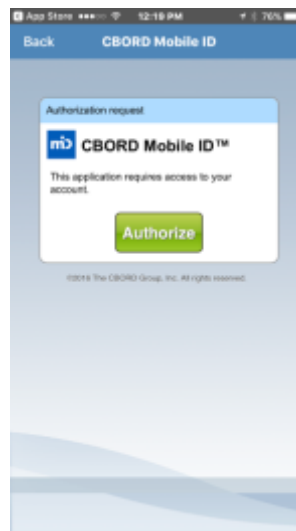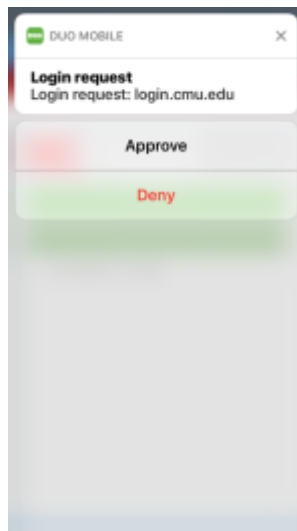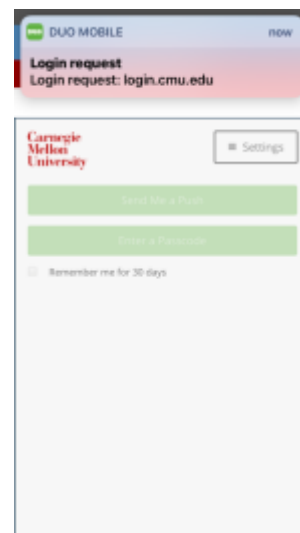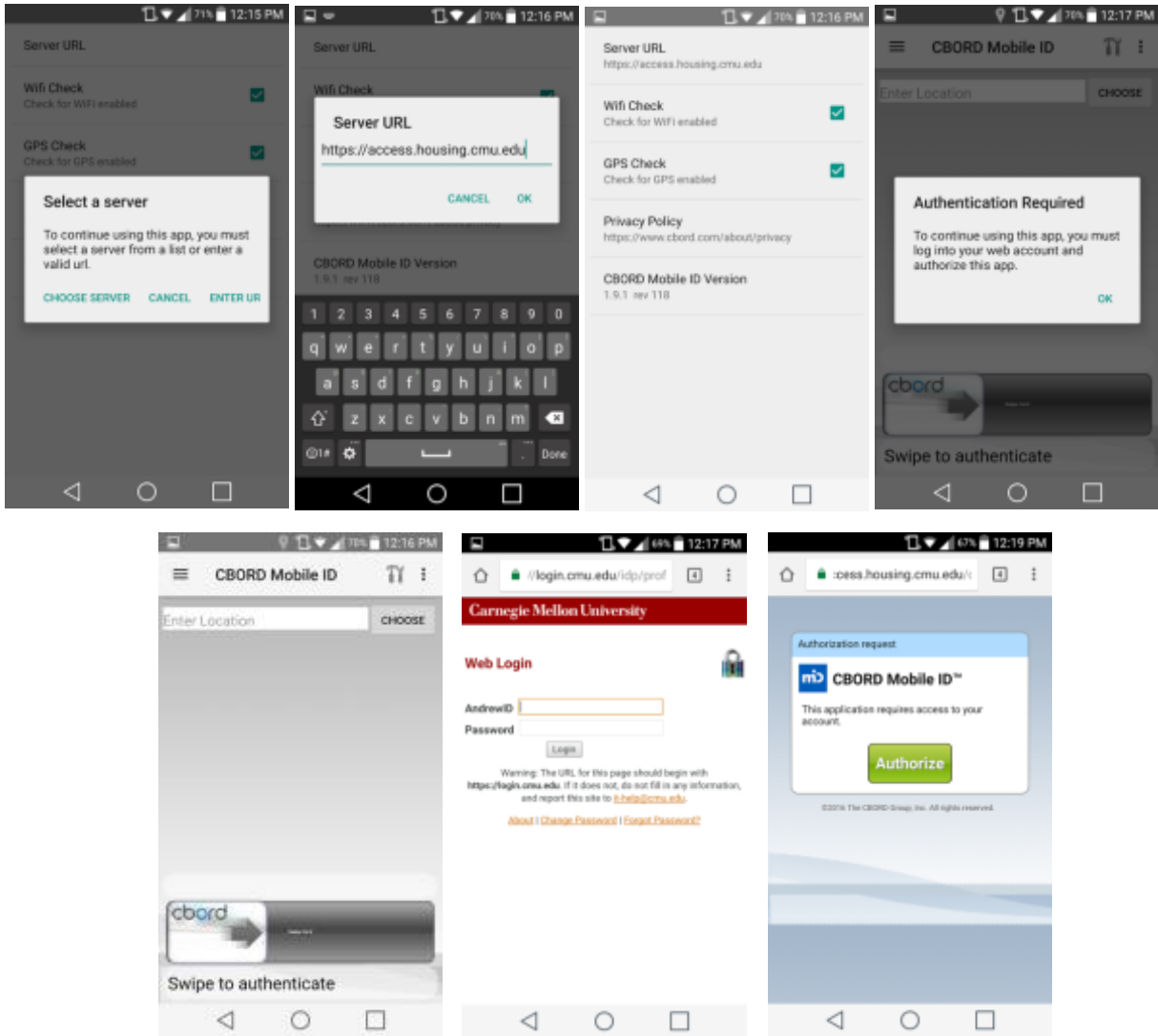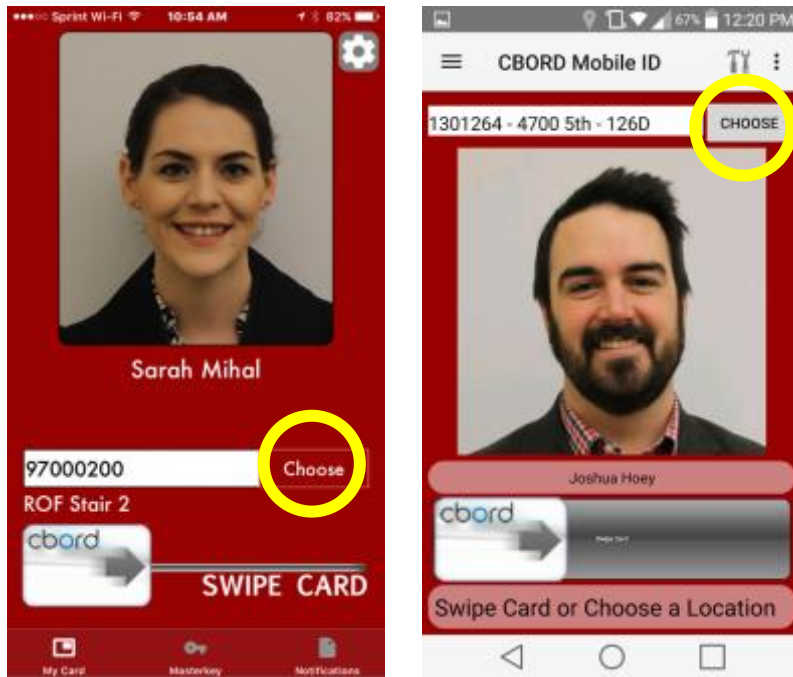# cbord

