

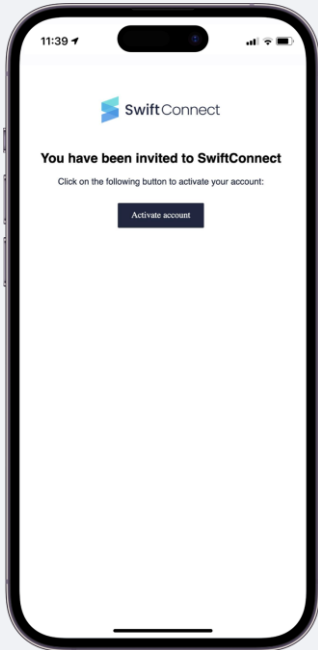


Apple Wallet Provisioning Process & FAQs

Welcome Email

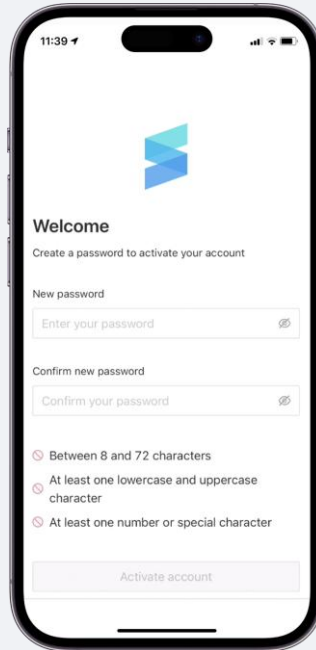
You will receive a welcome email containing a link to SwiftConnect requesting you to activate your account

