Google Wallet Provisioning Process & FAQs

SwiftConnect

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'
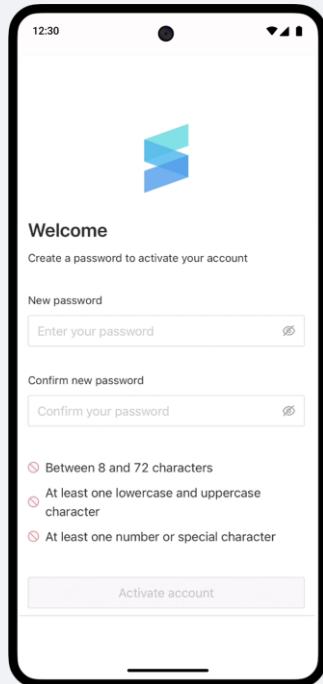
Download App
4. Click 'Download on the App Store'
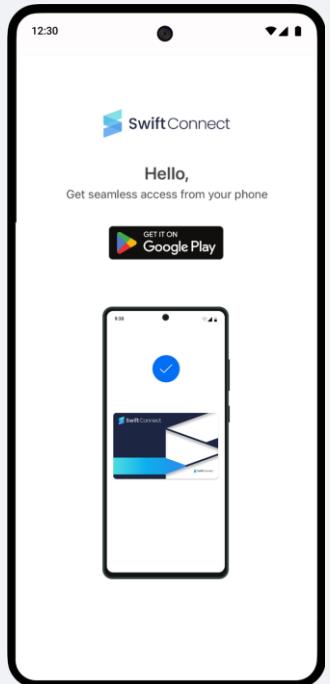
Download App
5. Download the SwiftConnect app.
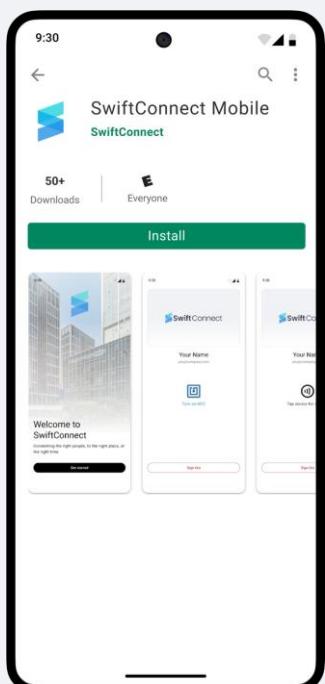
Launch SwiftConnect App
6. Tap on the SwiftConnect app icon, shown on iOS homescreen.

App Launch
7. Tap 'Get Started'.

Swift Connect
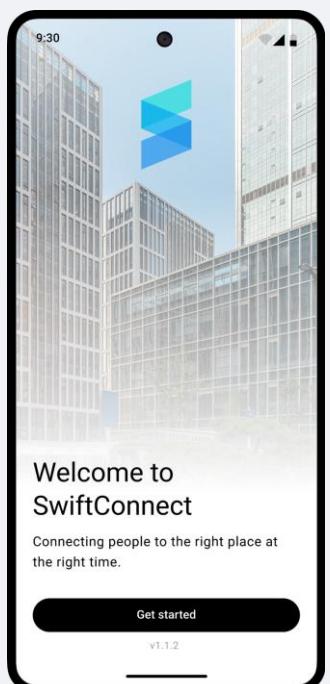
Domain Identification

8. Enter the company domain **columbia.reit** and tap 'Continue'.
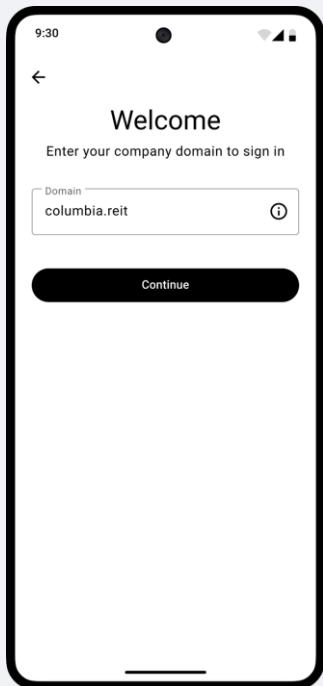
Login and Authentication - via Email

9. Enter your **email** and **password** and tap 'Sign In' to log into the app.
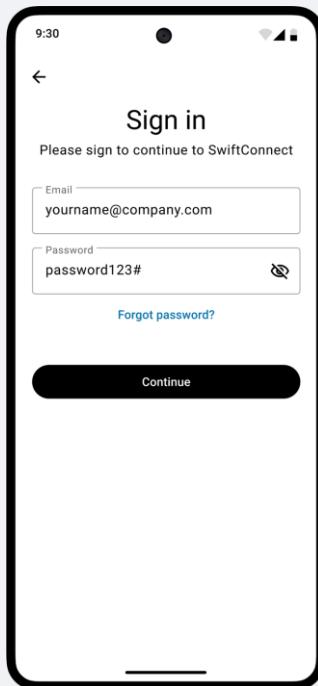
Add Your Badge in Google Wallet

10. Add the pass to your wallet by clicking the option: 'Add to Google Wallet'
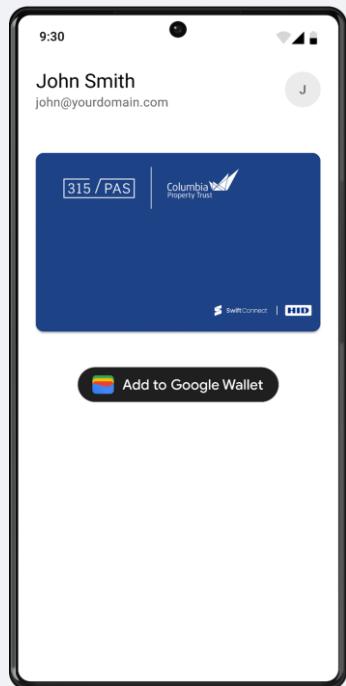
Add Your Badge in Google Wallet

11. Tap 'Accept & continue'

View in Wallet

12. Click on 'View in Wallet' to open the pass in the previously selected Wallet

It's Official!

