MSKWay

Mobile App User Guide

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Important changes are listed in **Document revision history** at the end of this document.

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Contents

To install and use MSKWay mobile **1**
- To install MSKWay 1
- To log into MSKWay 1
- To obtain mobile door access credentials 1

Editing your profile & preferences **1**
- To edit your profile picture (optional) 1
- To edit your office or desk address (optional) 1
- To edit your phone number (optional) 1
- To show your location 1

Setting temperature and lighting scenes **1**
- To set the temperature of a space 2
- To set the lighting scene of a space 2

Placing elevator calls **2**
- Manual elevator calls 3
- Touchless elevator calls 3

Managing conference room reservations **3**
- To book a conference room 3
- To cancel a conference room 3

Configuring doors **4**
- Touchless access to your favorite doors 4
- Manual access to any door 4
- To rename doors 4
- To hide or unhide doors 4

Support and troubleshooting **5**

Document revision history **6**

To install and use MSKWay mobile

To install MSKWay

1. MSKWay requires iPhone running iOS 12 or newer, or Android phone running Android 6 or newer.
2. Download and install “MSKWay” from Apple or Google app stores

To log into MSKWay

Open MSKWay, read and accept the EULA and privacy policy. Next enter your Emory credentials to proceed.

To obtain mobile door access credentials

This action happens automatically if the user’s been registered in Lenel OnGuard and issued a mobile badge credential. No user action is needed for this other than confirming the activation via MSKWay.

Editing your profile & preferences

To edit your profile picture (optional)

Tap the top menu bar and select **Profile**. Tap the picture () to be prompted to take or select a picture from your device.

To edit your office or desk address (optional)

Tap the top menu bar and select **Profile**. Tap **Please enter your office address**, and enter your office or desk number.

To edit your phone number (optional)

1. Tap the top menu bar and select **Profile**.
2. Tap **Please enter your phone number** and type in your phone number.

To show your location

By default, your physical location is disabled in MSKWay. This prevents other users from searching for your location. Follow the steps to enable this feature and allow other users to search for your location

1. Tap top menu bar and select **Preferences**.
2. Tap **Hide me**.

Setting temperature and lighting scenes

If permitted, MSKWay allows you to set the temperature and lighting scene of spaces in which you are located. See the tables below for lighting and temperature control descriptions.

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Temperature control

Location	Description
Your assigned space	You can manually adjust the temperature in your assigned space (office or shared office).
Open space	Temperatures in spaces without an assigned “owner” (e.g. conference rooms or offices) can be controlled by any MyWay user located in that space.
Open office space	You will be voting on your comfort level in the workspace.
Community space	MyWay users with administrative rights can adjust temperatures. Examples of community spaces include public lobby and waiting areas.

Scene control

Location	Description
Conference rooms	You can manually adjust the scene of any conference room or when you are in that space.
Your assigned space	You can manually adjust the scene in your assigned space (office or shared office).

To set the temperature of a space

To change the temperature, tap **Comfort**, and then tap **Cooler** or **Warmer** to adjust the current temperature.

To set the lighting scene of a space

To change the lighting scene, tap **Scenes**, and then tap on a Scene to adjust the scene.

Placing elevator calls

When you access the Elevator call feature, MSKWay automatically determines your current floor and selects the nearest elevator bank and displays the available destination floors. Once you select your destination an elevator car is dispatched to your location. The elevator arrives pre-programmed to stop at your destination.

If location services are not available, you can manually select your current floor location in MSKWay.

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You can also select a default elevator in MSKWay Preferences.

Manual elevator calls

1. Open MSKWay, tap **Elevator** and choose your desired destination floor, and optionally select the public or service elevator group.
2. When you are near an elevator group, MSKWay will place your elevator call.
3. MSKWay requires your phone location to identify the nearest elevator banks. Ensure your location services are on. Open your iPhone settings > Privacy > Location Services, then scroll down to MSKWay, and select **Always**.

Touchless elevator calls

1. Tap top menu bar and select **Preferences**.
2. Set your Home floor to where your office is located.
3. Optionally select your Departure floor and elevator timeout duration
4. If you are on the Home floor, MSKWay will place an elevator call to your Departure floor.
5. If you are not on the Home floor, MSKWay will place an elevator call to your Home floor.
6. MSKWay will pause 2 minutes between consecutive touchless elevator calls
7.

Managing conference room reservations

To book a conference room

1. Open MSKWay and tap **Conference rooms**.
2. If necessary, enter your Emory credentials to log in to Microsoft 365.
3. Select a floor to view available rooms. Select and tap room to view its availability.
4. Rooms or timeslots in red indicate that they are already booked for that time and day. Use the arrows at the top of the screen to choose another day.
5. Tap one or more open continuous timeslots in 30-minute durations.
6. Tap **Book It**, to book the room booked under your name. You will receive an email confirmation from the building's enterprise resource calendar system.

To cancel a conference room

NOTE: You can only cancel a meeting if you are the organizer.

1. Open MSKWay and tap **Conference rooms**.
2. Expand **More options** () next to the conference room you want to release.
3. Tap **Cancel meeting**. A meeting cancelation email is sent to all attendees.

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Configuring doors

Without interacting with your mobile device, MSKWay can send your access credentials to a door access reader to automatically unlock doors and turnstiles when you approach. Make sure Bluetooth on your phone is turned on and MSKWay is granted Bluetooth permission.

Touchless access to your favorite doors

You may want to assign specific doors as your preferred way of entering and exiting the building or secure spaces.

1. Tap the top menu bar and select **Doors**.
2. Tap **All doors** and find the desired door.
3. Tap **More options** () next to the door.
4. Tap the “star”, to add the door to your favorites list. To remove a door from your favorites list, repeat the steps above.
5. Tap **More options** () next to the door.
6. Tap the “mobile phone” icon to set the distance at which door will unlock

Manual access to any door

Open MSKWay, and when you are near a door with a card reader, the door’s icon will turn green. Tap the icon and the door will unlock.

To rename doors

You may want to give a door a specific name, replacing the existing numeric value to something that is more meaningful.

1. Tap the top menu bar and select **Doors**.
2. Tap **All doors** and find the desired door.
3. Tap **More options** () next to the door.
4. Tap **Edit**.
5. Enter a new name for the door.

To hide or unhide doors

1. Tap the top menu bar and select **Doors**.
2. Tap **All doors** and find the desired door.
3. Tap **More options** next to the door.
4. Tap the “eye” icon to hide the door. To unhide a door, repeat the steps above.

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Support and troubleshooting

Get user support: Jenel Wisdom

Phone: 404-778-7125
Email: jenel.wisdom@emoryhealthcare.org

Technical support (report bugs, errors, suggest new features)

- Contact Tina Palmieri (Ortho IT)

Reinstall MSKWay

You can download and reinstall MSKWay from the Apple or Google app stores.

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Document revision history

Important changes to this document are listed below. Minor changes such as typographical or formatting errors are not listed.

Date	Topic	Change description	Code*
8/24/2021	Initial release		
9/14/2021	General updates	Added support contacts, removed verbiage about requesting mobile badge credentials	

* For internal use only

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