

1 DOWNLOAD NUS APP

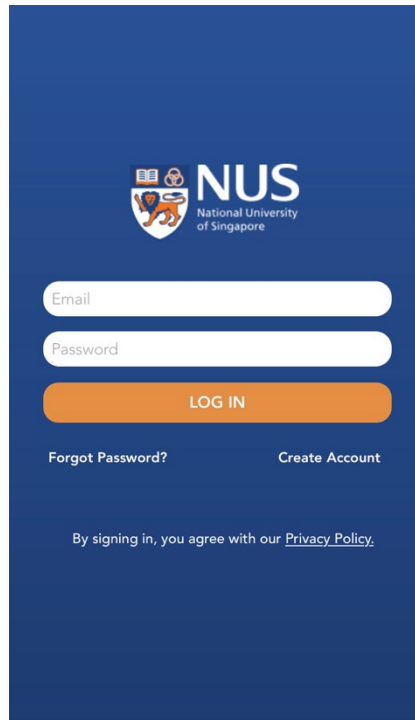


- iPhone
 - Supports iPhone 5S or higher, IOS 11.0 or higher
 - Download NUS Mobile Key (UTown & Halls) app from Apple App Store by clicking [here](#).

- Android
 - Supports Android 7.0 or higher
 - Download NUS Mobile Key (UTown & Halls) app from Google Play Store by clicking [here](#).

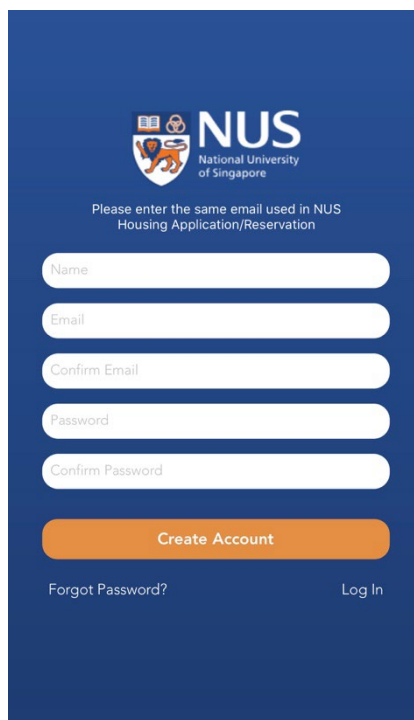
2 CREATE ACCOUNT

- At login page, clicks on “Create Account” to go to create account page.

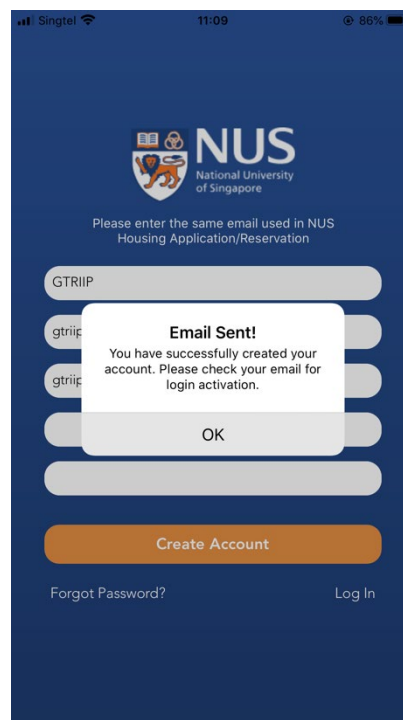


The image shows the NUS login page. At the top center is the NUS logo (National University of Singapore). Below the logo are two input fields: "Email" and "Password". Underneath these fields is an orange button labeled "LOG IN". Below the "LOG IN" button are two links: "Forgot Password?" and "Create Account". At the bottom, there is a line of text: "By signing in, you agree with our [Privacy Policy](#)."

- Enter name, email, password and clicks on “Create Account” to create an account. A success message will be prompted upon creation successful.



The image shows the NUS create account page. At the top center is the NUS logo. Below the logo is the text: "Please enter the same email used in NUS Housing Application/Reservation". There are five input fields: "Name", "Email", "Confirm Email", "Password", and "Confirm Password". Below these fields is an orange button labeled "Create Account". At the bottom, there are two links: "Forgot Password?" and "Log In".