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

How to use your mobile pass with Android device

When presenting your Android device to a reader, please note that the NFC tag is located on the back of the phone (not visible), usually positioned near the middle. Placing this particular section of the phone near the reader will increase the success rate of reads.

For more information on where the NFC tag may be located on your specific Android device, please refer to the following guides.

Samsung NFC Detection Area
Google NFC Detection Area
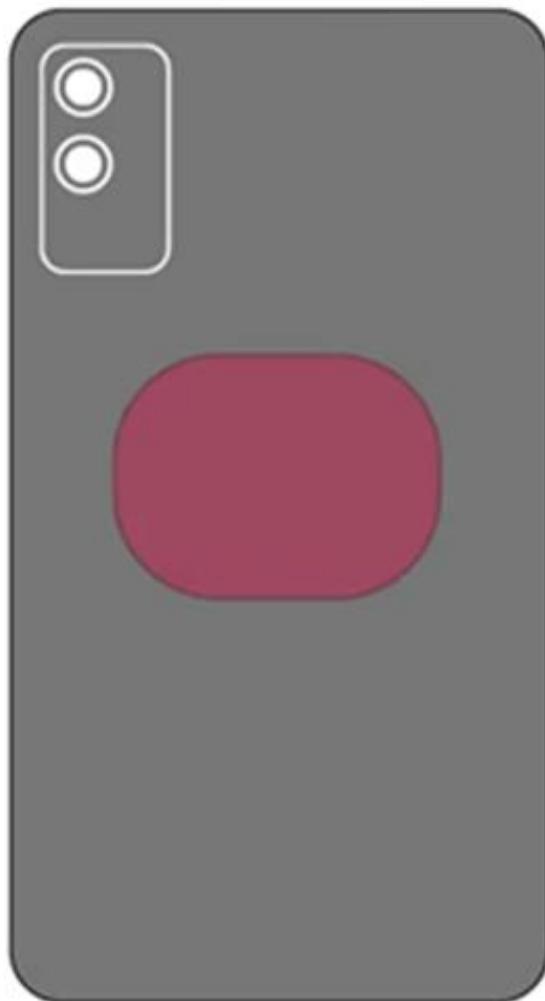
Corporate badge in Google Wallet FAQs

What do I need to get started?
An android phone with NFC support running version OS 5.0 or later with <u>NFC turned on</u> and the <u>Google Wallet app</u> installed on your phone. User must be signed into Google Wallet on the Android phone.

Note: Wearables are not yet supported with corporate badge in Google Wallet.

I can not add my corporate badge, what should I do?
If your phone is rooted, or "jailbroken," runs a custom ROM, or has modified factory software, Google Wallet isn't available due to security risks. This error can often be fixed if you update your Google Play services.
1.   On your Android phone, open Settings.
2.   Tap 'Apps & Notifications'. See lists of all apps.
3.   Scroll and tap 'Google Play Services'.
4.   Scroll and tap 'App Details'.
5.   Tap 'Update' or 'Install'. If those options aren't available, then your Google Play services are already up to date.

Tip: If you can't find Google Play services, open Settings. At the top, search for 'Google Play services'.

I am not having success adding my corporate badge in Google Wallet. Who can help me?
Please contact Property Management at <u>315PMTeam@columbia.reit.</u>

How do I use my corporate badge in Google Wallet to access the building from my Android?
The same way you have always used your plastic card — simply present your Android phone to the reader instead of your plastic card.

I want to transfer my corporate badge to my new phone, how would I do that?

Step 1: Remove your corporate badge from your current phone.
1. Open the Google Wallet app
2. Scroll to find your corporate badge
3. Tap your corporate badge
4. In the top right, tap 'More'
5. Tap 'Remove card'

Step 2: Set up your corporate badge on your new phone
1. Download the SwiftConnect app from the Google Play store
2. Sign in to your corporate account with your username and password
3. Tap 'Add to Google Wallet'

I lost my phone! What should I do?
If your phone is lost or stolen, you should:
- [Find, lock, or erase your lost device](). After you recover your device or get a new one, you can re-enable your corporate badge.
- Let your employer know that your device is lost.

To avoid this issue in the future, be prepared through helpful tips in [finding a lost Android device]().

Can I use my corporate badge in Google Wallet without cellular or wifi signals?
Your corporate badge in Google Wallet can be used even if your Android does not have connectivity. If you are having any difficulty using your corporate badge in Google Wallet to enter the building, report any issues to the Property Management Team at [315PMTeam@columbia.reit]()

How do I delete my corporate badge?
See Google help [here]()

What if I have additional questions?
Contact the Property Management Team at [315PMTeam@columbia.reit]() or go to Google Support or Google Play 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](link) 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 corporate badge in Google Wallet track my location?

The corporate badge in Google 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.