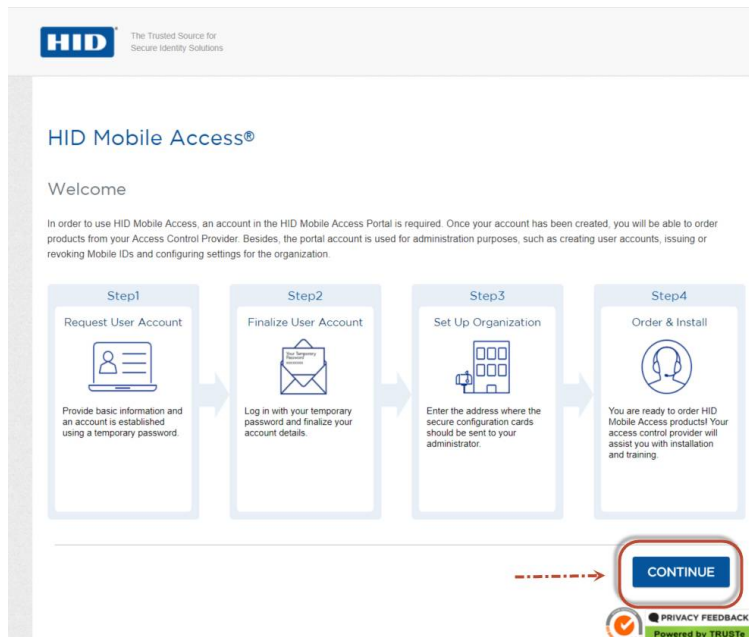


## ¿Cómo realizar una cuenta Mobile Access HID por primera vez?

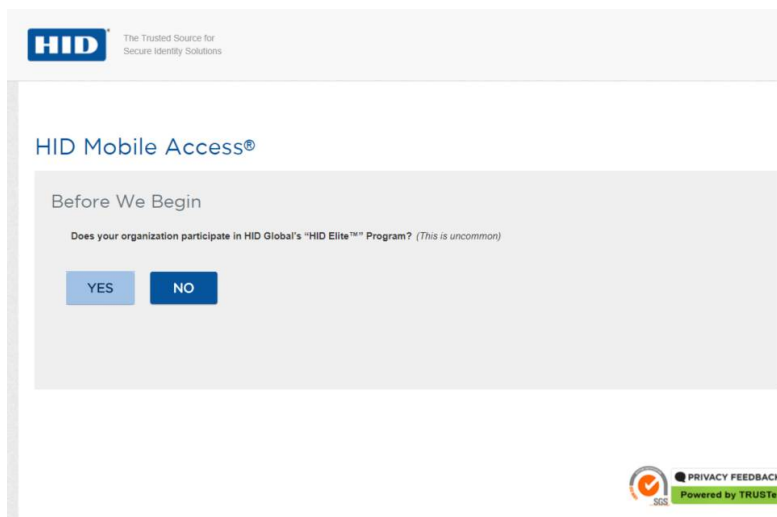
Debe considerar que la persona que vaya a administrar las tarjetas **MOBILEID** será la responsable de crear la cuenta. Antes de comenzar deberá tener un correo electrónico (que será el nombre de usuario de la cuenta) y un número de celular base (podría realizar la doble verificación para ingresar a la cuenta si así lo desea).

1.- Ingrese al portal: <https://managedservices.hidglobal.com/faces/maUserOnBoardingStart>

Luego de click en **Continuar**



2.- En la siguiente pantalla le pregunta si usted forma parte del programa [Elite de HID](#), si es así será necesario concluir el proceso y contactar a HID, si no lo es dar click en **NO**.





3.- Después deberá llenar los datos de la empresa que adquiere las llaves MOBILEID, aquí se colocará el correo que le servirá como usuario para ingresar a la cuenta.