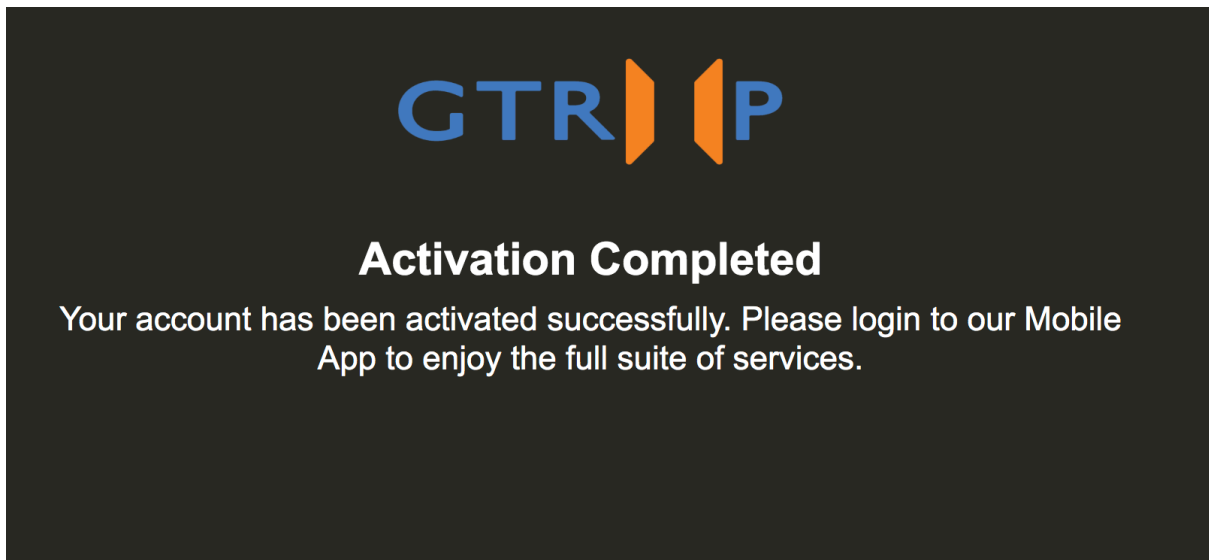


The image shows the NUS create account page with a success message overlay. The background is the same as the previous image. A white dialog box with a grey border is centered on the screen. The dialog box contains the text: "Email Sent! You have successfully created your account. Please check your email for login activation." Below the text is an "OK" button. The "Create Account" button and other elements of the page are visible behind the dialog box.

- An email containing the link to activate account will be sent to the email entered in the previous step.

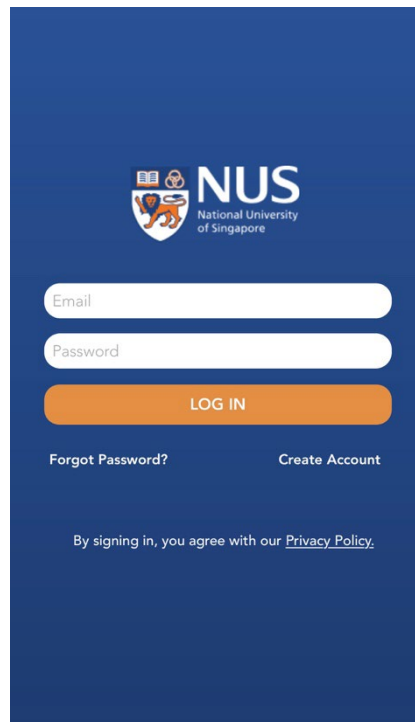


- Clicks on the URL provided in the email to activate account. A success message will be prompted.

