**Use Kisi on mobile- iOS App**

**TIP** If you encounter any problems with the Kisi application that was installed through mobile device management (MDM), ensure that the work profiles have been configured correctly and that the app has been granted access to NFC and Bluetooth.

**Step 1: Download the Kisi mobile app**[**​**](https://docs.kisi.io/how_to_guides/user_onboarding/use_kisi_on_mobile/?motionsense=ios#step-1-download-the-kisi-mobile-app)

To unlock Kisi-enabled doors using your mobile device, you must have the Kisi mobile app installed. Download the  [Kisi iOS app](https://apps.apple.com/us/app/kisi/id687291321)

**Step 2: Enable location services**[**​**](https://docs.kisi.io/how_to_guides/user_onboarding/use_kisi_on_mobile/?motionsense=ios#step-2-enable-location-services)

Kisi-enabled doors may have [restrictions](https://docs.kisi.io/concepts/restrictions) in place. To meet these requirements and unlock the doors, it's crucial to enable location services on your mobile device. To enable location services:

1. Open your Settings app
2. Go to Privacy
3. Select Location Services. Verify that the location services switch is on.
4. Select the Kisi app
5. Set Location permission to Always

INFO- Kisi does not track any location information. The location service only communicates with Kisi when an unlock is being performed, and only to verify the distance from the reported location to the address of the place you are trying to enter.

**Step 3: Get access to your Kisi organization**[**​**](https://docs.kisi.io/how_to_guides/user_onboarding/use_kisi_on_mobile/?motionsense=ios#step-3-get-access-to-your-kisi-organization)

To use Kisi, you need to be a member of a Kisi organization. You should contact Nancy [nhouzenga@cityofclintoniowa.gov](mailto:nhouzenga@cityofclintoniowa.gov) or Cathy [cmarx@cityofclintoniowa.gov](mailto:cmarx@cityofclintoniowa.gov)

**Step 4: Sign in to your Kisi organization**[**​**](https://docs.kisi.io/how_to_guides/user_onboarding/use_kisi_on_mobile/?motionsense=ios#step-4-sign-in-to-your-kisi-organization)To see the list of doors you've been granted permission to, it's essential that you sign in to your Kisi organization's domain. You have two sign-in options: Select the method that suits you best.

* **Automatic sign-in** via the magic link sent to your inbox
* **Manual sign-in** by entering your organization's domain **cityofclintoniowa**

1. Open your Kisi mobile app
2. Tap on *+ Add account*
3. Tap on *Manual sign-in*
4. Enter the domain of the Kisi organization you belong to **cityofclintoniowa**
5. Tap on *Continue*
6. Choose your sign-in method

* SSO sign-in: enter the credentials for your indentity provider (IdP)
* Classic sign-in: authenticate with your Kisi email and password

**Step 5: Unlock doors with Kisi**[**​**](https://docs.kisi.io/how_to_guides/user_onboarding/use_kisi_on_mobile/?motionsense=ios#step-5-unlock-doors-with-kisi)three options to unlock doors with a mobile device.

**Tap to Unlock**[**​**](https://docs.kisi.io/how_to_guides/user_onboarding/use_kisi_on_mobile/?motionsense=ios#tap-to-unlock)

[Tap to Unlock](https://docs.kisi.io/references/credentials/mobile_credentials#tap-to-unlock) allows you to unlock doors by tapping your mobile device against the Kisi reader, without having to actively use the app.

**Tap in-app**[**​**](https://docs.kisi.io/how_to_guides/user_onboarding/use_kisi_on_mobile/?motionsense=ios#tap-in-app)

[Tap in-app](https://docs.kisi.io/references/credentials/mobile_credentials#tap-in-app) allows you to unlock doors from within the Kisi app.

