# Preparing for OneCard Door Access

Version 7

Published 9/5/2023 by Adam Chisholm Last updated 7/23/2024 2:38 PM by Sonia Novello

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The Seneca OneCard app provides a user-friendly interface for accessing your Seneca ID, modifying your printing PIN, and obtaining door access. It is compatible with various smartphone platforms, functions offline, and operates independently of an internet connection. To ensure that the app is setup correctly, please select on the following that meets your requirement:

- If you are a new user, begin by following the instructions to install the Seneca OneCard app
- If you have the OneCard app installed, verify your version
- If your OneCard app does not have door access, setup your door access
- If you have door access, verify your door credentials
- To request access to a card access space email cardaccess@senecacollege.ca cc'ing your the space's Supervisor

## Verifying your version

If you already have the Seneca OneCard app installed, please confirm that you have the latest version installed and the app is synced. The current app versions are

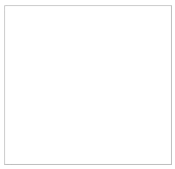
- Android (2.0.0271 or later)
- iOS (2.5 (4) or later)

### To find the version

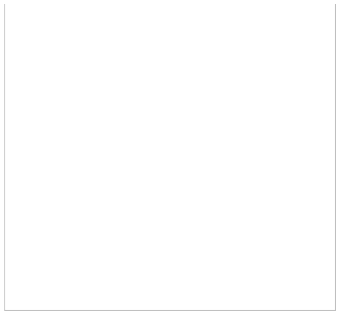
1. Launch the Seneca OneCard app
2. Go to the **Menu** (corner top left )
3. Select **Contact Us**
4. The **App Version** will be at end of the screen

## Setup your door access

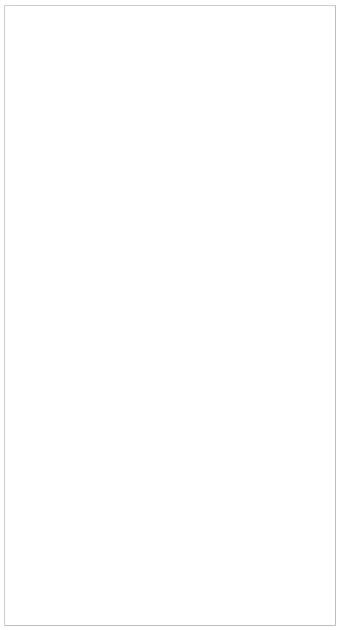
1. Launch the Seneca OneCard app
2. Click the menu on the top left



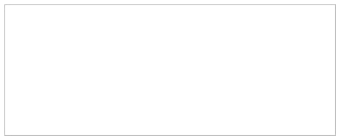
3. Click **Settings**



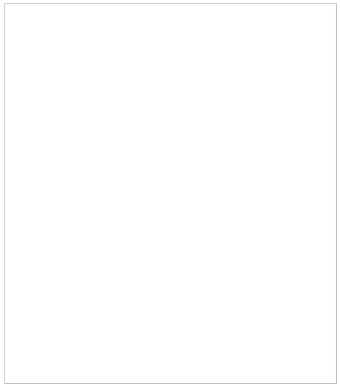
4. Select **HID Settings** under Under Technology Specific



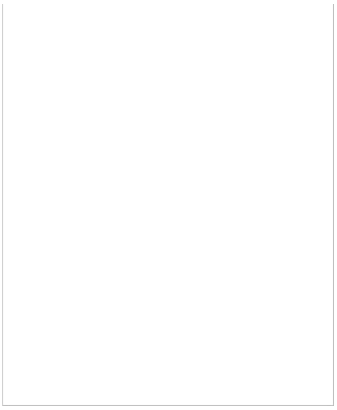
5. Select **Keys** under HID Details
6. A pop-up will show that the **Credential is out of sync**, click Yes to re-register



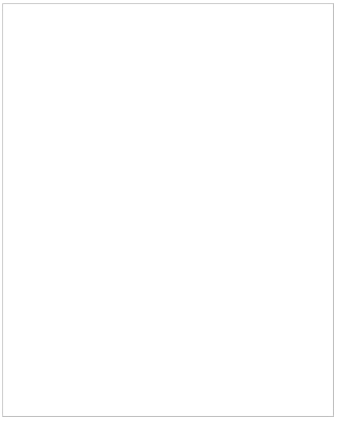
7. Enter your school email address and click **Next**



8. You will receive an email in your Seneca account. The app will show pending while waiting for the email activation
9. In the email, click **Confirm your account** to verify your Seneca email address and activate your Seneca OneCard.
10. Click **I'm Ready to Proceed**



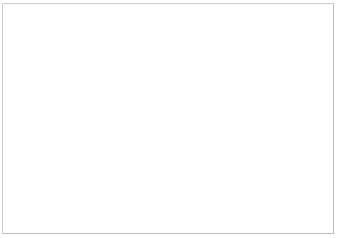
11. Select your preference on the **Pop-up Use Face or Touch ID.** For this scenario, **No** will be selected.



12. An email will be sent your Seneca email confirming that your Seneca OneCard activation was successful.

## Verify your door access

1. Follow steps 2 to 5 under Setup your door access
2. The HID Details (Mobile Keys Info) will be displayed



Note, if you have difficulties using Virtual OneCard, please contact the OneCard office and have your Card Number available.