



IXM Mobile

User Guide

V1.0



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1. Introduction

The **IXM Mobile** is a simple, user-friendly mobile application that allows you to use your smartphone to authenticate using a Digital Card or a Dynamic QR Code and provide self-attestation to the organization's health-related questionnaire.

The application offers three features:

- Digital Card as a credential
- Dynamic QR as a credential
- Attestation Questionnaire

The **IXM Mobile** app is available for both Android and iOS mobile devices.



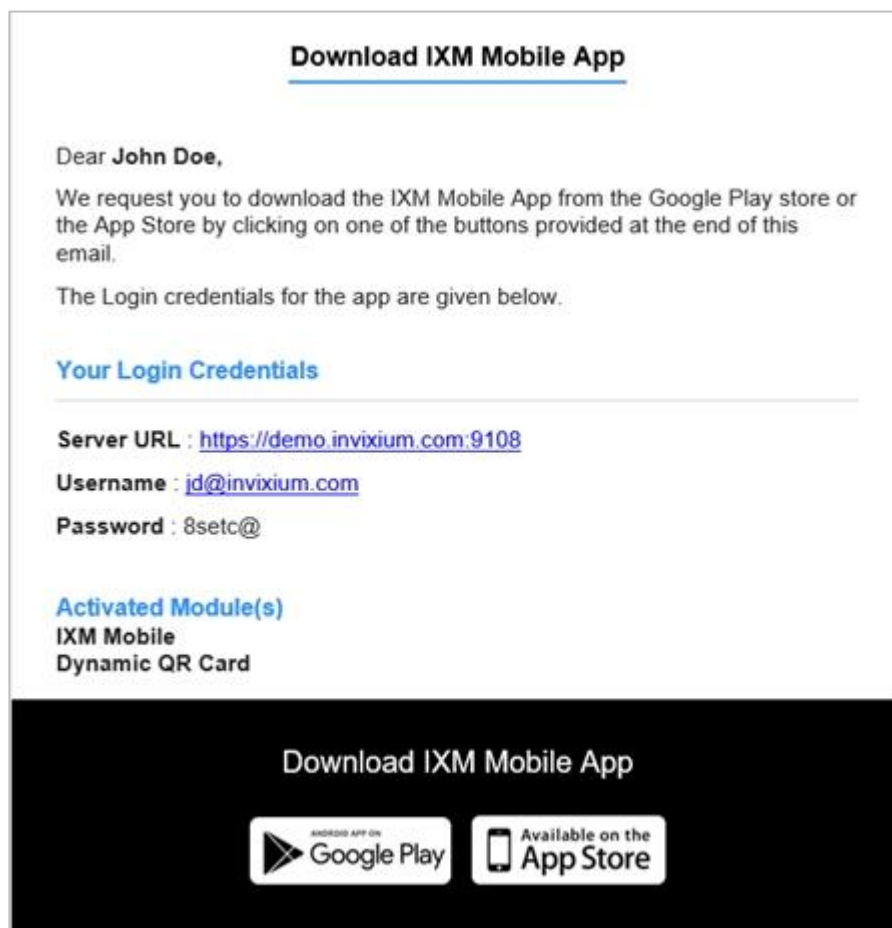
2. IXM Mobile Features vs Mobile Device OS Compatibility Matrix

Mobile Apps	Android	iOS	Hardware Requirement
Digital Cards	Android 8 or above	iOS 13 and above	BLE 4.0 or above
Dynamic QR Code	Android 8 or above	iOS 13 and above	NA
Attestation Questions	Android 8 or above	iOS 13 and above	NA

3. IXM Mobile Account

To access the IXM Mobile app, the IXM WEB system administrator needs to enable your IXM Mobile account. Once enabled, you will receive a “Download IXM Mobile App” email on your registered email account with the login credentials, Server URL for the app, and a list of activated modules for you.

You can download the IXM Mobile app for Android or iOS by clicking on the relevant link at the bottom of the email or following the steps mentioned in the [Install the IXM Mobile App](#) section.

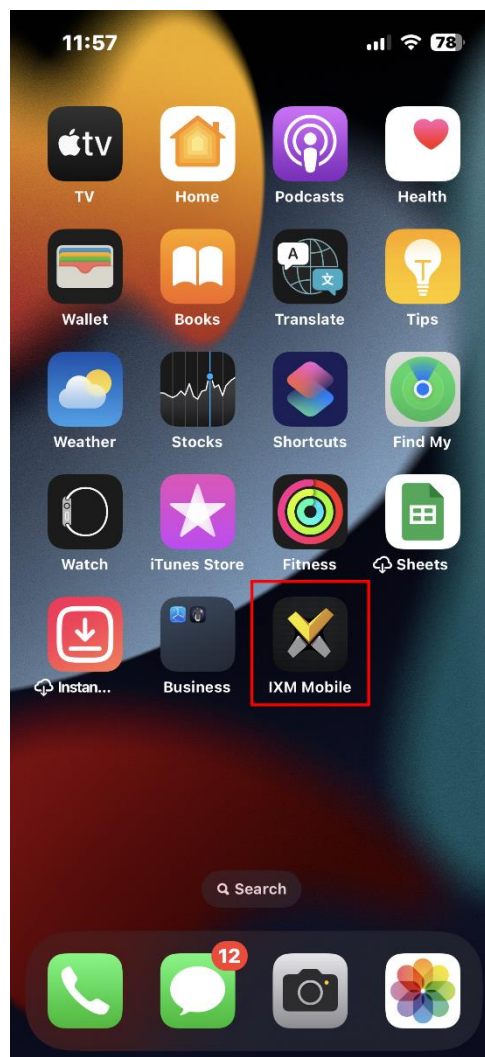


Note: If you have not received the email, please contact the IXM WEB system administrator if you are an employee, or the company contact person if you are a visitor.

4. Install the IXM Mobile App

This section explains the required steps to download and install the **IXM Mobile** App on supported mobile devices.

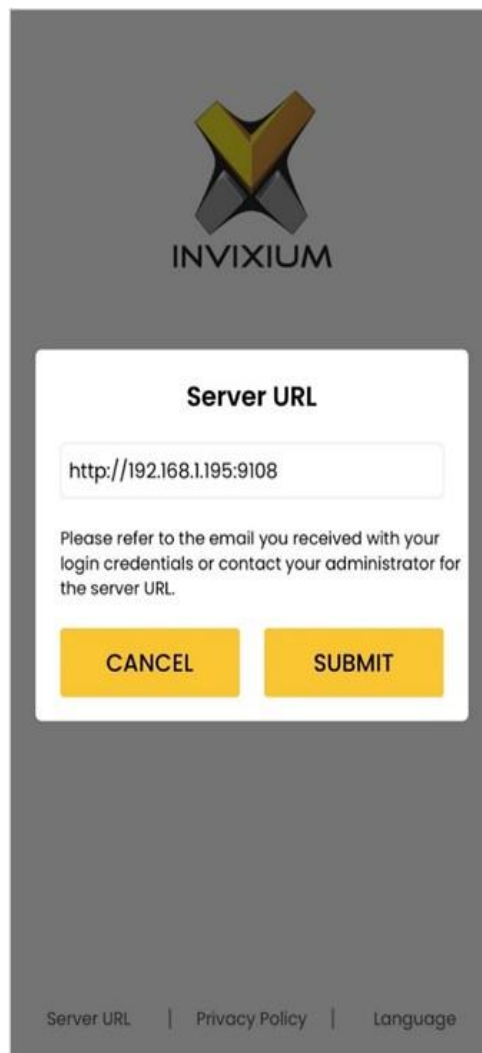
1. Ensure your mobile device is connected to the internet, either via mobile data or Wi-Fi.
2. On your mobile device, go to the App Store or Google Play Store.
3. Search for **IXM Mobile**.
4. Download and install the app on your mobile device.
5. Once installed, the app icon will be displayed on your mobile device.



5. Log in to IXM Mobile

These are the steps to log in to the IXM Mobile app:

1. Open **IXM Mobile** on your mobile device.
2. If you are logging in for the first time, the app will ask for the Server URL.



INVIXIUM

Server URL

Please refer to the email you received with your login credentials or contact your administrator for the server URL.

CANCEL **SUBMIT**

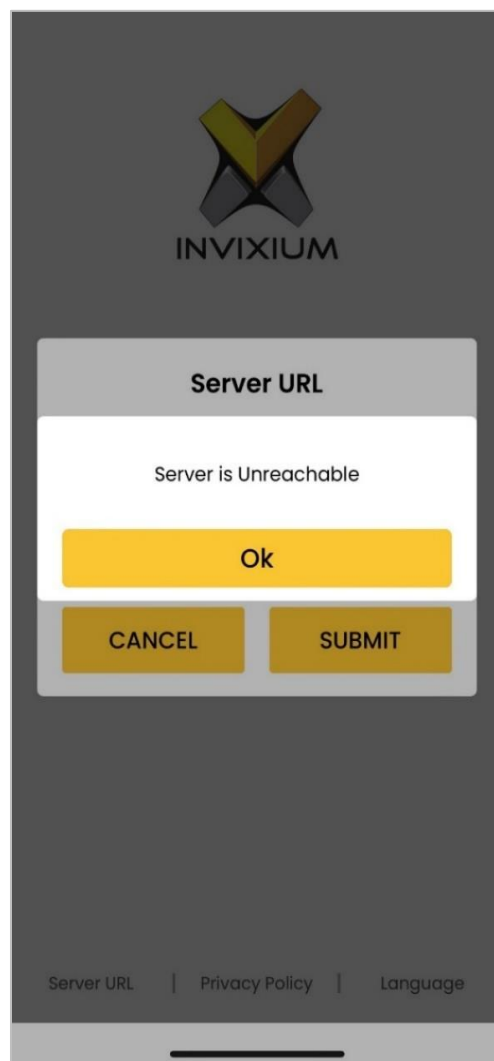
[Server URL](#) | [Privacy Policy](#) | [Language](#)

Server URL: Enter the Server URL.

Tap **Submit** to continue or **Cancel** to discard the action.

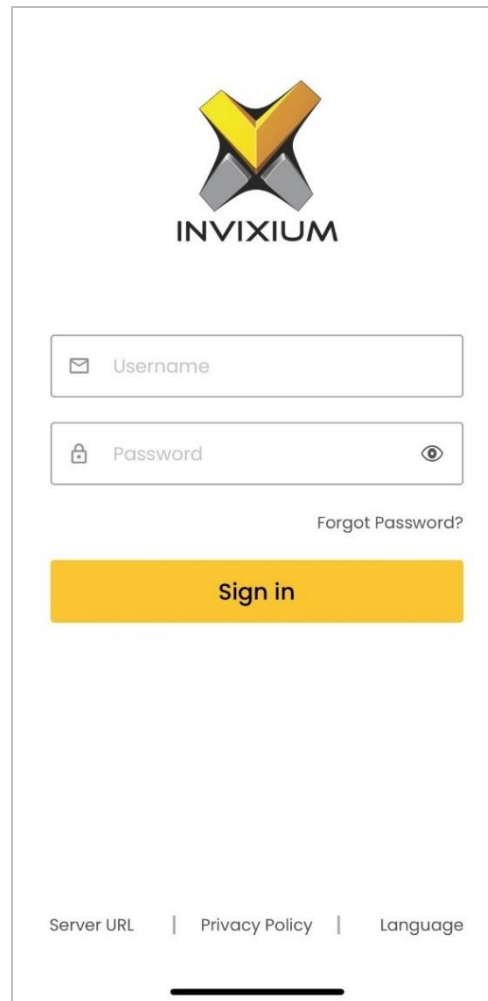
Note: For the Server URL, please refer to the “Download IXM Mobile App” email sent to your registered email account.

If a wrong Server URL is entered, the app will display a "Server is Unreachable" message.





3. The login screen will be displayed upon successful connection with the server.



You can perform the following actions on the login screen:

Forgot Password: Refer [Forgot Password](#) section to reset your password.

Server URL: Tap **Server URL** at the bottom of the login page to enter the Server URL. Please refer to the “Download IXM Mobile App” email sent to your registered email account for the Server URL.