Request User Account

1 Request User Account 2 Finalize User Account 3 Set Up Organization 4 Order & Install

**Your Information**

First name: Jesus  
Last name: Terrazas  
Business email address (this will be your user ID): Herrazas@s. a.com  
Confirm email address: Herrazas@syscomcolombia.com  
Phone number: Country: Mexico, Country Code: 52, Phone: Area code + Phone number: E.g. 6142185432

**Organization Information**

Organization name: SYSCOM CO  
Country: Mexico  
Organization address line 1: Av. 20 de Noviembre 805  
Organization address line 2 (Optional):  
Organization address line 3 (Optional):  
Organization address line 4 (Optional):  
City: Chihuahua  
State / Province: Mexico  
ZIP / Postal Code: 31000  
Phone number: Country: Select, Country Code: , Phone: Area code + Phone number: E.g. 6142185432

Support: Please visit the HID Technical Support to submit a case online or find the Technical Support contact information in your region. NEED HELP!

4.- Al terminar de llenar la información, deberá completar la frase de seguridad y dar click en Continuar.

Security Check

For your security, please type the text that appear below into the entry box.

3f6kcc

3f6kcc

CANCEL CONTINUE

5.- Si todo está correcto aparecerá un mensaje confirmando que se ha mandado un email de validación con un password temporal.

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HID Mobile Access®

Account Creation Successful

1 Request User Account 2 Finalize User Account 3 Set Up Organization 4 Order & Install

✔ A temporary password and further instructions have been sent to the email address you provided. Please check your SPAM filter in the event that the temporary password is not received.

Support: Please visit the HID Technical Support to submit a case online or find the Technical Support contact information in your region. NEED HELP!

PRIVACY FEEDBACK Powered by TRUSTe



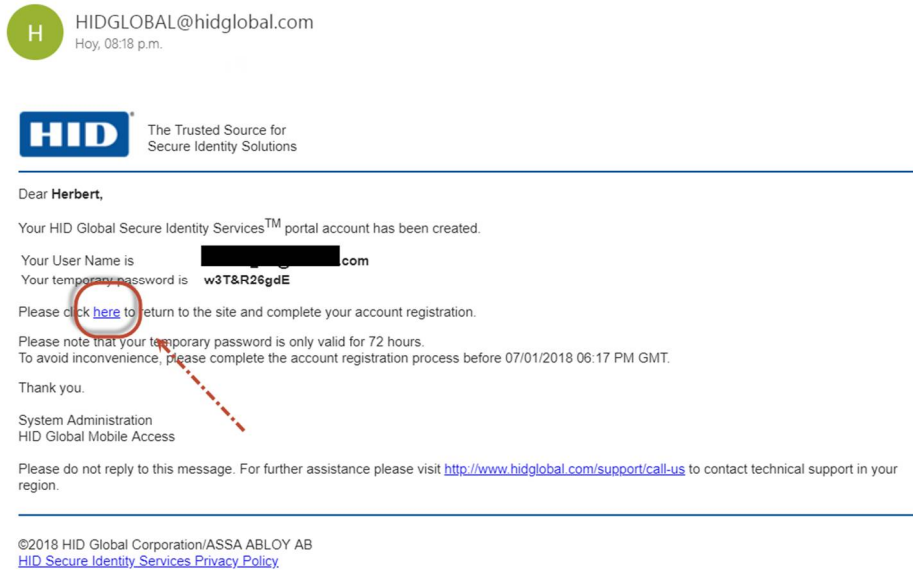
6.- Deberá ir a la cuenta de correo y buscar el email de HID donde incluye el password temporal y abrirlo. Es importante revisar en la bandeja de spam en caso de no recibirlo.

