

Setting Up Protege Access+ and Troubleshooting

Setup:

1. Search for email from notifications@wirelesscredentials.com with the subject "Wireless Credentials" in your Witt email inbox.
2. **Using your mobile device**, follow the instructions in the email. See screenshots below for reference.

Wireless Credentials <notifications@wirelesscredentials.com>
To: smithj@wittenberg.edu

Mon, Aug 10, 2026 at 9:43 AM



Access Your Mobile Badge

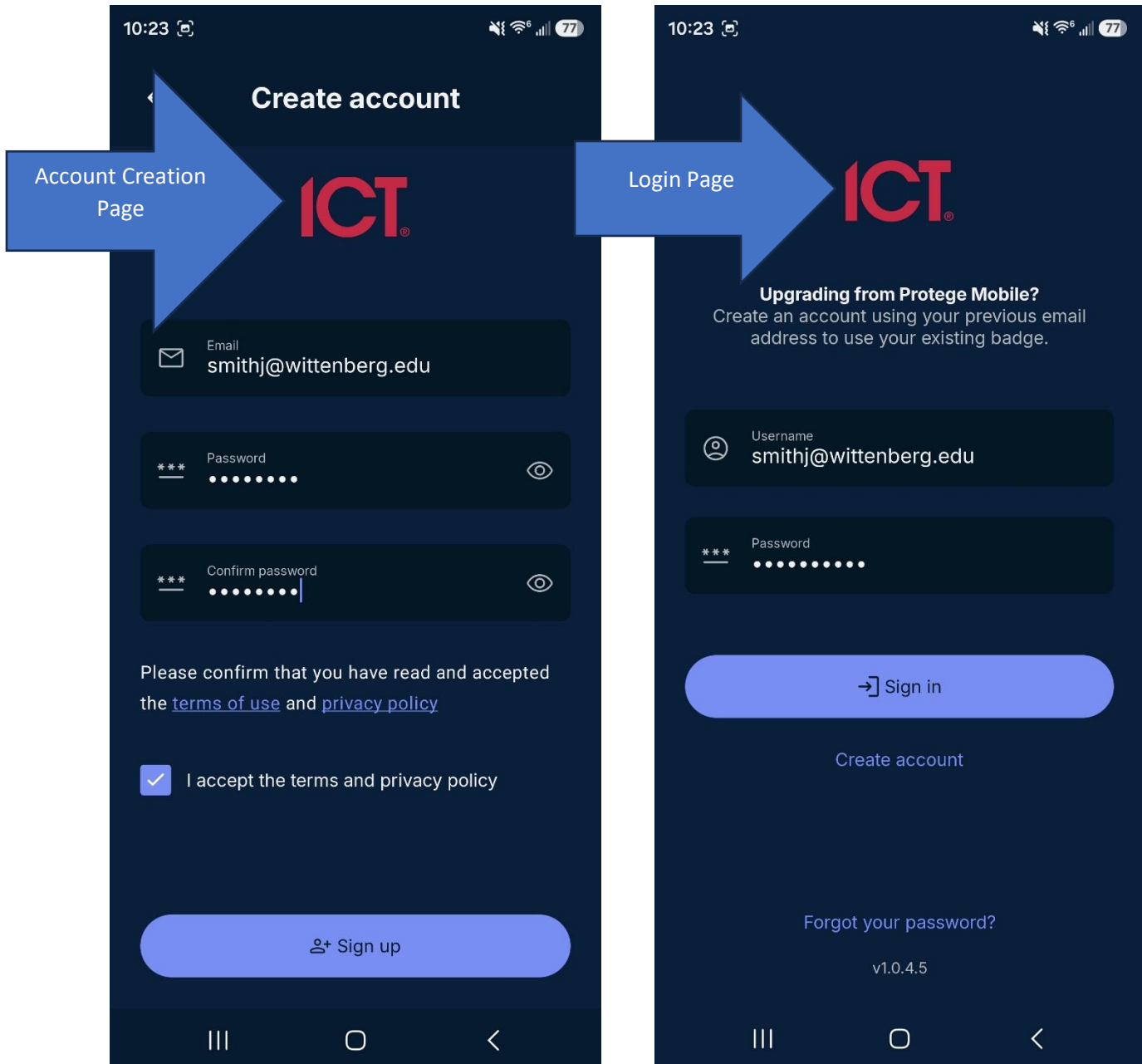
You are receiving this email because you have been issued a mobile badge for accessing a property. This email contains instructions for downloading the Protege Access+ app, which is used for access with this badge. Please follow the steps below to complete setup:

- 1 On your mobile device, open this email and click the store links to download the app.



- 2 Once installed, open the app and click 'Create account'.
- 3 Follow the instructions on screen to create an account using the email address that this email was sent to smithj@wittenberg.edu.
- 4 After completing the account creation process correctly, you will be able to login and view your issued badges. If you cannot see any badges, please contact your security manager.
- 5 Your security manager will confirm when you can use your mobile device to enter the property.

3. Once your account is created, sign into it using your newly created login.
4. See the following screenshots for reference to what your app's home screen should look like and some notes on use of the app.





Some Troubleshooting Tips:

1. The most common reason the app does not work is if Bluetooth is off on your device. Open your phone settings app and make sure Bluetooth is turned on.
2. The app needs Bluetooth permissions to use Bluetooth. **This is separate from Bluetooth being on in your device settings.** You can check this by opening your phone settings app, selecting the search bar, and typing in "Protégé Access". You should see the

app icon in the results. Click on it and make sure it has Bluetooth Permissions. Sometimes cycling this setting can resolve issues if the app already has permissions.

3. If neither of these tips resolves your issue, email Chase Frantz at frantzc@wittenberg.edu or come to the PD Walk-Up Window from 7am-3pm M-F for assistance.