Privacy Policy: Tap **Privacy Policy** at the bottom of the login page to read Invixium’s privacy policy.

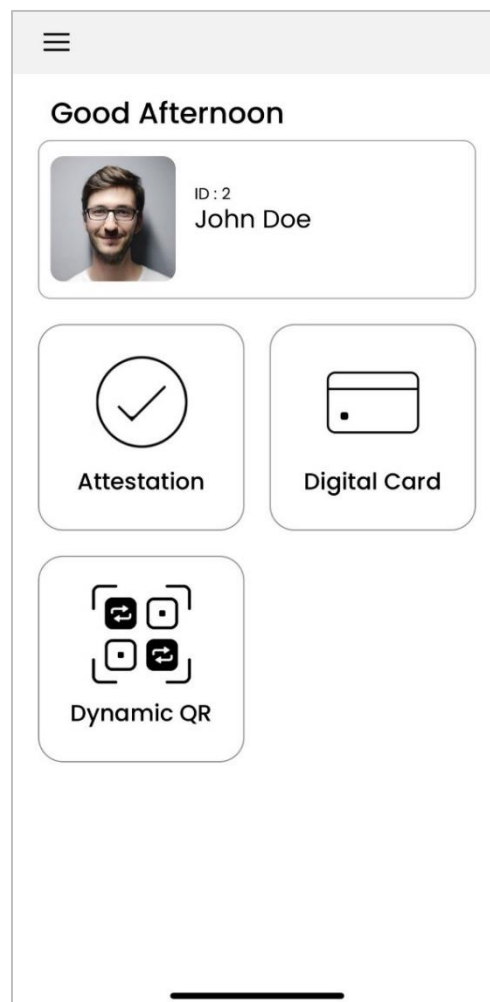
Language: Tap **Language** at the bottom of the login page to select the desired language.

4. On the login screen, enter the username and password.

Note: For login credentials, please refer to the “Download IXM Mobile App” email sent to your registered email account.

5. Tap **Sign In** to log in to the app.

6. Upon successful authentication, the following home screen will be displayed:



The home screen will display only those features that are currently enabled for you.



Troubleshooting Failed Logins

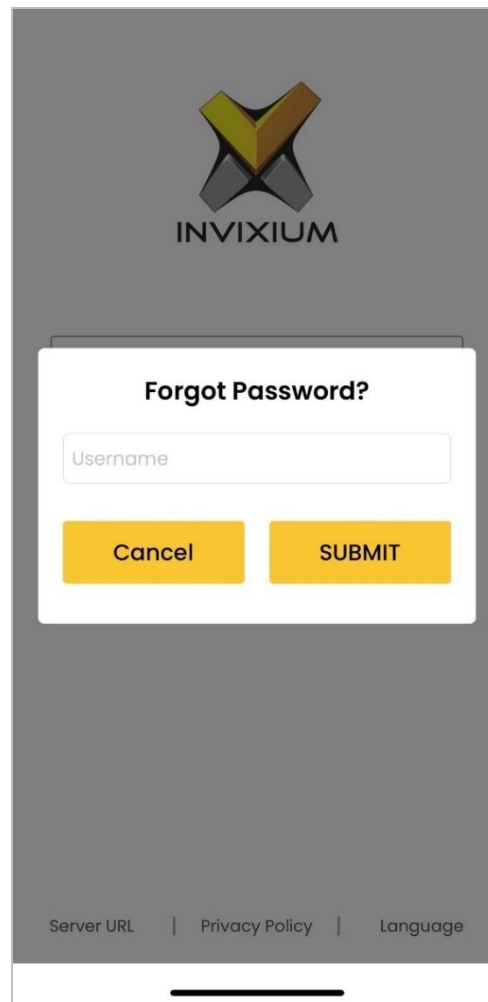
Please refer to the table below for reasons for unsuccessful login:

S. No.	Message	Reason
1.	"Invalid Username or Password"	The app displays this message if invalid credentials have been entered while logging in to the app.
2.	"Server URL is not available"	The app displays this message if the Server URL has not been entered or the wrong Server URL has been entered. Please enter the Server URL which is available in the "Download IXM Mobile App" email sent to your registered email account.
3.	"This account is already registered with another mobile. Contact your administrator"	<p>The app will display this message if you have uninstalled and reinstalled the IXM Mobile app on your mobile device or logged out and logged in to the IXM Mobile app with different credentials. This is a security feature that prevents unauthorized access to the app. In this case, your credentials need to be reset by the administrator.</p> <p>Please contact the IXM WEB system administrator if you are an employee, or the company contact person if you are a visitor.</p>

Forgot Password

If you have forgotten your password, follow the steps below to reset it:

1. Tap **Forgot Password** on the login page to reset your password.



2. Enter your Username and tap **SUBMIT** to continue. Tap **Cancel** to discard the action.
3. On submitting the correct Username, an auto-generated password will be sent by IXM WEB to your registered email account. Check for a "Forgot Password" email in your account.



Forgot Password

Dear **John Doe**,

We have received your request to reset your IXM Mobile password. Your new password is : **mzr@92**

Regards,
Invixium.

4. Once you log in using the new password, the app will allow you to change the password. Refer to the [Change Password](#) section for the same.



6. Settings

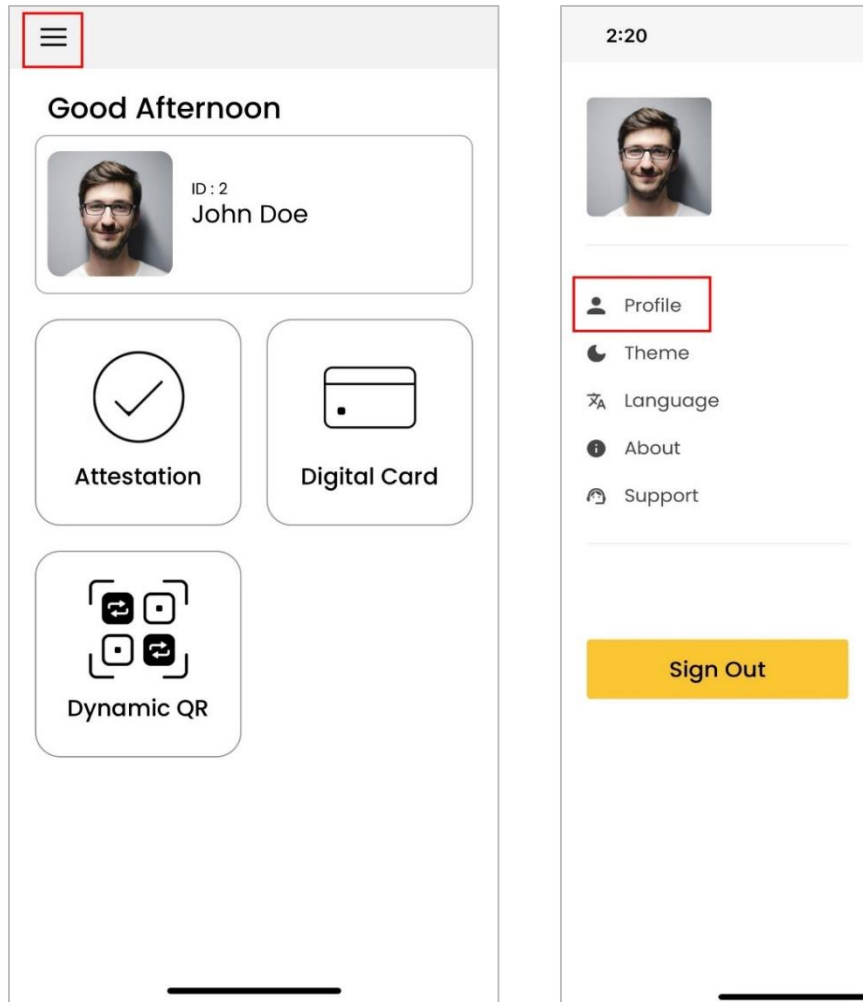
The following options allow you to change the language and theme of the **IXM Mobile** app. You can also view your profile and transfer the Digital Signature / Key to IXM VERTU devices.

View Profile

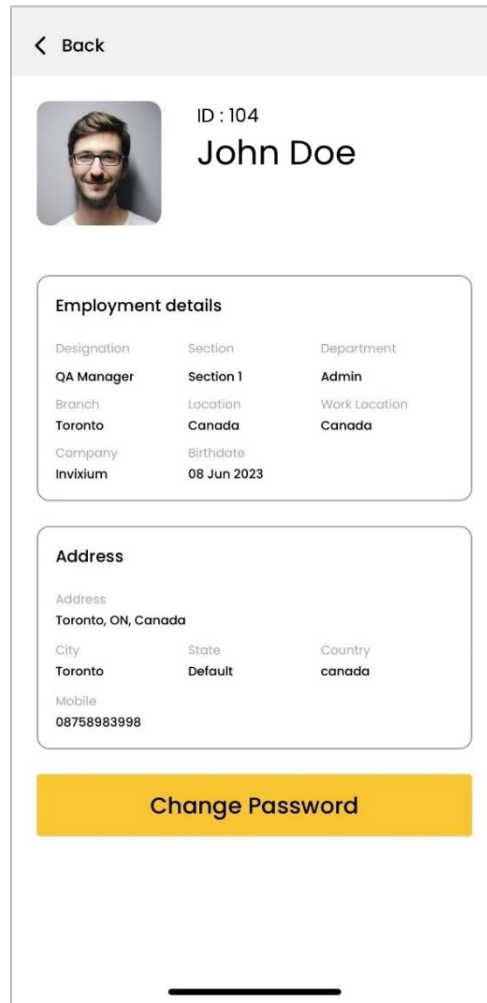
This option displays your profile and allows you to change your password too.

Follow the steps below:

1. Tap the  icon on the top left side of the screen. A menu will be displayed.



2. Tap **Profile** on the menu.
3. Your profile will be displayed.

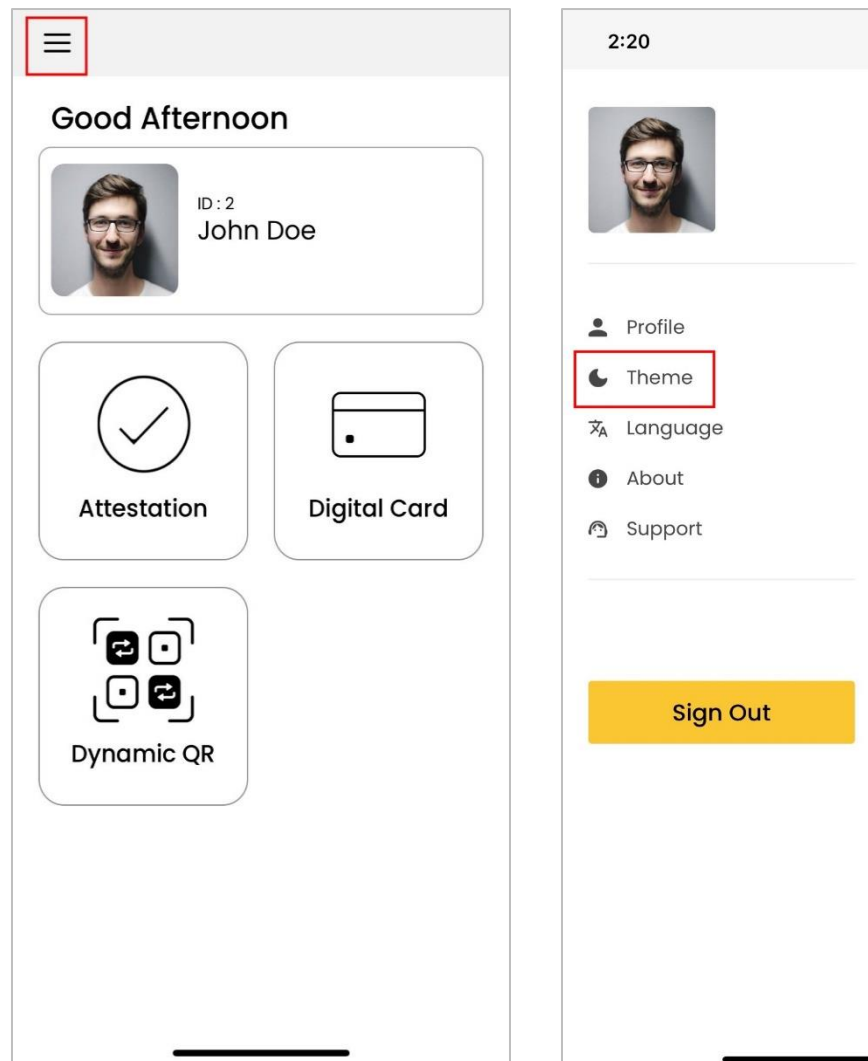


4. Tap **Change Password** to reset your password.
Refer to the [Change Password](#) section for the same.

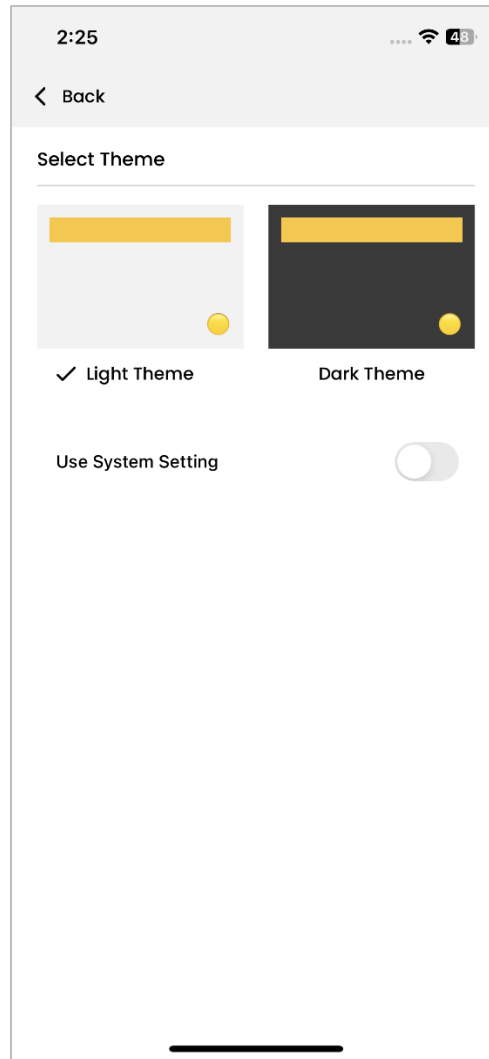
Theme

Select your desired theme by following the simple steps below:

1. Tap the  icon on the top left side of the screen. A menu will be displayed.



2. Tap **Theme** on the menu.
3. Select your desired theme by tapping on **Light Theme** or **Dark Theme**.



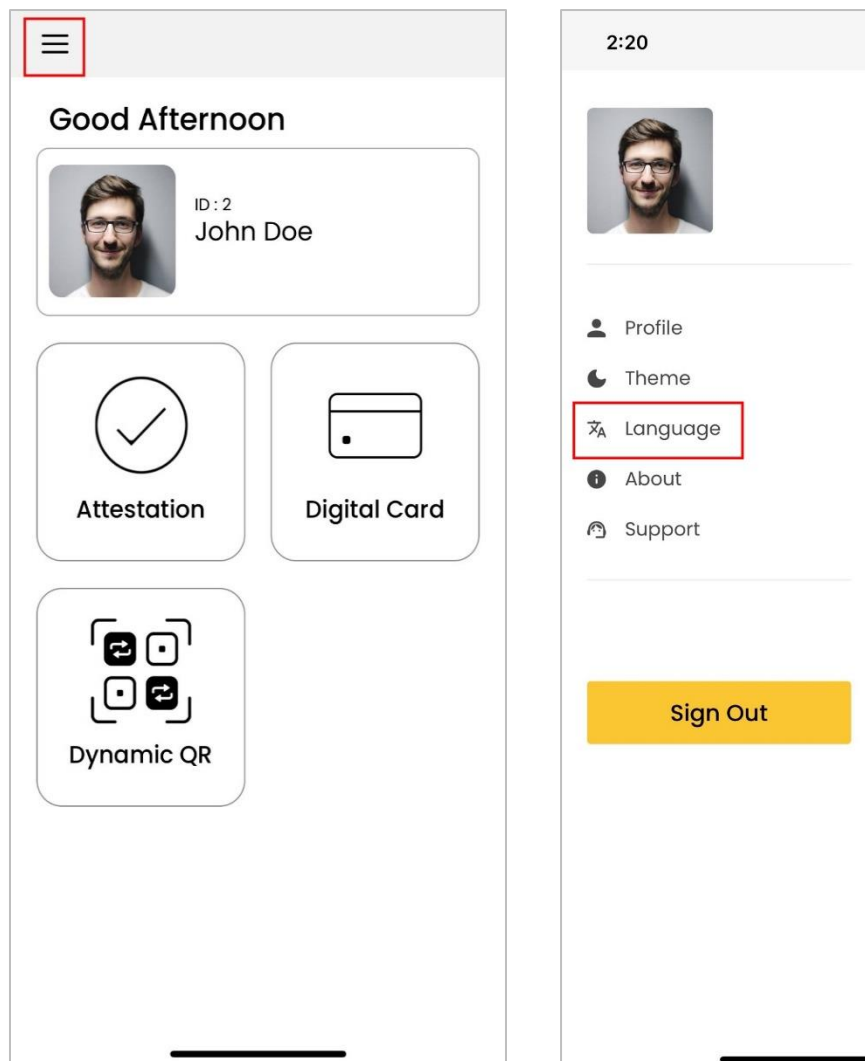
Use System Setting: Tap on the switch to turn the setting ON or OFF. Turning it ON will set the **IXM Mobile** app to match the global settings of your mobile device.

Select Language

This option allows you to choose your desired language.

Follow the steps below:

1. Tap the  icon on the top left side of the screen. A menu will be displayed.



2. Tap **Language** on the menu.
3. Tap on your desired language to select it.

< Back

Select Language

English ✓

عربي


española

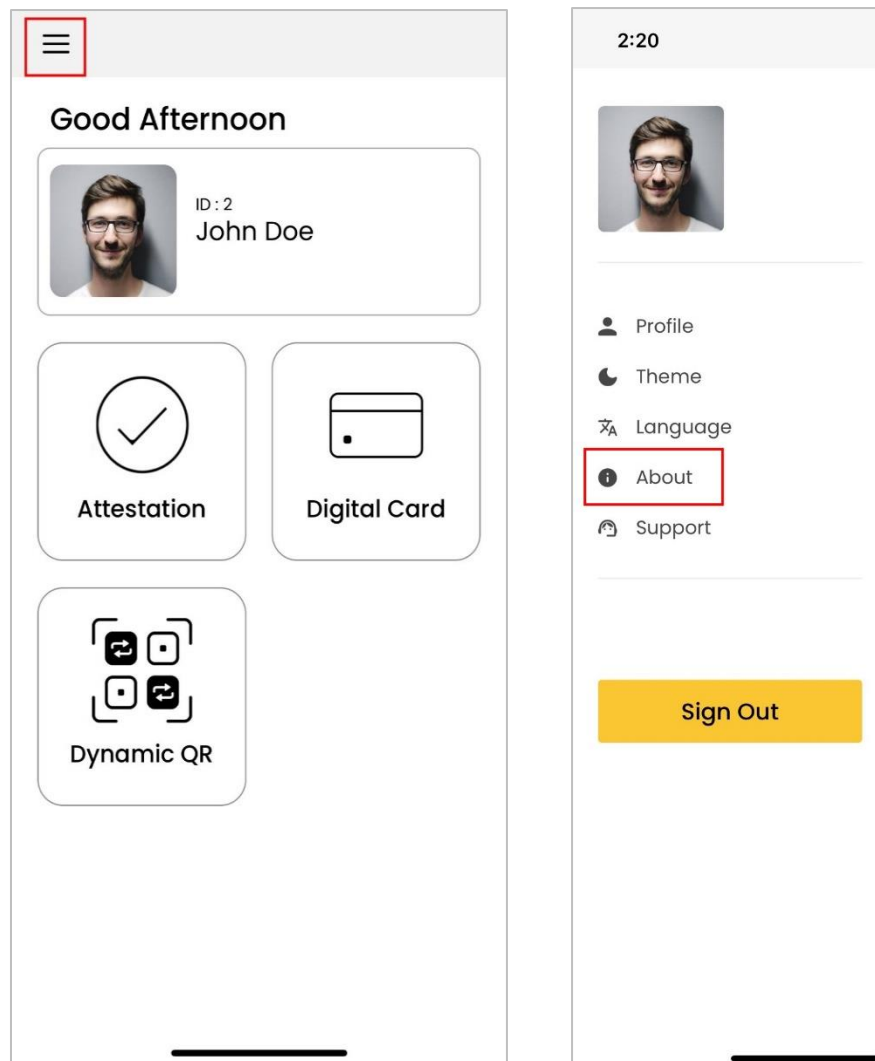
français

About

This option displays the App Version number and a brief introduction to the IXM Mobile app along with its features.

Follow the steps below:

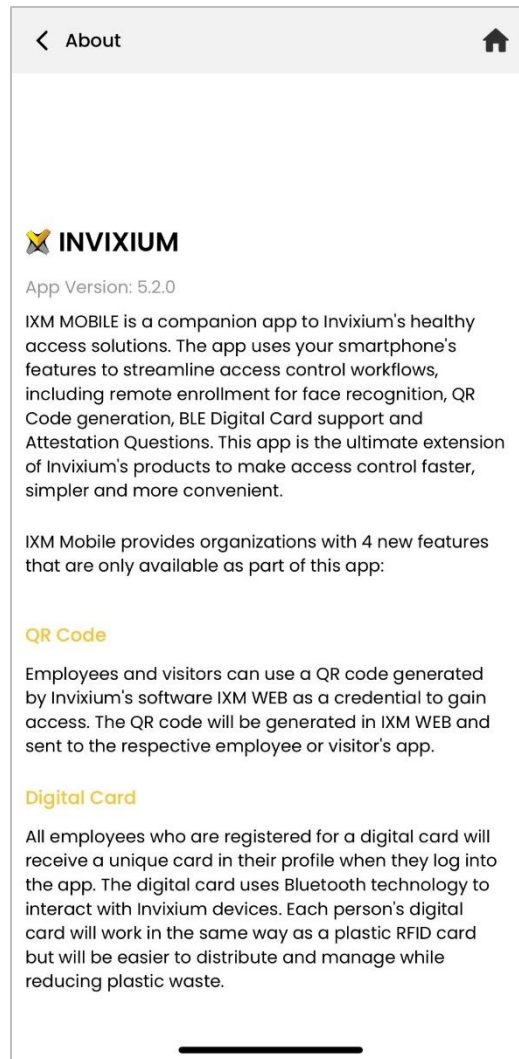
1. Tap the  icon on the top left side of the screen. A menu will be displayed.



