



OSHKOSH COMMUNITY YMCA 24/7 ACCESS

Welcome to 24/7 Access at the Oshkosh Community YMCA

To utilize our 24/7 Access after-hours, please follow these instructions to use your mobile device. When entering and exiting the facility, please ensure the door closes behind you. Everyone must use their own app or fob to gain access. For the safety of our members, please do not hold the door for anyone. This is important as we track who is always in the building. Your Kisi app or fob may not be shared with others (including family), and members are not allowed to grant facility access to anyone else. Family members need to each enter the Y on their own using their own entry credentials. Violation of our policy will result in you permanently losing your 24-hour access to the YMCA and possible termination of your Oshkosh Community YMCA membership. **If a Y member fails to abide by these policies, their 24/7 access, and potentially their membership, will be revoked with no refund given.**

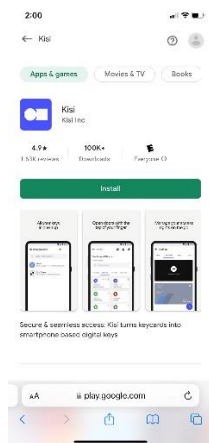
Step 1: Download the Kisi mobile app

To unlock Kisi-enabled doors using your mobile device, you must have the Kisi mobile app installed. Depending on your mobile operating system, use the following links:

Download the [Kisi iOS app](#)



Download the [Kisi Android app](#)



Step 2: Enable location services

The Oshkosh Community YMCA has restrictions in place to only allow doors to be unlocked when you are near the reader. To meet these requirements and unlock the doors, it's crucial to enable location services on your mobile device.

Android

1. Open your *Settings* app
2. Tap on *Apps*
3. Select Kisi from the list
4. Tap on *Permission*
5. Tap on *Location*
6. Under *Location services for this app*, select *Allow only when using the app*
7. Enable the *Use precise location* toggle

iOS

1. Open your Settings app
2. Go to *Privacy*
3. Select *Location Services*. Verify that the location services switch is on.
4. Select the Kisi app
5. Set *Location permission* to *Always*

Kisi does not track any location information. The location service only communicates with Kisi when an unlock is being performed, and only to verify the distance from the reported location to the address of the place you are trying to enter.

Step 4: Sign in to your Kisi organization

You have two sign-in options:

- **Automatic sign-in** via the magic link sent to your inbox
- **Manual sign-in** by entering your organization's domain

Automatic sign-in (preferred)

1. Open your Kisi mobile app
2. Tap on *+ Add account*
3. Enter your email and tap on *Continue*. You will receive an email containing your sign-in link. (make sure to use the email you provided when you applied for 24/7 access)

Self-requested sign-in links have a 30-minute expiration window. If you're unable to sign in within this timeframe, please request a new link.

Manual sign-in

1. Open your Kisi mobile app
2. Tap on *+ Add account*
3. Tap on *Manual sign-in*
4. Enter the domain of the Kisi organization you belong to: oshkoshymca
5. Tap on *Continue*
6. Choose your sign-in method
7. Authenticate with your Kisi email and password (make sure to use the email you provided when you applied for 24/7 access)

Step 5: Unlock doors with Kisi

Kisi provides three options to unlock doors with a mobile device.

Tap to Unlock: Tap to Unlock allows you to unlock doors by tapping your mobile device against the Kisi reader, without having to actively use the app. Simply tap your phone to the reader, the light will turn green, and the door will unlock for 5 seconds.

Tap in-app: Tap in-app allows you to unlock doors from within the Kisi app.

1. Sign into your Kisi organization, as described above.
2. Navigate to your place (Oshkosh YMCA – 20th Avenue Location)
3. Tap on *All doors*
4. Find the door you want to unlock (20th Front Door)
5. Tap on the blue lock icon to unlock (the door will remain unlocked for 5 seconds)

Motion Sense: Motion Sense allows you to unlock doors by waving your hand in front of the Kisi reader, without having to actively use the app. You must have your mobile device nearby and all of the required location services and Bluetooth/NFC enabled. Hold your hand in front of the reader until the light turns green. The door will unlock for 5 seconds.