Contents

How to download the Yale Access App

- The Yale Access App is needed to control your Yale products from your mobile device.

- The Yale Access App is available for iPhone and Android.

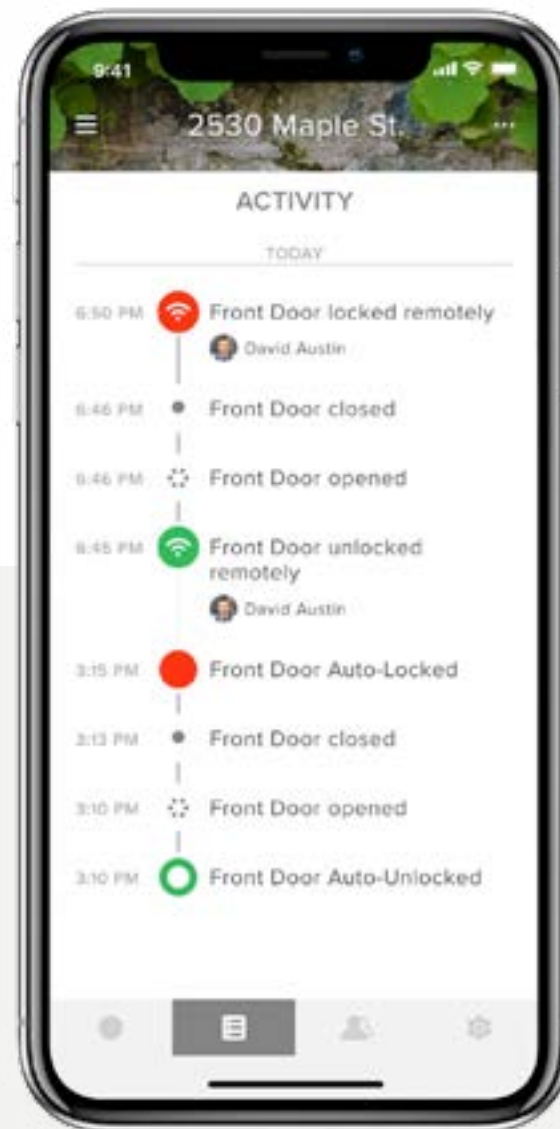- Download the Yale Access App from the App Store or Google Play depending on your device.

- Once you have downloaded the Yale Access App, log in to or create a Yale Access account.

Download on the **App Store**

GET IT ON **Google Play**

01

How the app works

Yale
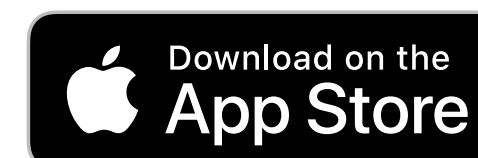
Activity monitoring

Track activity and always know who is coming and when at your doorstep with a 24/7 Activity Feed.
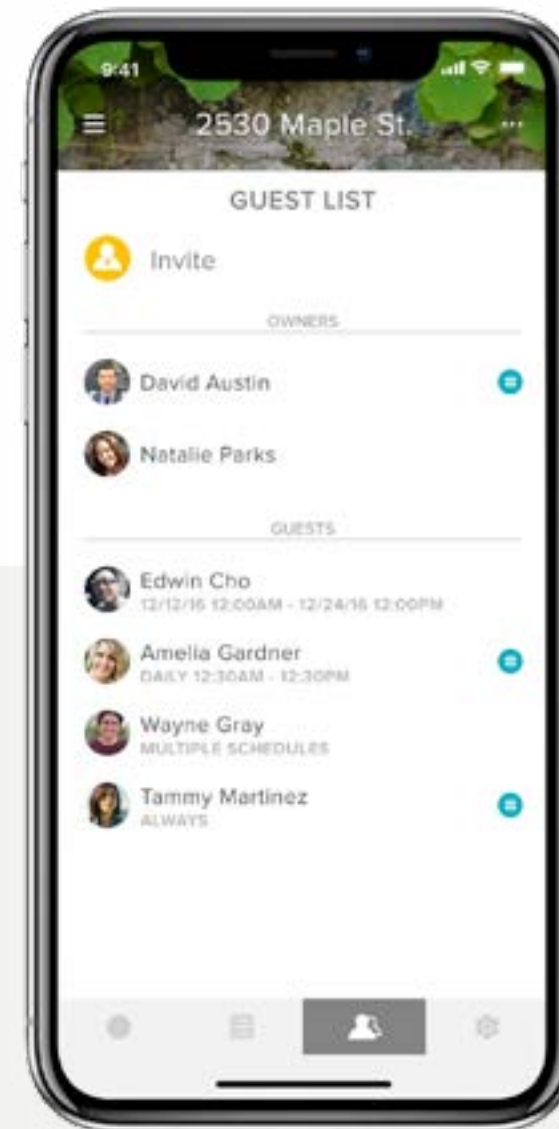
Guest access

Grant unlimited digital keys valid for a few weeks, a few hours, or a few minutes. Never worry about lost, stolen or copied keys again.
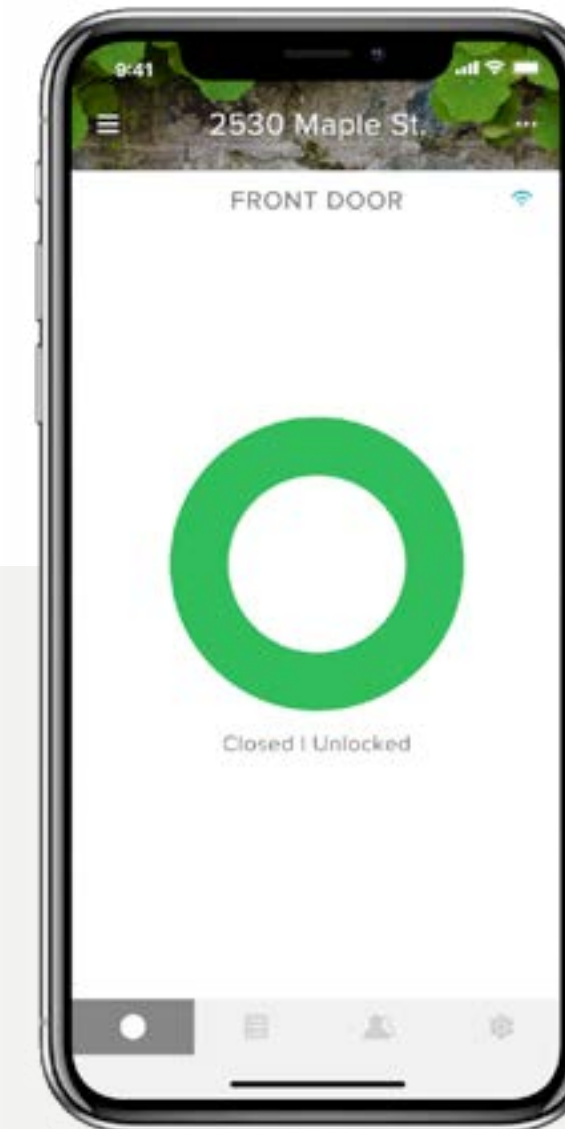
Total control

Lock and unlock your door, control keyless access and keep track of who comes and when from anywhere.
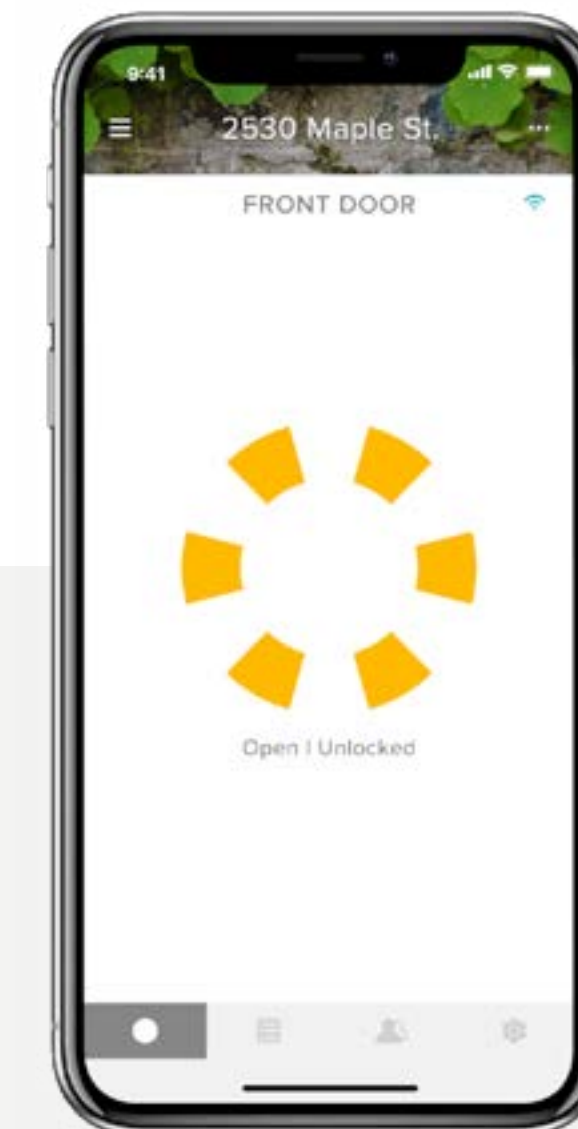
Status updates

Only Yale has DoorSense™ that checks the status of your door and tells you if your door is securely closed and locked.

App interface might differ.

