How to Request OpenPath Access

Created by the Chief Technology Officer
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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 Alta<setup@openpath.com>"** 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.

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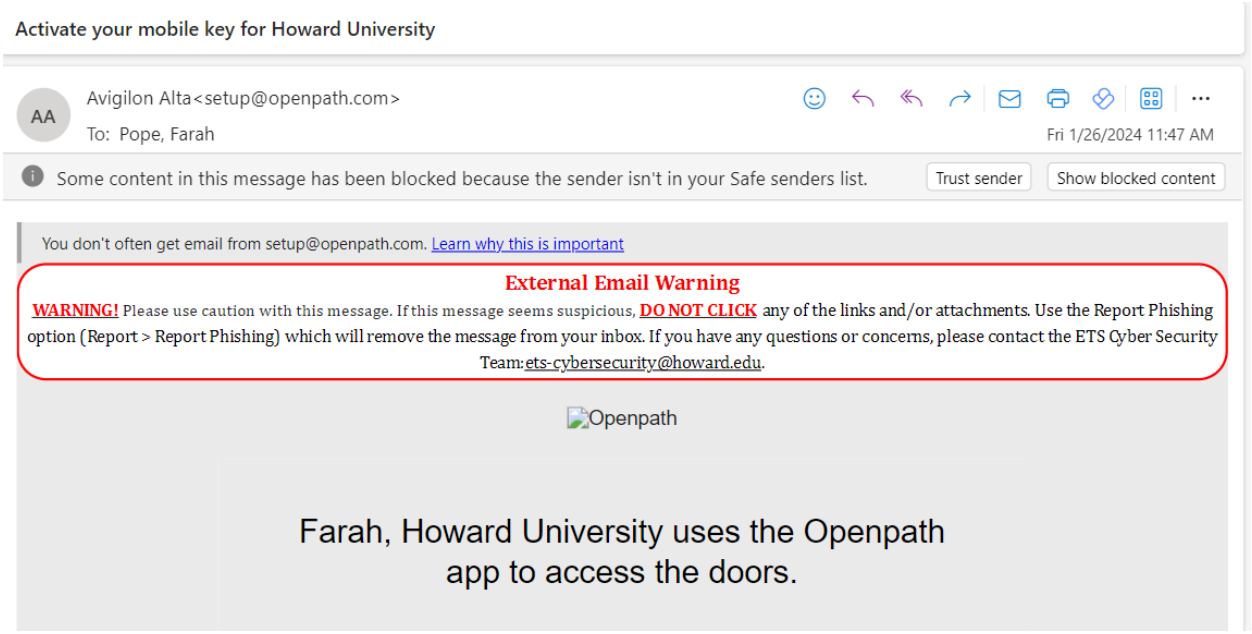
10. Within the email the requestor will see the email image below.



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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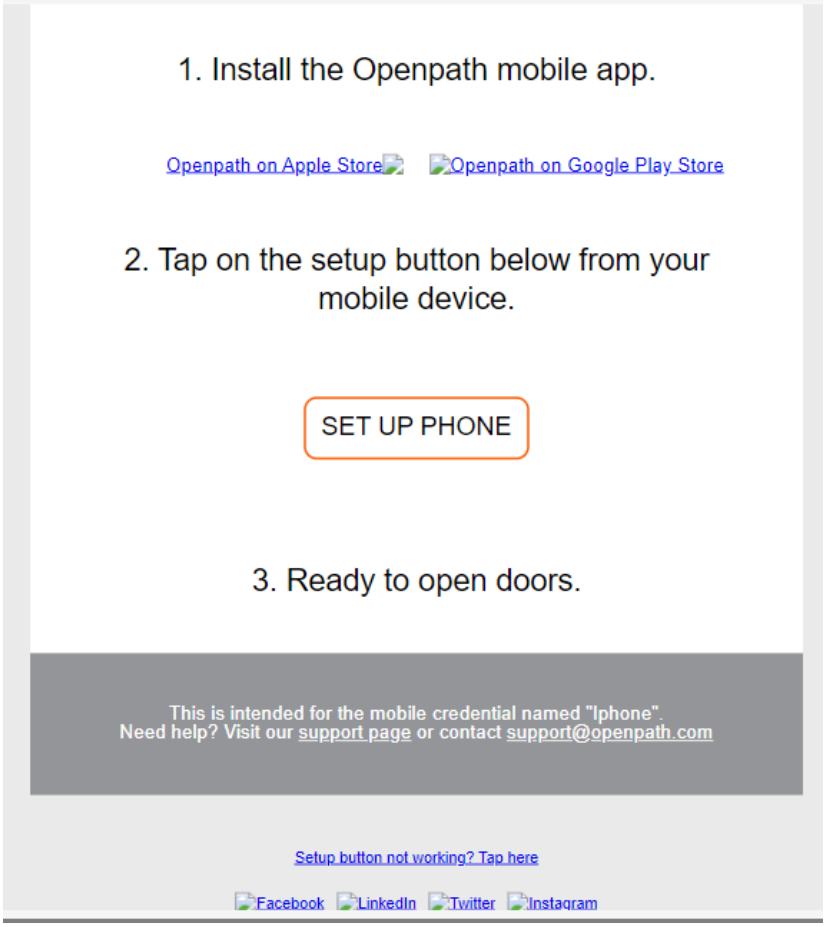

11.5. If requested sign in to the app using your Howard University Credentials
11.6. Test your access by opening the app and tapping the door access pad and the door will open
11.7. If you cannot open a door, contact your facilities manager.
11.8. Done

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