



Frequently Asked Questions



Brivo Mobile Pass for Admins

What Is The New Mobile Pass?

Brivo Mobile Pass now has a brand new update. The basic functionality of the app was not changed, but the entire app has received an updated look and feel.

Brivo Mobile Pass now has a faster, more intuitive user experience for both Android and iOS users. Navigation within the app is simpler as well as searching and favoriting doors.

What Changed?

The entire app has gotten an updated look and feel for a cleaner, more intuitive user experience for both Android and iOS users. Navigation within the app is simpler. Search, selecting and favoriting doors is easier and more intuitive in the new faster app.*

Any passes that were in your Brivo Mobile Pass prior to updating will transfer over to the new app for existing users

What Hasn't Changed?

The core functionality of how the app works. Everything functions the same as it did before (Magic Button, Enrollment, etc.). Just with an updated look, feel and user experience.

When Will It Be Available?

December 6th, 2021

Will All My Users Get The Update At The Same Time?

This will be a gradual rollout over the course of 2 weeks.

What If My Users Don't Come Into The Facility?

Will They Still Get The Update?

Yes. If your users have their apps set to automatically update, then they will get it. If they do not have automatic updates set, they will be prompted to update the app from the app store.

Will All Of My User's Settings (I.E. Favorites) Be Carried Through To The New App?

Favorites, custom door names and Siri shortcuts will be carried over.



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What Communication Will My Users Get From Brivo?

Users will receive service-related notifications from Brivo.

How Will My Users Get It?

If your users have their phone settings to auto-update apps, the update will be downloaded to their phone automatically. They will see the change reflected the next time they open Brivo Mobile Pass. If they do not have auto-update, they will see the update notification on their phone and need to install the updated app (similar to any other app on their phone).

What Tools Are Being Provided?

Brivo has an admin toolkit for you. You can access it by the links below or from your dealer. These are customizable tools that you can copy/paste into your own user communications, or modify the templates provided to send:

- Email template
- Customizable flyer
- Video Tutorials
- FAQ (employee/customer-version and BMP/Security Admin version)

How do my users Redeem a Pass Manually?

If you do not currently have any Brivo Mobile Passes associated with your account and you want to redeem one manually, you will need to download and open the Brivo Mobile Pass app. Click on the Enter Invite Code button in the top left corner of the screen.* Enter the Email and Invite Code from that invitation email into the corresponding fields and press the 'Redeem Invite' button to complete the redemption process.

**Your Brivo administrator needs to issue you a pass before you can redeem it. Your Invite Code will be included in that invitation email.*

Are There More Interface Changes Coming?

The major refresh is happening now <OCT 25> with the largest amount of change for end-users. We will continue to release smaller updates to enhance the overall Mobile Pass experience over the coming months.

Where Do I Go to Get Help?

You can find documentation at www.resources.brivo.com as well as contacting us directly at support@brivo.com