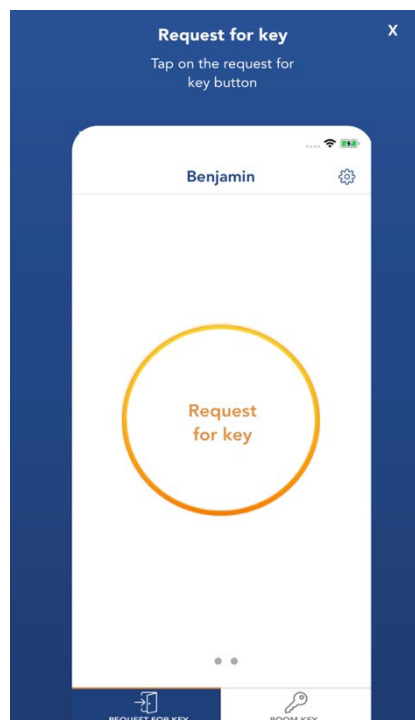


3 LOGIN

- Login to NUS App using valid email and password.

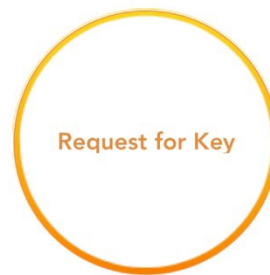


- Tutorial Page will be displayed after login successfully, swipe left to continue.

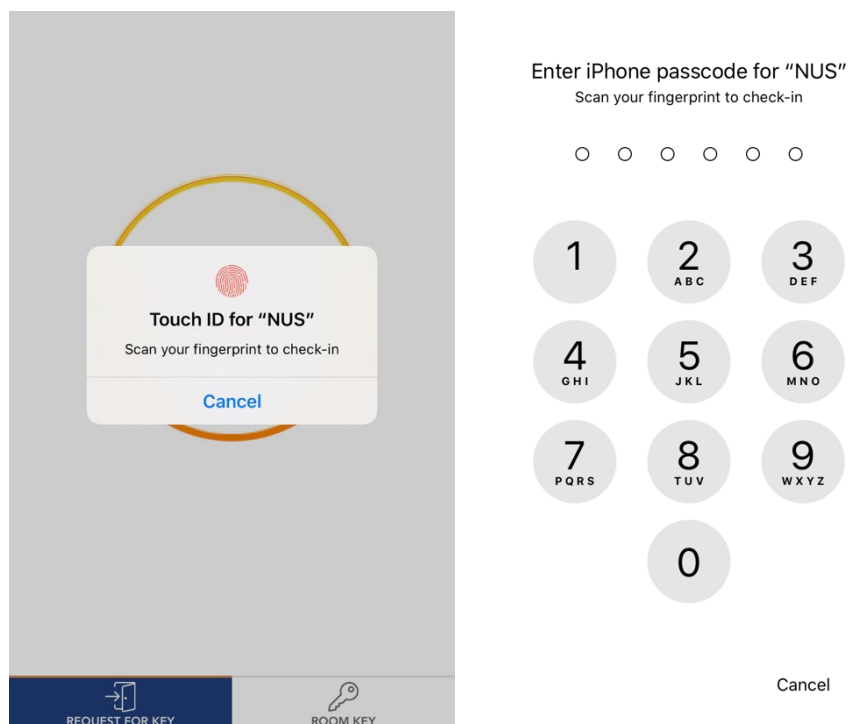


4 CHECK-IN

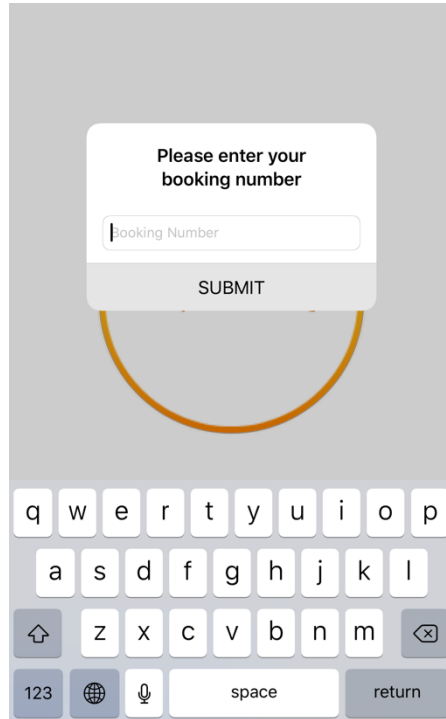
- Ensure that your Wi-Fi, Bluetooth and Location Services are turned on and Touch ID/Screen Lock or Imprint Sensor is enabled
- To proceed check in, clicks on “Request for Key” button.