1. Click 'Activate Account'



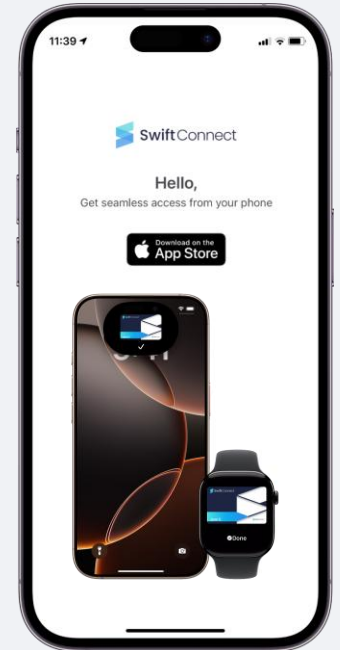
Password Creation

2. Enter and confirm a password for the SwiftConnect App
3. Click 'Activate account'



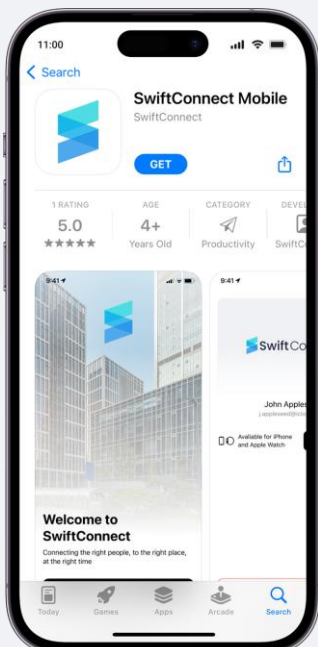
Download App

4. Click 'Download on the App Store'



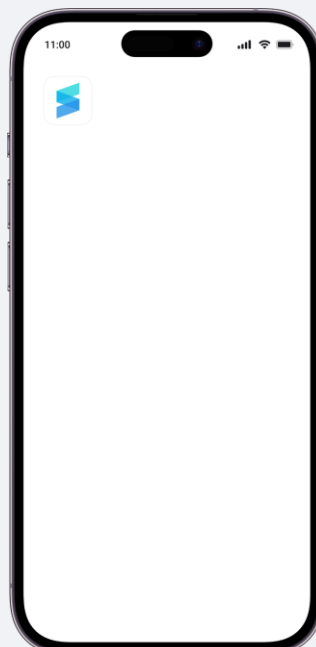
Download App

5. Download the SwiftConnect app.



Launch SwiftConnect App

6. Tap on the SwiftConnect app icon, shown on iOS homescreen.



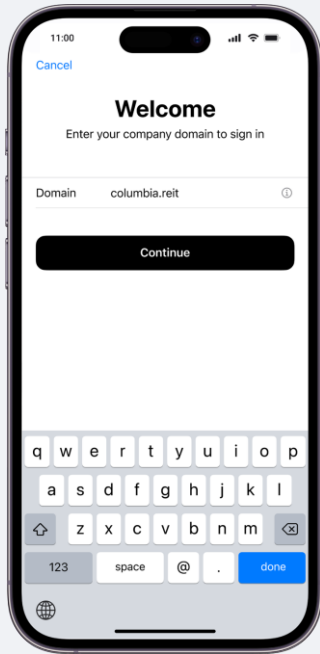
App Launch

7. Tap 'Get Started'.



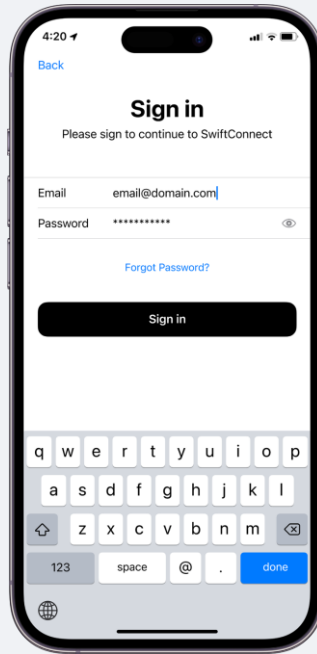
Domain Identification

8. Enter the company domain
columbia.reit and tap 'Continue'.



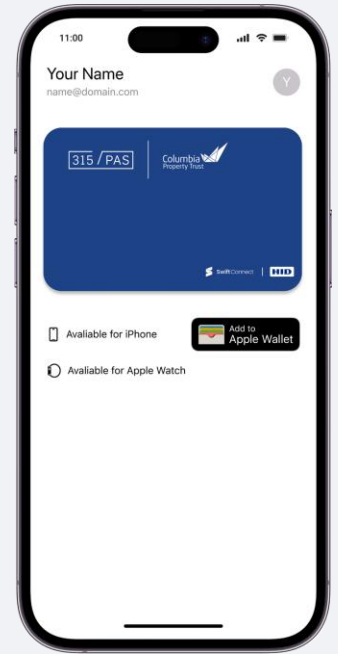
Login and Authentication - via Email

9. Enter your **email** and **password** and tap 'Sign In' to log into the app.



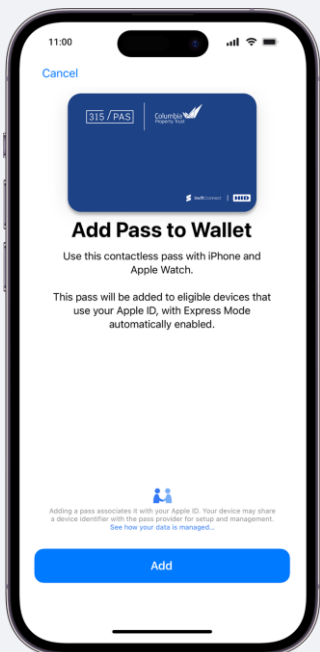
Add Pass to Apple Wallet

10. Tap on the 'Add to Apple Wallet' Button



Add Pass to Apple Wallet

11. Tap 'Add'



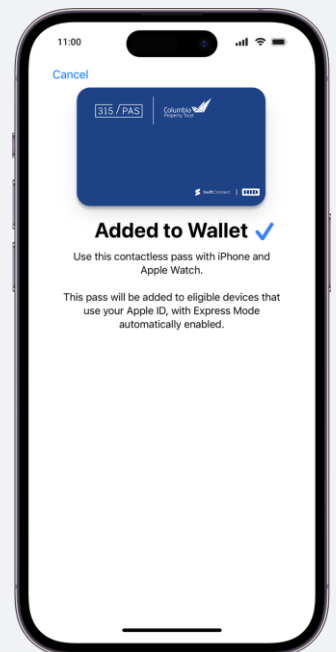
Add Pass to Apple Wallet

12. Tap 'Done'



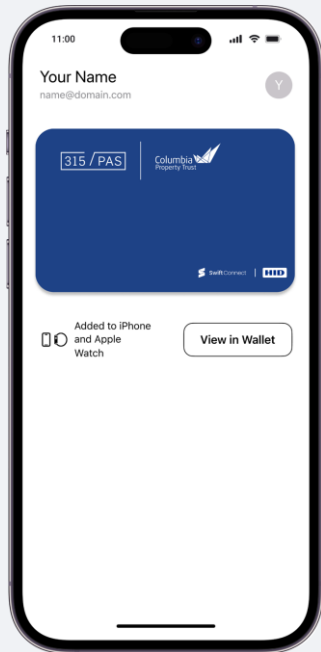
Added to Apple Wallet Success!

Your pass is now added to your Apple Wallet and will be eligible on all devices that use your Apple ID. Express Mode is automatically enabled.



It's Official!

Tap your card at any reader to gain access and enjoy the cardless experience.



How to use your mobile pass with Apple iPhone

The **NFC tag** is located at the top center of the iPhone, on the back side, adjacent to the camera (shown below). The scan radius extends upwards and outwards from the back of your iPhone. Presenting this area of the iPhone to the reader will yield fast, high quality, read results.



Employee Badge in Apple Wallet FAQs

In addition to the information provided below, supplementary employee badge in Apple Wallet support details can be found [here](#).