1. Sign in to your Kisi organization, as [described above](https://docs.kisi.io/how_to_guides/user_onboarding/use_kisi_on_mobile#step-4-sign-in-to-your-kisi-organization)
2. Navigate to your place
3. Tap on *All doors*
4. Find the door your want to unlock
5. Tap on the blue lock icon

**MotionSense[​](https://docs.kisi.io/how_to_guides/user_onboarding/use_kisi_on_mobile/?motionsense=ios" \l "motionsense" \o "Direct link to MotionSense)**

For doors with [MotionSense](https://docs.kisi.io/references/credentials/mobile_credentials" \l "motionsense" \o "MotionSense) enabled, you can unlock them with a simple wave of your hand, without the need to actively use your mobile device.

1. Sign in to your Kisi organization, as [described above](https://docs.kisi.io/how_to_guides/user_onboarding/use_kisi_on_mobile#step-4-sign-in-to-your-kisi-organization)
2. Tap the user icon to open the *User settings*
3. Tap on *Hand wave unlock*
4. Enable *Use hand wave unlock*
5. Ensure that all necessary permissions are enabled under *Required permissions*

To use MotionSense, make sure you have the following prerequisites:

* MotionSense [enabled on the reader](https://docs.kisi.io/how_to_guides/access/credentials/enable_mobile_credentials#enable-motionsense)
* The Kisi iOS app installed
* MotionSense [enabled on the mobile](https://docs.kisi.io/how_to_guides/user_onboarding/use_kisi_on_mobile#motionsense)
* Bluetooth enabled
* Location services enabled
* Have the phone nearby

**Kisi mobile app troubleshooting**[**​**](https://docs.kisi.io/how_to_guides/user_onboarding/use_kisi_on_mobile/?motionsense=ios#kisi-mobile-app-troubleshooting)

1. **Check your internet connection**: One of the most common causes of issues with the Kisi app is a poor internet connection. Make sure your device is connected to a stable internet connection.
2. **Update the app**: Make sure that you have the latest version of the Kisi app installed on your device. If you are using an older version of the app, it may be incompatible with your device's operating system or may have bugs that have been fixed in later versions. The easiest way to ensure that your app is in the latest version is to uninstall it and then reinstall it from the  [App Store](https://apps.apple.com/au/app/kisi/id687291321).
3. **Check your device compatibility**: Ensure that your device is compatible with the Kisi app. The Kisi app is compatible with devices running iOS 15.0 or later. If your device is not compatible with the app, you may experience issues such as crashes or the app not opening.
4. **Check app permissions**: If you are experiencing issues when trying to unlock doors, make sure that the app has the necessary permissions. On iOS, go to Settings > Kisi > Permissions to view and adjust the app's permissions.
5. **Restart the app and device**: If the Kisi app is not working properly, try restarting the app and your device. This can often resolve minor issues such as freezing or crashing.
6. **Clear app cache and data**: If you are still experiencing issues with the Kisi app, try clearing the app cache and data. This can resolve issues such as the app not loading or slow performance. On iOS, go to Settings > Kisi > Clear Cache.

**Common questions**[**​**](https://docs.kisi.io/how_to_guides/user_onboarding/use_kisi_on_mobile/?motionsense=ios#common-questions)

When I try to unlock, I get the error **"You are too far from the door".** How to fix it?

Check if your localization service is active and you are near the door. [How to Enable location services](https://docs.kisi.io/how_to_guides/user_onboarding/use_kisi_on_mobile#step-2-enable-location-services)

When I try to unlock, I get the error **"You are not close to a Kisi Reader".** How to fix it?

Make sure that your Bluetooth is enabled and that you are close to the door-related Kisi Reader.

Why does the Bluetooth option not appear under app permissions?

Maybe the authorization to use Bluetooth was not granted when you went through the introduction pages the first time. To go through the introduction again, click the profile icon in the top right corner > Introduction.

How can I fix Apple Pay opening automatically?  
KISI iOS users may notice that Apple Pay will sometimes activate when tapping their iPhone at a Kisi Reader. This is a harmless, albeit potentially unexpected, behavior resulting from how iPhones react to NFC readers. Users may apply a simply workaround that will prevent this from happening on their own phone:  
 Open your iPhone’s **SETTINGS** app

Tap on **“Face ID & Passcode”**  
 Authenticate with your face ID or passcode, and then scroll down to the section **“Allow Access When Locked”** and set **“Wallet”** to disabled