How to invite guests to your Smart Lock | 1
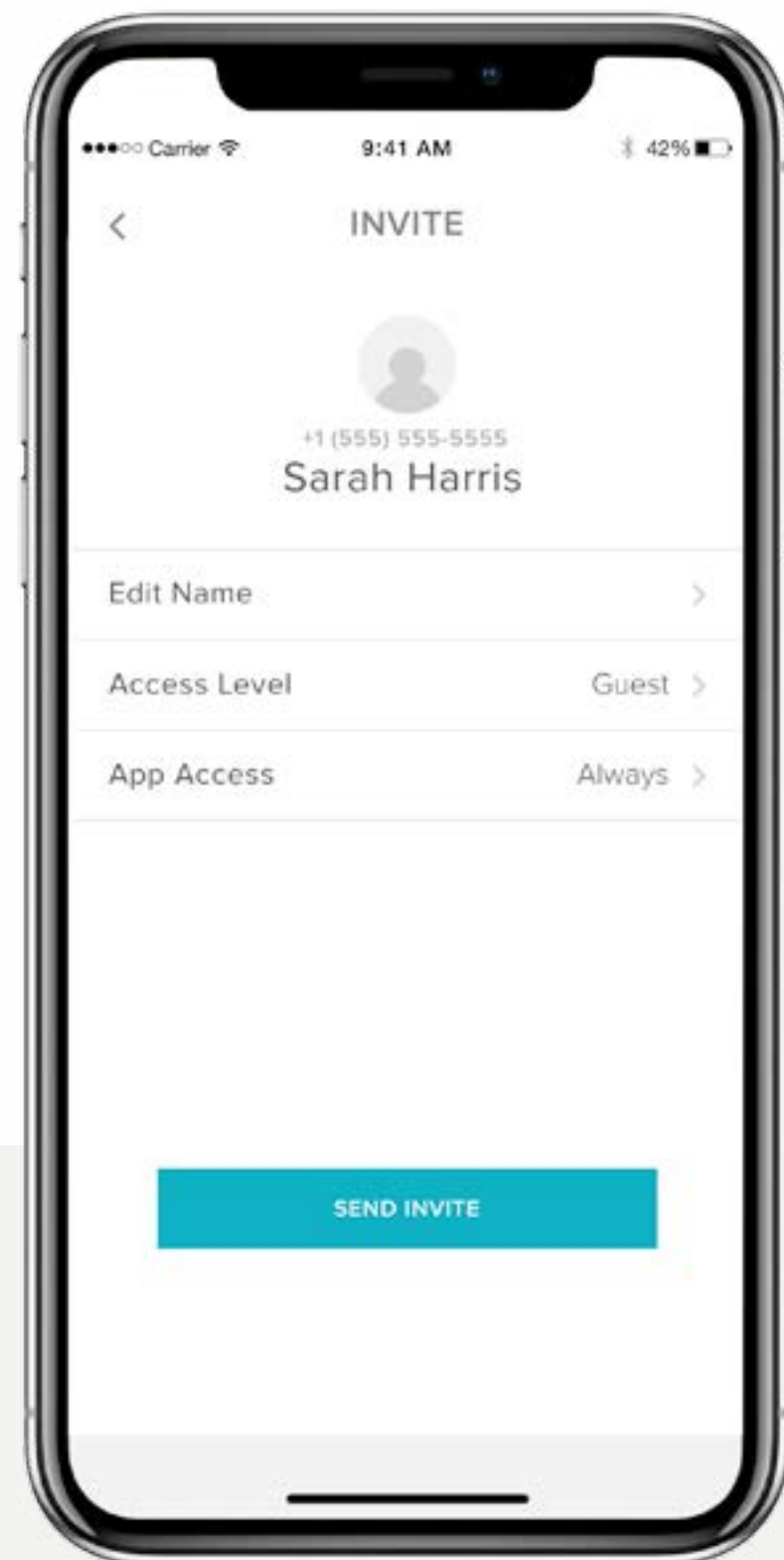
iOS
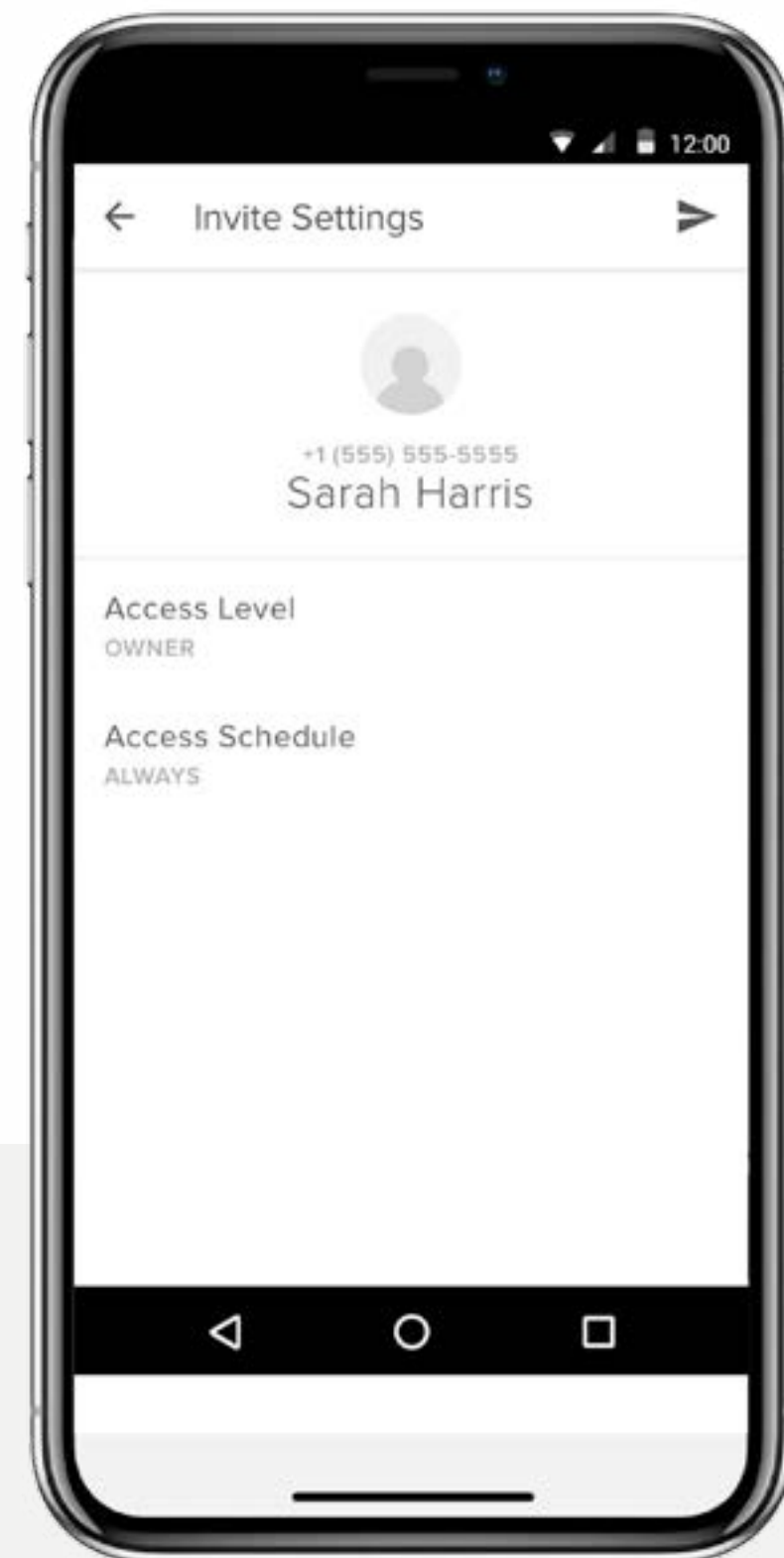
Android

Issue keys to family, friends, and services listed in your contacts with the Yale Access App. Simply send each guest an invitation to download the app.

After doing so, they'll have instant access to your home based on the access levels you set. If they already have a Yale Access Account, your key will appear in their keychain after you send the invite provided you send it to the number listed in their Yale Access Account.

To add a guest, first send them an invite:

1. Open the Yale Access App and select the **Guest Icon** from the menu on the lower right of the screen.

2. Select **Invite** and then choose an invite option. Enter the guest's phone number or select them from your contact's list to invite them to use your lock.

3. Select **Send Invite** once you have added your guest and designated their access level and type.

App interface might differ.

Feature Set Up

How to invite guests to your Smart Lock | 2
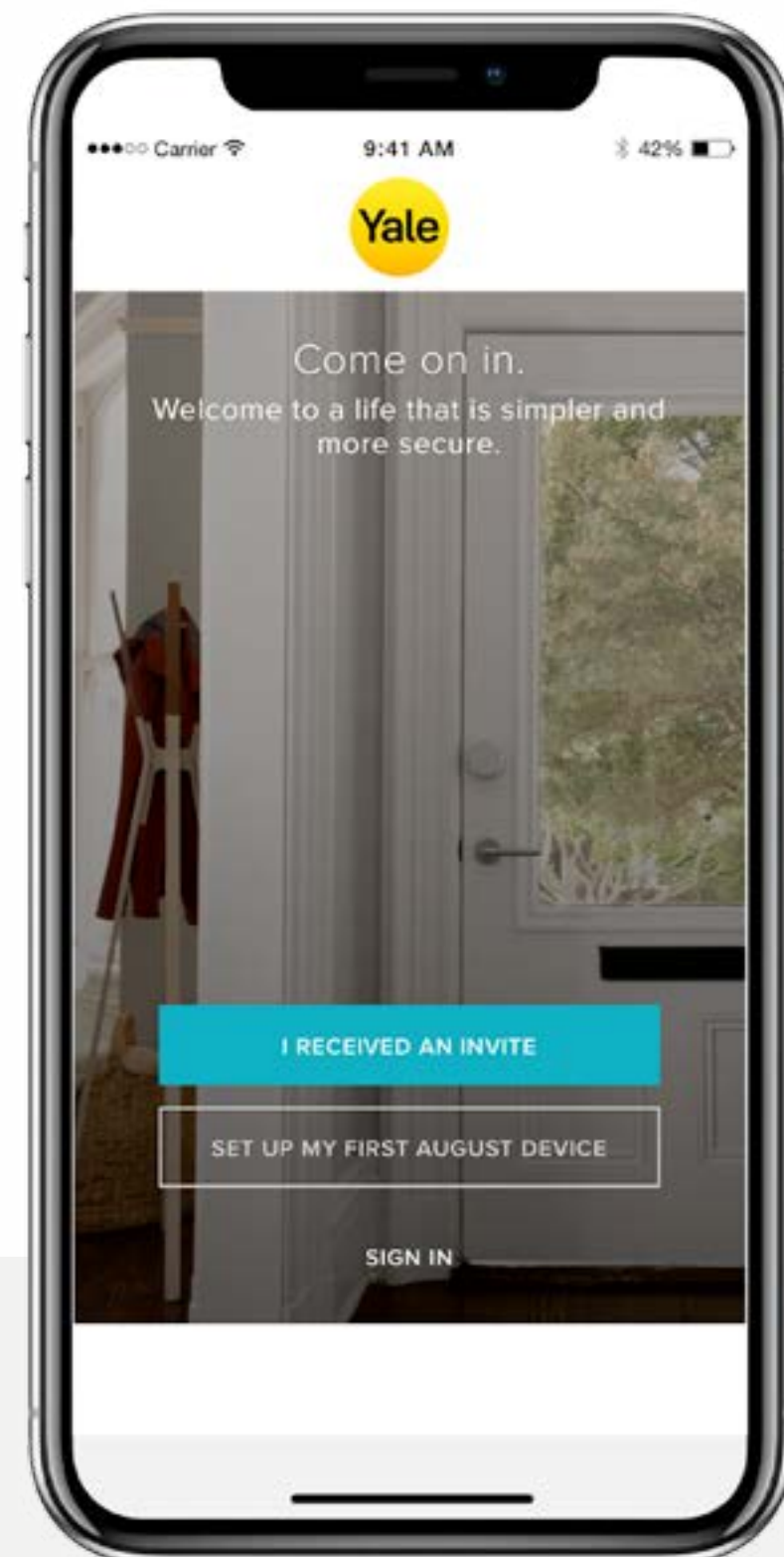
After you invite a guest to your Smart Lock, they will receive a text notification with a link to download the Yale Access App. When the invitee downloads and opens the App, they have three options to log in. Your guest should choose the blue button that says I RECEIVED AN INVITE. Selecting this option adds your lock to their keychain. Your guest will be added to your Guest List and they will see your lock in their Keychain on their Yale Access App.