[Prioritarios](#) Otros

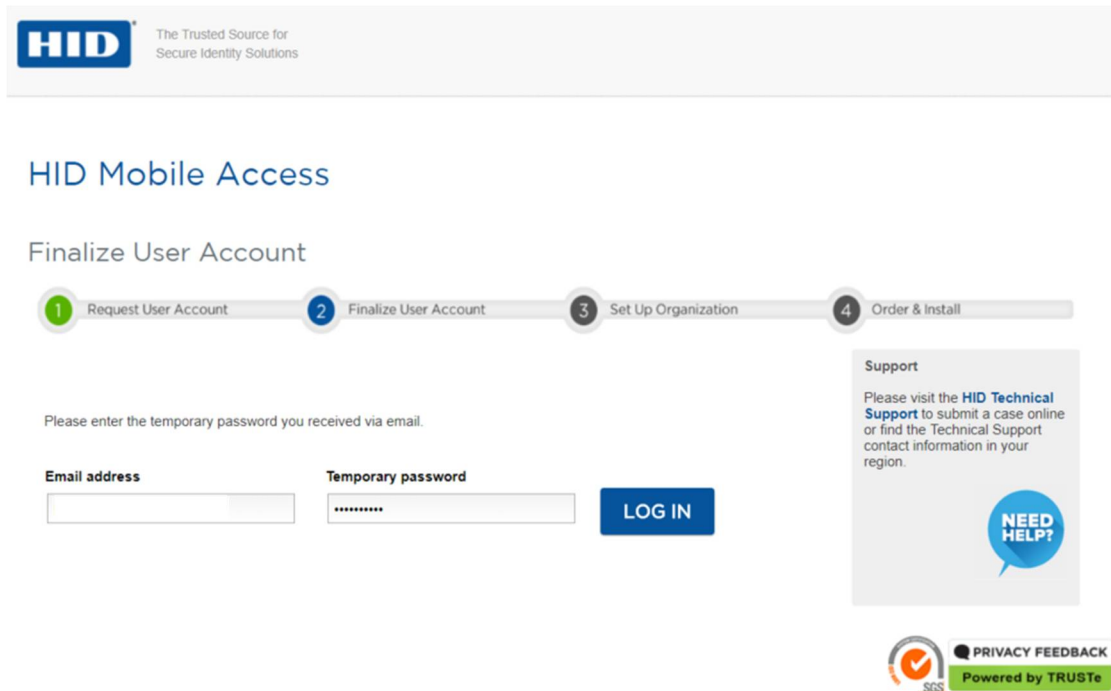
HIDGLOBAL@hidglobal.com

HID Mobile Access® Portal Account - Temporary Password • The Trusted Source for Secure Identity Solutions

7.- Al abrir el mensaje tendrá acceso al password, dar click en [here](#)



8.- Coloque los datos para poder ingresar a su cuenta colocando el password temporal:



10.- Será necesario cambiar el password cuidando las características mínimas indicadas. Si desea activar la doble verificación debe activar la casilla y colocar el número del celular. Al finalizar palomear la casilla sobre el acuerdo de privacidad y dar en **Continuar**.

Finalize User Account

1 Request User Account 2 Finalize User Account 3 Set Up Organization 4 Order & Install

**Permanent Password**

Your new password must contain -

- Minimum 8 characters
- Uppercase and lowercase letters
- Minimum one number
- Minimum one special character (e.g. !&%)
- Should not use your email address

Create password

New Password and Confirm Password Mismatch

Confirm password

**Additional Security**

If you opt for additional security, we will send a validation code via text message to your mobile phone.

If you are unable to receive the validation code on you mobile phone, the system will offer an alternative.

I would like to enable additional security for my account by being prompted to enter a validation code for each login attempt.

**Mobile phone**

Country  Country Code  Phone  E.g. 61-

**Privacy Statement Agreement**

I have read and agree to the HID Global Corporation Privacy Statement

CANCEL CONTINUE

Support

Please visit the **HID Technical Support** to submit a case online or find the Technical Support contact information in your region.

NEED HELP?

11.- Será necesario reingresar esta vez con el nuevo password.

