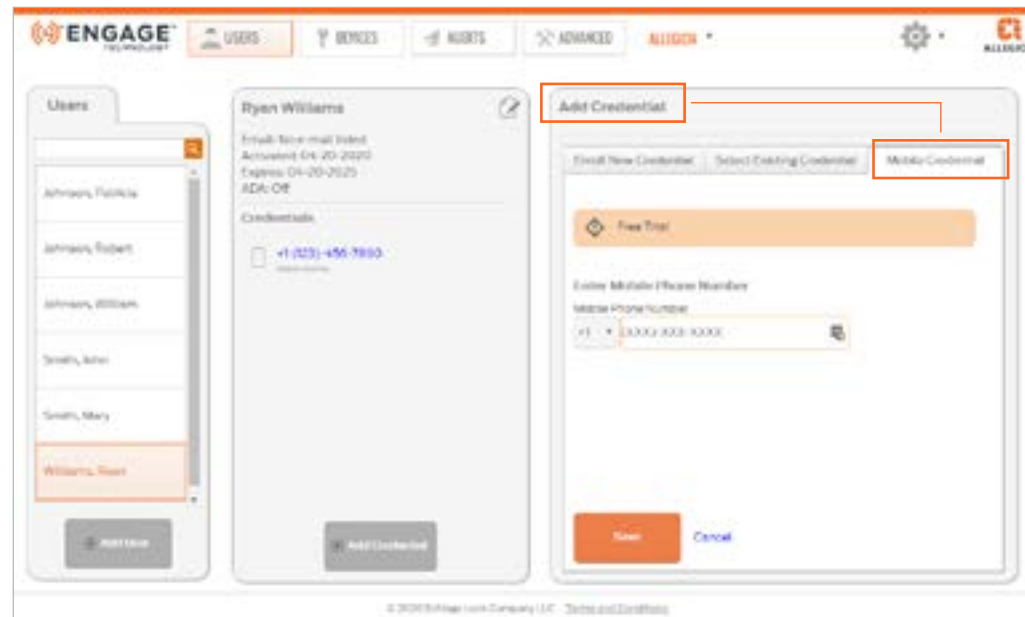


Add/assign a mobile credential

- 1 Login to ENGAGE web application
- 2 Click on a user
- 3 Click “Add Credential” button
- 4 Click “Mobile Credential” tab
- 5 Enter user’s mobile phone number and click ‘save’




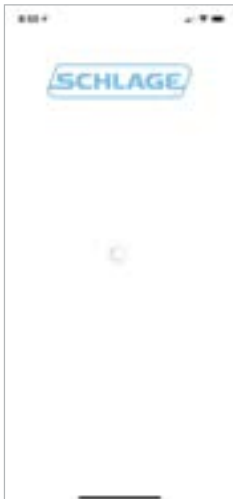

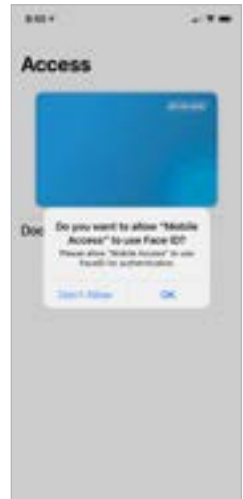
Notes:

- The Schlage Mobile Access Credential can be assigned in the web app only
- Only the “Admin” and “Manager” roles can assign the Schlage Mobile Access Credentials
- Only one phone number can be associated to a single user at a site



First time onboarding - iOs







For a full tutorial, watch [this video](#) for more in-depth instruction.

<p>1</p> <p>ENGAGE web-based app sends user a text message invite.</p>		<p>2</p> <p>User clicks on text message link to download the Schlage Mobile Access app</p>		<p>3</p> <p>User must accept Schlage Mobile Access terms and conditions</p>	
<p>4</p> <p>Once the user agrees, the app will download the appropriate credential. User must have internet for initial download. Following the initial download, the user can use the credential "offline".</p>		<p>5</p> <p>The Schlage Mobile Access app requires user to enable "Bluetooth" to be able to send credential to lock.</p>		<p>6</p> <p>The Schlage Mobile Access requires the user to have authentication on their phone for security purposes. This can be PIN, FaceID, TouchID.</p>	

Please note: iOS users will be prompted to approve the use of Bluetooth permissions. Android users will be prompted to approve the use of Bluetooth and Location Services permissions. Allegion will never track the users location with the app.

First time onboarding - Android

For a full tutorial, watch [this video](#) for more in-depth instruction.

