

NORTH RIVER RANCH

Mobile Amenity Access – Frequently Asked Questions

Why is North River Ranch switching to mobile credentials?

Mobile credentials provide a more secure and convenient way to access the amenities. Residents can use their smartphone instead of carrying a fob, and credentials can be managed more easily by the Lifestyle Team if changes or updates are needed.

Can I continue using my fob instead of the mobile credential?

No. Beginning **March 31**, physical fobs will no longer work at the amenity gates. Access will be provided exclusively through the **Proptia Mobile App**.

Will I use the Proptia app for anything other than amenity access?

No. At this time, the app will only be used for **amenity access**.

Residents will **not** use the app for:

- Visitor management
- Entering license plates for driving gates

Separate instructions will be sent in the future for **vehicle gate access**. No date at this time.

What if multiple people in my household want access?

Each household receives **two complimentary credentials** for residents **age 16 or older**.

Additional resident credentials are available for **\$15 each** for residents aged 16 and older who live in the home.

Proof of residency (driver's license or recent mail) will be required.

How do guests access the amenities?

Guests staying **less than two weeks** must be **accompanied by the resident** when using the amenities.

If you have a guest staying **two weeks or longer**, you may visit the Lifestyle Team to purchase a **temporary mobile credential for \$25**.

Amenity access credentials are **not issued to short-term guests**.

What if I do not have a smartphone?

Mobile credentials require a smartphone that supports the **Proptia app**. If you do not have a compatible phone, please contact the **Lifestyle Team** to discuss available options.

What if my phone battery dies?

If your phone battery is dead, you will not be able to access the amenities until your phone is charged. We recommend making sure your phone is charged before visiting the amenities.

What if I get a new phone or delete the app?

Mobile credentials are tied to your device. If you **replace your phone**, a new credential will need to be issued.

A **\$25 replacement fee** will apply.

Can I share my mobile credential with someone else?

No. Mobile credentials are **assigned to individual residents and their device and cannot be shared**.

What if I have issues with my mobile credential?

If you experience issues, please submit a request through the **Proptia app**, which will connect you with the Safetouch Service Team.

SafeTouch will help diagnose technical issues if needed, but the **Lifestyle Team will issue new credentials if necessary**.

How to Set Up Your Mobile Credential

Please follow the steps below to get set up:

1. Fill out the [Mobile Credential Registration Form](#) and check your email. Once the Lifestyle Team activates your mobile credential via the form, you should receive an email from a No-Reply or Proptia address inviting you to register.

2. Download the Proptia App

Download the **Proptia Mobile App** and sign in using:

- Your email address
- The temporary passcode provided in the email

(Be sure to use the **app**, not the website.)

3. Access Your Credentials

Once signed in:

Tap **Hub** (bottom right corner of the screen), then scroll down to **Credentials** and select it.

4. Enable Permissions

Please make sure:

- **Bluetooth is turned on**
- **Location services are set to “Always”**

5. Activate Your Credential

Follow the prompts on your screen to activate.

How to Use Your Mobile Credential at the Amenity Gates

1. Open the **Proptia app**
2. Log in with your email and password
3. Tap **Hub** (bottom right corner)
4. Select **Credentials** (scroll down if needed)
5. Slide the on-screen slider to the right to begin the **10-second countdown**
6. Hold the **back of your phone near the scanner** to unlock the door or gate