myQ® Community

Account Setup

1. Look for an email invitation from your Community Manager.
2. Follow the instructions in the invite to download the myQ Community app and create an account.
3. When prompted, accept the invitation or enter the access code.

Note: Be sure to give the app permission to access your microphone and make sure you have turned on notifications and add the phone number to your contacts to ensure calls aren't blocked.

Need Assistance?

▸ **For More Information**
Visit our support page
https://support.chamberlaingroup.com/s/myq-community-app-support

for further assistance

Ways to Unlock

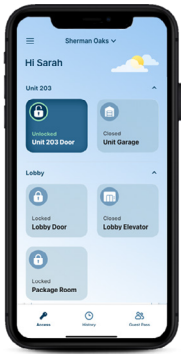
A. Press to Unlock smartphone or Watch

i. Open app

ii. Press and **HOLD** to Unlock. Unlock button will be displayed until the entrance relocks.

i.

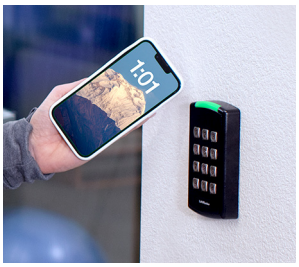
ii.

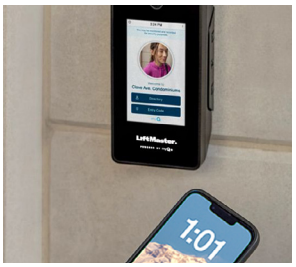


B. Tap

i. Tap your phone (locked or unlocked) to a smart reader to unlock **o**r

ii. Place your phone close to an intercom* to unlock





C. Touch

i. Touch upper part of a smart reader with your hand to unlock

ii. Make sure your phone has a good line-of-sight to the reader. Range will vary depending on obstructions.

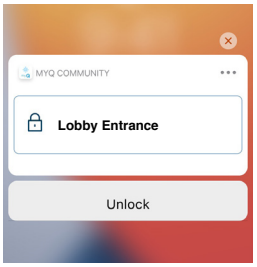
D. Alert

i. Get close to a smart reader or an intercom*. A notification will be pushed to your phone.

ii. Unlock the door through the push notification.

i.

ii.

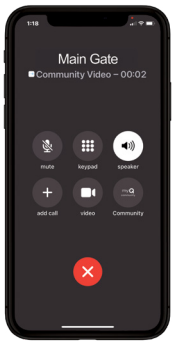


*Only works with certain types of intercoms. Please check with your administrator for details.

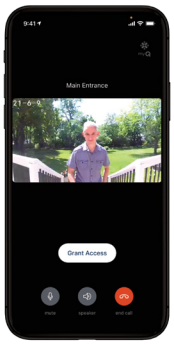
Answering Video Calls (iPhone)

Locked phone

Unlock phone



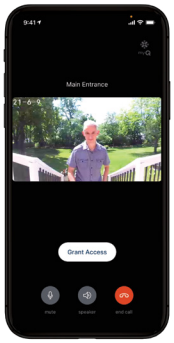
Click on the myQ icon*



Answer call and grant or deny access

Unlocked phone

Click the accept button

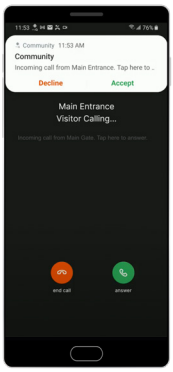


Answer call and grant or deny access

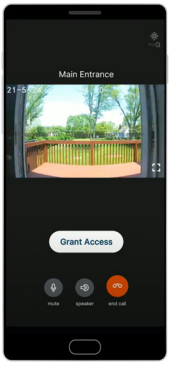
Answering Video Calls (Android)

Locked phone

Unlock Phone and open notification

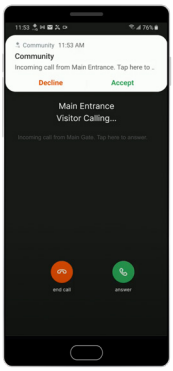


Click and Accept notification

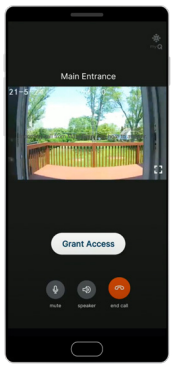


Grant or deny access

Unlocked phone



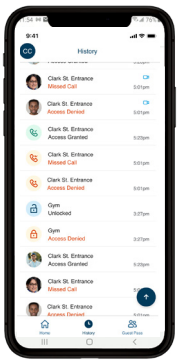
Click and Accept notification



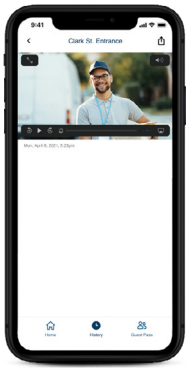
Grant or deny access

*You will need to unlock your phone before you can see video

Event History and Video Playback Instructions



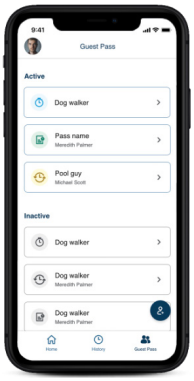
Shows all of your app activity.
If your community has video, clips of all of your access events will be available for 24 hours**.



Click on any available video clips and it will play and allow you to share or download.

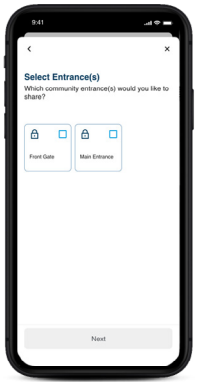
**30-days if your Community Manager subscribes to increased storage.

