dormakaba

resivo
User Guide
For residents

Ver 1.1

Contents

resivo for Residents

1. What is resivo?

resivo is the secure access control system developed by dormakaba for the simple and effective management of access within residential buildings and facilities. resivo provides a fully integrated solution with the administration of access rights fully customisable giving full control to the property owner (for their property) or the option to assign control to a facility manager. So, whether you are a property owner, owner occupiers, short or long term tenant, resivo can provide you and your facility manager with the right configurable solution to meet your requirements.

resivo is a cloud-based platform and consists of three user-specific applications:

- dormakaba *resivo admin portal* (desktop) for full facility management

- dormakaba *resivo utility* app for simple facility management

- dormakaba *resivo home* app for residents

With these applications, facility managers, property owner/occupiers and tenants can have their access control and permissions assigned, managed and revoked. Access can be assigned by either a smartphone and via access media (keycards and key fobs).

1.1. How does resivo work for residents?

Welcome to resivo, the secure access control system by dormakaba for facility management and building residents. With resivo, you can open all doors that are mapped with the resivo system and for which you have access rights using your smartphone or an access medium (keycards and key fobs).

In this chapter, you will learn how resivo works and how you can use resivo as a resident.

Central components

The following components are important when using resivo for residents:

1. _Resident setup card_ (also know as _tenant setup card_)
2. Smartphone with the resivo home app installed
3. Access media (keycards and key fobs)

1. Resident setup card

The hand-over of your property is successfully completed when facility management have provided you with your resivo _resident setup card_. Using the _resident setup card_, you residents can change access rights on the door component (door lock) if a door component that is supported by resivo has been installed. For example, you can add or delete access media (keycards and key fobs).

- **Neither** the REM setup card nor the _resident setup card_ can be used to open doors. They are used exclusively for creating and changing access rights.

Once move-in has occurred, the facility manager has effectively transferred the configuration authorisation for your property doors to the _resident setup card_. Therefore, only you as the resident can change access authorisations.

- Facility management is legally required to issue all access media (in this case: access rights) to the new residents. Due to these security protocols, the resident setup card must remain in the residents' possession until they move out.

The resident setup card is used exclusively to change and/or revoke access rights. It authorises both your smartphone and your access media (keycard or key fob) for access to your residential property. The resident setup card cannot be used to gain access.

- Store your resident setup card in a safe place, as you will need this card to grant access rights to your residential property. When you transfer/sell/return your residential property to another party, you also have to return this resident setup card to the facility manager.

Lost resident setup card

- If you have lost your *resident setup card*, you can still enter your property with your existing access media and also issue digital keys. However, you can no longer modify and/or add other access media. If you lose your *resident setup card*, contact your facility manager to ensure that your residential property remains secure and to enable them to initiate the next steps to replace the lost card.

Resident information and data privacy

Some necessary information is always generated and complies with data protection requirements. This means that only the resident information that is necessary to operate the system securely, using the resivo system technology can be entered into the resivo solution.

Specific resident information (master data):

- First and last name
- Link to the respective property
- Email address and/or phone number (mobile) of the resident
- Move-in date
- Access media of the resident

Other resident information (optional, decided by the facility manager):

- Access information of the resident at common doors (access log)

The resident information is only visible by resivo admin portal users with the following authorisations:

- Authorisation access for the specific building
- Have an authorised role that allows for the viewing resident information (role known as "Tenant management")

The access log is visible within the resivo admin portal by users with the following authorisations:

- Authorisation access for the specific building
- Have an authorised role that allows for the viewing of the access log (role known as "access log")

How long is data stored?

- Master data resident information: data is deleted immediately upon moving out
- Access log: after 90 days

2. resivo home app

With the resivo home app, your smartphone becomes the digital key you can use to open the doors you have authorisation access to.

Using the resivo home app has the following advantages:

- Access media can be added and issued easily and quickly
- No lost keys; all digital keys and access media can be viewed in the key list
- Access can be individually adapted, and time restrictions can be added
- Digital keys and access media can be quickly and easily revoked

The resivo home app is available in the Apple App Store and Google Play Store of the following countries:

- Australia
- Luxembourg
- Austria
- New Zealand
- Belgium
- Norway
- Bulgaria
- Poland
- Denmark

- Sweden
- Finland
- Switzerland
- France
- Singapore
- Germany
- Spain
- Ireland
- United Kingdom
- Luxembourg

Technical prerequisites:

Operating System/Feature	Requirement
Android	Min. Android 11
iOS	Min. iOS 13
Bluetooth® and/or NFC-HCE interface	Allow access
Push notifications	Allow access
Camera	Allow access

1.2.   Setting up the resivo home app on Android

The resivo home app lets you use your smartphone as a digital key to open and lock your doors. With the app, you can also generate and issue other digital keys. In the resivo home app, you can check at any time what keys have been issued, and you can also revoke those keys at any time.

Download the resivo home app from the Google Play Store

1. Open the **Google Play Store**.

2. Enter **dormakaba resivo home** in the search bar.

3. Tap **Search**.

- The app will appear in your results list.

4. Select the **dormakaba resivo home** app.

5. Tap **Install** to download the free app.

- You have successfully installed the resivo home app on your smartphone.

Register in the resivo home app

1. Open the resivo home app.

- The following view opens:

2. Tap **Next**.

- The following view opens:

3. Tap **Activate Bluetooth**.
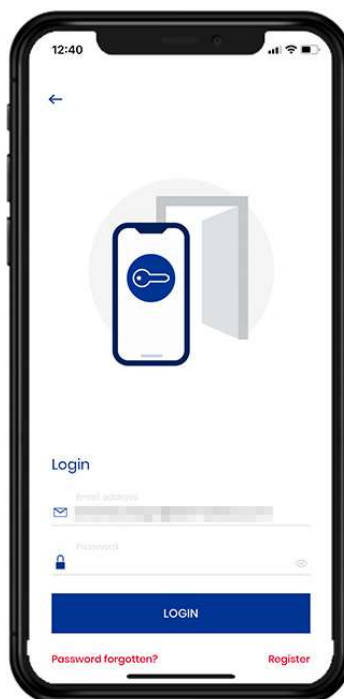
- The following view opens:

4. Tap **Allow access to camera**.
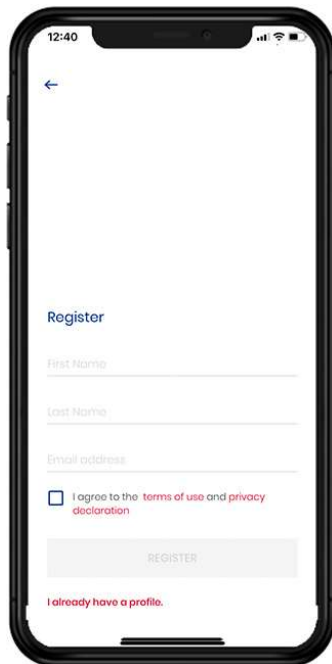
- The following view opens:

5. Tap **Allow push notifications**.

- The following view opens:

6. Tap **Register**.

- The following view opens:
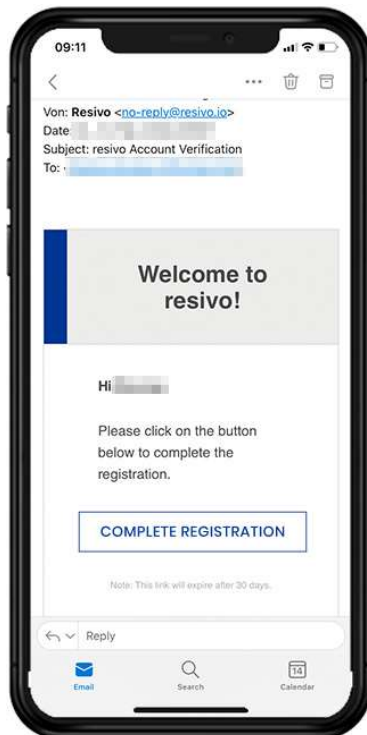

7. Fill in the fields.

8. Accept the EULA and Data Privacy Guidelines.

9. Tap **Register**.

- You will receive an email to confirm your email address and to set up your resivo password.
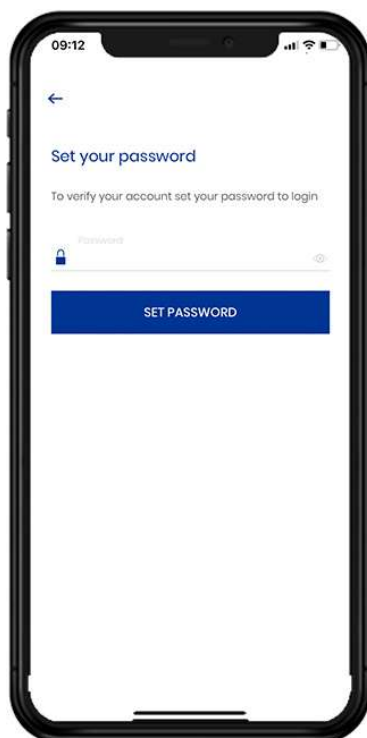
10. Open your email inbox.

- You should have received the following email:

11. Touch the confirmation link.

- The following view opens:

12. Set up your password.

13. Close the window.

14. Open the resivo home app.

15. Enter your email address again.

16. Enter the password you set up earlier.

- The initialisation data will be downloaded.

- You have now registered in the resivo home app.

Enter the invitation code

- You <u>must</u> have completed the moving-in process with your facility manager.

- You <u>must</u> have received an SMS or email with a 7-digit invitation code.

1. Copy the invitation code from the SMS or email.

2. Open the resivo home app.

- The following view opens:

3. Tap **here** on the screen

- The following view opens:
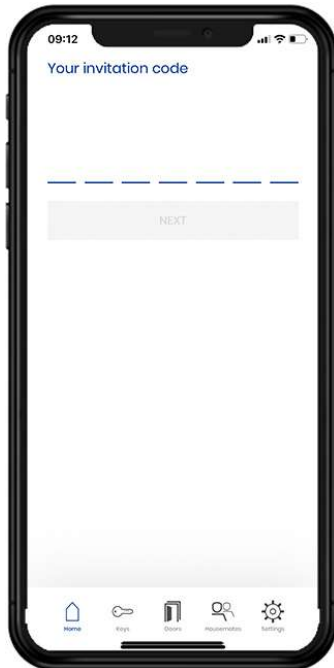
4. Enter the 7-digit invitation code in the resivo home app.

5. Tap **Next**.

- The app will download the initialisation data. This may take a moment.

- You can now use your smartphone to unlock the door(s) of your residential property.

- Note
- The invitation code is required to link the access rights to your profile and to complete the initialisation on your smartphone. The invitation code is valid **once** and for **1 month**. However, invitation codes you send to your housemates are only valid for **48 hours**. In the video, you can see how to register in the app and activate the invitation code.

  Click here to watch the video.

1.3.   Setting up the resivo home app on iOS

The resivo home app lets you use your smartphone as a digital key to open and lock your doors. With the app, you can also generate and issue other digital keys. In the resivo home app, you can check at any time what keys have been issued, and you can also revoke those keys at any time.

Download the resivo home app from the Apple App Store

1. Open the **App Store**.

2. Tap the search icon.

3. Enter **dormakaba resivo home** in the search bar.

4. Tap **Search**.

- The app will appear in your results list.

5. Select the **dormakaba resivo home** app.

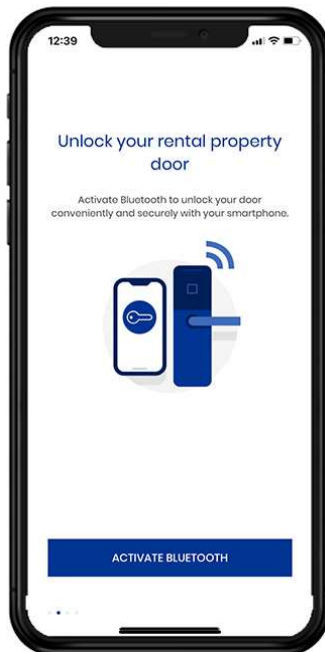6. Now tap **Get** to download the free app.

Register in the resivo home app

1. Open the resivo home app.

- The following view opens:

2. Tap **Next**.

- The following view opens:

3. Tap **Activate Bluetooth**.
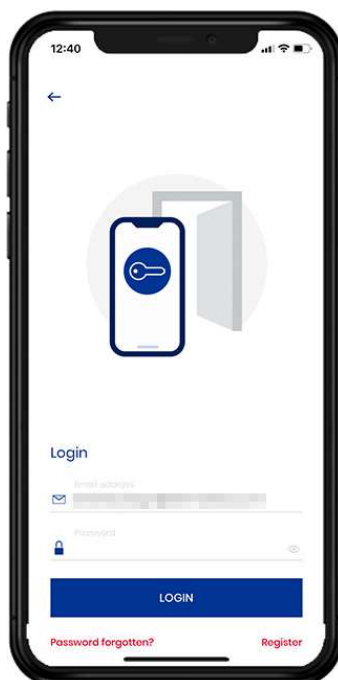
- The following view opens:

4. Tap **Allow access to camera**.
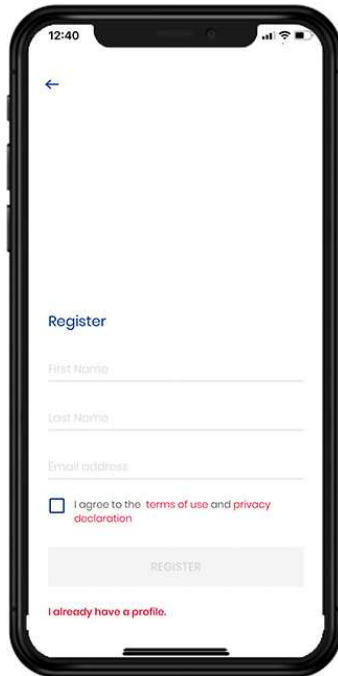
- The following view opens:

5. Tap **Allow push notifications**.

- The following view opens:

6. Tap **Register**.
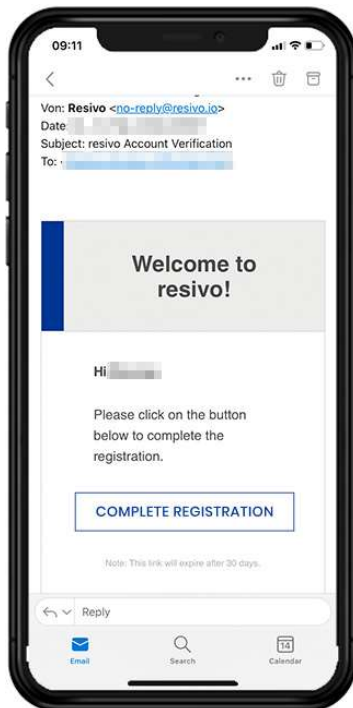
- The following view opens:

7. Fill in the fields.

8. Accept the EULA and Data Privacy Guidelines.

9. Tap **Register**.

- You will receive an email to confirm your email address and to set up your resivo password.
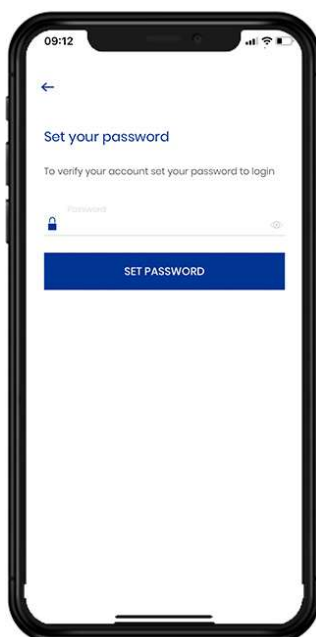
10. Open your email inbox.