2. Tap **About** on the menu.
3. Scroll through to read about the IXM Mobile app and its features.



4. Tap **Privacy Policy** at the bottom of the page to read Invixium’s privacy policy.

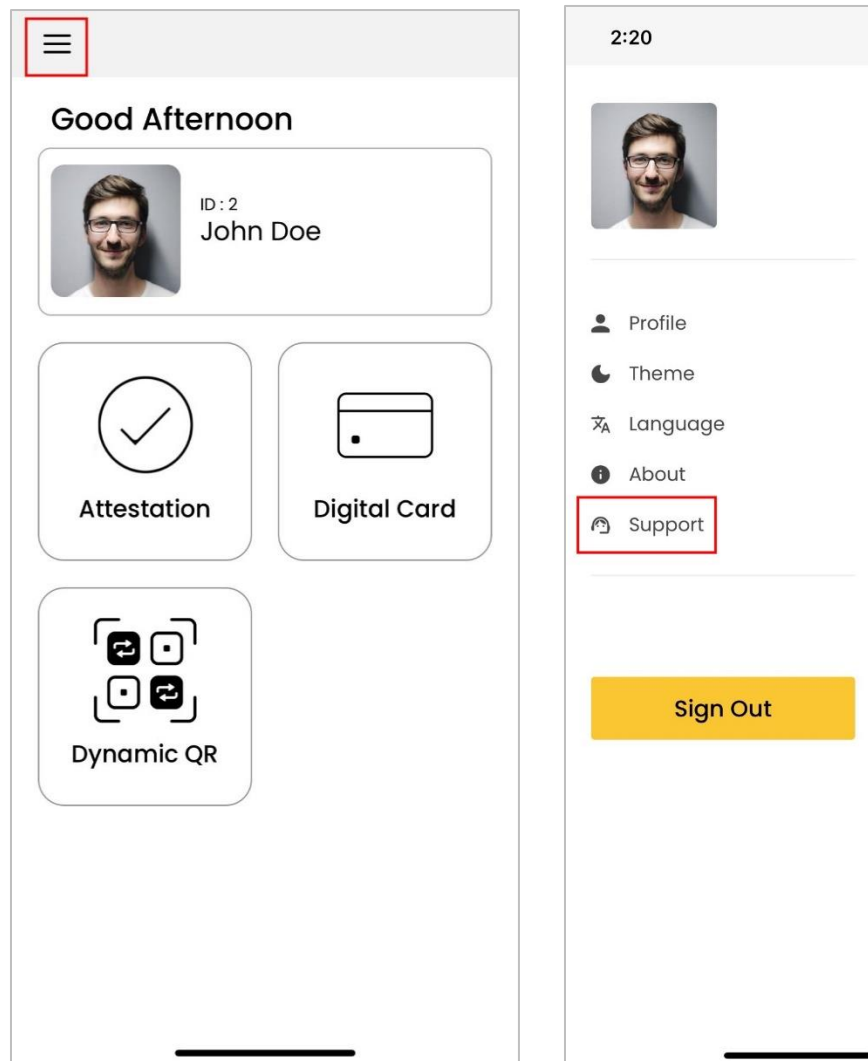


Support

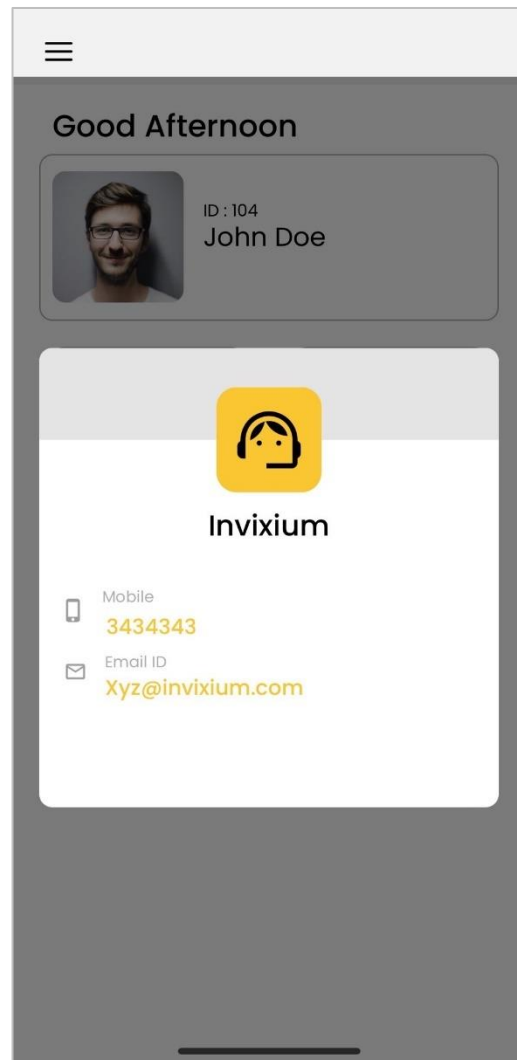
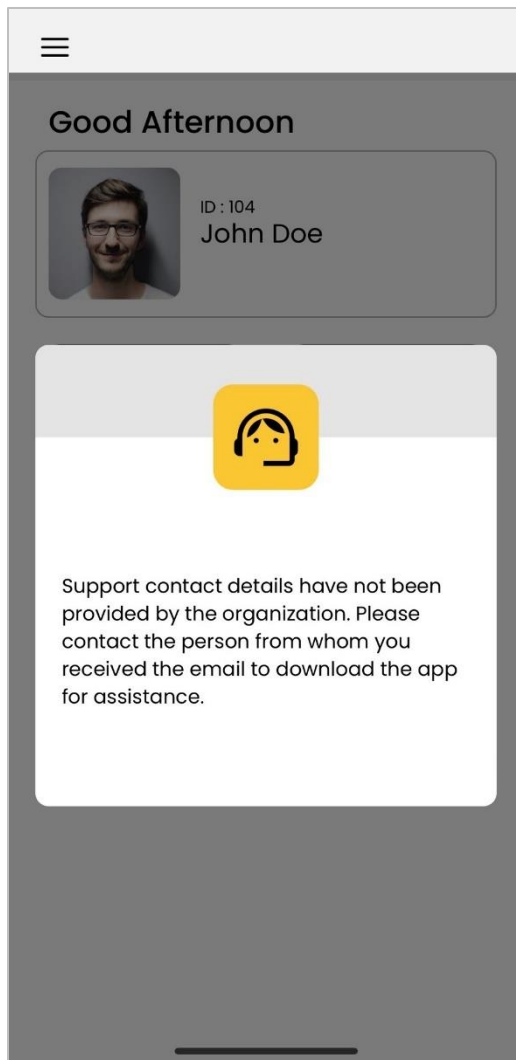
This option displays support-related information.

Follow the steps below:

1. Tap the  icon on the top left side of the screen. A menu will be displayed.



2. Tap **Support** on the menu.
3. Support-related information will be displayed.





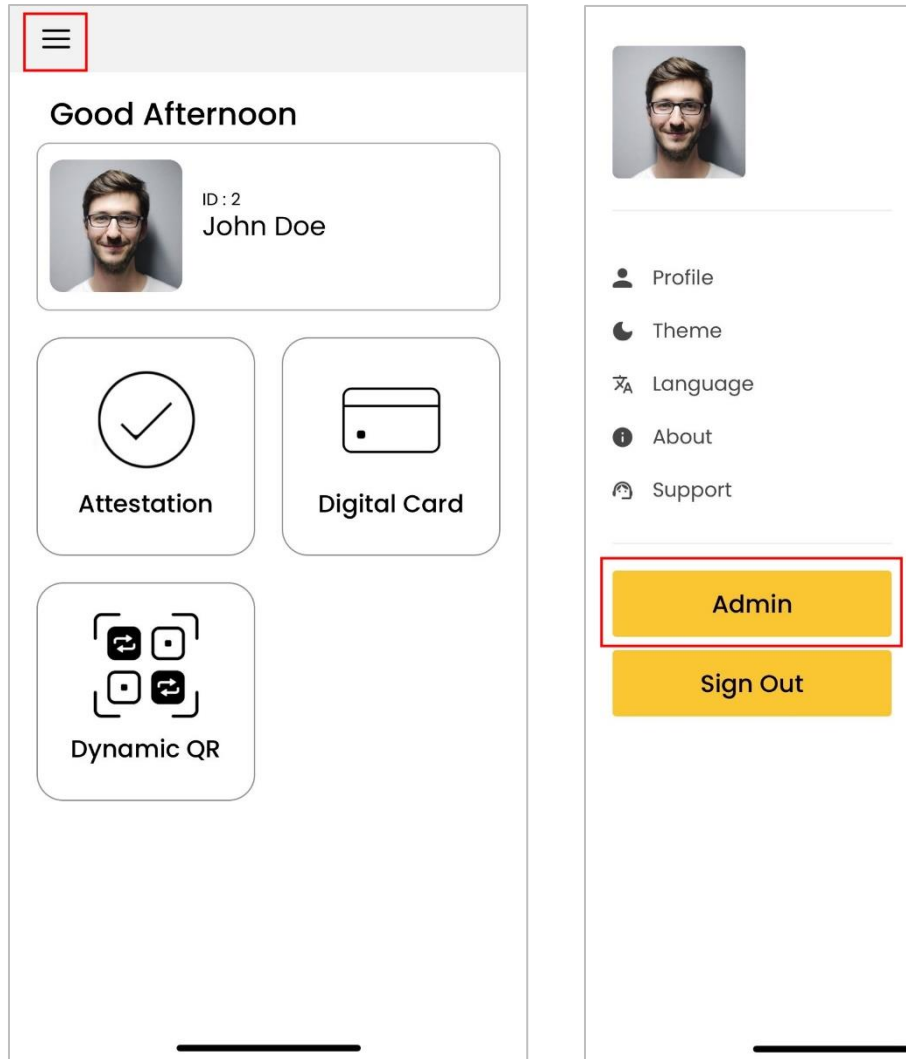
Admin

Note: This option will be displayed only for IXM Mobile Admin users.

To secure sites from unauthorized access, transferring the Digital Signature / Key to IXM VERTU devices is very important. However since IXM WEB cannot communicate directly with VERTU devices, the Digital Signature / Key needs to be transferred manually by an Employee who is authorized to do so.

Once logged in to the IXM Mobile app, this Employee can follow the below-mentioned instructions to transfer the Digital Signature / Key and secure the site.

1. Tap the  icon on the top left side of the screen. A menu will be displayed.



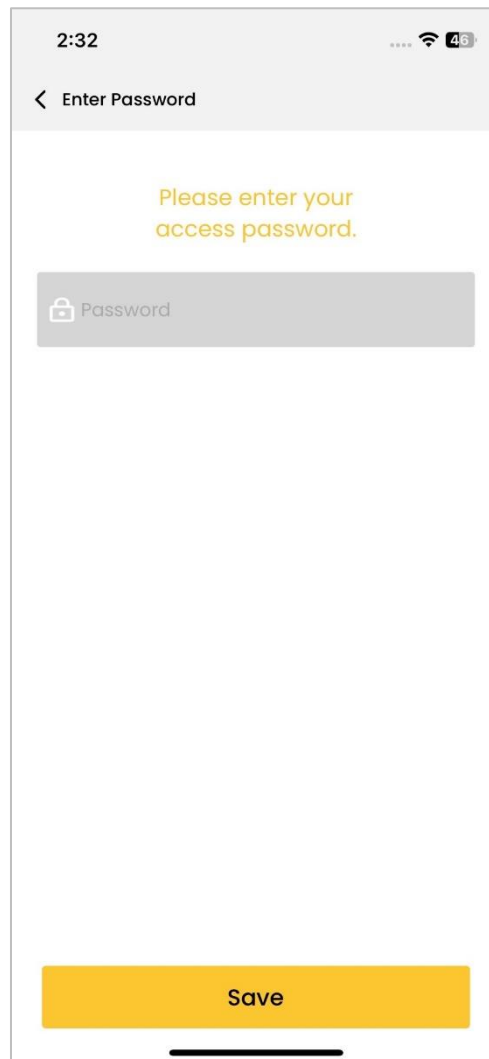
2. Tap **Admin** on the menu.