If your guest selects the option to SET UP MY FIRST YALE DEVICE they will be prompted through the lock setup flow, but will be unable to complete the flow as the device is already associated with your account.

The last option is to SIGN IN to an existing account. Yale Access users that already have an account with devices associated with it can use this option to log in.

Guests have limited access to the smart lock. If you want to give someone more access, such as Auto-Lock or Auto-Unlock privileges, you can upgrade them to Owner access.

If you have a Yale Smart Keypad, it's just as simple to issue your Guests an entry code.

App interface might differ.

How does Auto-Unlock work?

Auto-Unlock is one of the most popular and unique features for Yale Smart Lock users. Having your door automatically unlock without having to reach for your phone or your keys as you approach your home is a magical experience. Like any simple and smart technology, there is a lot happening behind the scenes to make Auto-Unlock work just right.

How does Auto-Unlock Work?

Auto-Unlock relies on a few different technologies in your phone, not only the Yale Access App but also your Bluetooth, Wi-Fi and GPS. These must be enabled in order for Auto-Unlock to work. All of these are regulated by your operating system talking to the Yale Access App. The Yale Access App has two states that determine how Auto-Unlock functions: Home and Away. When you're at home, your Yale Access App will enter Home Mode and Auto-Unlock will not activate, it's waiting for you to leave. When the Yale Access App sees you have left your neighbourhood or travelled more than 200 metres from your home, Auto-Unlock will go into Away Mode, until your return home again.

When you then return to within 200 meters from your home, your phone will start looking for your lock. Once you're close enough to your door (5 metres) and the Yale Access App sees your Yale Smart Lock, your door will Auto-Unlock and the app will go back into Home Mode.
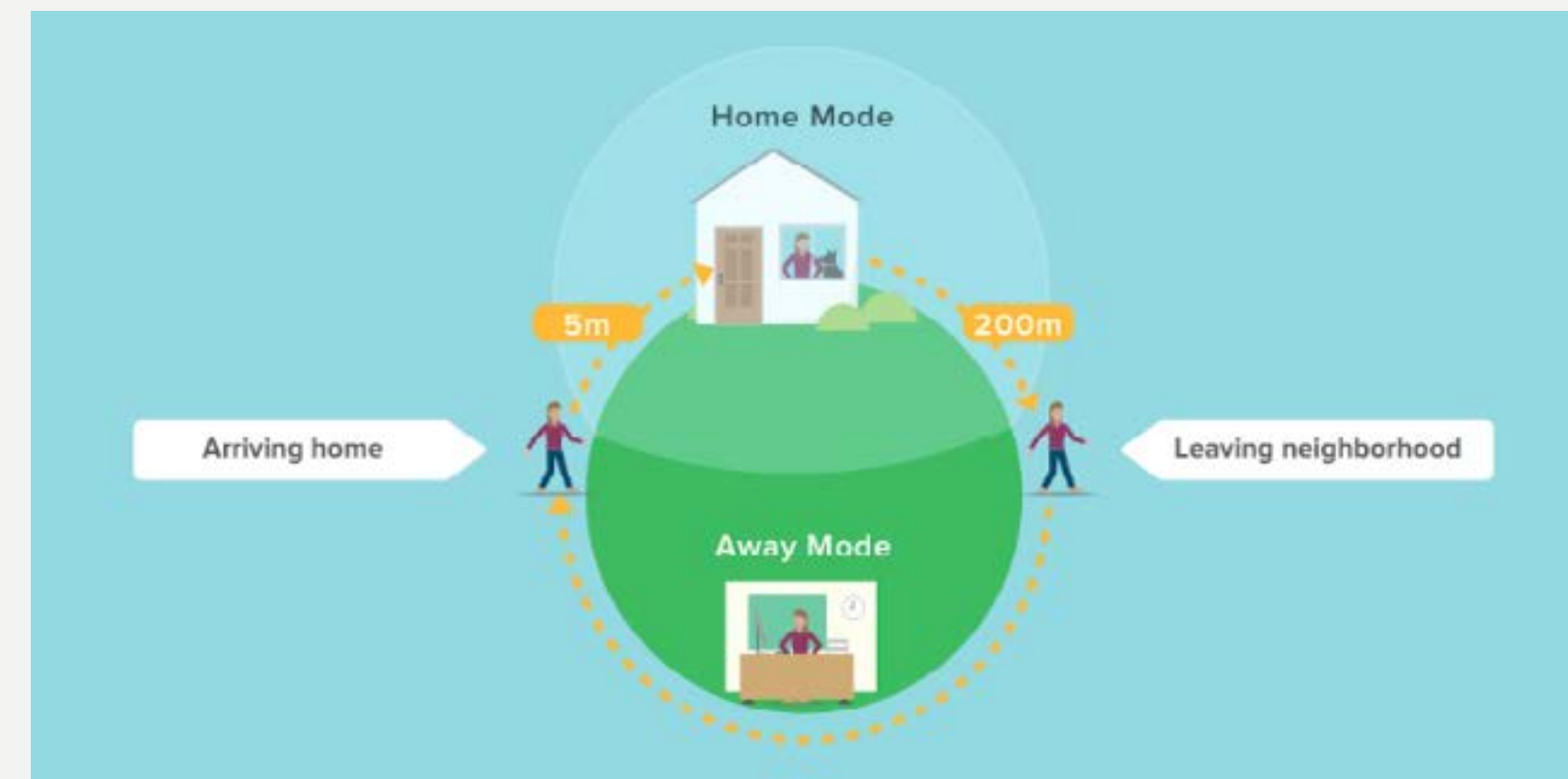
Feature Set Up

How to enable Auto-Lock
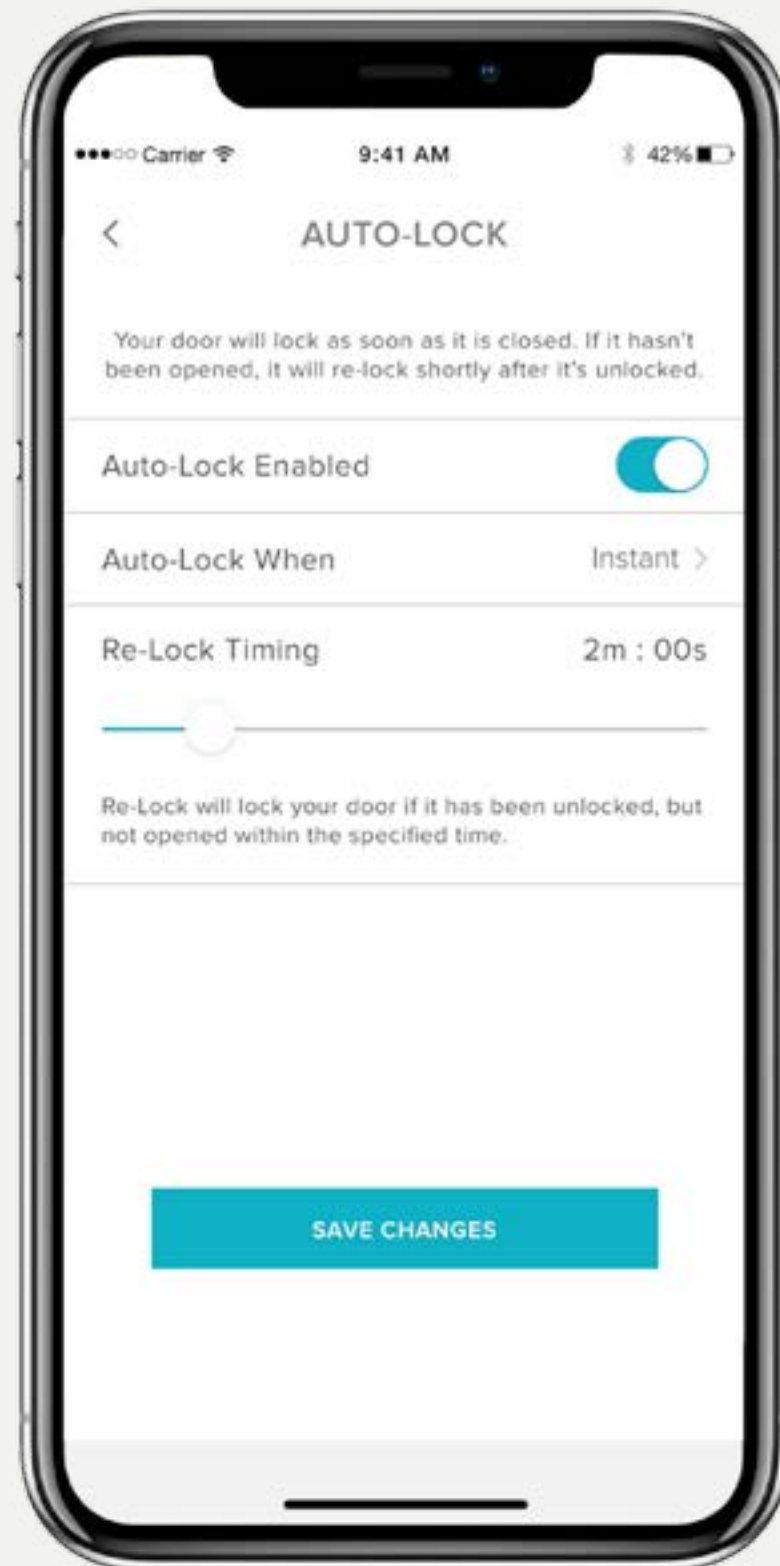
iOS

Android

The Auto-Lock feature enables your door to lock automatically after a predetermined amount of time (up to 30 minutes) has passed.

To activate this feature you must be an authorized owner of the associated lock and be located within Bluetooth range of the lock you are enabling this feature on.