- You should have received the following email:

11. Touch the confirmation link.

- The following view opens:

12. Set up your password.

13. Close the window.

14. Open the resivo home app.

15. Enter your email address again.

16. Enter the password you set up earlier.

- The initialisation data will be downloaded.

- You have registered in the resivo home app.

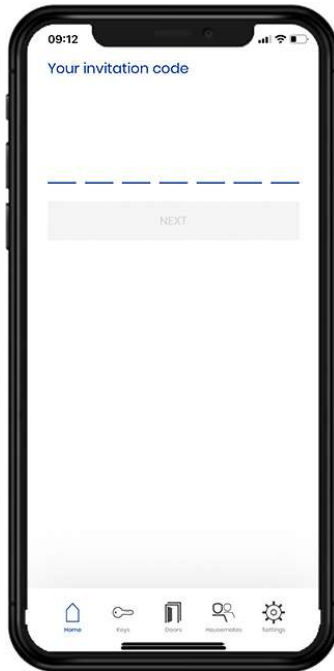**Enter the invitation code**

- You <u>must</u> have completed the moving-in process with your facility manager.

- You <u>must</u> have received an SMS or email with a 7-digit invitation code.

1. Copy the **invitation code** from the SMS or email.

2. Open the resivo home app.

- The following view opens:

3. Tap **here** on the screen.

• The following view opens:

4. Enter the 7-digit invitation code in the resivo home app.

5. Tap **Next**.

• The app will download the initialization data. This may take a moment.

• You can now use your smartphone to unlock the door(s) of your property.

• Note
The invitation code is required to link the access rights to your profile and to complete the initialisation on your smartphone. The invitation code is valid **once** and for **1 month**. However, invitation codes you send to your housemates are only valid for **48 hours**. In the video, you can see how to register in the app and activate the invitation code.

Click here to watch the video.

2. Opening doors

With resivo, you can decide whether you want to open your doors with your smartphone or with an access medium (keycard, key fob). Here you'll learn how to open your doors and what to do if you lose your smartphone or access medium.

2.1.　Opening doors with a smartphone

- You have installed the resivo home app on your smartphone.

- You have activated the app with your invitation code.

- You are standing outside your door with your smartphone.

- You have activated Bluetooth®.

1. Open the resivo home app.

- The following view opens:

2. Tap the **key icon** on your screen.

3. Hold your smartphone close to the lock.

- The lock briefly lights up green and your smartphone shows that the door has been unlocked.

4. With a digital cylinder, turn the outside knob.
   With a c-lever, push the lever down.

   - The door is open.

   https://www.youtube.com/watch?v=ycXfn5-aZxI

   - If the lock does not respond, try again from different distances (between 1 cm and 15 cm).
   - Under **Settings**, you can also activate the function **Unlocking on app start**. As soon as you open the app, your smartphone will begin to try to open the door. You do not have to tap the key icon. Hold the smartphone in front of the lock as usual and the door can be opened.

2.2. Opening doors with an access medium

- You have received an access medium (keycard or key fob) with the valid access rights from your facility manager.

- Alternatively, you have generated an access medium (card or fob) with the valid access rights for yourself.

1. Hold your access medium close to the lock.

- The lock briefly lights up green.

- The door can be opened.

2. With a digital cylinder, turn the outside knob.
   With a c-lever, push the lever down.

- The door is open.

- The opening time of each lock is limited and usually lasts 6 seconds.

2.3.   Opening a common door remotely

Common doors with an internet connection can be opened remotely using the resivo home app. This enables you to grant access to a person who does not have an access medium or digital key without having to be at the location.

- You have installed the resivo home app on your smartphone.

- The status of the door is **Online**.

1. Open the resivo home app.

2. Tap **Doors** in the menu.

3. Tap the **Real estate** tab.

4. Tap the lock icon to the right of the desired common door.

- If opening was successful, a message will appear.

- The door has been opened successfully, and the person on site has access.

- The remote opening is logged in the access log (if activated).

2.4.   Using another smartphone

1. Download the resivo home app to another smartphone.

2. Log in with your credentials (email address and password).

- The identification data is downloaded automatically.

- You do **not** receive a new invitation code.

- You can use your other smartphone for all functions.

2.5.   Checking the battery level

The battery of your door component (lock) must be replaced on a regular basis. This may be handled by your facility manager.
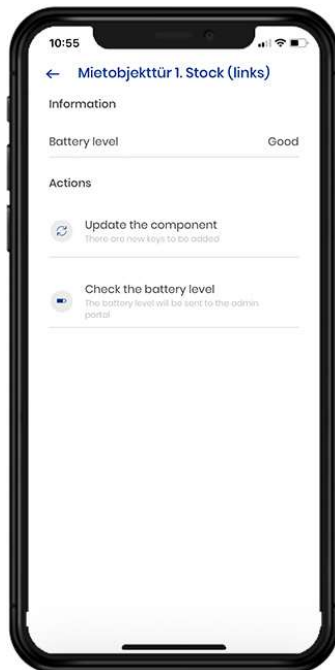
If applicable, notify your facility manager of the current battery level as follows:

- You have installed the resivo home app on your smartphone.

1. Open the resivo home app.

2. Tap **Doors** in the menu.

- The following view opens:

3. Tap the property door.

- The following view opens:

4. Tap **Check battery level**.

5. Follow the steps in the app.

- The updated battery level is displayed.

- The battery level is sent to the resivo admin portal and can be viewed by your facility manager there.

2.6.   Lost smartphone

If you have lost your smartphone and it is secured with a PIN or biometric authentication (fingerprint), it is very unlikely that anyone will be able to access your property with your smartphone. However, if you feel unsafe, please contact your facility manager.

- If you are not using a PIN or biometric authentication, please contact your facility manager **immediately**.
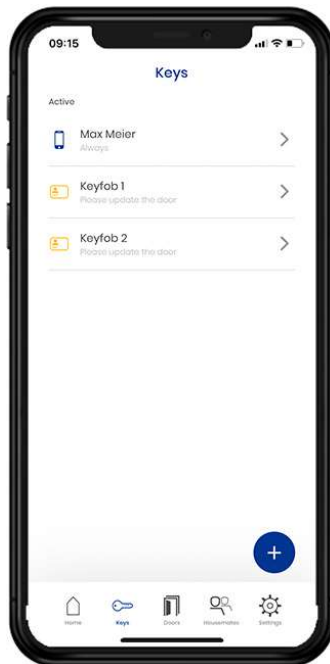
2.7.   Lost access medium

If you have lost your access medium (keycard or key fob), you can block the access rights any time in the resivo home app.

