

MANUAL USERS

The gate now opens with your phone

Dear users,

In more and more places, it is no longer possible to open a gate or barrier by simply calling. "Open-calling" or flash calling is a technique that many mobile operators are phasing out or have already phased out. On various islands, Digicel and Flow have disabled flash calling. This is happening not only on Bonaire, but throughout the entire region.

So that the gate can still be opened easily, even when many people use it, we have developed a new system.

How does it work?

You will receive an invitation by email. With that invitation you open the gate using a simple button on your phone.

Important

Only activate the invitation on the phone you use yourself to open the gate: not on several phones and not on a computer. The first time you log in, your account is linked to that phone. This is for your own security: only your phone can then open the gate. New phone? Page 4 explains how to link it yourself.

When does it work?

- **At home:** if you have wifi, it always works.
- **On the go:** if your phone plan includes internet ("data"), it works away from home too.
- **No internet on your phone?** As long as you are at home with wifi, you can still open the gate for someone standing in front of it.
- **In the car without internet:** use your tag, as you are used to.

Please note

Opening by SMS will come later. For now the gate only opens with the button on your phone, using internet or wifi.

Do you have questions, or is it not working? Please feel free to contact us at info@tapisla.com or visit tapisla.com/en/faq.html.

Kind regards,

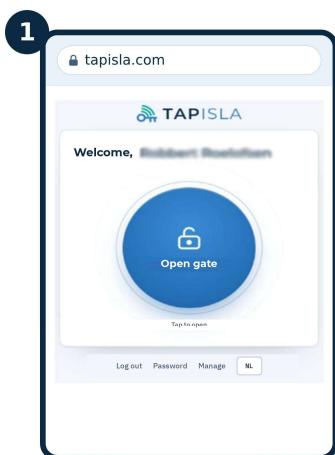
TapIsla

DONE IN FOUR STEPS

The gate button on your home screen

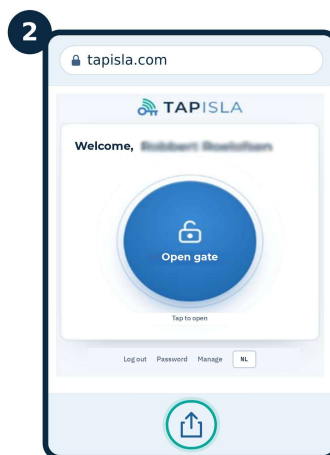
Follow these steps on your phone. You only do this once. After that the button is always ready on your home screen, just like a normal app.

For iPhone (Safari)



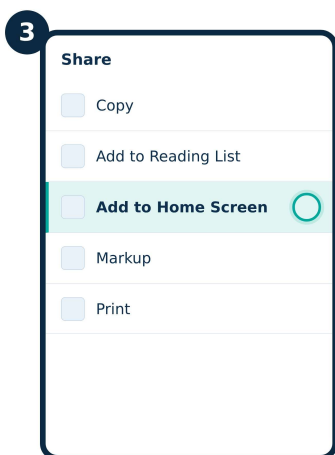
Open the link in your invitation

Use Safari on iPhone. Or go to tapisla.com and tap Log in.



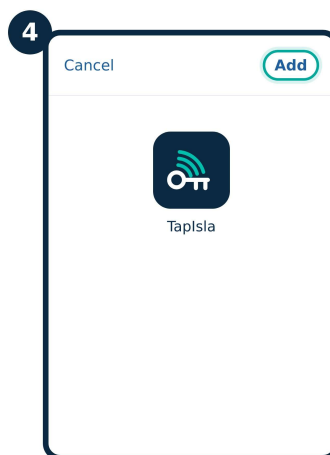
Tap the share icon at the bottom

The square with an arrow pointing up.