<p>1</p> <p>ENGAGE web-based app sends user a text message invite.</p>		<p>2</p> <p>User clicks on text message link to download the Schlage Mobile Access app.</p>		<p>3</p> <p>User must accept Schlage Mobile Access terms and conditions.</p>	
<p>4</p> <p>Once the user agrees, the app will download the appropriate credential. User must have internet for initial download. Following the initial download, the user can use the credential "offline".</p>		<p>5</p> <p>The Schlage Mobile Access requires the user to have authentication on their phone for security purposes. This can be PIN, FaceID, TouchID.</p>		<p>6</p> <p>Enable Location Service Permissions to allow the app to use your Bluetooth connection.</p>	

Please note: iOS users will be prompted to approve the use of Bluetooth permissions. Android users will be prompted to approve the use of Bluetooth and Location Services permissions. Allegion will never track the users location with the app.

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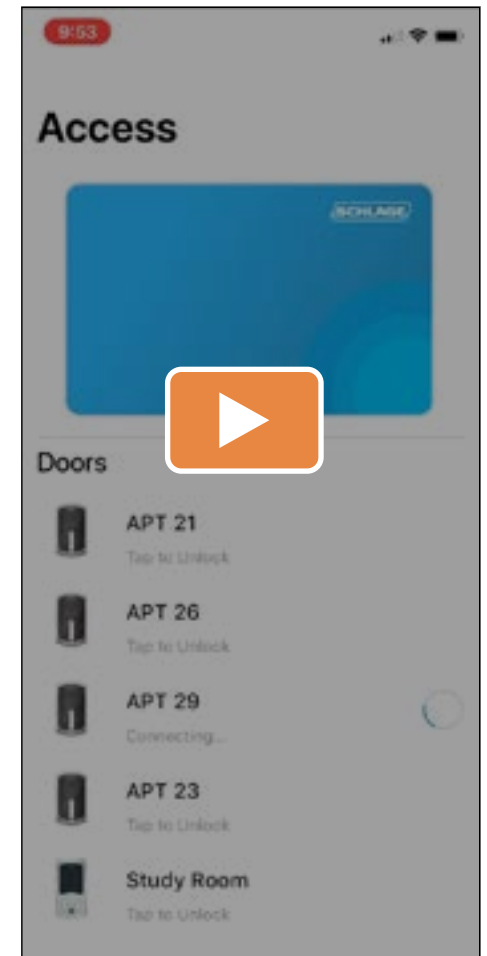
Unlock door

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User experience using the Schlage Mobile Access app

- 1 User opens app
- 2 User enters passcode/TouchID/FaceID
- 3 User selects door on list to unlock



Note:

Clicking the play button will open the video in a new tab, showing the process outlined above.

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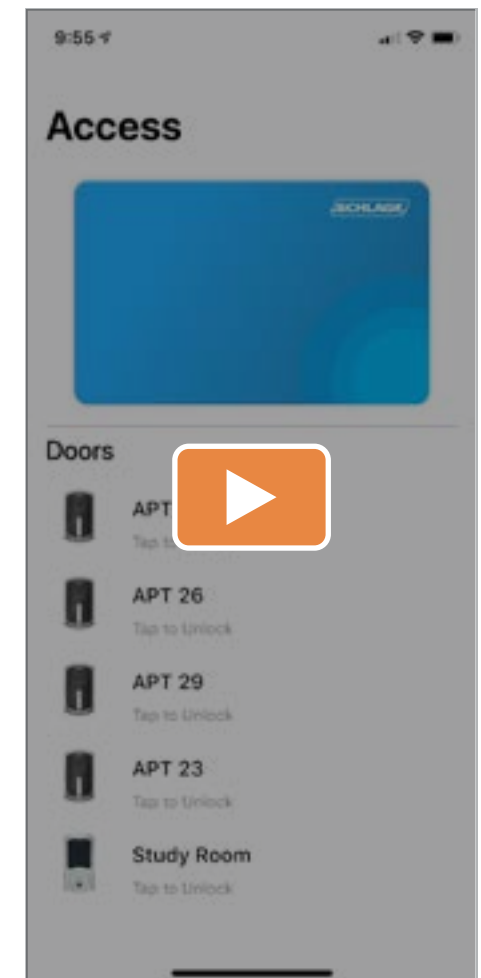
Unlock door

via Schlage Mobile Access app

- The Schlage Mobile Access app does not require Internet to unlock (Bluetooth still required)
- Similar to a physical credential, mobile credentials can be presented to any lock
 - Access will be granted if user is assigned to the door
 - Access will be denied if the user is not assigned to the door or if the access rights have not yet been synced to the door
- “Pull down” refreshes scan list
- The app displays any lock in range, regardless of access rights
- Locks are sorted by signal strength
- User can mark any door as a favorite and it will be displayed at the top of the list.
- Recommend demonstrating to customers with sound ON

Note:


Clicking the play button will open the video in a new tab, showing the process outlined above.