- You have installed the resivo home app on your smartphone.

1. Open the resivo home app.

- The following view opens:

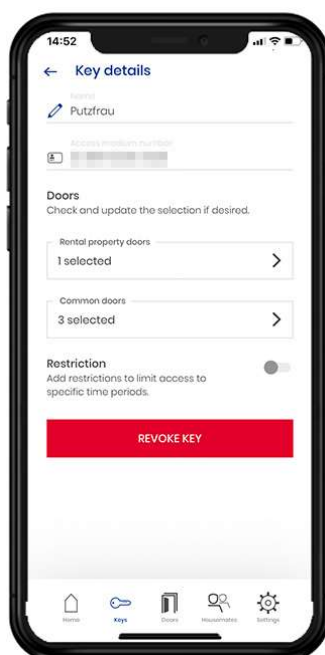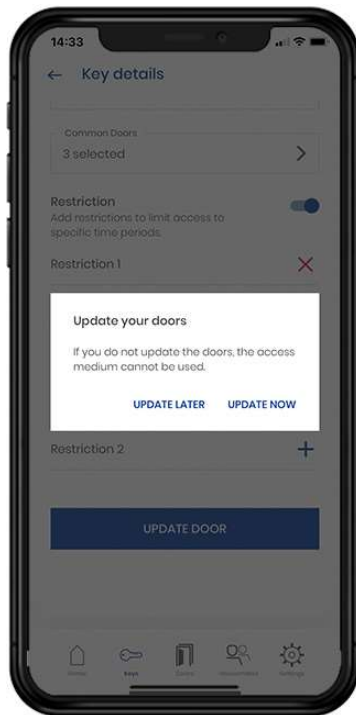2. Open the **Keys** menu.

- The following view opens:

3. Select the lost access meda from the list.

- The following view opens:

4. Tap **Revoke key**.

•   The following pop-up opens:


5. Tap **Now** to deactivate the access medium.
    Note: You can also update the door later, but the access medium will remain active for your property door until you do so. It is therefore recommended that you update the door as soon as possible.

6. Select your doors.

7. Follow the steps in the resivo home app to update your door.

8. Tap **Show expired keys** to display the access medium.

• The access medium is now shown in the list of inactive keys.

• The access rights have been revoked.
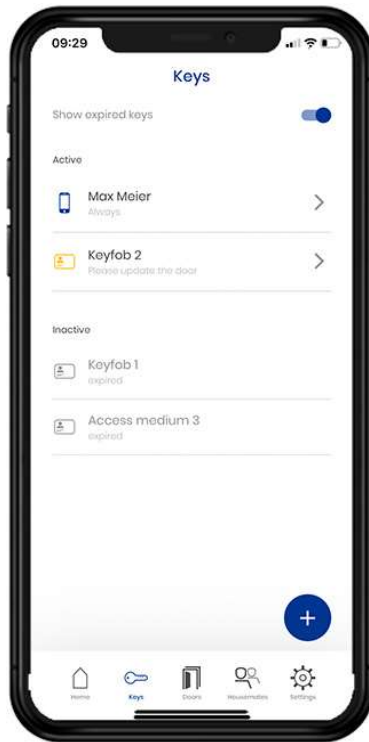
9. Swipe the access medium to the left and tap **Delete**.

• The access medium can no longer open your doors and has been deleted from the list.

  o You are not using the resivo home app? Contact your facility manager, as they can remove the access rights of the access medium from the lock. They will need your *resident setup card* **on site** to do so.

3. Manage Access

In the resivo home app, you can grant access to your property quickly and easily: either via a smartphone or via the use of access media (keycard or key fob). No matter which option you prefer: You can change and revoke that access at any time with the resivo home app.

Without the resivo home app

- You can only add or delete access media if you use the resivo home app. Your facility manager can also add or delete access media for you. To do that, facility management uses the resivo utility app and needs your *resident setup card*. Contact your facility manager for more information.

## 3.1.　Granting access via smartphone

With resivo, you can send digital keys to a phone number any time. This is convenient when you want to grant friends, acquaintances, cleaning staff or other recipients' access to your property. Your recipients with a digital key can use that key with the dormakaba mobile access app during the times you define.

- You have installed the resivo home app on your smartphone.

1. Open the resivo home app.
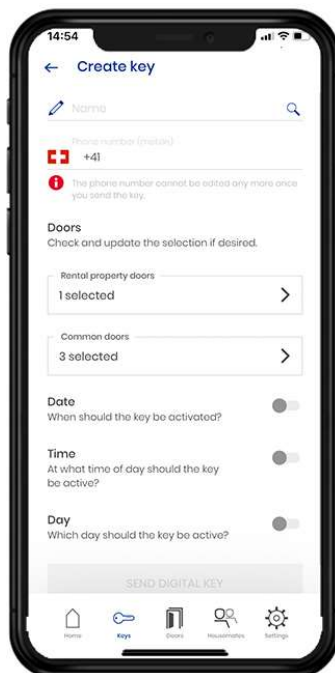
2. Open the **Keys** menu.

- The following view opens:

3. Tap the $+$.

- The following view opens:
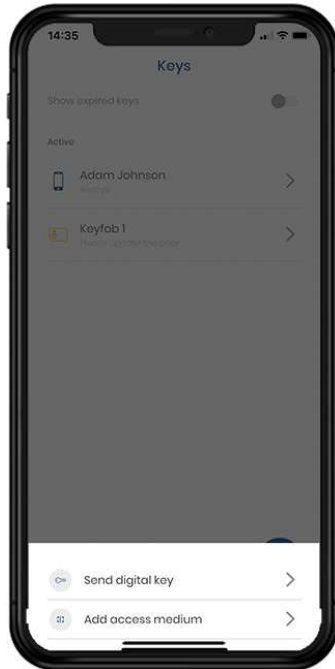
4. Select **Send digital key**.

- The following view opens:

5. Name the key.

6. Enter the phone number (including country code) of the recipient to whom you want to send a digital key.

7. Review and update the selection of doors for which you wish to grant access. **Note:** By default, all doors to which you yourself have access are selected.

8. If needed, select whether you want to grant access with the digital key for a **limited time**.

- If you do not set up a time limit for access, the digital key or the access medium is valid and **starts immediately** until the digital key or access medium is deleted or the resident's occupancy ends.

9. Tap **Send key**.

- The digital key is now active.

- The digital key is shown in your list in the **Keys** menu.

- Your recipient receives a notification via SMS.

- Your recipient can open your doors with the dormakaba mobile access app.

- You have assigned your recipient access via smartphone.

- **All** the doors you have shared are now also accessible by your recipient with their smartphone.

    o If your recipient puts the smartphone in flight mode after receiving the digital key, the digital key remains valid for 30 hours.
    o After 30 hours, the digital key is automatically deactivated and then reactivated only when the smartphone is online again.

3.2. Granting access via access media

Without the resivo home app

- You can only add or delete access media if you use the resivo home app. Your facility manager can also add or delete access media for you. To do that, facility management uses the resivo utility app and needs your *resident setup card*. Contact your facility manager and arrange an appointment.

- You have installed the resivo home app on your smartphone.

- You have an unused access medium (keycard or key fob) in your possession.

- You have your *resident setup card* at hand.

Contact your facility manager if you did not receive any access media when you moved in or if you need additional access media.