Mobile ID App Instructions

1. **You MUST be logged into the CMU-SECURE WiFi on your device to utilize this APP.**
2. Download the CBORD MobileID App from either the AppStore or iTunes; This app is available for both iPhone® and Android®.
3. Open the app and enter the following server URL: https://access.housing.cmu.edu/
4. For iPhone (see step #5 for Android):
    a. After entering the server URL, press Authenticate my device. The Login screen will appear.
    b. Use your Andrew credentials to login and complete Duo authentication.
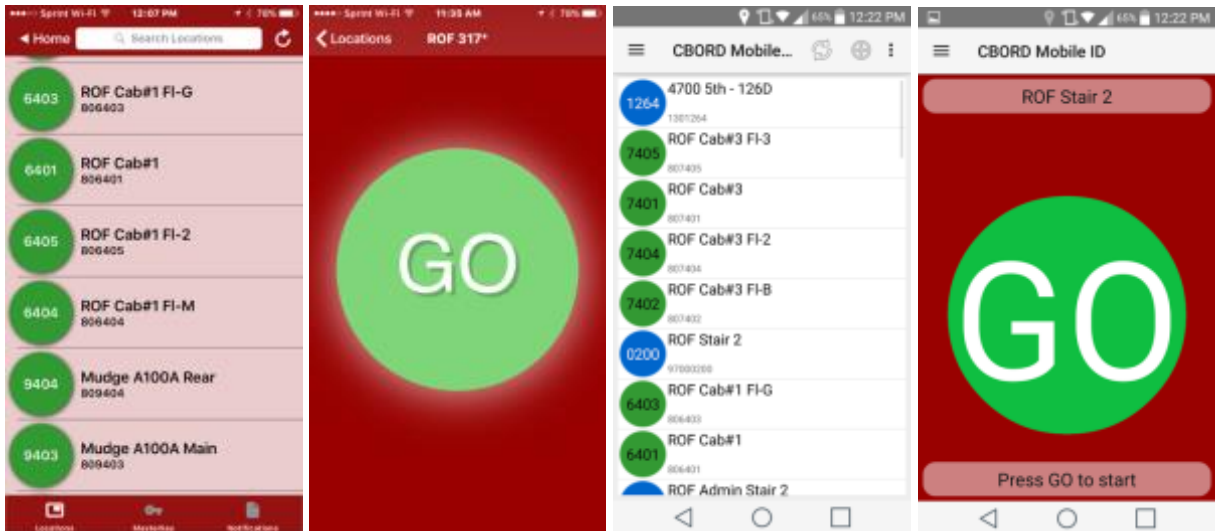   c. Press the Authorize button. Your mobile phone is now ready for use. Skip to step #6.

