

GETTING YOUR NUS MOBILE KEY

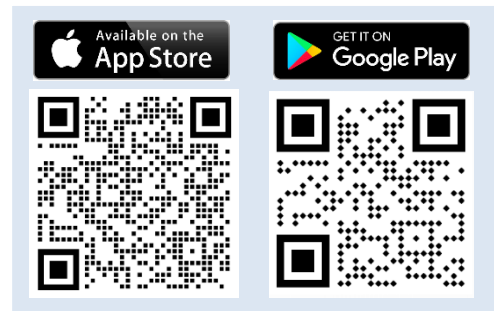
A Step-by-Step Guide



1 Download the App

Download the [NUS Mobile Key App](#) (version 1.0.12) from [Apple App Store](#) or [Google Play](#).

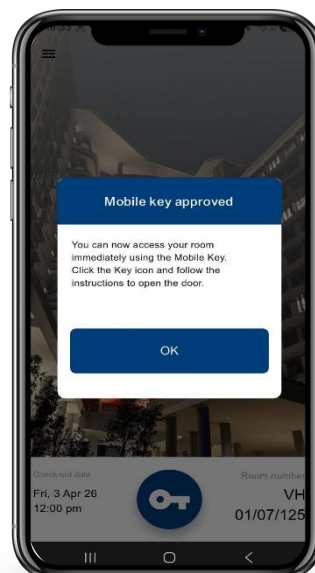
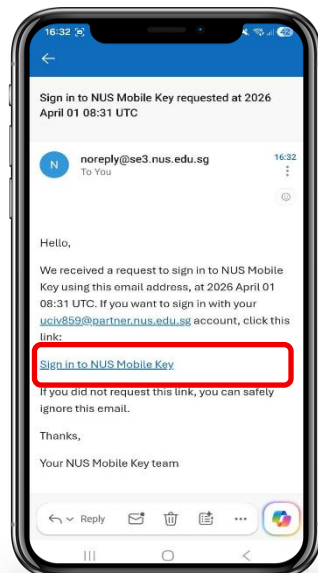
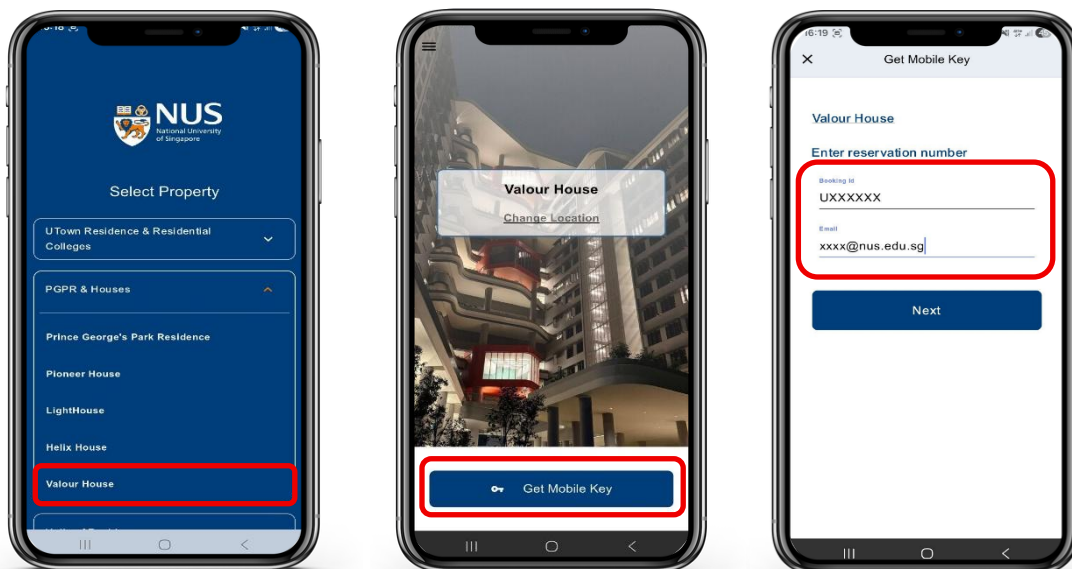
- Turn on Bluetooth, Location Services and Notifications on your mobile phone.
- Set your device's default browser as follows:
 - Apple Devices: Safari or Chrome
 - Android Devices: Chrome



2 Download the App Get Your Mobile Key

– On your Official Check-in Date, from 8:00AM onwards

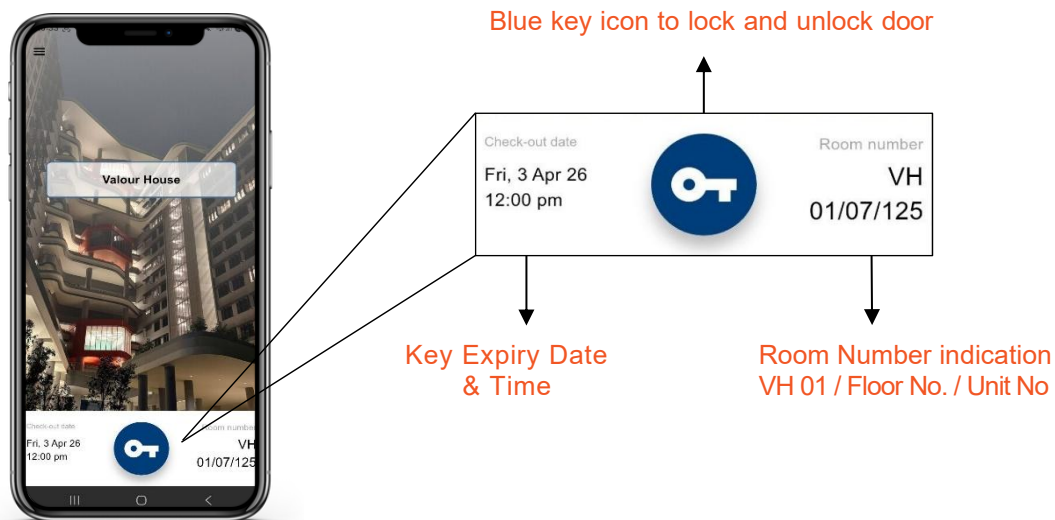
- Select Property > PGPR & Houses > [Valour House](#). Click “Get Mobile Key”.
- Key in your [Booking ID](#) and your [email address](#) for the conference booking. Open the verification email on the same phone, tap on the [Sign in link](#).
- Once verified successfully, your mobile key will be approved automatically.



Scan this QR Code or click [here](#) for a Detailed step-by-step Video of the App Installation process

3 Your Room Number

- Your room number will appear at the bottom of the mobile key app in the format of VH 01 / Floor No. / Unit No.
- Your mobile key will automatically expire at your designated check-out date and time.



4 Unlock & Lock Your Door

- To Unlock: Tap the **blue circle with the key icon**, then place the screen side of your phone flat against the wall reader or door lock. A **Green light** indicates **unlocked**.
- To Lock: Repeat the above step. A **Red light** indicates **locked**.



Need assistance with Mobile Key?

- If you have trouble downloading the app, assistance will be available at check-in, and Wi-Fi is complimentary.
- Office Hours: Housing Services, Level 2 (Monday – Friday, 8:30 AM – 5:30 PM)
- After Hours, Weekends & Public Holidays: Security Post, Level 2 (8:00 PM – 8:00 AM).
- Note: The security team also handles patrols and emergencies, thank you for your patience if there is a short wait.
- For more information, please visit our website [here](#).