1. Open the resivo home app.
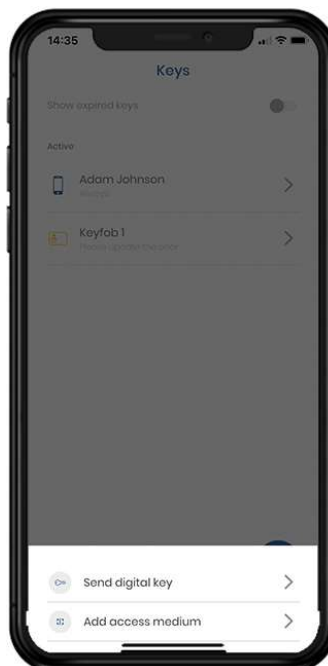
- The following view opens:
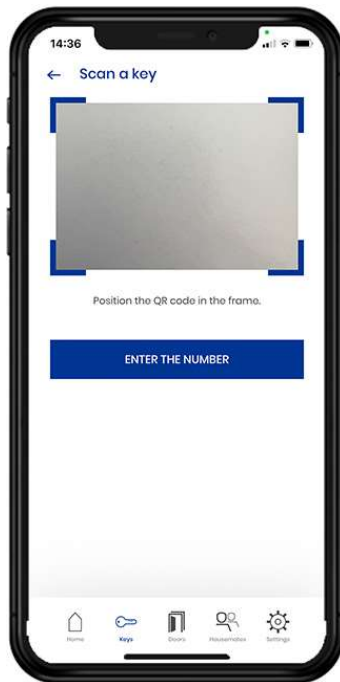
2. Open the **Keys** menu.

- The following view opens:
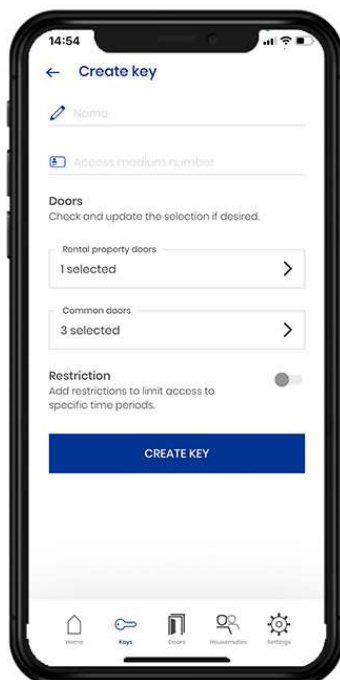

3. Tap the ✛.

- The following view opens:

4. Select **Add access medium**.

-   The camera is switched on.

5. Hold your camera so it can detect the **QR code** of the keycard or key fob.

-   You are forwarded to **Create key**.

6. Name the key.

7. Review and update the selection of doors for which you wish to grant access.
   Note: By default, all doors to which you yourself have access are selected.

8. If necessary, select this option if you wish to put a time restriction on access with the access medium.

   o If you do not set up a time limitation for access, the digital key or the access medium is valid and **starts immediately** until the digital key or access medium is deleted or the residents occupancy ends.

9. Tap **Create key**.

- A pop-up reminds you to update the door now or later.

10. Tap **Now** to activate the access medium.
    Note: Follow the steps in the app for this purpose.

- The access rights of the access medium are logged on the respective door component.

- The access medium is now active.

- The access medium is shown in your list in the **Keys** menu.

- You have assigned your recipient access with an access medium.

- **All** the doors you have shared are now also accessible to the person with the access medium.

  o Contact your facility manager if the access medium does not work on certain doors in the building even though it is displayed as being active in the resivo home app. The door may need to be updated.
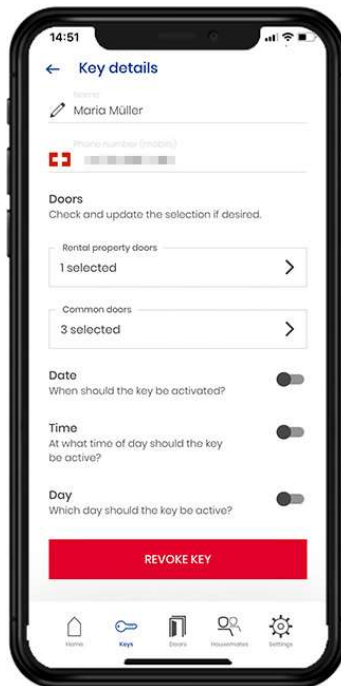
3.3.   Revoking access via smartphone

- You have installed the resivo home app on your smartphone.

1. Open the resivo home app.

2. Open the **Keys** menu.
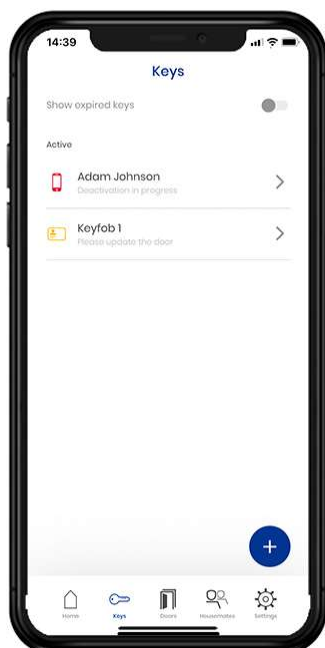
- The following view opens:
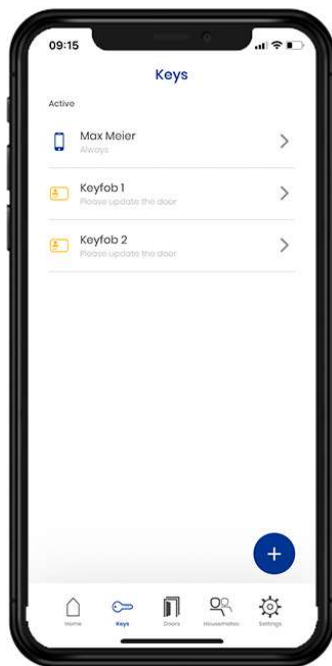
3. Select the digital key you would like to revoke.

- The following view opens:

4. Tap **Revoke key**.

- The following view opens:

- The deactivation of the key receives the status **Deactivation in progress**.
  NOTE: The deactivation is only complete when the recipient in question opens the dormakaba mobile access app or reloads the key list.

- As soon as the mobile access app is opened, the digital key is moved to the list of inactive keys. You can then delete the key.
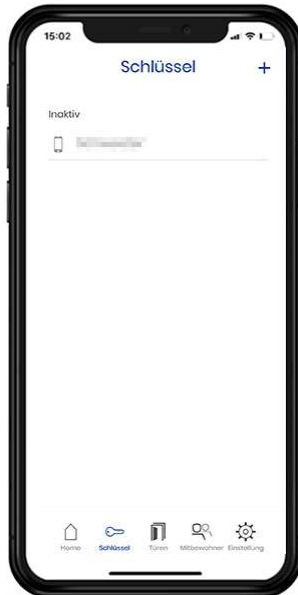

Emergency solution

- You can block the phone number of the digital key immediately by tapping **Block number** and then updating your lock. The key holder will then no longer have access to your property. The phone number can be unblocked again later if you want to grant the person access again

3.4.   Revoking access via access media

Without the resivo home app

- You can only add or delete access media if you use the resivo home app. Your facility manager can also add or delete access media for you. To do that, facility management uses the resivo utility app and needs your *resident setup card*. Contact your facility manager for more information.

- You have installed the resivo home app on your smartphone.

- You have your *resident setup card* at hand.