PLEASE NOTE:

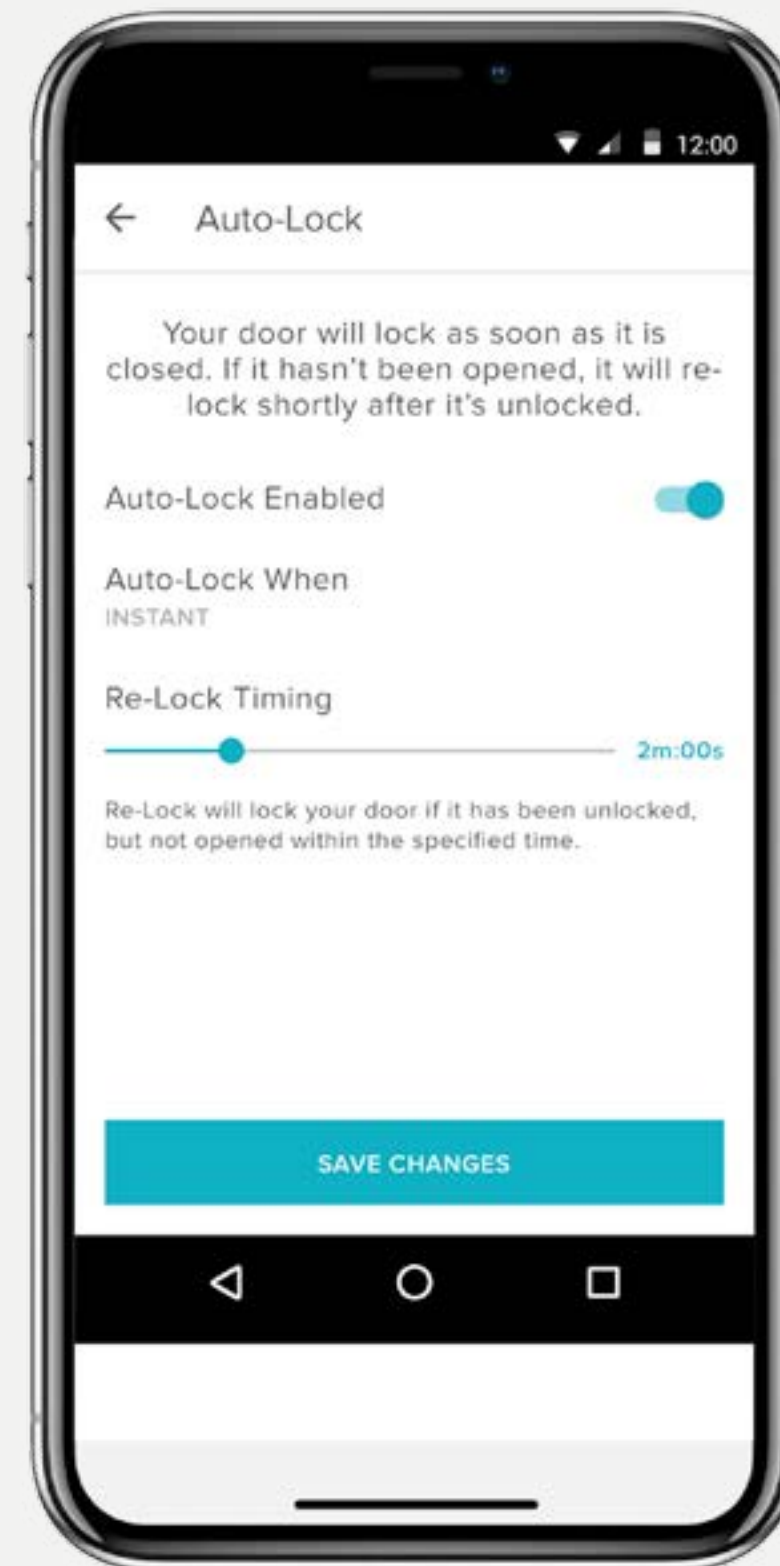If you want to use the Auto-Lock Timing feature to control when your door locks after it closes, you must have DoorSense™ installed. Without DoorSense™, the door will lock automatically after it closes when Auto-Lock is enabled.

If the Linus lock is installed on a door that requires the handle to be lifted in order to lock, the Auto-Lock functionality will not be possible as this could cause the lock to jam.

The following steps will help you set up the Auto-Lock feature on your iOS or Android device:

1. Open the Yale Access App and select the applicable property from the keychain if there is more than one

2. Tap the **Settings Gear Icon** in the lower right-hand corner on the lock circle screen

3. Select the lock from the devices shown

4. Select **Auto-Lock,** which is listed in the automations menu

5. Toggle **Enable Auto-Lock** on and Set the **Auto-Lock Timing**

6. Select **Save Changes** at the bottom
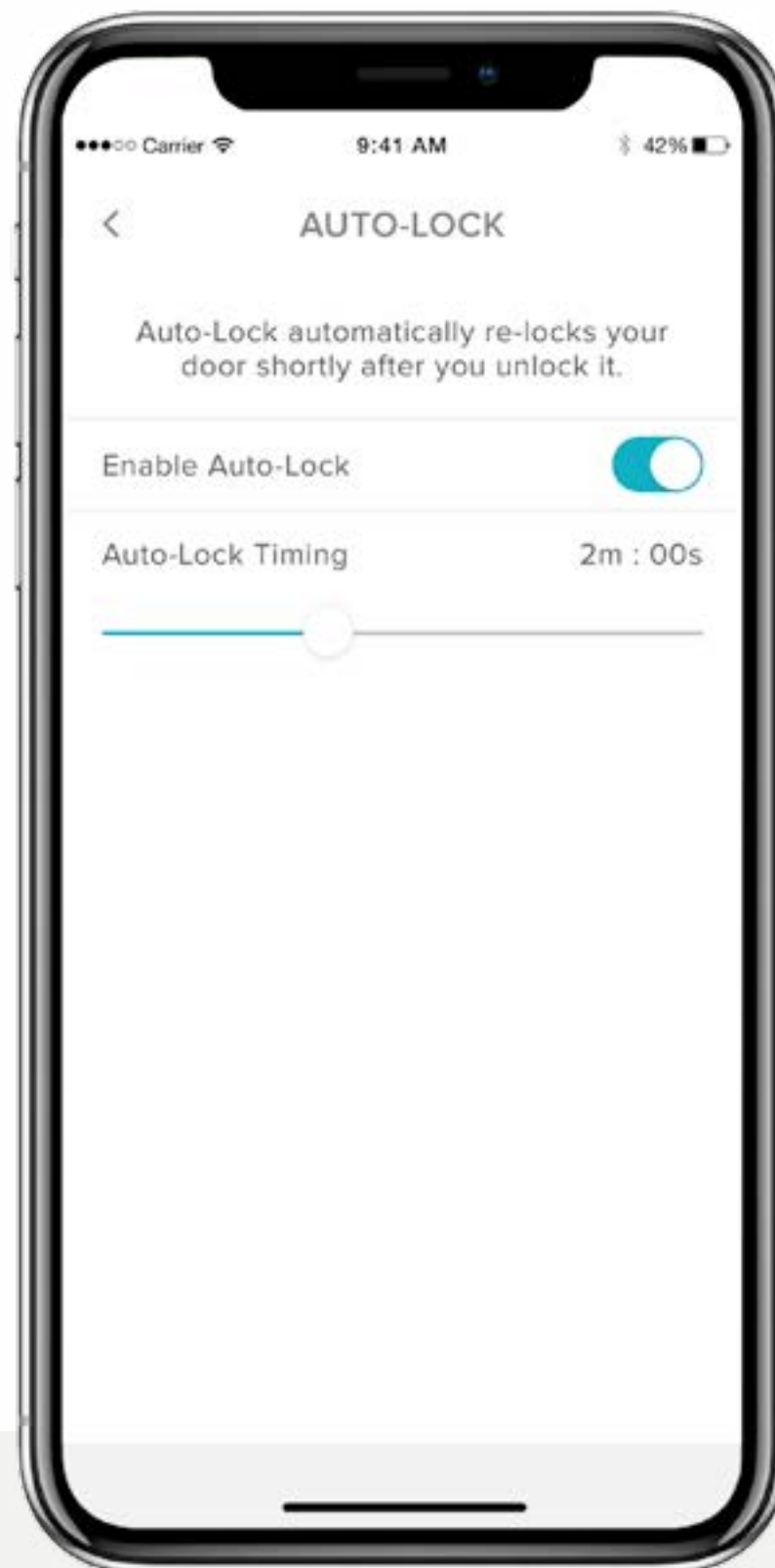
This completes the steps to enable the Auto-Lock feature on your Yale Smart Lock. Your lock will automatically lock after the amount of time set in Auto-Lock Timing.

Conversely, if you want to disable the Auto-Lock feature, go through the steps above and **Toggle Enable Auto-Lock off.** You must be within Bluetooth range of the lock to disable this feature.

App interface might differ.

How to use Intelligent Auto-Lock with DoorSense™

Yale

AUTO-LOCK

Auto-Lock automatically re-locks your door shortly after you unlock it.

Enable Auto-Lock

Auto-Lock Timing   2m : 00s

Auto-lock means you can automatically lock itself after a specified time period. Now, with the included DoorSense™ technology, which informs you whether your door is open or closed, you can program your Smart Lock to lock automatically as soon as it detects that your door is closed.

Setting up Instant/Intelligent Auto Lock

1. To set up Instant/Intelligent Auto Lock you must have DoorSense™ installed and calibrated.

2. Once DoorSense™ is enabled and calibrated, navigate to **Lock Settings,** and select Auto-Lock.

3. Toggle the Auto-Lock button to turn it on.

By default, Auto-Lock is set to turn on via a timer. If this setting is selected, you can specify an amount of time before your door is auto-locked. Note, that with DoorSense™ enabled, the Auto-Lock will not engage if the door state is identified as Open. Once the door state changes from Open to Closed, the timer will begin the countdown as the lock unlocks and the door will auto-lock once the time has expired.

To change the setting to 'Instant', select 'On A Timer' and change the setting to 'Instant'. This guarantees that every time your door state changes from Open to Closed, the Smart Lock will Auto-Lock, instantly.

When Instant Auto Lock is enabled, the option for Re-Lock Timing becomes available. This timer is used to re-lock your Smart Lock if the lock is unlocked, but the door never opens. After the specified time period, the lock automatically auto-locks.