Create Virtual Passes for Guests or Deliveries

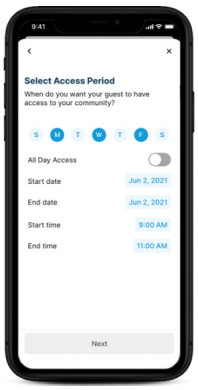


Navigate to Guest Pass, tap create icon and select a pass type.

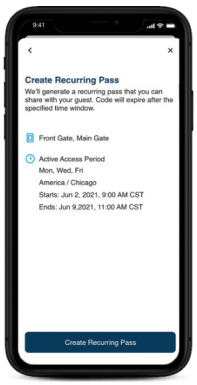
Name your pass.



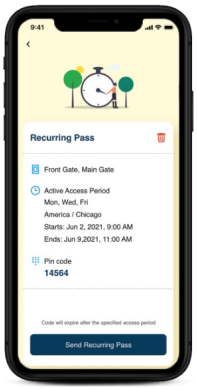
Select Entrance(s).



Select access period.



Review and create pass.



Share via text messages or email.

Common Questions

Ways to Unlock:

What does it mean when I get an "Access Denied/Out of Schedule" message when I press to unlock?
A community may have a schedule for certain entry points. For example, if the gym is open from 9am-5pm, you will not be able to use the app to unlock the gym entrance outside the scheduled timeframe.

What happens if the Internet goes down at the property? Will the system still work?
Press to unlock relies on internet availability but if you have certain types of LiftMaster intercoms or smart readers, you can still unlock a door using Bluetooth technology when internet goes down.

What happens if my phone is out of battery?
Your phone will need to have battery life for any unlock to function

Why does Tap not work?
1. Check with your administrator whether Tap mode is turned on for your property
2. Check that you closed the app normally and did not force-quit close from the most recently used app carousel.
3. Check if you've turned on Bluetooth and Location Services for the app (Location Services needs to be set to "Always On")

Why does Touch not work?
1. Check with your administrator whether Touch mode is turned on for your property
2. Check that you closed the app normally and did not force-quit close from the most recently used app carousel.
3. Check if you've turned on Bluetooth and Location Services for the app (Location Services needs to be set to "Always On")
4. Please make sure your phone has a good line-of-sight to the reader. Range will vary depending on obstructions.
5. Touch the upper part of the reader with your hand.

Why does Alert not work?
1. Check with your admin whether Alert mode is turned on for your property
2. Check that you closed the app normally and did not force-quit close from the most recently used app carousel.
3. Check if you've turned on Notifications, Bluetooth and Location Services for the app (Location Services needs to be set to "Always On")

Why does app need to know my location with iOS?
MyQ Community does not share or sell your data to third parties. To make sure your phone can unlock a door, we are using Location Services via iOS to wake up myQ Community app when you are close to a door if iOS puts the app to sleep.

Can I share guest passes for my apartment door?
Yes - the guest passes can be issued for any authorized entrances as set by your property manager

Answering a Video Call:

Will I see the video as soon as I answer the call?
Once you follow the steps above to answer the call, you may see a green screen for a few seconds while the video is loading.

What happens when I miss a video call from my guest?
The call will roll over to an audio call, that you can answer and grant access as you normally do. Missed called will go to voice mail.

I can't hear the person at the entrance and/or they can't hear me, what is wrong?
Did you allow access to your phone speaker and microphone during set up? If you did not, go to your phone settings, look for the myQ Community app, and allow access to the speaker and microphone.

Why isn't my video displaying properly?
A strong Wi-Fi or cellular connection is critical for video to work properly. A weak signal or connection could result in a compromised video image or an audio only call.

Event History / Video Clips:

How long are video clips stored in the app's event history?

The community subscription comes with 24 hours of history storage of videos call events, guest pass events, and press to unlock events. Anything beyond that time period will not be accessible via the app. A community can purchase 30 days video storage to increase the event history in the app to 30 days.

How do I download a video clip from my history?

Navigate to app history menu option, select the video that you want to download, tap on the save video icon on top right corner of the app and then select "Save Video". This action will download the video to your gallery or photos.

Is sound/audio available with video clips stored in my history?

To maintain your privacy and the privacy of your guest's audio is not available in historic video clips. You will be able to interact two ways when you are in a video call with your visitor/guest but that same event if reviewed after the fact will not contain the associated audio in the history logs.

Guest Management

Why am I not seeing amenity doors like the gym and pool to share with my guest?

Guest passes are only allowed for entrances that are on 24/7 schedule. If an amenity door's schedule is 9am-5pm then that door will not be allowed to be shared with guests.

When do I use each of the pass types?

Delivery Pass can be used for food or package deliveries. It is valid for ten days but will be revoked shortly after the first use. Temporary Pass can be used for a weekend guest or service provider that requires access for a longer duration. Recurring Pass can be used for recurring visitors like baby sitters or dog walkers that require weekly access.

Is there another way to share a guest pass other than emails or text messages?

IIf you want to share the guest pass out of the community app, you have the ability to do so by selecting Send Recurring Pass and use "share via" option. This will allow you to share using any 3rd party apps that are installed on your phone.

I see an option to create a guest pass, however, when I start creating one I do not see any entrances to share with my guest?

Your property manager will have to authorize doors that can be shared with a guest in order for it to appear during pass creation.

General App Questions

Can I share my app license with other people in my household?

No, Your app license may not be used on another device, even if they are using your credentials to login.

Still have questions?

Visit https://support.chamberlaingroup.com/s/community-by-myq-app-support

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