Site administrator - iOS

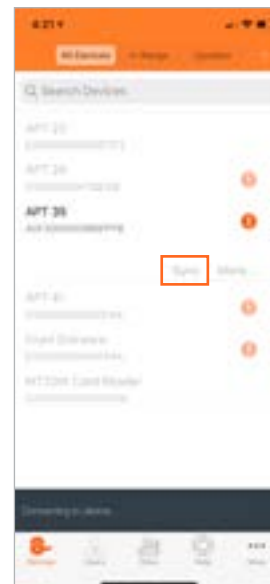
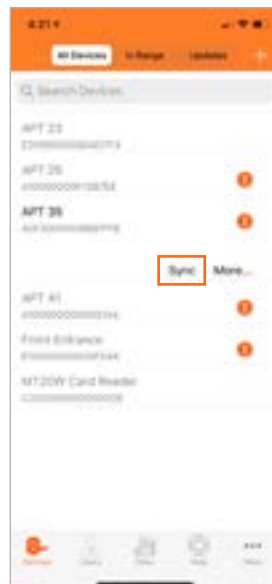
Update doors via ENGAGE mobile app

Schlage Mobile Access Credentials can be added/deleted immediately by syncing the ENGAGE™ mobile app with the lock or reader at the opening, or they can be added/deleted automatically overnight when the lock or reader is connected over Wi-Fi.

- 1 Site administrator opens ENGAGE mobile app
- 2 Select “Devices”
- 3 Select correct Door, tap “Sync” to update database
- 4 Confirm  next to door name has cleared

Pro tip

Use this feature if you need to ensure you immediately remove a credential from a door



Before sync



After sync



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Site administrator - Android

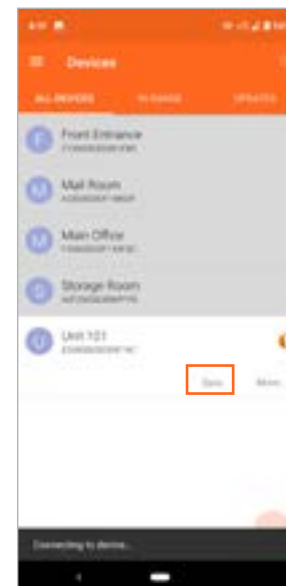
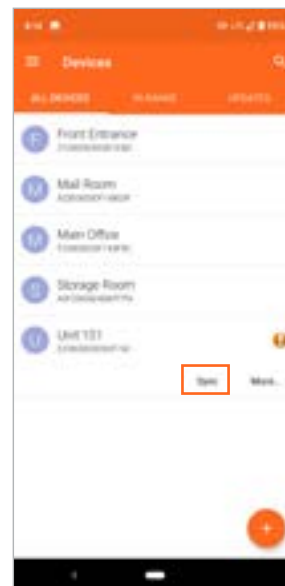
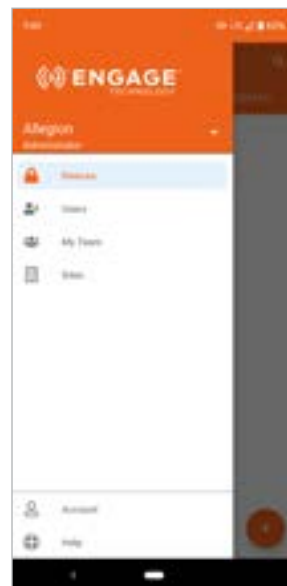
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- 1 Site administrator opens ENGAGE mobile app
- 2 Go to Menu, then select “Devices”
- 3 Select correct Door, tap “Sync” to update database
- 4 Confirm  next to door name has cleared

Pro tip

Use this feature if you need to ensure you immediately remove a credential from a door



Before sync



After sync





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If you have questions, or would like more information on the touring process, please contact customer support at 877-671-7011



About Allegion

Allegion (NYSE: ALLE) is a global pioneer in seamless access, with leading brands like CISA®, Interflex®, LCN®, Schlage®, SimonsVoss® and Von Duprin®. Focusing on security around the door and adjacent areas, Allegion secures people and assets with a range of solutions for homes, businesses, schools and institutions. Allegion had \$2.7 billion in revenue in 2020, and its security products are sold around the world.

For more, visit www.allegion.com

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