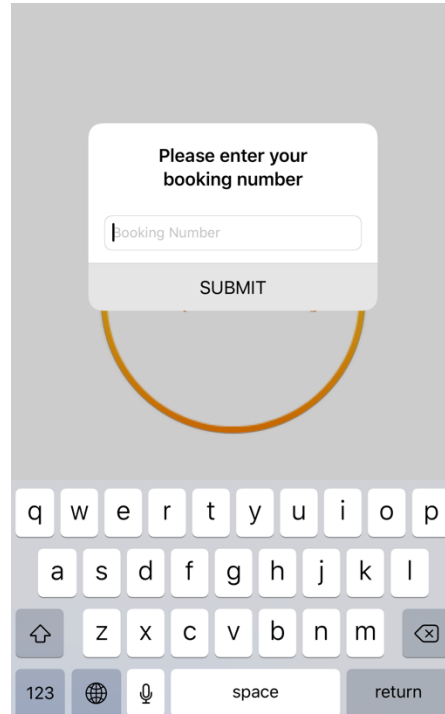
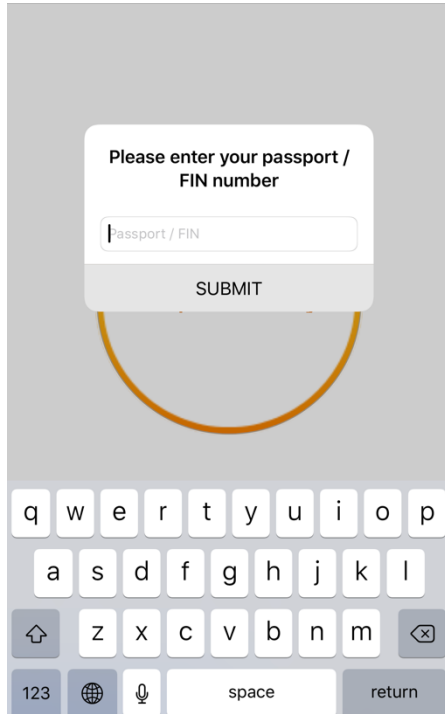
- Scan your fingerprint or key in your phone passcode.



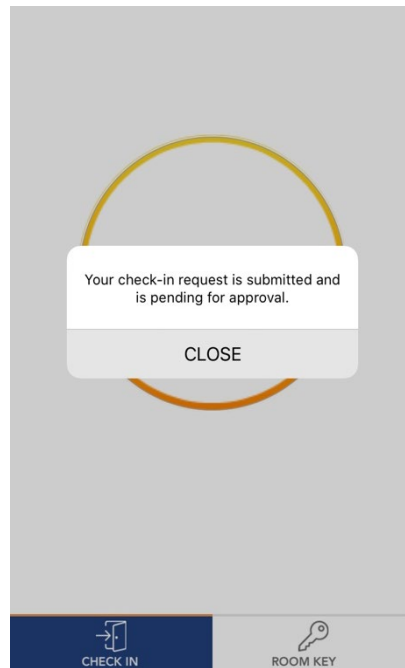
- For Student, app will prompt for entering booking number.



- For Non-student, app will prompt for entering Passport / FIN number, follow by booking number.

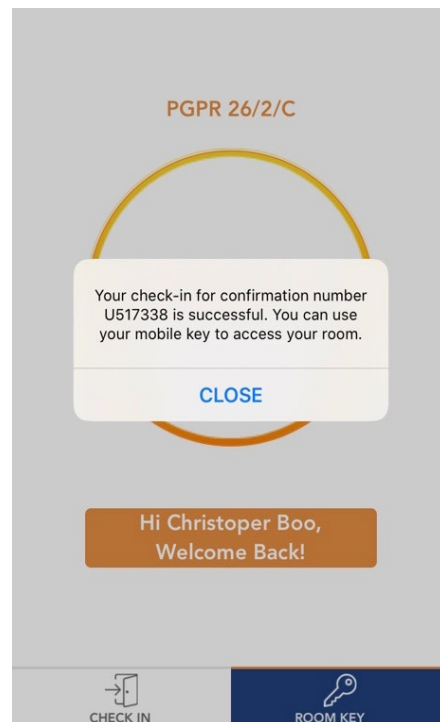


- Clicks on “Submit” button to proceed check in. A success message will be prompted upon submit successful.