3. The Digital Signature / Key for IXM VERTU will be displayed.



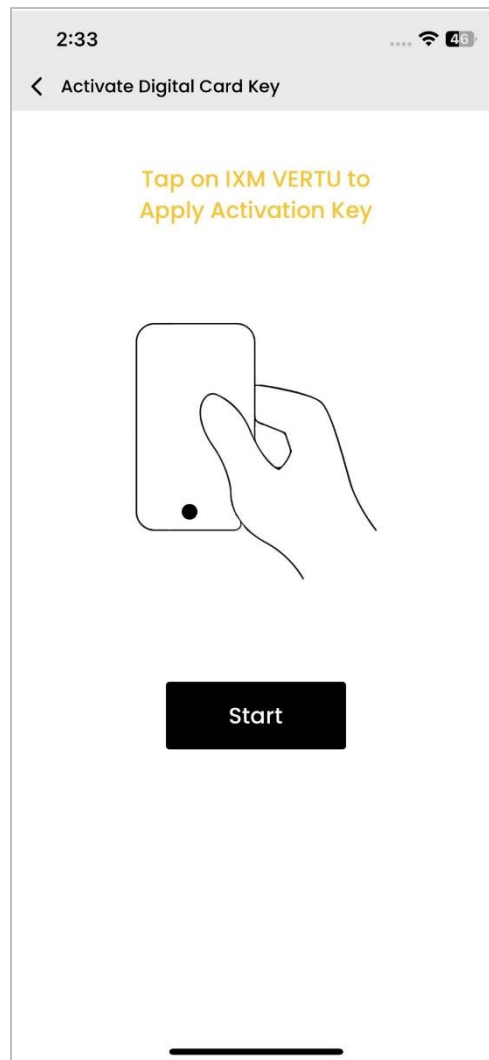
4. Tap **Activate on IXM VERTU** displayed at the bottom of the screen.

-
5. Enter the password to access the IXM VERTU device on which the digital signature/key has to be transferred.

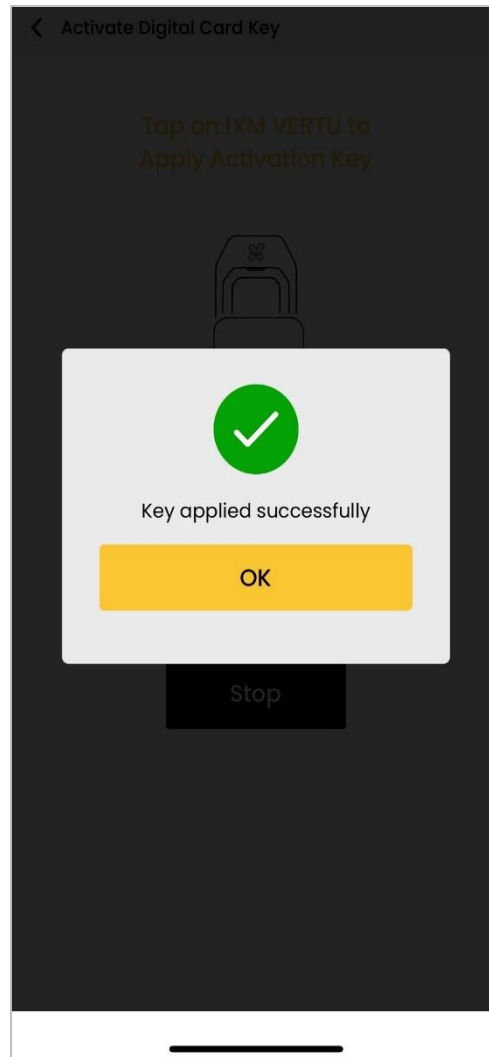


6. Tap **Save** displayed at the bottom of the screen.

-
7. Upon successful authentication, tap the Digital Card on the desired IXM VERTU device to transfer the Digital Signature / Key.



8. On a successful transfer, the app will display a success message.



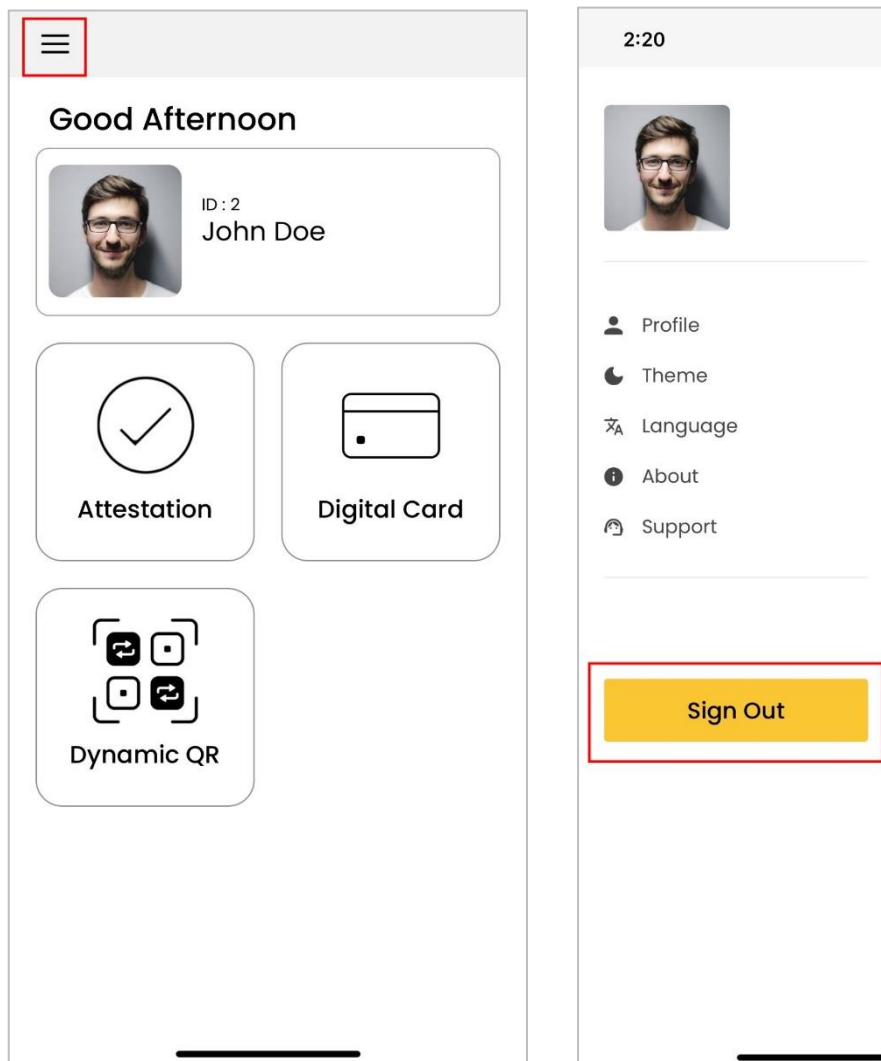
9. Tap **OK**.

Sign Out

This option allows you to sign out of the IXM Mobile app.

Follow the steps below:

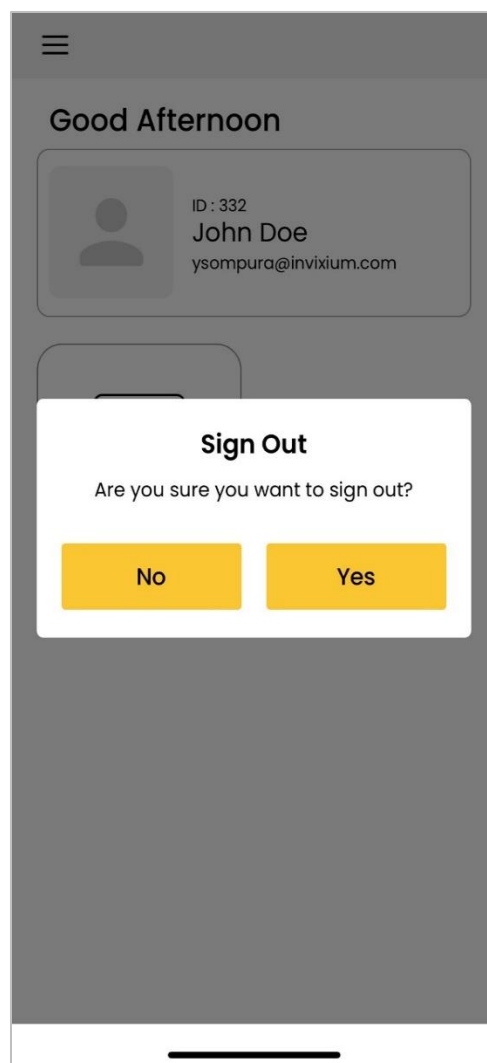
1. Tap the  icon on the top left side of the screen. A menu will be displayed.



2. Tap **Sign Out** on the menu.

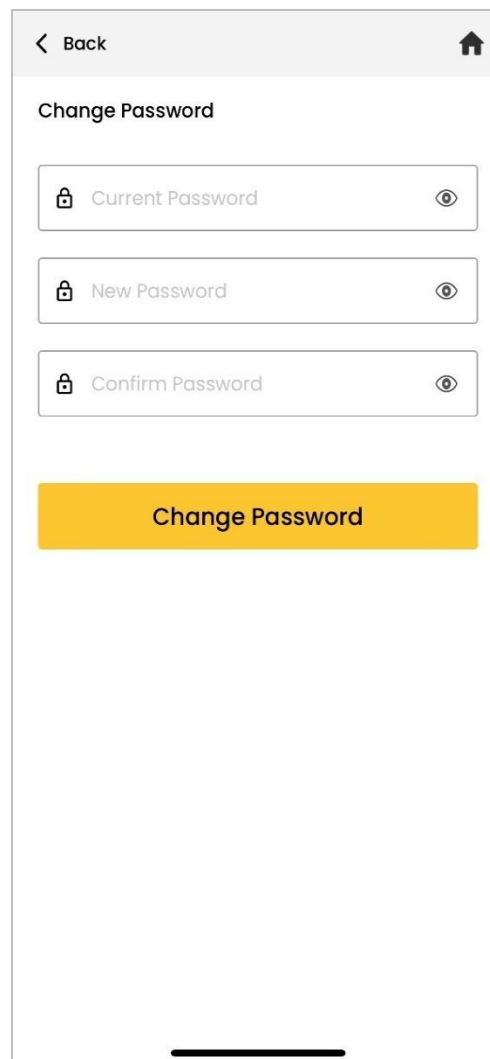
3. The app will display a confirmation message.

10. Tap **Yes** to sign out of the app or **No** to continue.



Change Password

You can reset your password by following the steps mentioned below:

A screenshot of a mobile application's 'Change Password' screen. The screen has a white background and a grey header bar with a back arrow and a home icon. Below the header, the title 'Change Password' is centered. There are three input fields, each with a lock icon on the left and an eye icon on the right. The first field is labeled 'Current Password', the second 'New Password', and the third 'Confirm Password'. Below these fields is a large yellow button with the text 'Change Password' in black. At the bottom of the screen, there is a black horizontal bar representing the mobile home indicator.

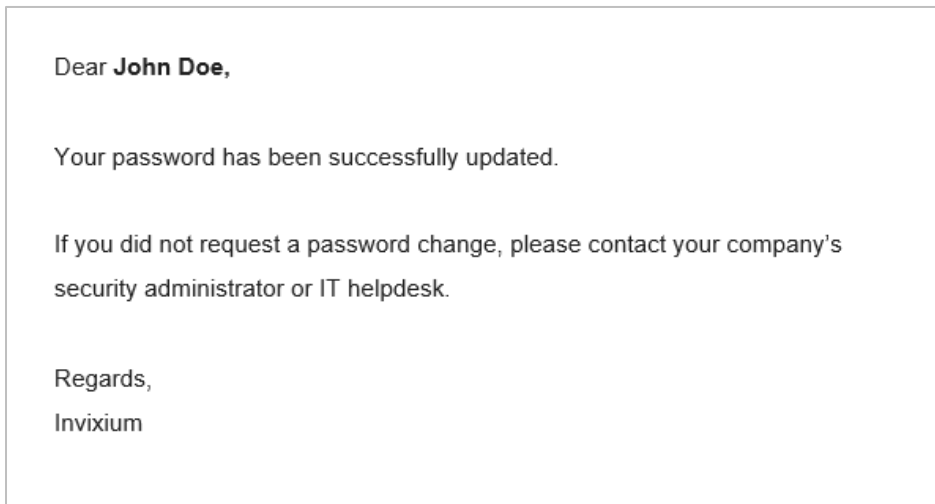
1. **Current Password:** Enter your current password.
2. **New Password:** Enter the new password.
3. **Confirm Password:** Enter the new password again to confirm.



Note: The password should be 5 characters or more, including at least 1 letter/number, and 1 special character.