**HID** The Trusted Source for Secure Identity Solutions

Home > Secure Identity Services

**HID Secure Identity Services Portal**

HID Global offers industry expertise and a comprehensive suite of services to assist customers and channel partners to create, use and manage secure identities.

Log in to manage your HID Mobile Access™

User Name  Password  LOGIN

Forgot your password?

Difficulties logging in? Click here.

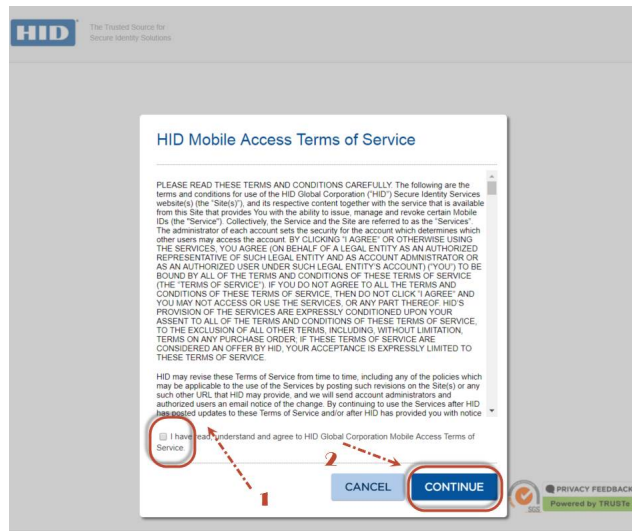
Support

Please visit the **HID Technical Support** to submit a case online or find the Technical Support contact information in your region.

NEED HELP?



12.- La primera vez que ingresamos nos pide aceptar términos y condiciones:



13.- La siguiente parte requiere colocar los datos de **SYSCOM** para que asegurar recibir las tarjetas. Al finalizar dar en **Continuar**.

Los datos a colocar son:

**SYSCOM**

**1630 E. Paisano DR. SUITE "C"**

**El Paso, Tx 79901 USA**

**915 533-5119**

**Attn: Jesús Terrazas**

HID Mobile Access®

Establish Secure Shipping Address

1 Request User Account 2 Finalize User Account 3 Set Up Organization 4 Order & Install

Secure Shipping Address Details

During deployment, your installer will need a Mobile Administration Card to adjust the configuration of your access control readers. For security reasons, these cards will be shipped directly to the address specified below.

Please note that depending on the address provided, import controls and associated charges may vary. If you are not familiar with your local import procedures, it is recommended to provide the shipping address of your Access Control Provider as the Secure Shipping Address.

Organization address	LEC & Herb 21 1309, Chihuahua, Chihuahua 31000 Mexico
Secure shipping address	<input type="checkbox"/> Secure shipping address same as organization address
Shipping recipient name	Jesus Terrazas
Shipping recipient phone	Country: United States Country Code: 1 Phone Area code + Phone number: 915 5335119
Shipping recipient organization	SYSCOM
Country	United States of America
Address line 1	1630 E. Paisano DR. SUITE "C"
Address line 2 (Optional)	
Address line 3 (Optional)	
Address line 4 (Optional)	
City	El Paso
State / Province	Texas
ZIP / Postal Code	79901
County	El Paso

CANCEL

CONTINUE

PRIVACY FEEDBACK  
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14.- Al terminar aparecerá la pantalla de confirmación de datos, es importante que la información de SYSCOM este correcta, luego dar en **Confirmar** para terminar el proceso.

HID Mobile Access®

Review Secure Shipping Address

1 Request User Account 2 Finalize User Account 3 Set Up Organization 4 Order & Install

**Secure Shipping Address Details**

During deployment, your installer will need a Mobile Administration Card to adjust the configuration of your access control readers. For security reasons, these cards will be shipped directly to the address specified below.

Please note that depending on the address provided, import controls and associated charges may vary. If you are not familiar with your local import procedures, it is recommended to provide the shipping address of your Access Control Provider as the Secure Shipping Address.

