

How To Configure OnGuard 7.3/7.4 for HID Mobile Access

Pre-Requisite: OnGuard customers should ensure that they have a valid subscription license for *Mobile Credential Issuance* and Mobile ID part numbers in the legacy format i.e. CRD633ZZ-01234.

Note: In the current versions of OnGuard, fast track part numbers i.e. MOBILE-ID and temporary Mobile ID i.e. MOBILE-ID-TEMP7 are not supported.

1. HID Mobile Access customer organisation administrators should send an email to tpp@hidglobal.com in the template format given below;

Dear Partner Services Team,

Please enable access to API for our production accounts. Find the required information below:




1. *Organization Name or ID - [Enter your exact organization name or ID as it appears within the Mobile Access Portal or obtained when self on-boarding]*
2. *Solution Name – Lenel OnGuard*

2. Upon receiving email confirmation that API access has been granted, log into the HID Mobile Access Portal (<https://managedservices.hidglobal.com/>),
3. Select the *HID Mobile Access* link available in the right pane,

HID Secure Identity Services Portal



HID Global offers industry expertise and a comprehensive suite of services to assist customers and channel partners to create, use and manage secure identities.

 <h4>Card Services</h4> <p>Our Card Services application offers easy-to-use online tools to personalize and produce ID card badges – whether you are looking to outsource the daily flow of requests or faced with the daunting task of re-badging thousands of employees.</p>	 <h4>HID Mobile Access®</h4> <p>Our HID Mobile Access application allows you to easily issue and manage Mobile IDs for smart devices. The HID Mobile Access solution allows you to provision and revoke access rights over-the-air through this robust application.</p>	 <h4>Online Order Status and RMA Requests</h4> <p>Our Order Status and RMA Request tool makes it possible for HID Direct Customers to check order status and request a Return Material Authorization (RMA) through an easy-to-use and secure online system.</p>
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HID SIS Administration
[My Account](#) | [Log Out](#)

[SIS Manager Home](#)
[HID Card Services](#)
[HID Mobile Access](#)
[Administration](#)
[Online Order Status and RMA Requests](#)
[ActivID](#)
[Utilities](#)

RELATED DOCUMENTS

The agreements below are accepted during App installation:

- [HID Mobile Access end user license agreement \(Android\)](#)
- [HID Mobile Access end user license agreement \(iOS\)](#)
- [Privacy Policy for HID Mobile Access](#)
- [HID ActivID Terms of Service](#)

4. Select the *Administration* tab,

Administration

MY HID	Card Services	HID Mobile Access	Administration	SIS Manager	Utilities	ActivID
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5. Select *System Accounts*,

Administration

MY HID	Card Services	HID Mobile Access	Administration	SIS Manager	Utilities	ActivID
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Users and Contacts



System Accounts

6. In the *System Accounts Console* screen, make a note of the system account and select the edit link (highlighted below):

System Accounts

System Accounts Console				
search		Search	« First	← Previous
		1	Next →	Last »
Showing 1 - 1 of 1				
+ Add System Account				
User ID	Credential Type	Services	Last Updated	Actions ?
██████	Password	Mobile Access	1/17/2017	Edit Delete

7. In the *Edit System Account* screen, ensure that the appropriate Credential Type is set:

System Accounts

Edit System Account

⚠ If you decide to change your credential type, your previous credential will be deleted. E.g. If you change from PKI credential to password, your PKI certificate will be deleted permanently.

Client ID [REDACTED]

Services Mobile Access

Credential Type PKI credential (Recommended for better security) Password

Password [REDACTED] [Change](#)

[CANCEL](#) [SAVE](#)

Note: Password is the only Credential Type currently supported by OnGuard.

8. Change or reset the Password (if in use).
9. Launch the OnGuard 7.3/7.4 Console.
10. Click *Credential Services* from the *Administration* menu.
11. Click *Add*.
12. On the *General* tab, enter the required credential information:

General

Name:

Type:

Credentialing URL:

Authentication URL:

Username:

Password:

Certificate: [Change Password...](#)

Certificate password: [Remove](#) [Select...](#)

[Test Connection](#)

13. Configure a mobile badge type. Follow the procedure to *Configure Badge Type for Mobile Issuance* as per the OnGuard 7.3/7.4 System Administration Guide.

Note: When creating a Mobile Card format, this must correspond to the Mobile ID part number in use e.g. CRD633ZZ-01234. This should then be entered into the Badge Type/Card Formats field and then assigned to the Badge Type under the Mobile tab. Also, in the current

release of OnGuard, the system does not explicitly track or report the remaining number of Mobile IDs available to the customer. Therefore, please ensure you load the range of Badge IDs that are available under the Badge Type ☐ Badge ID Allocation tab.

14. Configure a person's email fields. Follow the procedure for *Person E-mail Fields Form* as per the OnGuard 7.3/7.4 System Administration Guide.
15. Issue the mobile credential. Follow the procedure to *Issue Individual Mobile Credential* or *Issue Bulk Mobile Credentials* as per the OnGuard 7.3/7.4 System Administration Guide).

Troubleshooting Issues Between OnGuard and HID Mobile Access API

The following is a list of typical issues that should be verified in the event of any connectivity issues.

- Verify that the Credentialing URL and Authentication URL have been entered correctly:
 - <https://ma.api.assaabloy.com/credential-management/>
 - <https://idp.hidglobal.com/idp/SISDOMAIN/>
- Verify that the host running OnGuard has network connectivity and can access and resolve the following hosts:
 - ma.api.assaabloy.com
 - idp.hidglobal.com

Note: ping and nslookup can be used for the above task.
- If the *Test Connection* feature available within OnGuard is failing, and using password based authentication, please ensure that the password entered under the *General* tab of *Credential Services* matches that entered under the *Systems Account* of the HID Mobile Access Portal. If in doubt, please try one of the following:
 - Within the HID Mobile Access Portal, verify that the system account has been setup with a *Password* credential type (as opposed to PKI credential).
 - Reset the system account password value within the HID Mobile Access Portal, and update the *General* tab of *Credential Services* with the new password value and try again.
 - Create a new system account within the HID Mobile Access Portal and enter the new credentials under the *General* tab of *Credential Services*.

Note: During the initial configuration and setup, to verify the connectivity and workflow, once a mobile authorisation or badge has been issued through OnGuard, administrators should initially refer to the Mobile Access Portal to verify that a user's status is accurate.