

# KINDOO User Guide for Contractors

## Introduction

This guide is for contractors needing access to Church meetinghouses. The KINDOO system provides secured building access through a smartphone app.

## How it Works

Meetinghouses are configured with KINDOO devices and electric strikes installed on selected doors. Each meetinghouse has one door configured for contractor access. When you are near that door, the KINDOO app displays the door name. Tapping the “Open” button prompts for a PIN number. That number is on the work order. A bluetooth signal is sent from your phone to the KINDOO device which unlocks the door for 5 seconds.



## Installing the KINDOO App and Creating an Account (**First Time KINDOO User**)

1. Install the KINDOO app from the [Apple App Store](#) or [Google Play \(Android\)](#).
  - a. IMPORTANT: Accept all app permission requests (bluetooth, location, media, etc.). If you do not do this, the app may not function properly and you will not have building access.
2. Launch the KINDOO app.
3. Enter your email address and tap “Next”.
4. Enter your first and last name. Choose a password. Check the box to agree to the terms and tap “Submit”.
5. A verification email will be sent. When you receive that email, click the “Verify Email” link near the top of the email and return to the app. You’ll only need to do this once.
6. The app will prompt for your password. Enter it and tap “Log in”.
7. IMPORTANT - If you see the screen asking you to “Name your site,” ignore it. Go to the next step to unlock a door.

## Using the KINDOO App to Unlock a Door

IMPORTANT: Your phone must have internet access to unlock a door. This can be through your wireless carrier or from the church meetinghouse WiFi (ID: Liahona, Passcode: alma3738).

Bluetooth and location services must be enabled on your phone for the app to function properly.

1. Look for a door with this sticker attached. 
2. Launch the KINDOO app
3. Tap the communication icon at the bottom of the screen 
4. A list of nearby KINs (doors) displays. Each building will have only one door enabled for contractor access. If the door is not displayed in the app, look for another door with the KINDOO Logo sticker.
5. Tap “Open” next to the name of the door you wish to unlock.
6. If you are a church member and have access to other doors for this stake, you may see a message that you do not have access to this door. Continue to the next step anyway.
7. Enter the contractor PIN. This can be found on the work order.
8. The door will unlock for 5 seconds.

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Note: Entering an incorrect PIN 5 times locks you out until an administrator unblocks you.

## Troubleshooting

I received a success message when I clicked Open, but the Door will not open.

- Stand near the door and click “Open” again.
- If you still get no response, try turning your phone’s Bluetooth off and back on.
- You can also try closing the Kindoo Application and re-opening it.

I received a server error message

- Reboot the Kindoo Application to reset the connection to the Cloud
- Ensure the Data connection on your phone is turned on.

I don’t see the Door/Kin on my “Nearby Kins” Page

- Step - 1 Try standing closer to the Door you have been given access to.
- Step - 2 The door may not be enabled for contractor access. Look for another door with the Kindoo sticker.
- Step - 3 During your installation of Kindoo on your phone you should have been asked for permissions to access your location and media or nearby devices depending on your phone type. It is important to always allow those permissions. If you did not allow those permissions, please follow the steps below.
- For Android Phones
  - On your phone, open the Settings app.
  - Tap Apps.
  - Tap the Kindoo app. If you can't find it, tap See all apps. ...
  - Tap Permissions. If you allowed or denied any permissions for the KINDOO app, you'll find them here.
  - To change a permission setting, tap it, then choose Allow
- For Apple iOS
  - Launch the Settings app from your Home screen.
  - Tap Privacy.
  - Tap an app to view which apps can access it.
  - Tap the switch next to each app to allow or deny access.