1. Tap **Keys** in the menu.
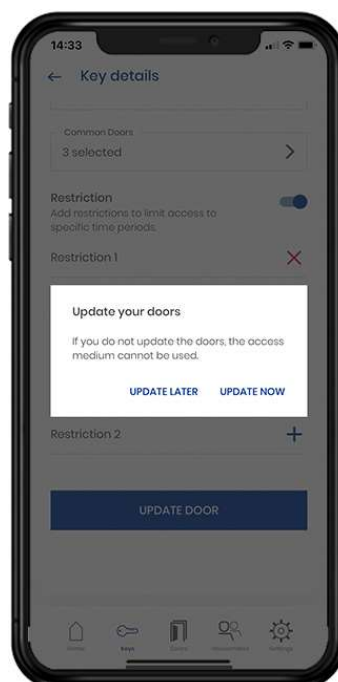
- The following view opens:
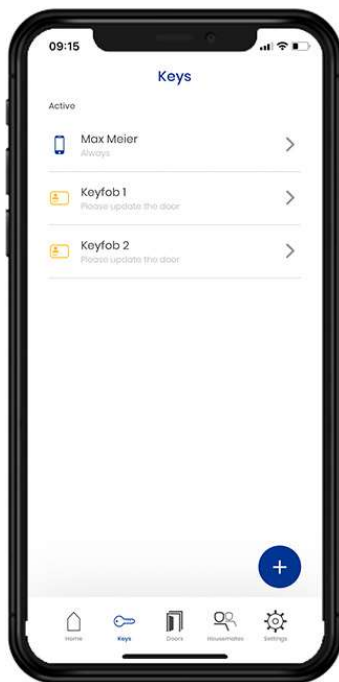
2. Select the access medium you want to revoke.

- The following view opens:
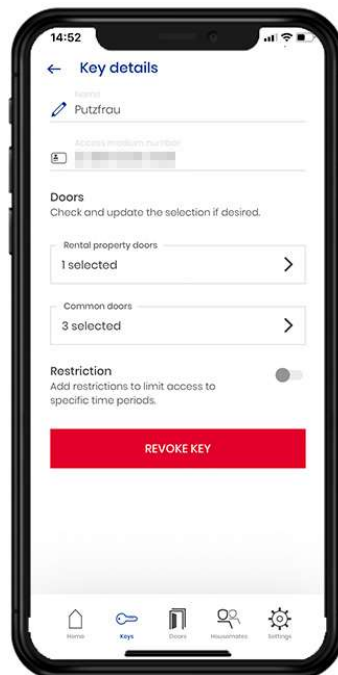
3. Tap **Revoke key**.

- The following pop-up opens:

4. Tap **Now** to deactivate the access medium.
   o If you tap **Later**, you can remove the access medium from your property door at a later time. However, the access medium is immediately removed from common doors and cannot be used there any longer.

The update is necessary to remove the access rights of the access medium.

- The access medium is now inactive.

- The access medium is shown in your list of expired/inactive keys in the **Keys** menu.
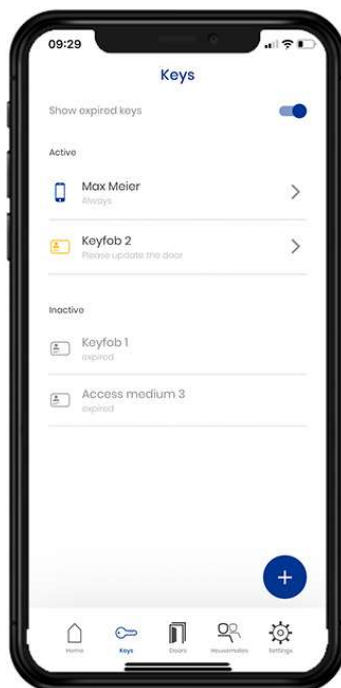
5. Swipe left and tap **Delete** to delete the access medium from your list.
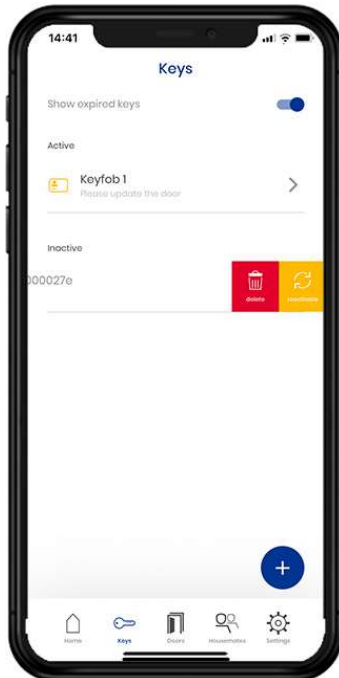
- You have revoked access with the access medium.
- This access medium can no longer be used to open your property.
  - Contact your facility manager if the access medium is still working at certain doors even though it is displayed as being inactive in the resivo home app. The door may need to be updated.
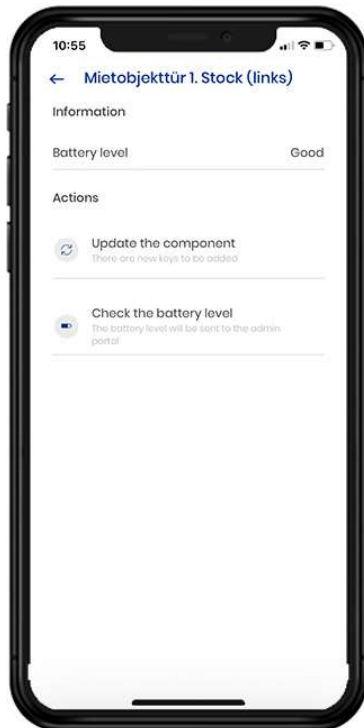
3.5.　Update door

If you have added, edited or deleted an access medium, your door must be updated.

- You have installed the resivo home app on your smartphone.

- You have your *resident setup card* at hand.

1. Open the resivo home app.

2. Tap **Doors** in the menu.

3. Tap the property door.

4. Tap **Update the component**.

5. Follow the steps in the app.
- You have updated the door.
- The authorised access media is updated.

3.6. Guest access

With the **Guest access** function, your facility manager can easily issue access to the building and/or vacant (rental) properties to a guest, e.g. a technician or workman.

If your facility manager needs to grant access to your property to a guest, you will receive an email or a text message. The message will contain a link to an online form. With that form, you as the owner/resident can accept or reject the suggested date for the guest access. You can also use the online form to define how you want to grant the guest access to your property.

Example of a request via text message
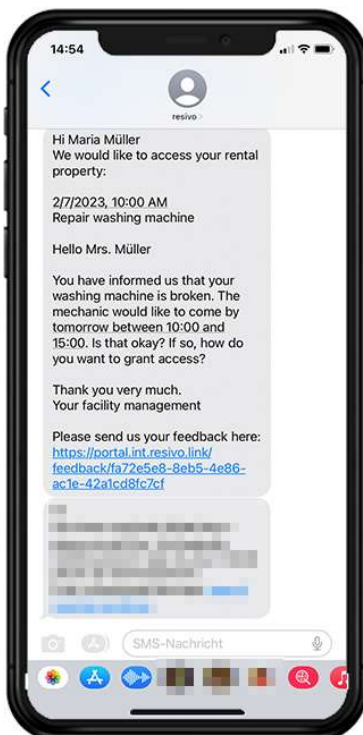
Example of a request per email

Please allow us to access your rental property. 𝄃 Posteingang ×

Resivo <no-reply@resivo.io>
an mich ▾

Rental Property Access Request

Hi Maria Müller

Please grant us access to your rental property for the following occasion:

2/8/2023, 10:00 AM - 4:00 PM
Repair washing machine

To send us your answer, please click on the following link:

Go To Answer Form

In case of questions, please don't hesitate to contact us.
Best regards,

Request form

## 3.7.   Blocking a phone number

Once a <u>digital key has been revoked</u>, it is given the **Deactivation in progress** status. Deactivation is not complete until the key holder opens the dormakaba mobile access app or reloads the key list.

