

Cathy Hughes School of Communications Office of The Dean

## How to Request OpenPath Access

## Created by the Chief Technology Officer Date: August 29, 2024

**Purpose:** This quick reference guide helps students, faculty, and staff request a granted Final Draft license, download the software, log in, and troubleshoot any issues.

Instruction: Follow these steps to request and set up your software for this class.





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This guide has been created to instruct faculty and staff on how to gain access to computer lab doors, parking lot entrance doors, and main entrance doors secured by OpenPath.

- 1. The OpenPath equipment and request process is controlled by Howard University's Department of Public Security (DPS).
- 2. Students are not allowed to get OpenPath access due to security reasons.
- 3. To get access to doors in the building you work in, contact your facilities manager.
- 4. Once the request is received by email from the requestor, the facilities manager will review and approve the initial request.
- 5. Next the requestor's name is sent to the point of contact within the Department of Public Security for processing.
- 6. Job justification is used to process and grant access functionality.
- 7. Once approved by DPS they will alert the facilities manager and send an email to the requestor to download the OpenPath app from an app store and to set up their phone. Only then will the requestor be able to access the secure doors.
- 8. The requestor will receive an email from "Avigilon <u>Alta<setup@openpath.com</u>>" with the subject: "Activate your mobile key for Howard University."
- 9. This part of the process must be completed on the requestor's cell phone, so they need to log into their email via Office O365 on their cell phone.





## 10. Within the email the requestor will see the email image below.

Activate your mobile key for Howard University				
AA Avigilon Alta <setup( To: Pope, Farah</setup( 	စ္တopenpath.com>	;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;	$\rightarrow$	🕞 🔗 🔡 🗠 Fri 1/26/2024 11:47 AM
Some content in this message has been blocked because the sender isn't in your Safe senders list.     Trust sender     Show blocked content				
You don't often get email from setup@openpath.com. Learn why this is important External Email Warning WARNING! Please use caution with this message. If this message seems suspicious, DO NOT CLICK any of the links and/or attachments. Use the Report Phishing option (Report > Report Phishing) which will remove the message from your inbox. If you have any questions or concerns, please contact the ETS Cyber Security Team: ets-cybersecurity@howard.edu.				
Cpenpath				
	Farah, Howard University uses app to access the doo	the Openpat ors.	h	

- 11. Requestor will select the link that matches their phone.
  - 11.1. Select "Openpath on Apple Store" or
  - 11.2. Select "Openpath on Google Play"
  - 11.3. Once the app has downloaded to the phone,
  - 11.4. Go back to the email and "Click SET UP PHONE"





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1. Install the Openpath mobile app.			
Openpath on Apple Store			
2. Tap on the setup button below from your mobile device.			
SET UP PHONE			
3. Ready to open doors.			
This is intended for the mobile credential named "Iphone". Need help? Visit our <u>support page</u> or contact <u>support@openpath.com</u>			
Setup button not working? Tap here			

- 11.5. If requested sign in to the app using your Howard University Credentials 11.6. Test your access by opening the app and tapping the door access pad and the door will open
- 11.7. If you cannot open a door, contact your facilities manager.
- 11.8. Done