Tap "Add to Home Screen"

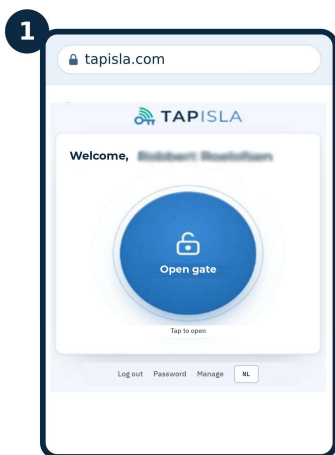
Scroll down a little if you do not see it.



Tap "Add" in the top right

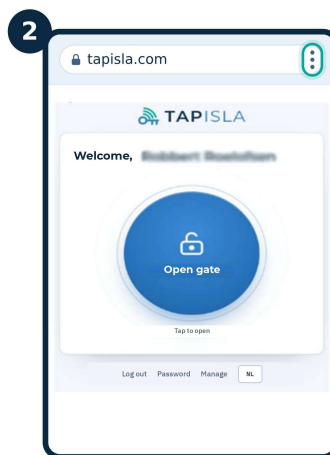
The button is now on your home screen.

For Android (Chrome)



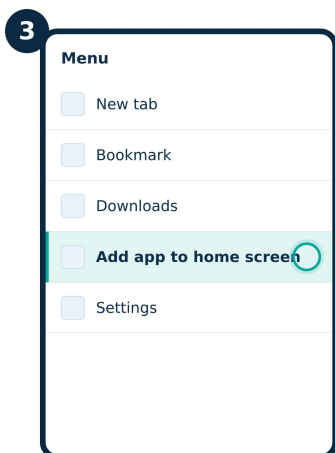
Open the link in your invitation

Use Chrome on Android. Or go to tapisla.com and tap Log in.



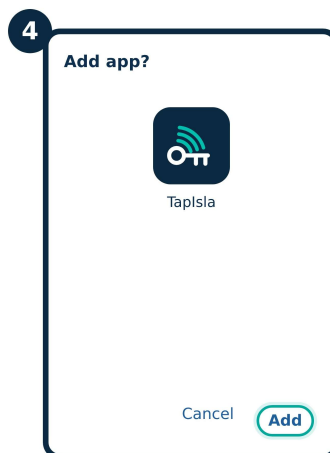
Tap the three dots in the top right

That is the Chrome menu.



Tap "Add app to home screen"

On some phones this is called "Add to Home screen".



Tap "Add"

The button is now on your home screen.

Done

You will now see the TapIsla icon on your home screen. Tap it to open the gate. You will not need to log in again. Removed the icon by accident? Open the portal again in Safari or Chrome and add the icon again; your phone stays linked.

LOGGING IN AND LINKING

Cannot log in?

New phone or "unknown device"

Does the portal say this device is unknown? Then your password is correct, but this phone or browser is not recognised, for example with a new phone, a different browser or cleared website data. This is how you link it yourself:

1. Open the portal in **Safari** (iPhone) or **Chrome** (Android) on the phone you want to use.
2. Log in with your email address and password.
3. At the "unknown device" message, tap the button that **sends you a link to link this device**.
4. Open the email you receive **on the same phone** and tap the link.
5. Tap the button to **link this device**. You are now logged in and your phone is linked.

Good to know

The link works once and is valid for 30 minutes. Open it in Safari or Chrome, not in the browser of your mail app. No email? Check your spam folder. After this, only the new phone works.

Account temporarily locked

After **5 failed login attempts**, your account is **locked for one hour** and your phone is unlinked. This protects you against someone trying to guess your password. You will see a message about this on the login screen.

Wait for the hour to pass, then log in again with your email address and password, **on your own phone**. Your phone is then linked again automatically; you do not need a new link.

Tips for logging in

- **See what you type:** tap **Show** in the password field. Watch out for spaces and for a capital letter your phone adds automatically at the start.
- **Logging out really logs you out:** you then have to enter your password again. Rather just close the portal.
- **Password:** change it via **Password** below the open button. Forgotten it? Ask your manager.