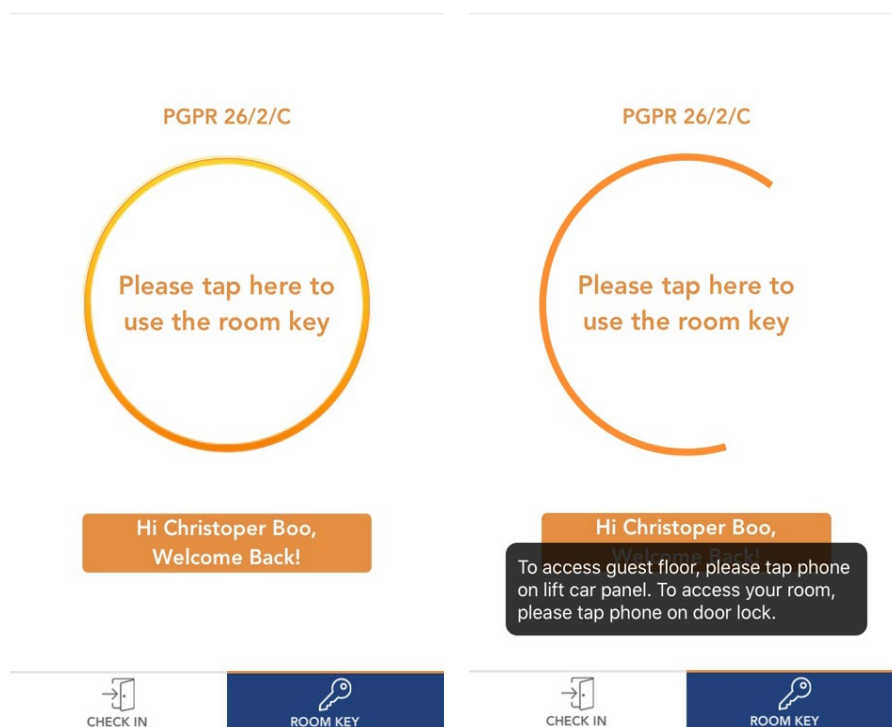


5 ACCESS MOBILE KEY

- Once request has been approved from AMP dashboard, a success message will be prompted upon key received successfully.

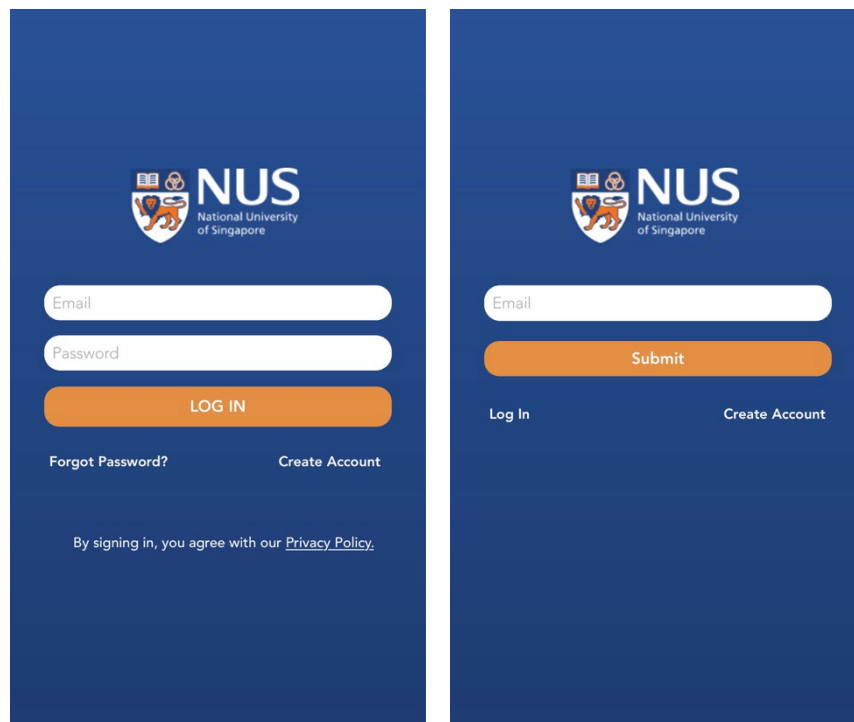


- To unlock the door, at Room Key tab, clicks on “Room Key” button and tap your mobile onto the room lockset or the wall/gate/lift reader.