Feature Set Up
How to enable/disable lock sounds
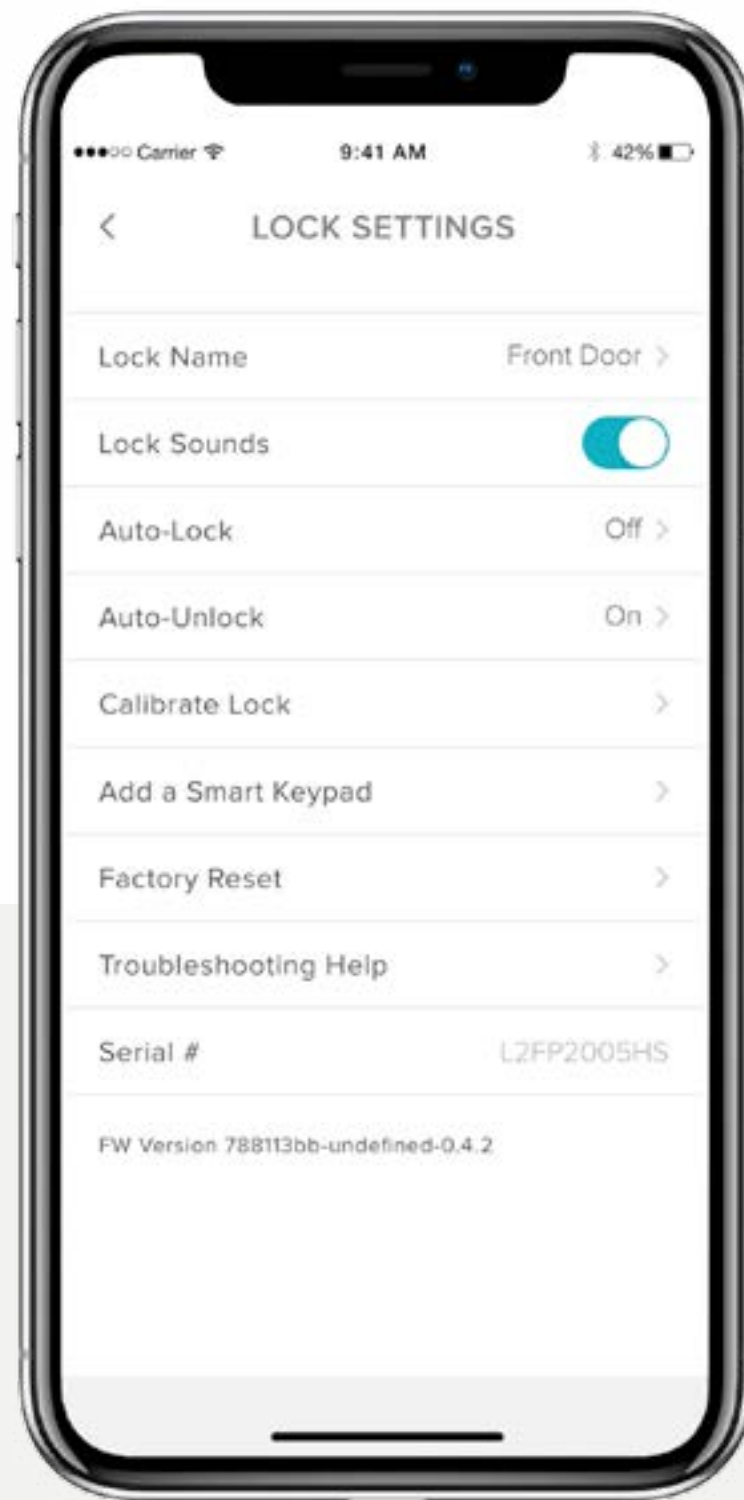
iOS
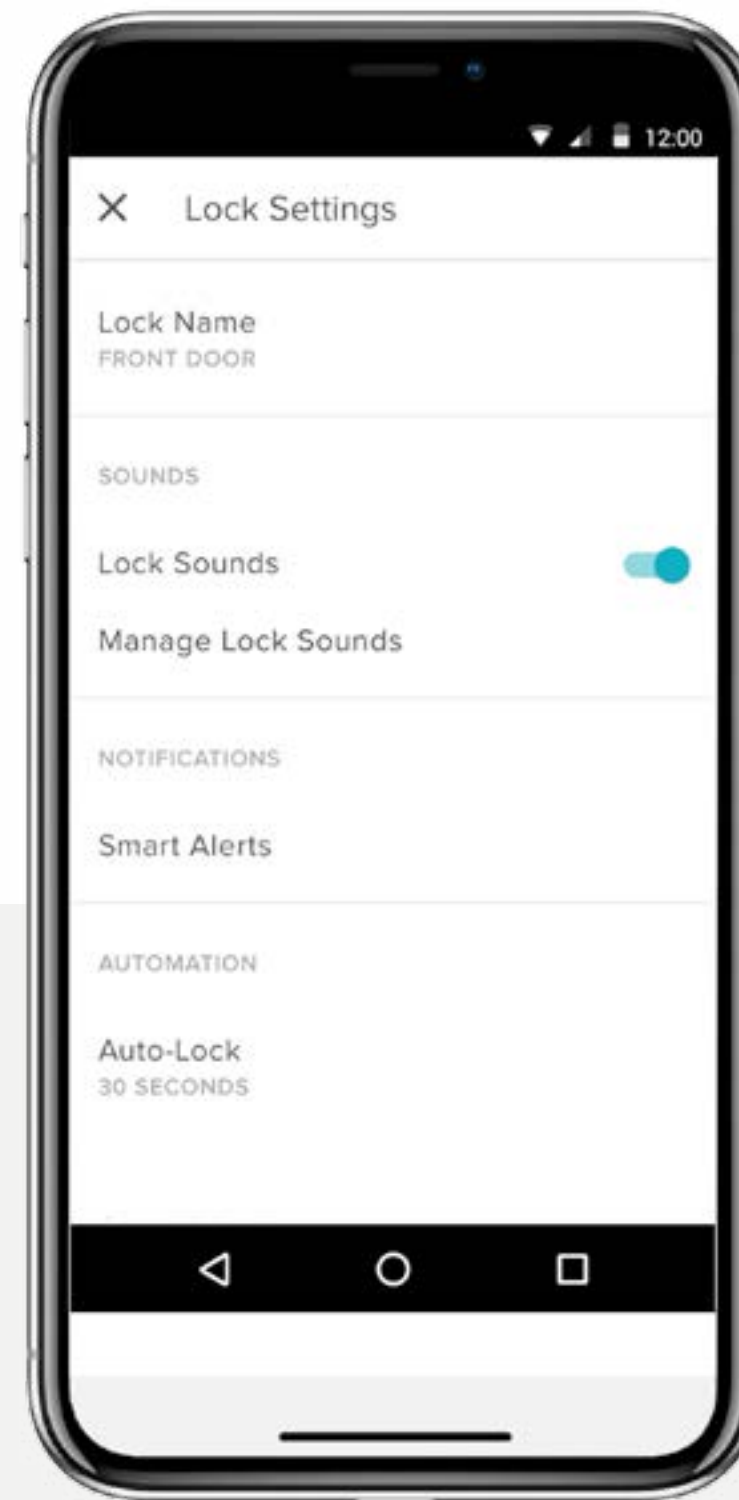
Android

By default, Yale Smart Locks make sounds when locking and unlocking the door. It is easy to modify these settings by following the steps below:

1. Tap the gear icon on the Lock Circle screen to open the **Settings Menu**

2. Select the **Lock Settings** for the relevant device

3. Toggle **Lock Sounds** On/Off depending on your preference for sound or no sound.

App interface might differ.

How to create Door Ajar notifications: iOS

Door Ajar notifications alert you when your door has been left open for a certain amount of time.

In order to set up Door Ajar notifications, you'll need the Linus Smart Door Lock with DoorSense™ installed with the Yale Wi-Fi Connect Bridge.

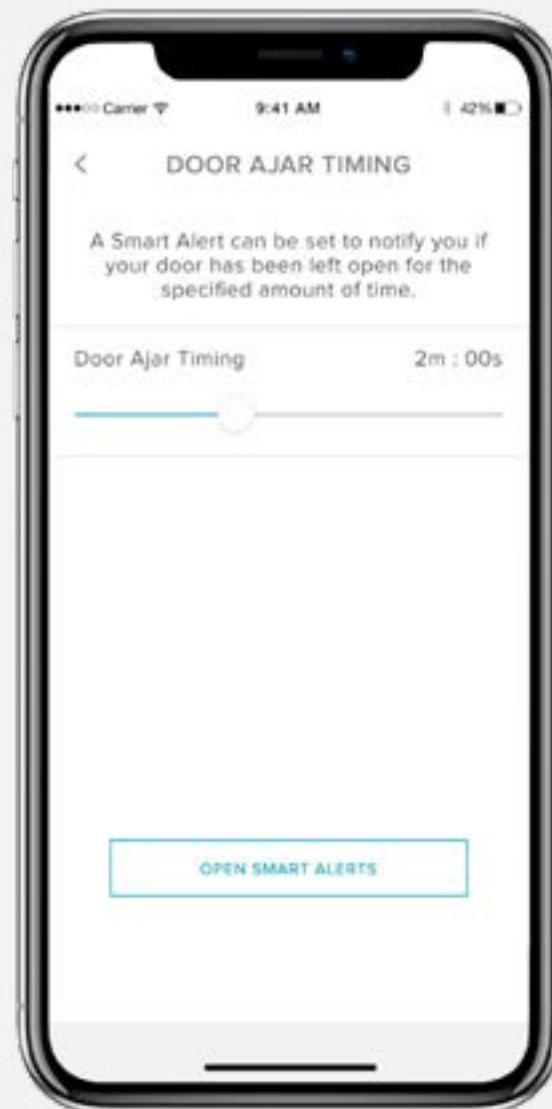**1.** The first step in setting up Door Ajar notifications is to set Door Ajar Timing. The time increment selected determines how long your door can be open before you are alerted.

To set Door Ajar Timing:

1. Open the Yale Access App

2. Go to the DoorSense™ section in Lock settings

3. Tap on Door Ajar timing

4. Set the amount of time.

2. After setting Door Ajar Timing, you need to set a Smart Alert to receive the notification.

To set this Smart Alert:

1. Go to the Smart Alerts page in the notifications section of your lock settings page

2. Tap "Create a Smart Alert" followed by "Choose an Event".

3. Select the event "the door is left ajar" and then select "Done". Finally, tap "Save".

You will now be alerted whenever the door has been left open for the time specified in Door Ajar Timing.

App interface might differ.