4. Tap **Change Password** to reset the password.

The app will display a "Successfully reset Password" message and you will receive a confirmation email on your registered email account.



5. Tap **Ok** on the message. You will be taken back to the login page.

6. Login using the new credentials.



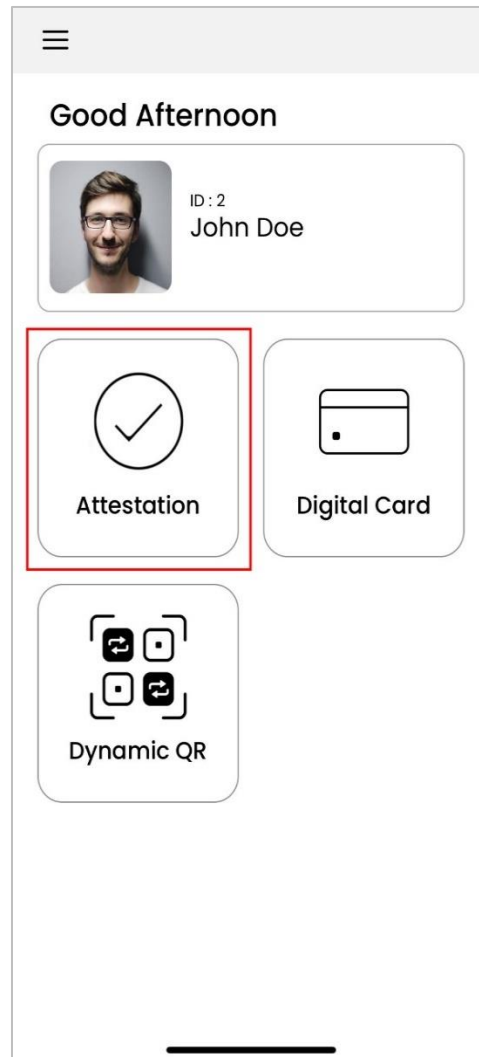
7. Attestation

Note: This option will be displayed on the home page only if the “Attestation” module is activated for you.

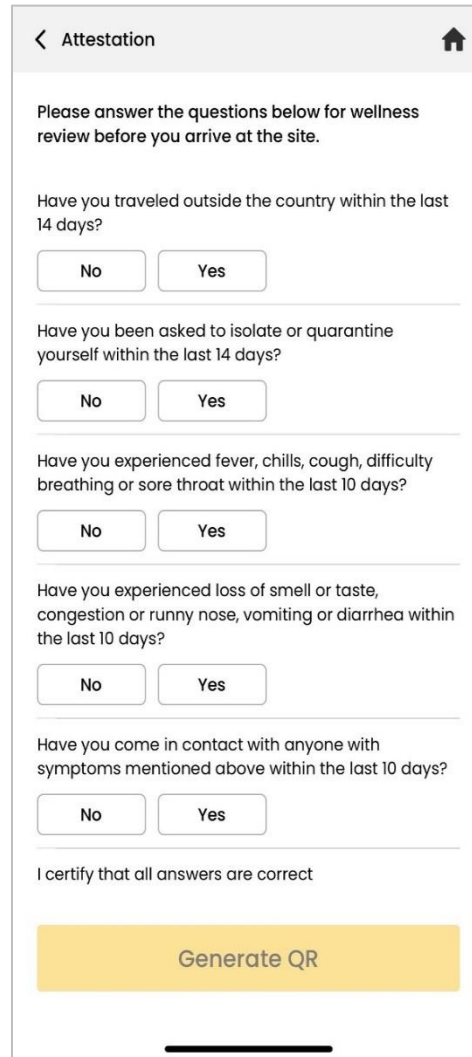
Many organizations ask a customized set of questions to their employees or visitors before granting them access. Using this option, you can answer attestation or screening questions from your mobile device in advance before you arrive at the site. On providing answers to the questions on IXM Mobile, the application will create a QR code that can be presented to IXM TITAN or TFACE devices for authentication.

Answer the attestation questions through the app by following the steps below:

1. Tap **Attestation** on the home page.



2. A list of attestation questions will be displayed:



The screenshot shows a mobile application interface titled "Attestation". At the top, there is a back arrow and a home icon. Below the title, a message reads: "Please answer the questions below for wellness review before you arrive at the site." The form contains five questions, each with "No" and "Yes" buttons:

- Have you traveled outside the country within the last 14 days?
- Have you been asked to isolate or quarantine yourself within the last 14 days?
- Have you experienced fever, chills, cough, difficulty breathing or sore throat within the last 10 days?
- Have you experienced loss of smell or taste, congestion or runny nose, vomiting or diarrhea within the last 10 days?
- Have you come in contact with anyone with symptoms mentioned above within the last 10 days?

Below the questions, there is a certification statement: "I certify that all answers are correct". At the bottom of the form is a large yellow button labeled "Generate QR".

3. Answer each question by tapping **Yes** or **No**.

4. Tap **Generate QR Code** once all questions are answered.

5. An Attestation QR Code will be generated and displayed.



6. Present this QR Code to the device on-site for authentication or access it later by tapping the **Attestation QR** feature on the home page.



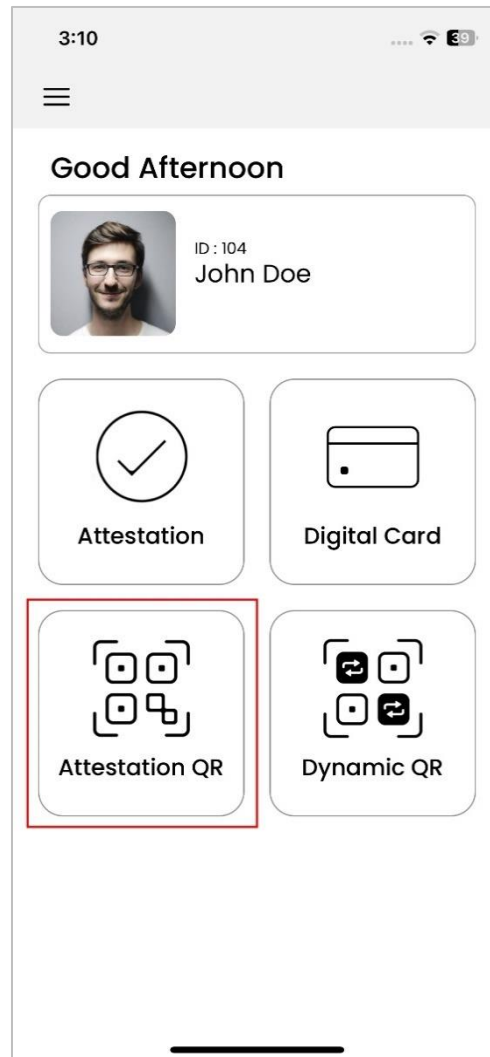
8. Attestation QR

Note: This option will be displayed on the home page only after the Attestation QR Code has been generated.

Access and authenticate using the Attestation QR Code that has already been generated after answering the attestation questions from this option.

Follow the simple steps below:

1. Tap **Attestation QR** on the home page.



-
2. The QR Code that was generated after answering the attestation questions will be displayed.



3. Present this QR Code to the device on-site for authentication.



9. Digital Card

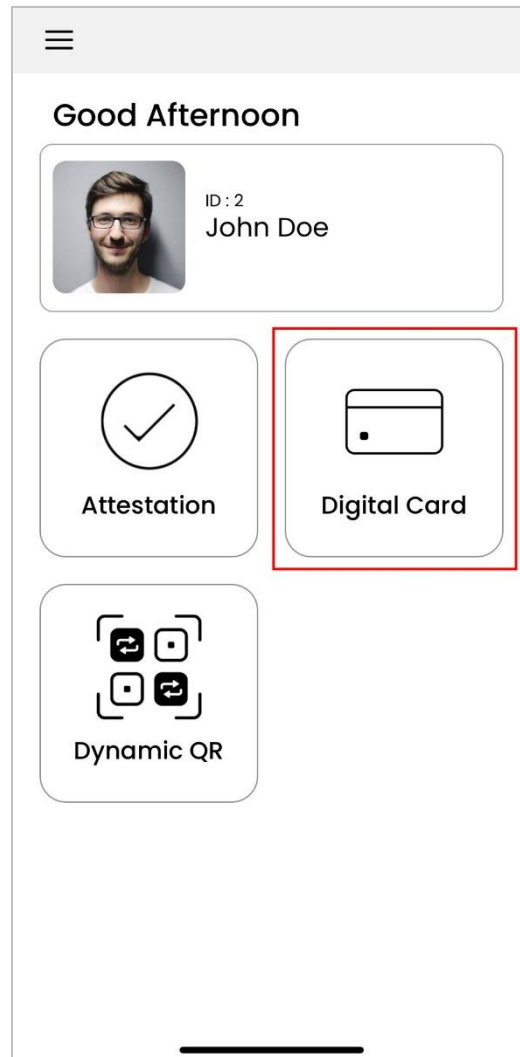
Note: This option will be displayed on the home page only if the “Digital Card” module is activated for you.

Authenticate using your smartphone instead of the physical RFID card by using this option.

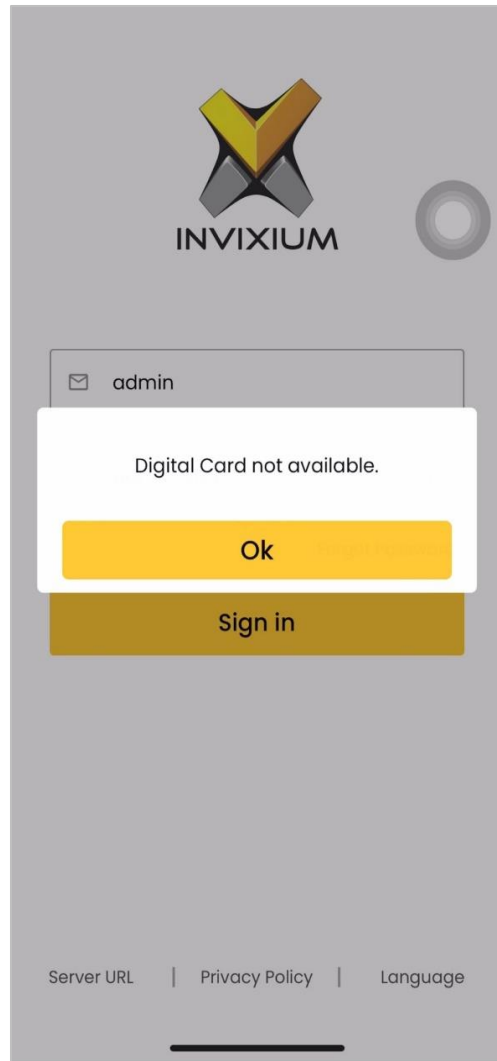
The Digital Card uses BLE (Bluetooth Low Energy) technology and replaces a physical RFID card with a mobile ID. With IXM Mobile on your smartphone, you can shake or twist your mobile device or simply tap it on the device to perform authentication on IXM TITAN or TFACE devices.

Authenticate using a Digital Card by following the steps below:

1. Tap **Digital Card** on the home page.

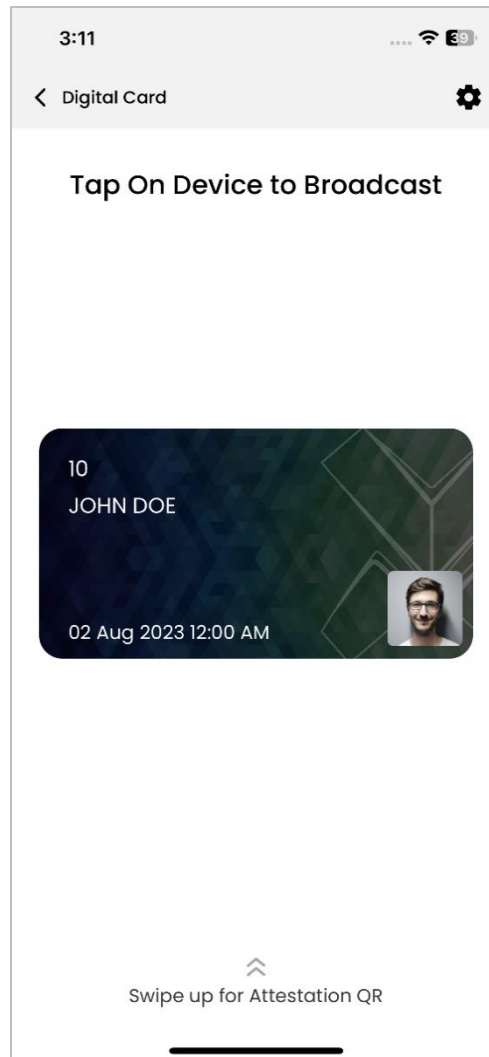


Note: If the “Digital Card” module has been disabled for your mobile account, or a Digital Card has not yet been generated for you, the application will display a “Digital card not available” message. Please contact the IXM WEB system administrator if you are an employee, or the company contact person if you are a visitor.

