



Frequently Asked Questions

Brivo Mobile Pass for Users



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 updated app, and the app opens doors faster than before.

How Do I Update My App?

If you have your device settings to auto-update apps, the update will be downloaded to your phone automatically. You will see the change reflected the next time you open Brivo Mobile Pass.

If you do not have auto-update, you will see the update notification on your device and will need to install the updated app.

How Do I Set Up Favorites?

From the homescreen, search for the door you want to add to favorites. Find the door you want to favorite and swipe left on it. Select the edit button (wrench icon). From the popup, select 'Add to Favorites'.

How Do I Find the List of Doors?

From the homescreen, click on the search bar at the top. The list of doors will appear.

Where Do I Find My Digital Badge That I had in the Previous App Version?

From the homescreen, go to the Navigation Menu and select "Mobile Passes".



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How Do I view the Tutorial again later?

From the homescreen, click on the top right menu button and then click on 'Help & Disclosures'. Click on 'Restart Tutorial' to begin the tutorial.

How Do I Redeem My 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.*

How Do I Get Help?

From the navigation menu, go to "Help and Disclosures", click on "Help Center" for FAQ.

Can I Go Back to the Old Mobile App?

No. Once you have been updated to the new Brivo Mobile Pass, you will not be able to use the older versions.



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