Feature Set Up
How to create Door Ajar notifications: Android

Yale

Door Ajar notifications alert you when your door has been left open for a certain amount of time.
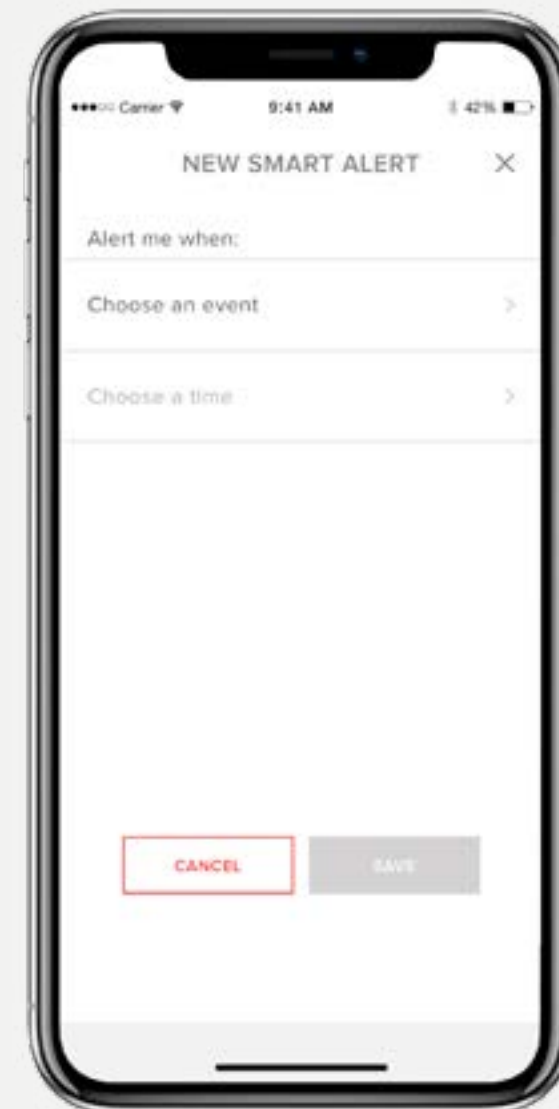
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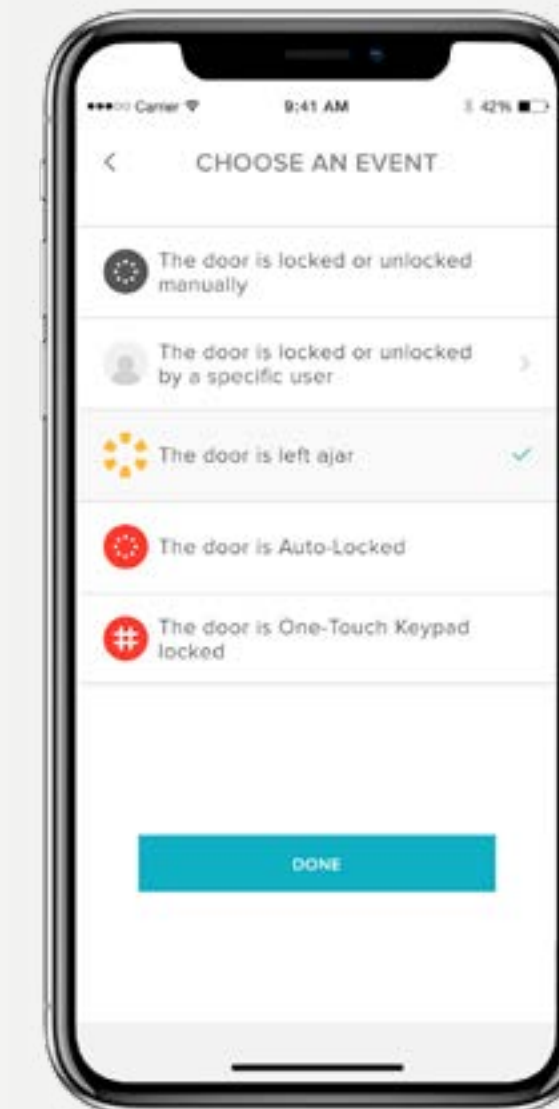
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You will now be alerted whenever the door has been left open for the time specified in Door Ajar Timing.

App interface might differ.

What are the different types of Guest Access and Access Levels?

Yale

Types of Guest Access

Access levels and schedules determine how much access a lock user has as well as when they have permission to control the lock.

Yale offers two access levels:

Owner and Guest. A lock Owner has full access to the lock and Guests have limited access (outlined under Access Levels). Only lock Owners can invite Guests to a lock. When inviting Guests, you can customize their access level and choose to be notified when they operate your lock.

There are also different Access Schedules:

Always, Recurring, and Temporary (outlined under Access Schedules).

Access Levels

Owners

Lock Owners are users who:

- Can lock and unlock door via Yale Access app
- Can lock and unlock door via Personal Entry Code (Using Smart Keypad)
- Can use Auto-Unlock
- Can invite/remove other owners
- Can control all lock settings
- Can view activity feed
- Can view guest list

Guests

Guest is the default access level for anyone invited to your Yale Smart Lock, but you can update a person's access level when you invite them to your lock or at any time thereafter.

Guest users:

- Can lock and unlock door via Yale Access app*
- Can lock and unlock door via Personal Entry Code (Using Smart Keypad)
- Cannot use Auto-Unlock
- Cannot invite/remove other owners
- Cannot control all lock settings
- Cannot view activity feed
- Cannot view guest list

* Cellular data or an Internet connection is required. Due to the three Guest Access Schedules, our servers need to verify that the guest is connecting during the timeframe that they are authorized.

Access Schedules

Always

Guests will have unlimited access, but the owner can change or delete their access at any time.

Recurring

Guests will have a scheduled access that repeats. i.e. guests will be invited every Tuesday for a short period of time.
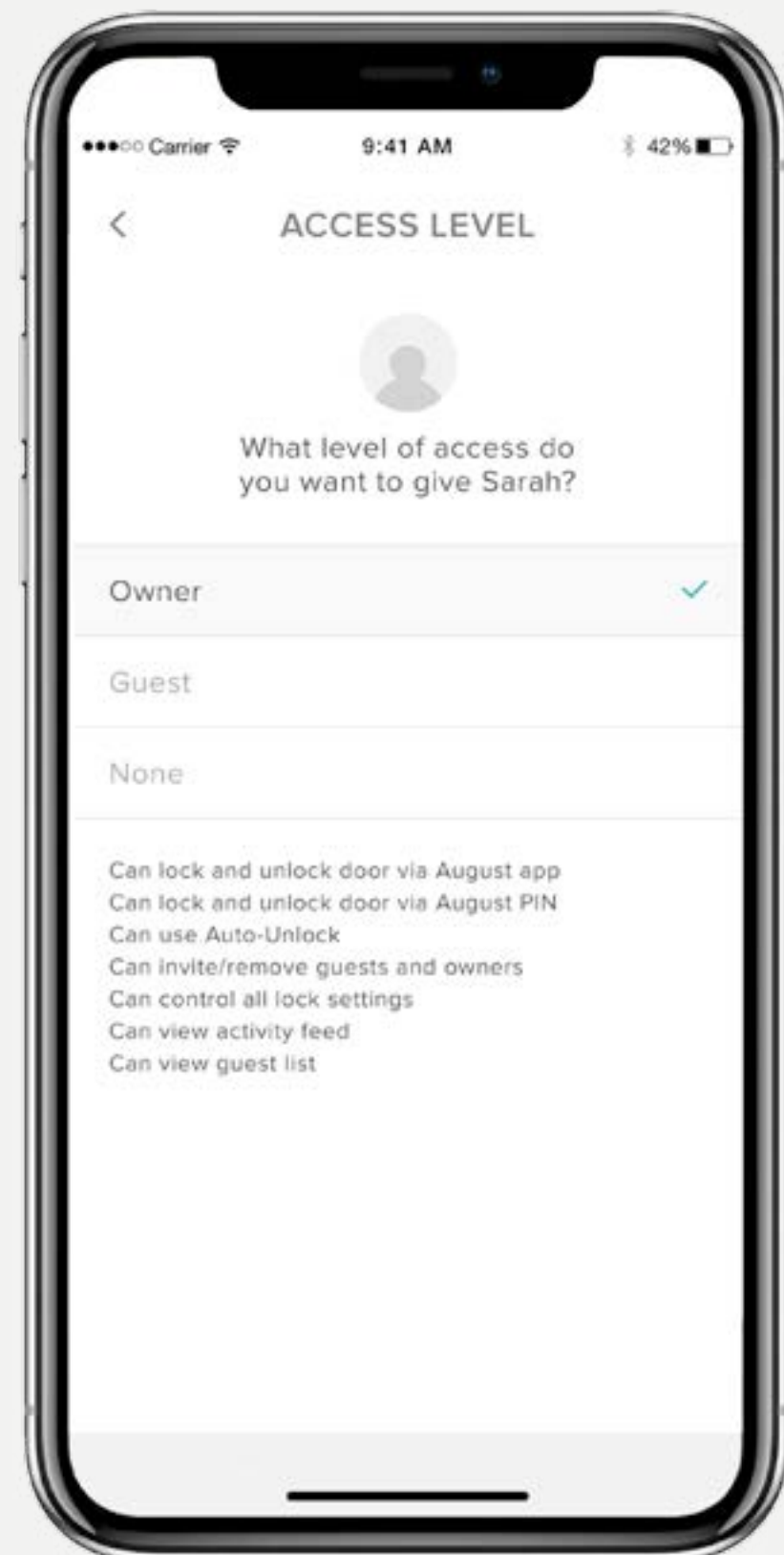
Temporary

Guests will have a limited invitation to your home that expires. i.e. guests will have access for a one time use, limited to the date and time you've selected.
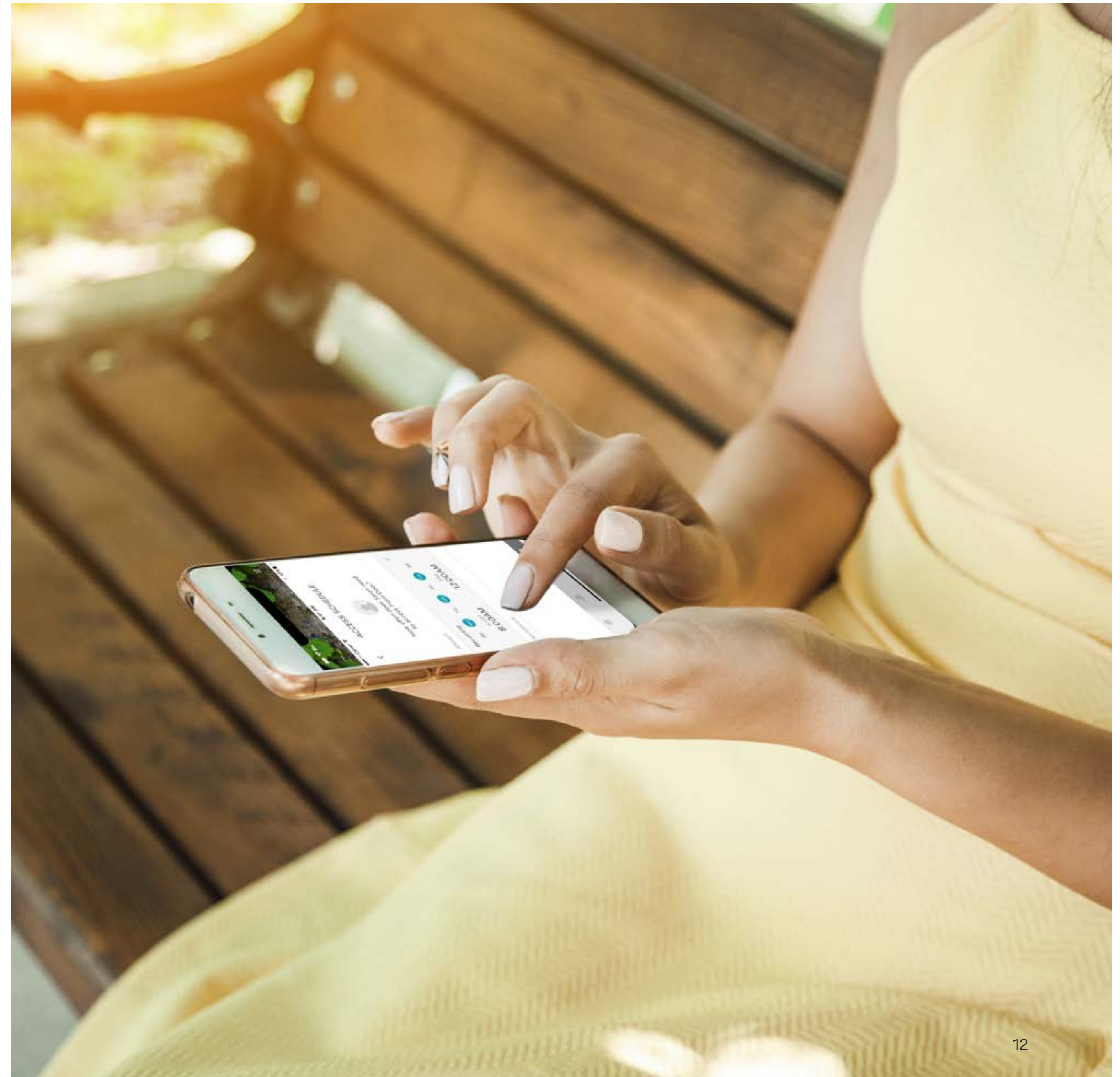
How to set Smart Lock Access Levels: iOS