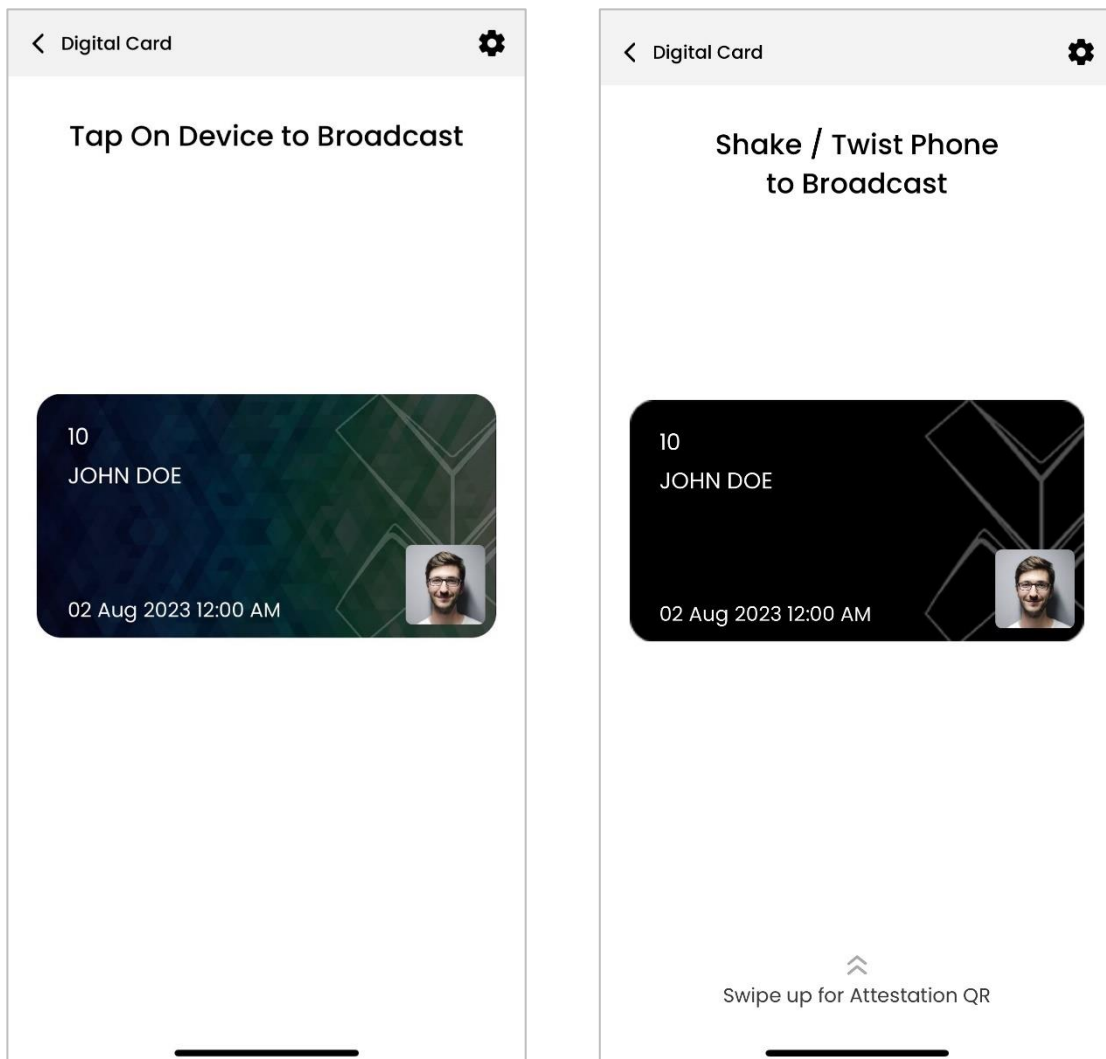


2. Allow the IXM Mobile app to access the device's location.

3. The Digital Card is displayed on your smartphone screen.



4. Activate your Digital Card by shaking/twisting your smartphone or by just tapping it on the device to authenticate.




5. If you have generated the Attestation QR, an option will be displayed at the bottom of the screen to swipe up to authenticate using the Attestation QR Code.

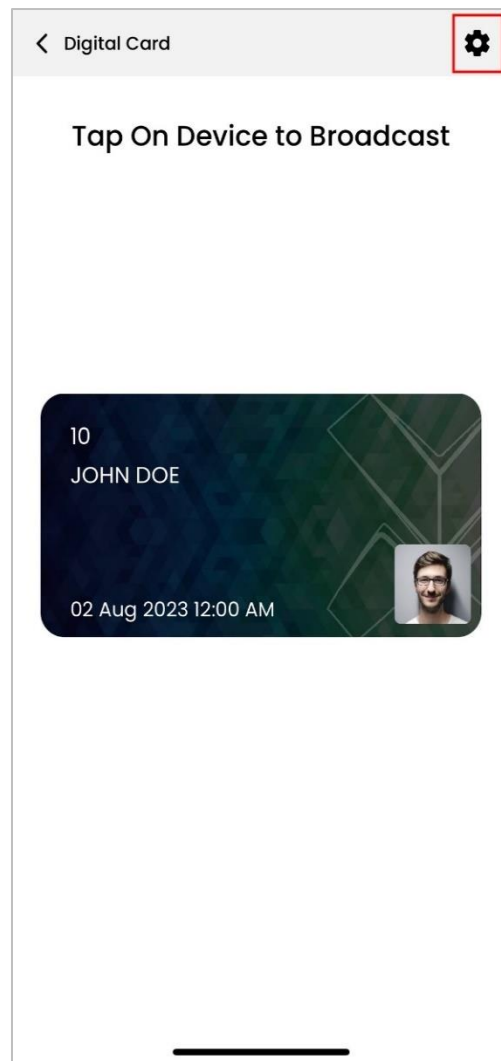
6. Upon successful authentication, a success message will be displayed at the bottom of your smartphone screen.



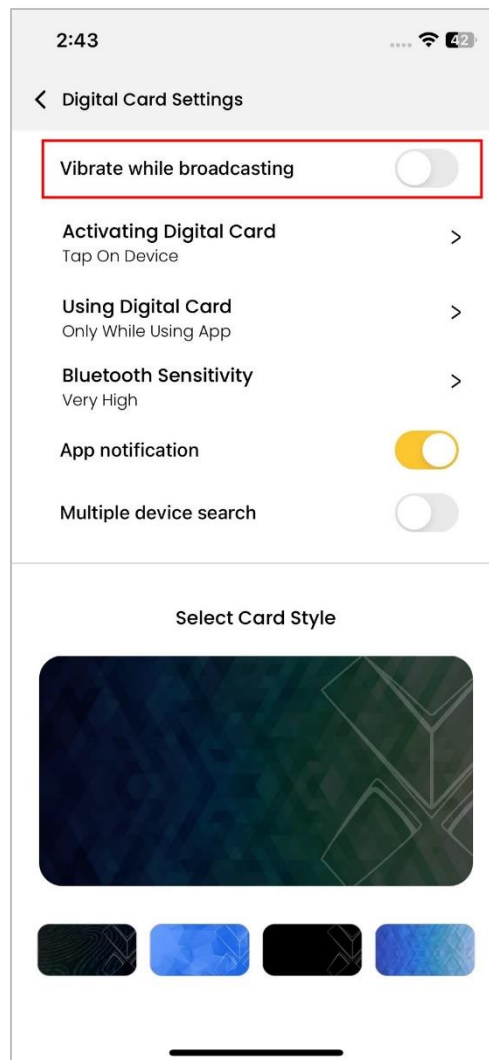
Digital Card Settings

Configure your Digital Card settings for optimal performance by following the steps below:

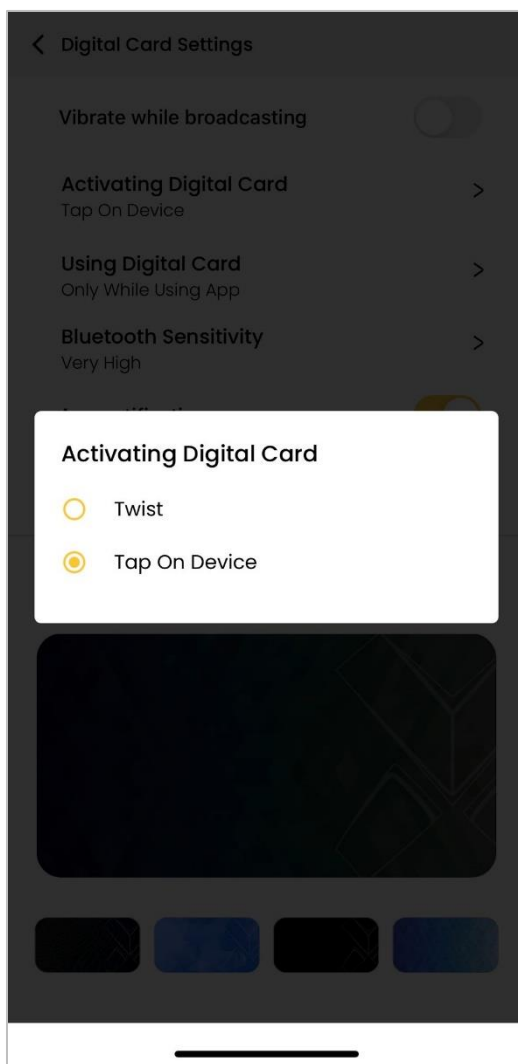
1. Tap **Digital Card** on the home page.
2. The Digital Card is displayed on your smartphone screen.
3. Tap on the  icon on the top right side of the screen.



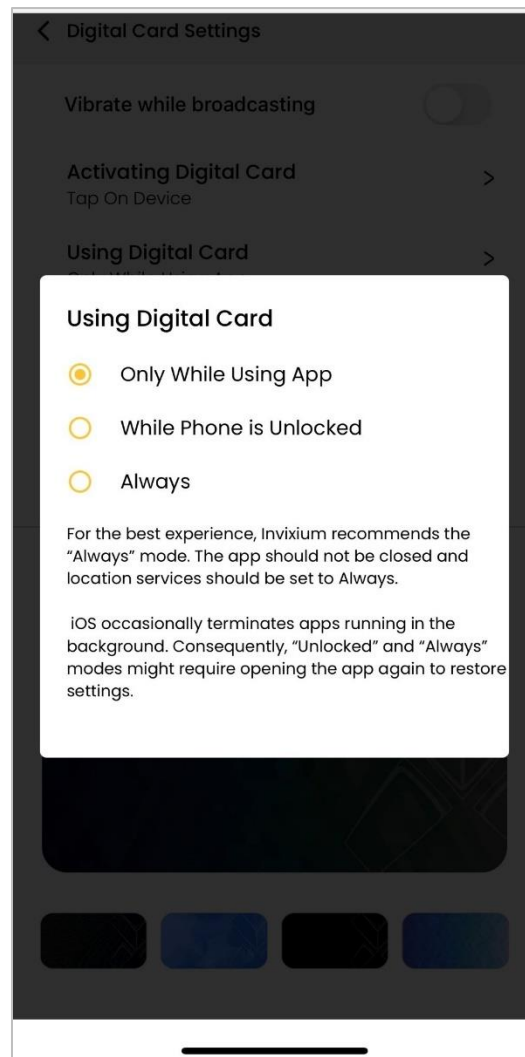
Vibrate while broadcasting: Tap on the switch to turn the setting ON or OFF. Turning it ON will vibrate your smartphone while authentication.



