AF Access Pass - Troubleshooting

Please find steps to resolve some common AF Access Pass issues below.

If anyone in your team or your members continue to have AF Access Pass issues. please submit a ticket through the app directly.

Troubleshooting for Members

The most common reasons a user's Access Pass doesn't open the gym door are:

- Their access pass is inactive.
- They do not have the appropriate settings, such as near-field communication (NFC), enabled on their phone.
- They do not have their access pass open in the AF app or Wallet app.
- There is a hardware or software issue in the gym's access control system. Report this to IT Support AF <itsupport@anytimefitness.com.au>

Details to request from the user:

- Is their access pass currently active? Here's how to check:
  - Open Wallet App.
  - Tap on your Access Pass to open it.
  - Tap on "Show code."
  - The next screen will show your access pass status. It will be either active or inactive.
  - Open Wallet App.
  - Tap on your Access Pass to open it.
  - The status of the access pass will be displayed in the upper left corner of the pass ("Membership Active" or "Membership Inactive").
  - Android:
  - iOS:
- Does the reader respond with any beeps and LED flashes when they hold their phone to the reader?
  - If so, do they see a green or red flash from the LED?

Access Pass is Inactive (Including after a period of being active)

If the user confirms that their access pass is inactive, look them up in your member management software to verify their current membership status.

- If their membership is inactive, direct the user to contact their home club regarding their membership status.

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- If their membership is active, direct the user to complete the troubleshooting steps below.
    1. Check if there is an iOS or Android update available for your phone. If there is an update available, install it.
    2. Delete your Access Pass.
        - Open the Wallet app.
        - Tap on your Access Pass to open it.
        - Tap the menu button in the upper right.
        - At the next screen, tap the "Remove" button.
    3. Un-link your AF App account.
        - Open the AF App.
        - Tap the profile icon in the upper right.
        - At the Profile screen, tap "Gym Membership."
        - At the Gym Membership screen, tap "Membership Linked" under the App Details section.
        - Tap "unlink" in the window that pops up.
    4. Delete App
    5. Re-download App
    6. Re-link your AF App account
        - Stay at the Gym Membership screen and tap "Link Membership."
        - Go through the membership linking process.
    7. Re-download your Access Pass and check Digital Access
        - After you re-link, check for the Digital Access button on the front screen next to the bust meter.
        - The app will likely prompt you to add your Access Pass to your Google/Apple Wallet. However, if it doesn't prompt you, you can still follow the steps below.
        - Go to the Profile screen in the AF App.
        - Tap the "Add to Wallet" button that is displayed next to AF Access Pass.
    8. Try to scan in with your Access Pass.
        - To open your Access Pass, open the AF App and tap "AF Access Pass" at the Plan screen. Alternatively, you can open your Wallet app and tap on your Access Pass to open it.
        - Hold your phone against the reader.

If these steps do not work, go into ClubWise and follow the Replacement FOB Process

- Select Digital Key to override.
- If this doesn't work, contact ClubWise 1300 734 776

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Access Pass Option Missing from App

The most common reasons the Access Pass option may be missing from the app for a particular user:

- Their AF App account is not linked to a membership. Your app account must be linked to an active membership to download an access pass to your wallet.
- Their AF App account is not linked to an active membership. Your app account must be linked to an active membership to download an Access Pass to your wallet.
- They are club staff whose AF App account is linked to something other than their current, active staff membership. For example, their AF App account may be linked to an inactive personal membership or a deleted staff membership.

Look up these details on the user / Request these details from the user:

- Search for the user in your member management software and/or Dashboard Staff Management to verify whether they are a member or staff.
  - If their membership is inactive, direct the user to contact their home club regarding their membership status.
  - If their membership is active, direct the user to complete the troubleshooting steps above.
  - If they are a member, verify their current membership status.
  - If they are staff, direct them to complete the troubleshooting steps above.

Access pass is active, however there is no beep/flash response when the user holds their phone to the reader (Android)

Direct the user to complete the troubleshooting steps below.

1. Check if there is an Android update available for your phone. If there is an update available, install it.
2. Make sure Near-Field Communication (NFC) is enabled on your phone. Also make sure that Google Pay is your default for contactless payments.
   - Open the Settings app.
   - In the Settings menu, tap "Connections."
   - Find the toggle for "NFC and contactless payments." Enable the toggle if it is not already enabled.
   - Tap "NFC and contactless payments," then tap "Contactless payments" at the next screen.

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- At the Contactless Payments screen, check which app is selected as the default payment service. Select Google Pay as the default if it is not already selected.

For users with iPhone XS/XS Max/XR or later

Check if there is an iOS update available for your phone.

1. If there is an update available, install it.
2. Make sure that you open your Access Pass before you hold your phone to the reader.

These are the two ways of opening your Access Pass:

- At the Plan screen in the AF App, tap the "AF Access Pass" button. The AF App should display a pop-up window telling you to hold your phone up to the reader.
- Open your Wallet app and tap on your Access Pass to open it. The Wallet app should display your Access Pass as a card with your name on it.

For users with iPhone X

Check if there is an iOS update available for your phone.

1. If there is an update available, install it.
2. Swipe down from the top right-hand corner of the screen to open the Control Centre.
3. If the NFC tag reader icon is not activated, tap to activate it. If you don't see the NFC Tag Reader icon in Control Centre, follow the steps below to add it to your Control Centre.
   - Open the Settings app.
   - Tap Control Centre.
   - Scroll down to the More Controls section and tap the plus (+) icon next to NFC Tag Reader.
   - Swipe up from the bottom of the screen to open the Control Centre.
   - If the NFC tag reader icon is not activated, tap to activate it.
4. Make sure that you open your Access Pass before you hold your phone to the reader.

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For users with iPhone 7 or iPhone 8

Check if there is an iOS update available for your phone.

1. If there is an update available, install it.
2. Swipe up from the bottom of the screen to open the Control Centre.
3. If the NFC tag reader icon is not activated, tap to activate it. If you don't see the NFC Tag Reader icon in Control Centre, follow the steps below to add it to your Control Centre.
   - Open the Settings app.
   - Tap Control Centre.
   - Scroll down to the More Controls section and tap the plus (+) icon next to NFC Tag Reader.
   - Swipe up from the bottom of the screen to open the Control Centre.
   - If the NFC tag reader icon is not activated, tap to activate it.
4. Make sure that you open your Access Pass before you hold your phone to the reader.

These are the two ways of opening your Access Pass:

- At the Plan screen in the AF App, tap the "AF Access Pass" button. The AF App should display a pop-up window telling you to hold your phone up to the reader.
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