Organization address: LEC & Herb, 21 1309, Chihuahua, Chihuahua 31000, Mexico

Secure shipping address: SYSCOM, 1630 E. Paisano DR. SUITE 'C', El Paso, TX 79901, United States of America

Shipping recipient name: Jesus Terrazas

Shipping recipient phone: 1 915535119

County: El Paso

Support: Please visit the HID Technical Support to submit a case online or find the Technical Support contact information in your region. NEED HELP!

CANCEL EDIT CONFIRM

15.- Finalmente, se nos entregan dos datos cruciales para ordenar las tarjetas: **Organization ID** y el **Mobile Keyset**, estos dos datos deberán ser enviados a SYSCOM para poder ordenar las tarjetas junto con:

Si es formato abierto 26 bits ( H10301):

- Site Code (Entre 0 y 255)
- Consecutivo de las tarjetas (Entre 0 y 65535)

O bien si es un formato corporativo, [consulte](#)

HID The Trusted Source for Secure Identity Solutions

HID Mobile Access

Confirmation & Next Steps

1 Request User Account 2 Finalize User Account 3 Set Up Organization 4 Order & Install

You have successfully established an account in the HID Mobile Access Portal. To complete your deployment, contact your access control provider to order HID Global readers and Mobile IDs.

Organization name: LEC & Herb, 21 1309, Chihuahua, Chihuahua 31000, Mexico, 52-6144591857

Secure shipping recipient and address: Jesus Terrazas, 1-915535119

SYSCOM, 1630 E. Paisano DR. SUITE 'C', El Paso, TX 79901, United States of America

Organization ID: 5550638

Your Mobile Keyset: MOBA0VV

Please note that this Mobile Keyset is required to purchase Mobile IDs, readers and reader configuration cards.

Support: Please visit the HID Technical Support to submit a case online or find the Technical Support contact information in your region. NEED HELP!

Next Steps

Find out more about HID Mobile Access

Check HID Mobile Access Video

Contact an HID Sales Person: Search our partner network to get help to order, design and manage HID Mobile Access for your business.

Help, FAQs and supporting documents

HID Twist & Go Mobile

CONTINUE TO HID MOBILE ACCESS

16.-El último paso, simplemente nos llevará al portal donde después de cumplido el tiempo de entrega aparecerán las tarjetas virtuales MOBILEID.

The screenshot displays the HID Mobile Access web interface. At the top, the HID logo is accompanied by the tagline 'The Trusted Source for Secure Identity Solutions'. The user is logged in as Herbert Terrazas (LEC & Herb) with options for 'My Account' and 'Log Out'. The main navigation includes 'MY HID', 'HID Mobile Access', and 'Administration'. A search bar and a link to 'Help, FAQs and Supporting Documents' are also present.

The 'Mobile IDs and Users' section is active, showing a 'Settings' button. Below this, organization details for 'LEC & Herb' are listed, including Organization ID 5550638 and a secure shipping address in El Paso, TX. A 'Mobile Keystore' section shows MOBA0VV with 0 active mobile IDs and 0 pending invitations. A 'Total active users' and 'Current registered devices' section shows 0 for both.

A red dashed arrow points from the 'Mobile Keystore' section to a red-bordered box containing the 'Available Mobile IDs' section. This section displays a warning message: 'No Mobile IDs have been added yet. To order Mobile IDs, please contact an authorized HID Global Channel Partner.'

Below the message is the 'Mobile Users' section, which includes a search bar, pagination controls (Showing 0 - 0 of 0), and buttons for 'Export', 'Send invitation / Mobile ID', 'Delete', and 'Enroll'. A table header is visible with columns for 'Last name', 'First name', 'Email address', 'User ID', and 'Last Updated', but it contains no data.

A blue button labeled 'VIEW DELETED MOBILE USERS' is located at the bottom right of the interface.