

TEKLINE

The intelligence behind every building

RESIDENT GUIDE

JustIN Mobile: using your phone as a key

For residents of buildings equipped with Salto locks. Installation, receiving your key, the three unlocking methods and quick troubleshooting.

JustIN Mobile: using your phone as a key

Salto's JustIN Mobile technology turns your phone into a digital key. This guide covers installation, receiving your key, the three unlocking methods, and fixes for the most common problems.

Getting started

The JustIN Mobile app is available for iOS and Android. Download it from the App Store or Google Play, then open it and sign in with your mobile number - the one your building manager has on file for you.

Allow notifications

On first launch the app asks permission to send notifications. Accept: this is how new keys reach you automatically. If you decline, you will have to check for keys manually every time.

Receiving your key

If a key is assigned to your number, a verification code is sent to you by SMS. Enter it in the app and your available keys appear immediately.

If you see the message "This number has no key assigned to it", three checks are worth making before calling anyone.

1. Check with your key issuer

Keys are issued by your building administration, your employer, or the building you are visiting. We cannot create a key on their behalf.

2. Verify the phone number you entered

The number must match exactly what your key issuer has on file. A transposed digit or an old number prevents any assignment.

3. Check the timing

Your key may only become active on your move-in date or scheduled arrival time. Before that moment it does not appear.

New keys arrive automatically when notifications are enabled. You can also force a check by swiping down on the key list - essential if notifications are turned off.

Unlocking a door

Method	Compatibility	Notes
Bluetooth	All devices and all app versions	Standard method, requires opening the app
NFC	NFC-capable Android; iPhone XS or later, iOS 17.4+, EEA only	Fastest, no need to open the app
Lock Screen widget	iOS 16+ (NFC needs 17.4+)	Direct access from the Lock Screen
Home Screen widget	iOS 14+	For older iOS versions

Bluetooth method, available everywhere: open the app, select your key, tap the green unlock button, then

hold the phone close to the lock following the on-screen animation.

NFC method, the fastest: enable NFC, keep the phone unlocked and hold it near the reader. On iPhone 15 Pro and later running iOS 18, it can be bound to the Action button like Apple Pay, or added to Control Centre.

NFC restriction on iPhone

On iOS, NFC unlocking is only offered to users and installations in the European Economic Area. In Quebec, use Bluetooth: it is the normal method and works on every device.

Locking is not automatic

After unlocking, you must use JustIN Mobile to lock the door again. When in doubt, pull the handle to confirm. If your lock behaves unexpectedly, report it to your building manager.

iOS widgets

To add the Lock Screen widget (iOS 16 or later): touch and hold the Lock Screen, tap Customize, choose Lock Screen, then Add Widgets and select JustIN Mobile. Tap Close, then Done.

For the Home Screen (iOS 14 or later): touch and hold the background until the icons jiggle, tap Edit then Add Widget, search for JustIN Mobile, choose a size and confirm.

If you hold several keys, touch and hold the widget, tap Edit Widget and choose the installation you need. If Apple Pay is configured it may briefly appear when using the widget: this does not prevent unlocking and no payment is taken.

Options available on each key

- View the installation on a map to locate the building
- Contact the help desk for your specific installation
- Read the welcome message left by your key issuer
- Switch between the Bluetooth and NFC interfaces using the key and building icons

App language

On iOS the language is set independently of the device: Settings, then JustIN Mobile, then Preferred Language. On Android the app follows the system language (Settings, System, Languages & input) and falls back to English if yours is not supported.

If your key disappears

When your issuer cancels your key it disappears from the app and the list shows "No key assigned to you". You remain registered. This normally happens at the end of your access period, at the end of your tenancy, or if there is an issue with your access rights. If you believe this is an error, contact your building manager.

Quick troubleshooting

- ☐ Close and reopen the JustIN Mobile app
- ☐ Check your internet connection
- ☐ Confirm Bluetooth - or NFC - is enabled
- ☐ Restart your phone
- ☐ Check for app updates in your app store

- ☐ Stay close to the lock while attempting to unlock

If you change phone numbers, your key must be transferred to the new number: contact your building manager, as the transfer cannot be done from the app.

GET IN TOUCH

Let's talk about your project

This document is provided for reference. For an assessment specific to your building, reach our technical team at info@tekline.ca or 1 877 314-6304.

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