The Yale Access App offers two access levels:

Owner and Guest. Guest is the default access level for anyone invited to your Yale Smart Lock, but you can update a person's access level when you invite them to your lock or at any time thereafter. Select iOS for steps to change Access Levels.

Changing a Guest to an Owner

1. Open the Yale Access App and select the Guest Icon from the lower right in the menu

2. Select the Guest you want to edit

3. Select Owner to change the Access Level From **Guest** to **Owner**

4. A blue checkmark will display beside your selection

5. Select the back arrow to confirm changes

Your Guest is now an Owner, and will display as an Owner in your Guest List

You can change a user's access level back to Guest at any time by completing these steps again and selecting Guest from the Access Level options.

Lock Owners

Users with Owner Access can:

• Lock and unlock door via Yale Access app

• Use Auto-Unlock

• Invite/remove guests and owners

• Control all lock settings

• View activity feed

• View guest list

• Operate the lock remotely via the Yale Wi-Fi Connect Bridge

Guests

Users with Guest Access can:

• Lock and unlock door via Yale Access app

• Not use Auto-Unlock

• Not invite/remove guests and owners

• Not control all lock settings

• Not view activity feed

• Not view guest list

App interface might differ.

How to set Smart Lock Access Levels: Android
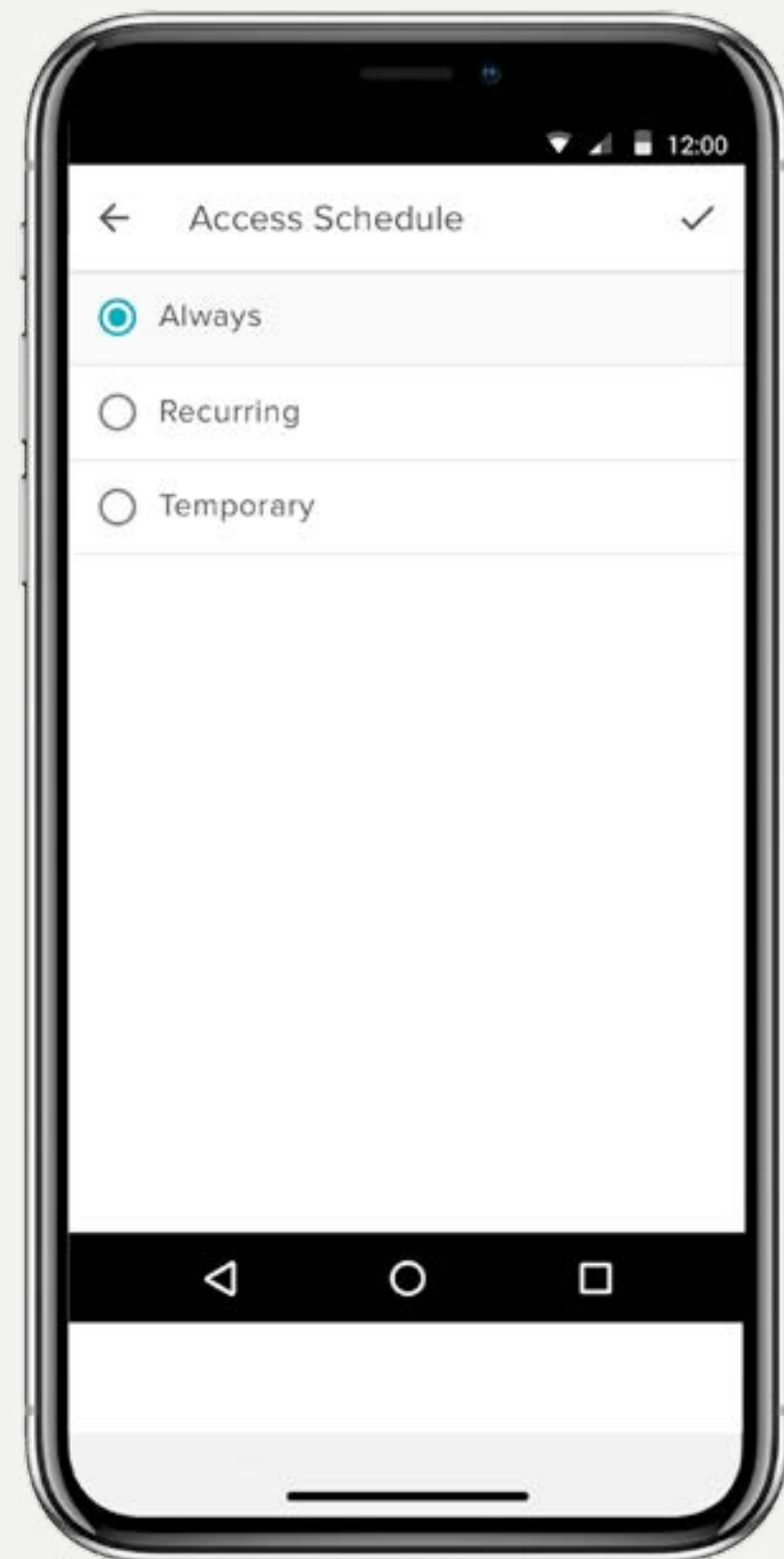
The Yale Access App offers two access levels:

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Changing a Guest to an Owner

1. Open the Yale Access App and select the Guest Icon from the lower right in the menu

2. Select the Guest you want to edit

3. Change the Access Level From **Guest** to **Owner**

4. Select the "Save Changes" option at the bottom of the screen to save your changes.

Your Guest is now an Owner, and will display as an Owner in your Guest List

You can change a user's access level back to Guest at any time by completing these steps again and selecting Guest from the Access Level options.

Lock Owners

Users with Owner Access can:

- Lock and unlock door via Yale Access app
- Use Auto-Unlock
- Invite/remove guests and owners
- Control all lock settings
- View activity feed
- View guest list
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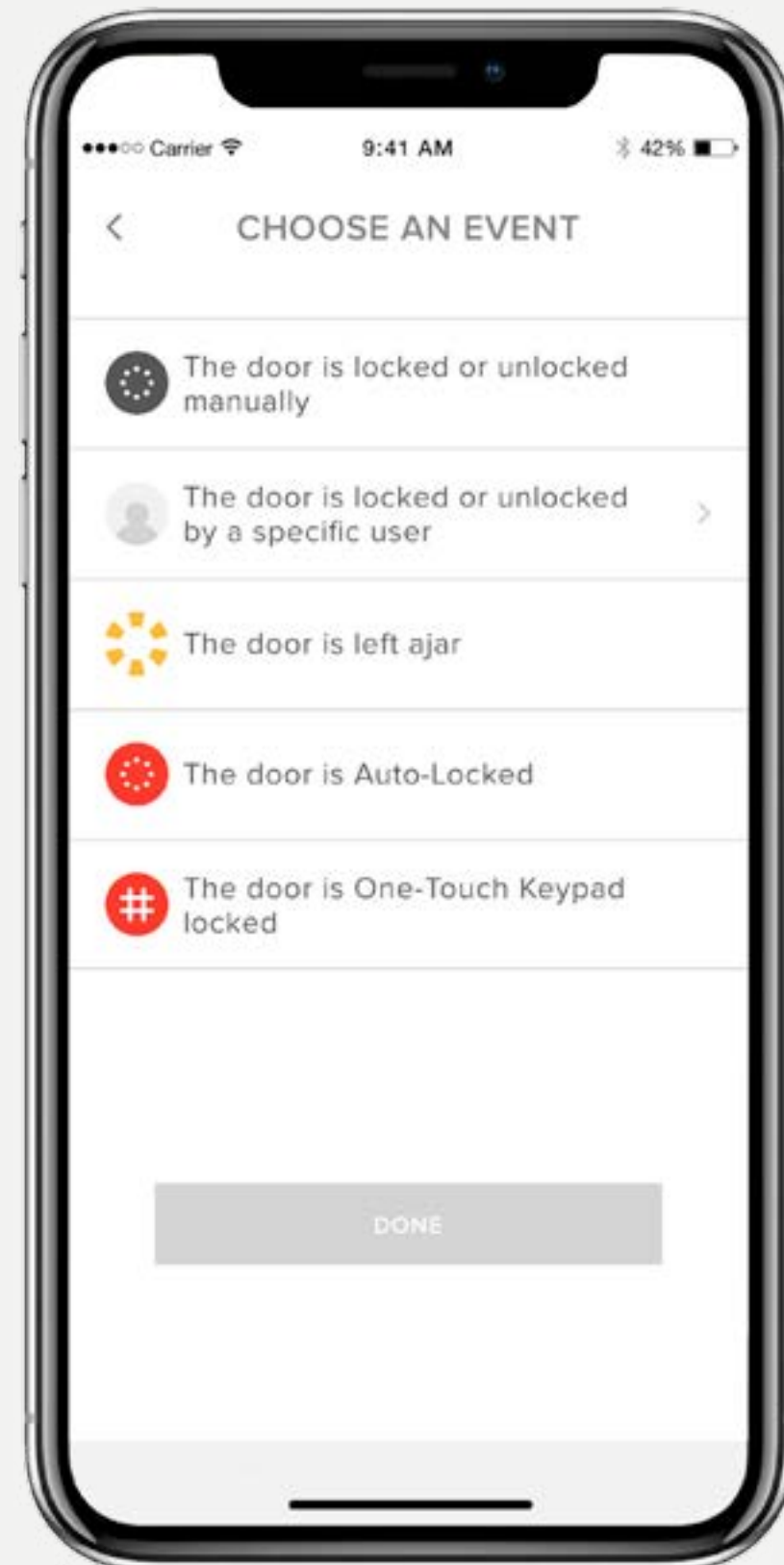
Guests

Users with Guest Access can:

- Lock and unlock door via Yale Access app
- Not use Auto-Unlock
- Not invite/remove guests and owners
- Not control all lock settings
- Not view activity feed
- Not view guest list

App interface might differ.