In case of emergency, you can immediately and permanently block the phone number associated with a digital key. Once the phone number is blocked, the key holder no longer has access. The phone number can be unblocked again later.

- You have installed the resivo home app on your smartphone.

- You are in front of your door.

- You have your *resident setup card* at hand.

- The digital key has been <u>revoked</u> and has the **Deactivation in progress** status.

1. Open the resivo home app.

2. Open the **Keys** menu.

3. Tap the digital key.

- The following view opens:
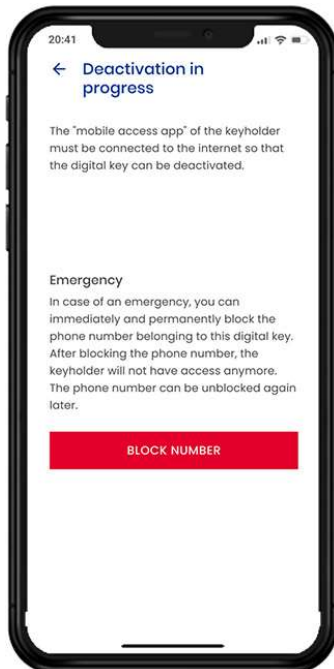
4. Tap **Block number**.

5. Follow the steps in the app.

- The phone number of the digital key has been blocked. The digital key is given the Blocked status.

- The key holder no longer has access.

- The phone number can be <u>unblocked</u> again at a later stage.

3.8.   Unblocking a phone number

- You have installed the resivo home app on your smartphone.

- You are in front of your door.

- You have your *resident setup card* at hand.

- The digital key has the **Blocked** status.

1. Open the resivo home app.

2. Open the **Keys** menu.

3. Activate the **Show expired keys** option.

4. Tap the blocked digital key.

- The following view opens:

5. Tap **Unblock number**.

6. Follow the steps in the app. **Revoked** status

- The phone number of the digital key has been unblocked.

- As soon as the recipient opens the mobile access app for the first time after revocation or reloads the key list, the key is moved to the list of inactive keys and gets the **Revoked** status. The key can then be reactivated or deleted.

3.9. Status of the keys

In the **Keys** menu, a status is displayed for each access medium and each digital key.

The following table shows which statuses there are, what they mean, and whether they apply to access media and/or digital keys.

Status	Meaning	Access medium	Digital Key
Active			
Always Time/day information	Key is active and ready for use (always or according to restrictions).	x	x
Updating common doors	Key was created or revoked. Common doors are updated automatically.	x	
Please update the door	Key was created or revoked. Property doors must be updated.	x	
Deactivation in progress	Key has been revoked. Deactivation is not complete until the keyholder opens the dormakaba mobile access app or reloads the key list.		x
Inactive			
Expired	Digital key is no longer valid. Access is no longer possible.		x
Blocked	Phone number has been blocked. Access is no longer possible.		x

4. Using the offline mode

This section contains information about the activation and the functionalities of the offline mode in the resivo home app.

4.1. What's offline mode?

If the internet connection on your mobile device is unstable or non-existing, you can use the **offline mode** in the resivo home app.

With the **offline mode** you can use resivo home app features without an internet connection on your device.

When you activate the **offline mode**, your mobile device starts recording your component management actions while you are offline. Once the internet connection is reestablished, the information is updated and synchronised to the resivo cloud.

You can do the following actions in **offline mode**:

- Update a door

- Check the battery status of a door

- Set the time of a door

4.2.   Update door in offline mode

If you have added, edited or deleted an access medium, your door must be updated. If your internet connection is unstable, you can do the update in offline mode.

- You have installed the resivo home app on your smartphone.

- You have your *resident setup card* at hand.

- At least one of your doors must be updated.

- The door is at a site with unstable or no internet coverage.

1. Open the resivo home app.

2. Navigate to **Settings** and tap **Offline mode and files**.
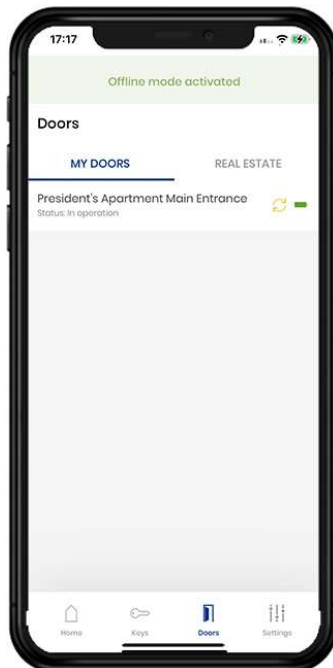
- The following view opens:

3. Tap **Activate Offline Mode**.

- You see a confirmation that offline mode is activated and a green sign **Offline mode activated** appears in the app.

- Important
  - You must still have internet connection on your mobile device to activate **offline mode**.

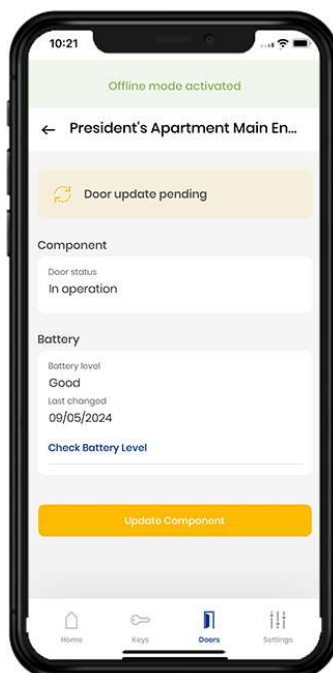4. Go to the site with non-existing or unstable internet connection.

5. Navigate to **Doors**.

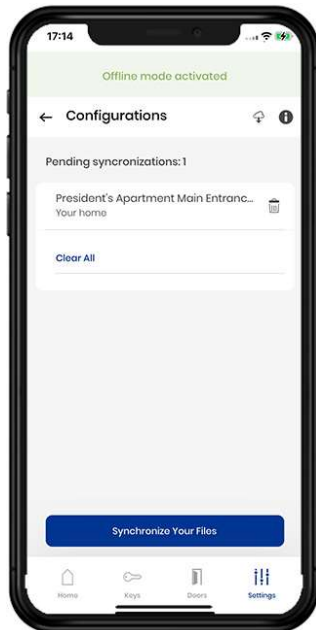- The following view opens:

6. Tap the door that you want to update.

- The following view opens:

7. Tap **Update Component**.

8. Follow the steps in the app.

9. When your phone has internet coverage, go to **Settings** and tap **Synchronise your files**.

- You receive a **Synchronization is successful** message.
- The door no longer requires an update.
- All registered access media can open the door.
- **Offline mode** is deactivated.

5. Manage housemate

In the **Housemates** menu, you can see all tenants and housemates of your property and manage them to some extent.

What are residents/tenants?