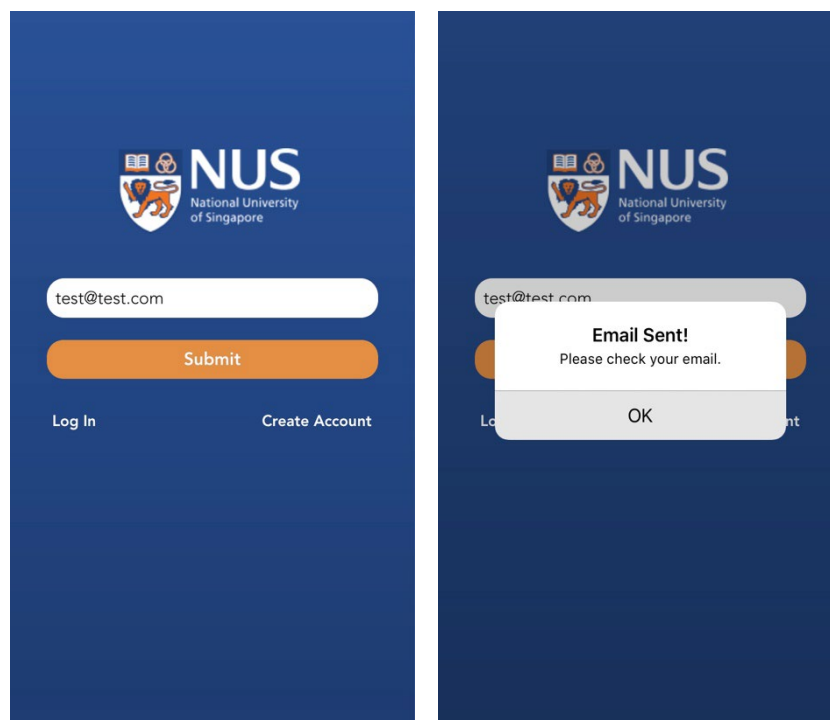
6 RESET PASSWORD

- To reset password, clicks on “Forget Password” in the login page.



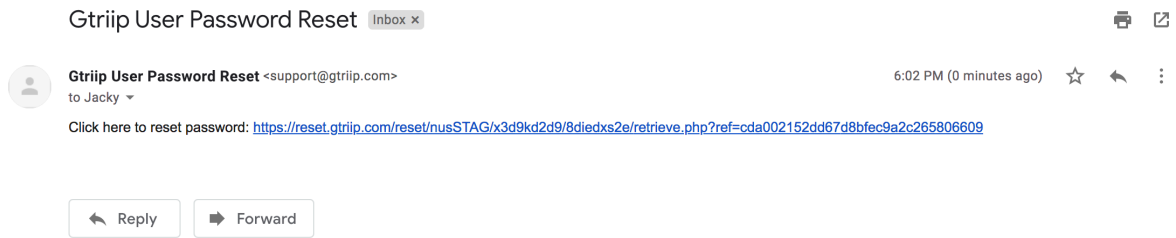
The image shows two side-by-side screenshots of the NUS login page. Both screenshots feature the NUS logo at the top. The left screenshot shows the login form with fields for 'Email' and 'Password', a 'LOG IN' button, and links for 'Forgot Password?' and 'Create Account'. Below the form, it says 'By signing in, you agree with our [Privacy Policy](#).' The right screenshot shows the same form with the 'Submit' button highlighted in orange, and the 'Log In' and 'Create Account' links visible below.

- Enter email address and clicks “Submit”. A success message will be prompted upon submit successful.