How to create, modify and delete Smart Alerts: iOS

Yale

Smart Alerts are sent as notifications and let you know about the activity of your Smart Lock. Many Smart Alerts appear in the Activity Feed.

Smart Alert options currently include manual lock events, user specific lock operations, notifications for when a door is left open and Auto-Lock notifications.

Over time, additional notifications and scheduling options will be added.

For the best Smart Alerts experience, we recommend that you pair Linus Smart Lock with Yale Connect Wi-Fi Bridge.

Select iOS or Android for information about smart alerts as well as steps to set them up.

Creating Smart Alerts:

Smart Alerts can be found in the Notifications section of your Lock Settings menu. To enable smart alerts:

1. Open the Yale Access App and navigate to the Lock Settings

2. Select Smart Alerts

3. Select the blue button that says "Create a smart alert"

4. Next, select "Choose an event" to choose which event triggers the smart alert

Modifying and Deleting Smart Alerts:

Delete existing alerts at any time from the Smart Alerts page in the notifications section of Lock Settings.

All of your Smart Alerts are listed on the Smart Alerts page. To modify these notifications, tap on any of the notifications. You will be given the option to delete the selected notification by tapping the delete button at the bottom of the page.

Finally, confirm that you would like to delete the notification. You will no longer receive the notification following this action.

Not Receiving Smart Alerts:

Most Smart Alerts require that your Smart Lock is set up with the Yale Connect Wi-Fi Bridge. If your Smart Lock is not set up with the Yale Connect Wi-Fi Bridge, you will not receive most alerts unless you are connected to your lock via Bluetooth.

App interface might differ.

How to create, modify and delete Smart Alerts: Android
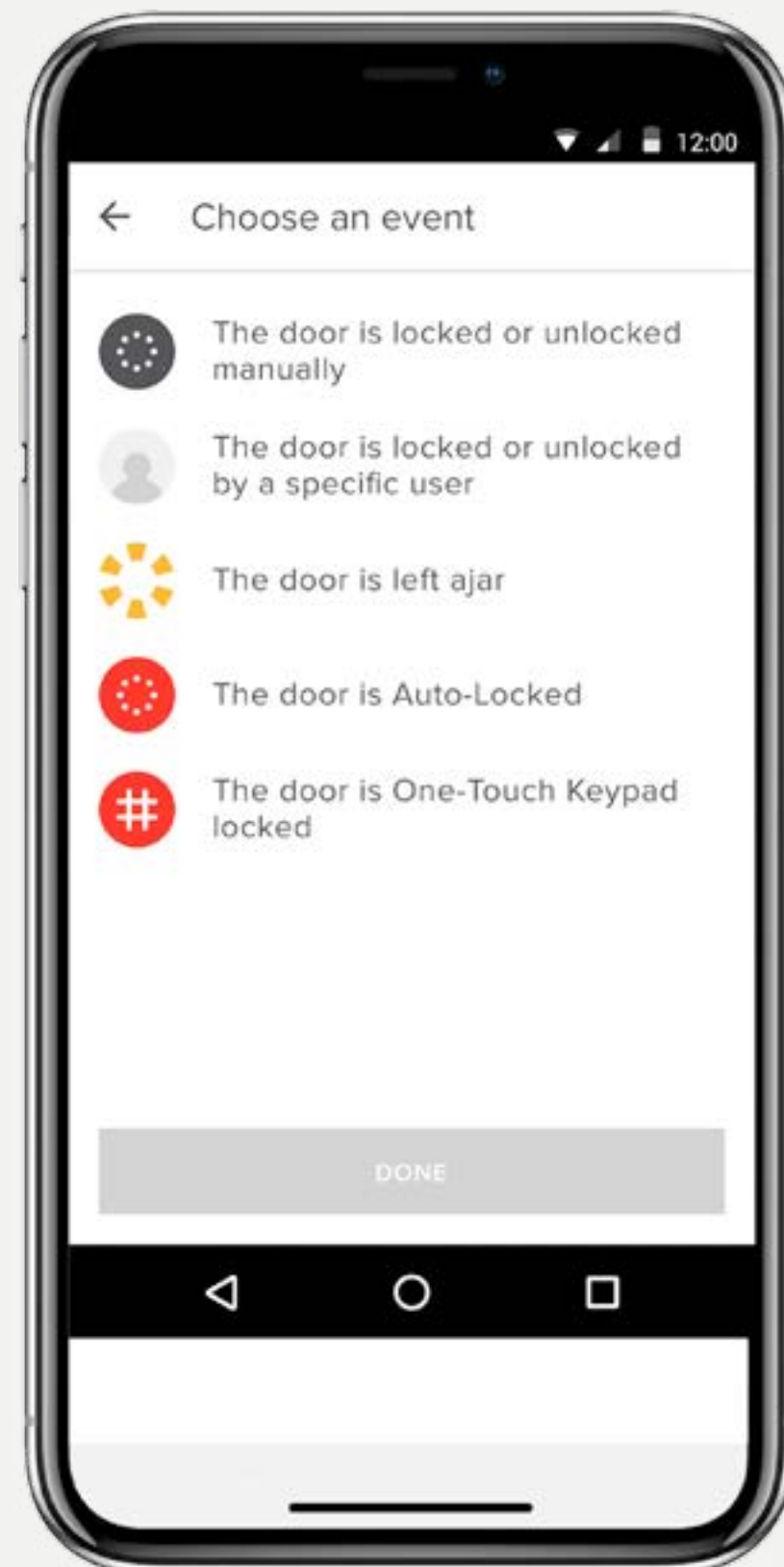
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Select Android for information about smart alerts as well as steps to set them up.

Creating Smart Alerts:

Smart Alerts can be found in the Notifications section of your Lock Settings menu. To enable smart alerts:

1. Open the Yale Access App and navigate to the Lock Settings

2. Select Smart Alerts

3. Select the yellow plus (+) sign to create a new Smart Alert

4. Next, select "Choose an event" to choose which event triggers the smart alert

Modifying and Deleting Smart Alerts:

Delete existing alerts at any time from the Smart Alerts page in the notifications section of Lock Settings.

All of your Smart Alerts are listed on the Smart Alerts page. To modify these notifications, tap on any of the notifications. You will be given the option to delete the selected notification by tapping the delete button at the bottom of the page.

Finally, confirm that you would like to delete the notification. You will no longer receive the notification following this action.

Not Receiving Smart Alerts:

Most Smart Alerts require that your August Smart Lock is set up with the August Connect Wi-Fi Bridge. If your Smart Lock is not set up with the August Connect, you will not receive most alerts unless you are connected to your lock via Bluetooth.

App interface might differ.

Can I access my Yale Account from a different device?

There are occasions where you may need to access your Yale Access Account from a secondary device. For instance, if you lose your phone, lock yourself out, or if you get a new phone, you will need to log into your account from a device other than the one you usually use.

To access your account from an alternative device, download the Yale Access App on the device if it is not there already.
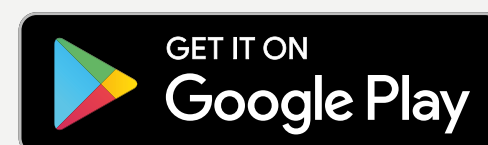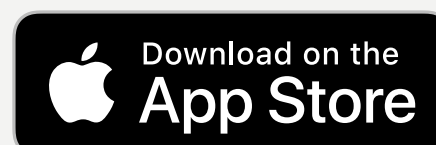
Phone Number

PLEASE NOTE: You will be unable to receive an SMS code to verify your account if you are not using the phone with your associated number. Use the Email login method if you have lost your phone or if you are locked out.

From the sign in screen, select SIGN IN. Enter the phone number and password associated with your account. A verification code will be sent to your phone. When prompted, enter the verification code in the form provided. Your keychain will appear following this step and you can continue to use your lock as usual.

Email Address

From the sign in screen, select SIGN IN. Select SIGN IN WITH EMAIL INSTEAD. Enter your email address and password. A verification code will be sent to your email address. Log into your email account to retrieve the verification code. When prompted, enter the verification code in the form provided. Your keychain will appear following this step.

PLEASE NOTE: Currently, our App is optimized for iOS and Android mobile devices. Yale uses a token to authorize your mobile device entry to your home. For security purposes, the Yale Access App won't work on a desktop.

How do I enter my home and/or disable access if my phone is lost or stolen?

From the exterior of the door, the lock looks the same as it did before the Smart Lock was installed. You can continue to use the original physical key to lock and unlock your door once the Smart Lock is installed. This is useful if your phone is lost, stolen, or if the battery dies.

If your phone is lost or stolen, follow these steps to regain access to your home:

To log out of all devices / disable your phone's access to your lock, you will need access to the Internet and the email account you use with Yale Access. You can access the Internet via a desktop computer or an alternative mobile device such as another phone or a tablet.

1. Go to the **website**
2. Select the link **Login with email** from the bottom of the screen
3. Enter your email and password to login
4. Login to your email account and retrieve the verification code
5. Go back to the **website**, enter the code, and select verify
6. Select **Lost Phone** to log out of the Yale Access App on all devices
7. Select **Logout of the Yale Access App** to complete steps

To regain access to your home:

If you have a physical key, you can use that to get into your home.

If you don't have a physical key, you will need to gain access to your lock using another smartphone.

Step 1:
Download the Yale Access App to a substitute smartphone.

Step 2:
Log into your Yale Access account

You can now operate your lock using this phone. Once you have a permanent replacement phone, there is no need to set up your Yale devices again.

All that is required is to download the Yale Access App on the replacement phone and sign in / validate your phone number or email address. All of your Yale Access devices will remain set up in your account.

Thank you

Yale