What do I need to get started?

An iPhone 6s or later, or an Apple Watch Series 3 or later, with the [latest version of iOS](#) or the [latest version of watchOS](#).

An Apple ID signed in to iCloud.

I am not having success adding my employee badge in Apple Wallet. Who can help me?

Please contact Property Management at 315PMTeam@columbia.reit

On how many devices can I use my employee badge in Apple Wallet?

You can use your employee badge in Apple Wallet on up to two devices (one iPhone and one paired Apple Watch) that are signed into iCloud with the same Apple ID.

Can I use my employee badge in Apple Wallet if my iPhone needs to be charged?

On iPhone XS, XS Max, XR, and more recent editions, Express Mode with power reserve is available for up to five hours after the device's battery needs to be charged. Learn more [here](#).

If I have a passcode on my phone, will I have to enter it every time?

Express Mode is enabled by default. When using Express Mode, you do not have to authenticate with a passcode or Face ID before an access transaction.

If you have disabled Express Mode on your employee badge in Apple Wallet, you will have to authenticate using a second factor (e.g., Face ID) for each access transaction.

Can I use my employee badge in Apple Wallet without cellular or wifi signals?

Your employee badge in Apple Wallet can be used even if your Phone or Apple Watch does not have connectivity. If you are having any difficulty using your employee badge in Apple Wallet to enter the building, report any issues to Property Management at 315PMTeam@columbia.reit

What happens if I lose my iPhone or Apple Watch? If I find it afterwards?

If you lose your iPhone or Apple Watch you should use Find My iPhone to suspend or deactivate your employee badge in Apple Wallet. Instructions for Lost/Found Apple devices and Find My iPhone are located [here](#).

You can reactivate a found device that was suspended via iCloud.com, Apple Wallet, or Find My app.

What happens if I get a new iPhone or Apple Watch?

First, remove your employee badge in Apple Wallet from your old device in the Apple Wallet app. Then repeat the provisioning process on your new device.

How do I use my employee badge in Apple Wallet to access the building from my phone?

The same way you have always used your plastic card — simply present your iPhone or Apple Watch to the reader instead of your plastic card.

How do I delete my employee badge in Apple Wallet?

See Apple help [here](#).

I am getting the error “Could not add card to wallet.” What should I do?

To add your employee badge to Apple Wallet, you must be connected to iCloud with your iPhone. This could fix the issue. Otherwise, please contact the Property Management team at 315PMTeam@columbia.reit.

I just got a new Apple Watch, but I cannot add my employee badge to Apple Wallet. The app says, “Added to wallet.” What do I do?

Currently, the only way to add an employee badge in Apple Wallet to a new Apple Watch (one that was not connected to the iPhone while adding the initial employee badge), is to delete your current employee badge in Apple Wallet and restart the app. The “Add to wallet” should appear again. Clicking on that will add your employee badge in Apple Wallet to both the iPhone and the Apple Watch.

What if I have additional questions?

Please contact the Property Management team at 315PMTeam@columbia.reit or go to [Apple Support](#) or [Apple iCloud](#) for additional help.

Does the SwiftConnect mobile app track my location?

No. The SwiftConnect app only enables the provisioning of the mobile credential. It serves no other purpose and has no additional features. Refer to the [SwiftConnect privacy policy](#) for details.

Note that if your parent organization has elected to embed the SwiftConnect mobile functionality into a more feature-rich mobile app, that app's privacy policy will apply. However and for avoidance of doubt, the SwiftConnect-powered pass provisioning feature and SwiftConnect platform will never collect or track your location, whether using the SwiftConnect app directly or the SwiftConnect functionality embedded into another app.

Does the employee badge in Apple Wallet track my location?

The employee badge in Apple Wallet lives within your Wallet and is activated when tapped on a compatible card reader. Similar to other cards in your Wallet, its use is transactional and it has no tracking capability, nor is it active outside of tap-enabled access transactions.

Can my employer see or track my activities on my device?

No. The mobile pass has no insight into the activity on your device.

Your parent organization can only see access transactions occurring at door and turnstile readers (i.e. when you tap your badge on a compatible reader). The badge being loaded into a mobile wallet does not grant any further access or visibility into your day to day activities or location outside of reader access transactions.

What data is collected by SwiftConnect?

The only employee data that is needed to activate and use your mobile credential is data that is already included in your company's access control system (first name, last name, company email, etc.), which is the same data collected for your physical access card. Note that in many cases, being able to self-provision your badge onto your mobile removes the need to visit a badging office and present a government ID to receive a physical card, as that step is replaced with simply signing into the app with your regular work credentials.

How is my information protected?

All data is stored encrypted using enterprise-grade security standards. SwiftConnect undergoes regular security audits and attestations, including SOC2 Type II and ISO27001 to demonstrate adherence to information security best practices.