Activating Digital Card: Tap on the option to select the mode of activating the Digital Card on your smartphone. Select **Twist** to activate the Digital Card by twisting or turning the smartphone near the device. Select **Tap On Device** to simply tap the smartphone on the device for authentication.



Using Digital Card: Tap on the option to select the mode of using the Digital Card for authentication.



Select one of the following modes:

- **Only While Using App:** To broadcast the Digital Card, the IXM Mobile app should be open, and the Digital Card should be displayed on the smartphone screen.
- **While Phone is Unlocked:** The Digital Card is broadcasted once the smartphone is unlocked provided the Bluetooth and Location settings are enabled on the smartphone. No need to open the IXM Mobile app.

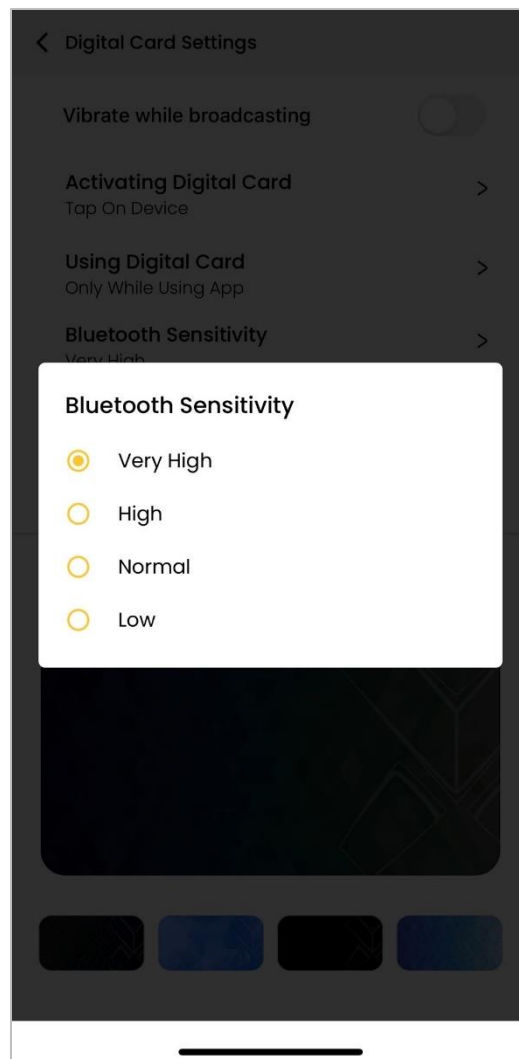


-
- **Always:** The Digital Card is broadcasted even if the smartphone is in an idle state provided the Bluetooth and Location settings are enabled on the smartphone. No need to unlock the phone.

Note:

- While broadcasting the Digital Card using an iOS mobile device, the IXM Mobile app should be running in the background in “While Phone is Unlocked” and “Always” modes.
- For Android mobile devices, the Digital Card will be broadcasted in “While Phone is Unlocked” and “Always” modes even if the IXM Mobile app is not running in the background.
- The IXM Mobile app does not track the location of the mobile device. Location settings are required to run the Digital Card in the background.

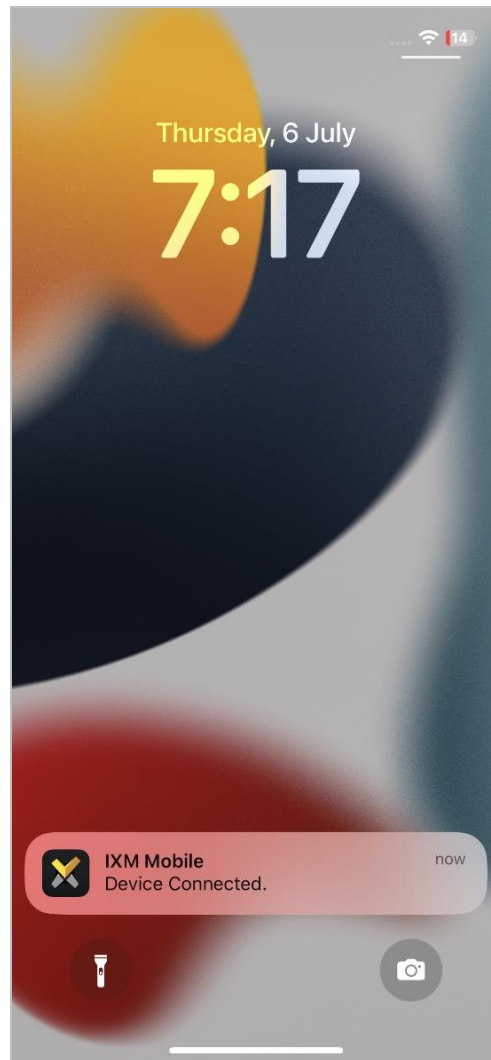
Bluetooth Sensitivity: Tap on the option to select the range of Bluetooth sensitivity. Select the range from Low to Very High.



Note: You may need to change the sensitivity if unable to authenticate.



App Notification: Tap on the option to enable or disable the display of notifications from the IXM Mobile app on your mobile device.



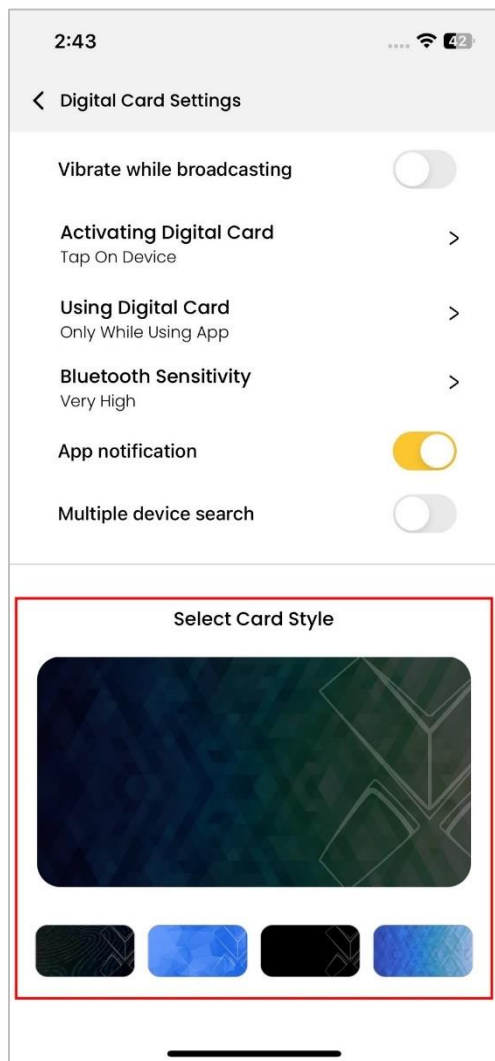
Multiple Device Search: Tap on the switch to turn the setting ON or OFF.

Note: This option is available for iOS mobile devices only.

If this feature is ON, the IXM Mobile app will search all the nearby devices but will connect to the nearest device only.

If this feature is OFF, the IXM Mobile app will search all the nearby devices but will connect to the first device from the search list.

Select Card Style: Change the look of your Digital Card by selecting any of the available styles.



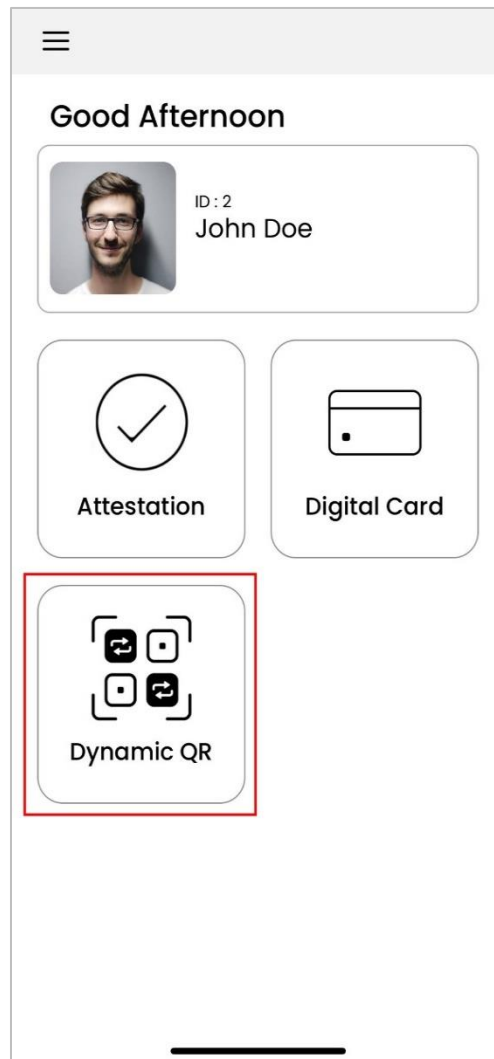
10. Dynamic QR

Note: This option will be displayed on the home page only if the “Dynamic QR” module is activated for you.

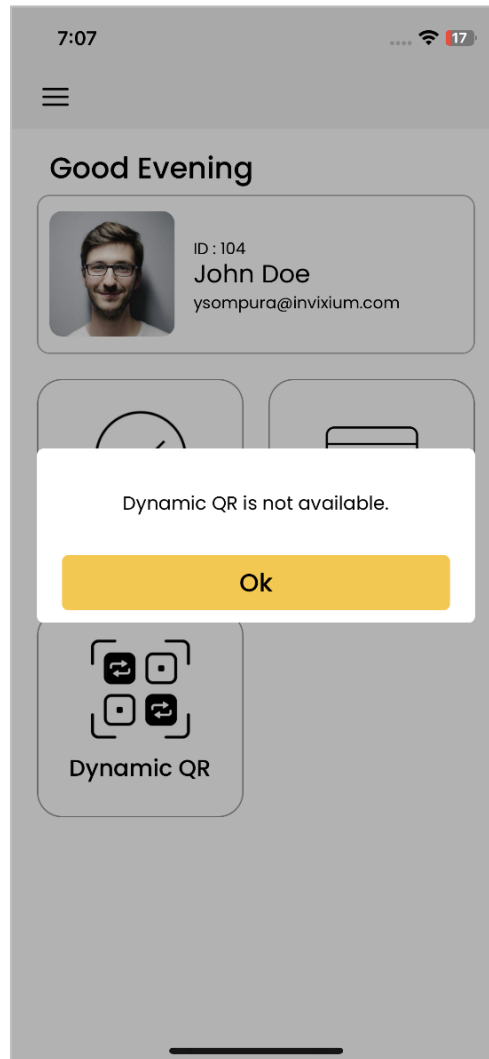
Authenticate by placing a live QR code in front of the camera on IXM TITAN or TFACE.

Follow the steps below:

1. Tap **Dynamic QR** on the home page.



Note: If the “Dynamic QR” module has been disabled for your mobile account or the Dynamic QR has not yet been generated for you, the application will display a “Dynamic QR is not available” message. Please contact the IXM WEB system administrator if you are an employee, or the company contact person if you are a visitor.



2. The Dynamic QR Code is displayed on your smartphone screen.



3. Authenticate by placing the live QR code in front of the camera on IXM TITAN or TFACE.

Note:

- IXM TITAN and TFACE will accept only Live QR Codes.
- Screenshot or photo captured QR will be rejected.



11. Support

For more information relating to this document, please contact support@invixium.com.

12. Disclaimer and Restrictions

This document and the information described throughout are provided in their present condition and are delivered without written, expressed, or implied commitments by Invixium. and are subject to change without notice. The information and technical data herein are strictly prohibited for the intention of reverse engineering and shall not be disclosed to parties for procurement or manufacturing.

This document may contain unintentional typos or inaccuracies.

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