The term resident or tenant is applied to all those persons who are owner occupiers or who have signed the lease and have been entered in the resivo admin portal by facility management. Upon moving in, all residents / tenants automatically receive an invitation for the resivo home app and thus access to the property.

Residents/tenants are shown in the resivo home app, but cannot be deleted. If you need to delete a resident, please contact facility management.

What are housemates?

Persons you add as housemates receive an invitation code for the resivo home app from you. After registration and activation of the invitation code, the person is shown under the menu item **Housemates**.

Housemates can use the resivo home app and have access to your property. Your housemates can add access media and digital keys, and invite or delete other housemates, but they cannot delete residents/tenants. Only the person who invites a housemate can later delete them again.

5.1. Inviting housemates

- You have installed the resivo home app on your smartphone.

1. Open the resivo home app.
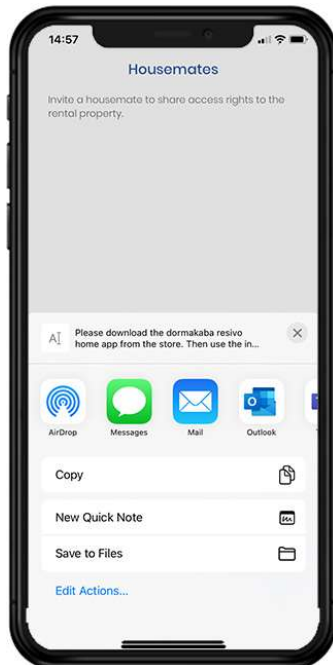
- The following view opens:

2. Tap **Housemates** in the menu.

- The following view opens:

3. Tap the ✛.

- The following view opens:

4. Select the app you want to use to send the invitation code to the desired person.

- The invitation code is generated automatically.

- The person you have selected will receive a message with the invitation code, and can use that code within **48 hours**.

- The person will need to download the resivo home app and register.

- After that, the resivo home app can be set up: Setting up the resivo home app on Android or Setting up the resivo home app on iOS

- As soon as your housemate has entered the invitation code in the resivo home app, you can check the **Housemates** list to see all authorised housemates and delete them if needed.
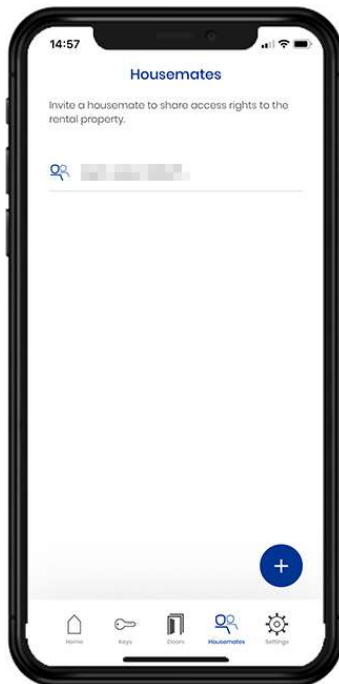

Click here to watch the video.

5.2.　　Deleting housemates

In the resivo home app you can only delete housemates, but not residents / tenants. If you need to delete a resident / tenant, please contact facility management.

- You have installed the resivo home app on your smartphone.

1. Open the resivo home app.

2. Tap **Housemates** in the menu.
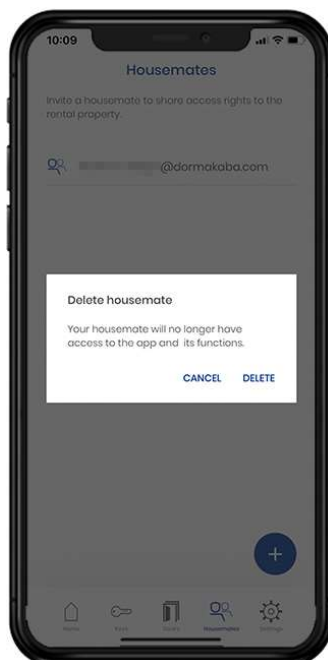
- The following view opens:

3. Tap the housemate you want to delete.

- The following view opens:

4. Tap **Delete**.

- The following pop-up opens:

5. Tap **Delete**.

- You have deleted your housemate.

6. Moving out and hand-off of the property

Will be moving out soon? Here's where you'll learn what you need to be aware of.

6.1.   Return of the resident setup card to facility management

When you moved in, you received a *resident setup card*. This *resident setup card* can be used to make changes to your door components. Facility management needs this *resident setup card* back so your access rights can be deleted.

Please make sure in advance that you have your *resident setup card* at hand for the hand-off of your property with facility management. If you do not have this *resident setup card* in your possession, please notify your facility manager. Not having the *resident setup card* available at the hand-off of your property can cause delays and additional effort.

Here you can find out what to do if you lose your *resident setup card*.

6.2.   Moving-out process by facility management

After receiving the *resident setup card*, facility management can start the digital moving-out process with the resivo utility app. During this process, the *resident setup card* is used to reset the door component and ownership of the lock is transferred back to facility management. Your digital keys and any access media you added will now no longer work.

Depending on the ownership or rental agreement, facility management may ask you to return the access media (keycard or key fob) as well.

- The process cannot be carried out without the *resident setup card*.
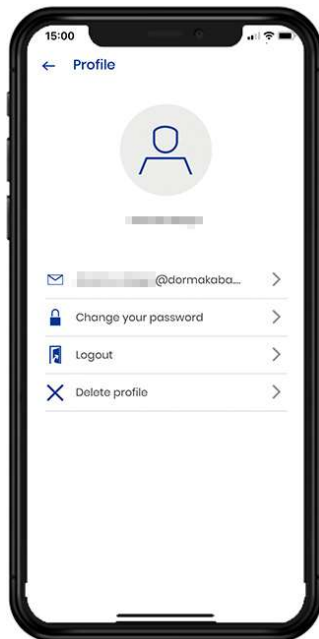
6.3. Deleting your resivo home profile

If you do not have a resivo access system in your future property, you can delete your resivo home profile after you have moved out.

1. Open the resivo home app.

2. Tap **Settings** in the menu.

- The following view opens:
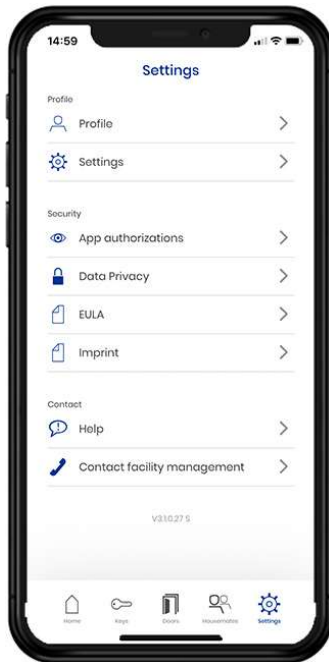
3. Tap **Profile**.

- The following view opens:

4. Tap **Delete profile**.

- You will be asked to confirm the deletion by entering your password:

5. Enter your password

6. Confirm the process by tapping **Delete profile**.

- Your resivo home profile has been deleted.

7. Glossary

Access medium

- An access medium is an RFID medium that gives residents access to the building and the apartment/property. Access media come in the form of keycards and key fobs.

Facility management

- In the property industry, facility management takes care of the administration of residential properties, housing complexes, condominiums and commercial properties.

Resident setup card (also known as Tenant setup card)

- The *resident setup card* is used exclusively by residents to change and/or revoke access rights. The card authorises both your smartphone and your access media (keycard or key fob) for access to your property. The *resident setup card* cannot be used to gain access.

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