5. For Android:
    a. After entering the URL, https://access.housing.cmu.edu/, press OK.
    b. You will be returned to the settings screen; press the Back function on your phone.
    c. On the Authentication Required screen, press OK
    d. From the main screen, swipe the CBORD Button with arrow to the right to authenticate your device.
    e. Enter your Andrew credentials and complete Duo authentication.
    f. Press the Authorize button. Your mobile phone is ready for use.
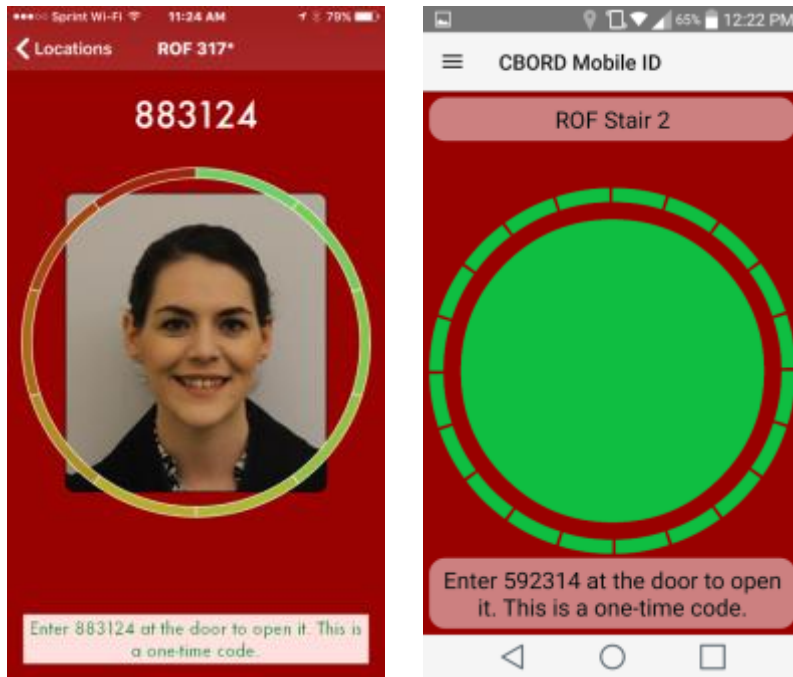
6. From the main screen, select the "Choose" button.

7. Select your location, then select GO.

8. For room doors with pin pad: You will then receive a 6-digit code to enter on the door. **On the door pin pad, you must press # (pound key) then your 6-digit code.**

9. For main entrances where a pin pad is not present on the lock, no code is required and the door will unlock after go is selected.

Troubleshooting

- Contact Housing Services (housing@andrew.cmu.edu) with information about the issue you are experiencing and a screen shot (if possible) of any error messages you may receive while utilizing this app.
- If you are locked out during business hours (Monday-Friday 8:30am-5:00pm) and this application is not working for you, please contact Housing Services at 412-268-2139 or by visiting us at 4700 Fifth Avenue within the Residence on Fifth Residence Hall.
- If you are locked out after business hours and this application is not working for you, please contact University Police at 412-268-2323 to gain access to the space and also email Housing Services (housing@andrew.cmu.edu) to report to issue or error you are experiencing.