This system will replace your existing key fob by utilizing an app and bluetooth on your smart device. Your assigned key fob will no longer work. The following Instructions have been provided to download the application. Each user must have a separate email address.

Instructions for downloading and using the **PDK io (PDK Access)** app by ProdataKey for HOA Pool access.

1. **Download the PDK io App**

You need the official mobile app to unlock the pool gate

- Open the **App Store** (iPhone) or **Google Play Store** (Android)
- Search for **"PDK io"** by ProdataKey
- Tap **Install** or **Get**

2. Enable Bluetooth & Location Access

Required for Mobile Credentials

PDK uses Bluetooth and proximity to communicate with door readers.

- Turn on **Bluetooth** on your phone
- Allow **Location Services** when prompted (usually "Allow While Using App")
- Keep Bluetooth enabled whenever you want to unlock doors

3. Open the App & Sign In

The HOA will request an activation email from Pro DataKey to be sent to the email address you have specified.

- When you receive the invite link, tap and follow the activation steps
- If you did not receive the link by 5/22/26, please email hoa@genesiscreekhoa.com

4. Accept Your Mobile Credential

This is your digital key that allows you to unlock the pool door.

- After logging in, look for a prompt to **Accept Credential**
- Tap **Accept** to add it to your device

- If you don’t see it, pull down to refresh

5. Unlock the door

You can unlock the gate by using the app in the background and next to the reader.

- Open the **PDK io** app to view your available doors
- Simply walk up to the reader with your phone
- Tap your phone to the reader like a badge

6. Troubleshooting & Common Issues

Most access problems come from phone settings.

- Make sure **Bluetooth** is on and permissions are turned on
- Ensure **Location Services** are on and allowed for PDK io
- Confirm you are logged in and your credential is active
- Close the App on your device and Restart the app
- Uninstall & Reinstall the App and Accept ALL App Permissions
- DO NOT TRANSFER YOUR CREDENTIALS, you will lock your account!
- If you have other users in the household that need access you must request and provide an email address for each additional device.
- If you need to transfer to a new device, you may do so within the application 1x, otherwise you must request new access by contacting the hoa for a new link.