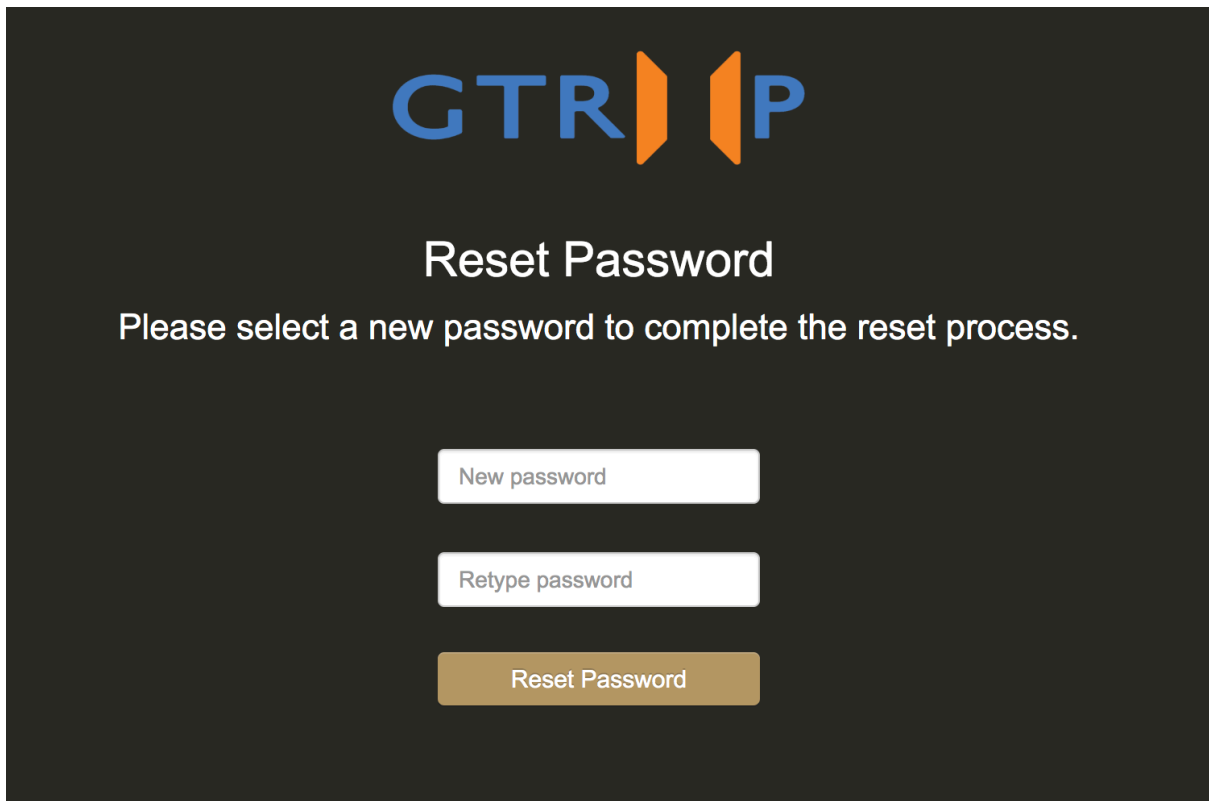


The image shows two side-by-side screenshots of the NUS login page. The left screenshot shows the login form with the email address 'test@test.com' entered in the Email field and the 'Submit' button highlighted in orange. The right screenshot shows the same form with a success message 'Email Sent! Please check your email.' displayed in a white box with an 'OK' button.

- An email containing the link to reset password will be sent to the email entered in the previous step. Clicks on the provided URL in the email to reset password.



- Enter the new password and clicks on “Reset Password”.





Reset Password Completed

Password successfully changed.

- Login NUS app with the new password

A screenshot of the NUS app login screen. The background is dark blue. At the top center is the NUS logo (National University of Singapore). Below the logo are two white input fields: 'Email' and 'Password'. Underneath these fields is an orange 'LOG IN' button. Below the button are two links: 'Forgot Password?' and 'Create Account'. At the bottom, there is a line of text: 'By signing in, you agree with our [Privacy Policy](#).'