EasyCode 2.0 FAQ

Where do I go for help if I'm having issues in my app?

- If you're a tenant - reach directly out to your storage facility for assistance.
- If you're a storage facility - please create a ticket with our technical support at [www.ptisecurity.com/support,](www.ptisecurity.com/support) and we will contact you to resolve your issue.

How do I enroll in EasyCode?

1. Retrieve the 10-character site key from your storage facility and download the EasyCode 2.0 app.
2. Open the app and click **Enroll.**
3. Enter the site key and click **Next**.
4. Enter your Last Name and desired Access Code, then click **Next.**
5. Enter your email address and phone number (make sure this is a mobile number that can receive text messages), then click **Send**.
6. Create a password, click **Next.** (Min 8 characters including at least 1 special character)
7. Enrollment is successful!
8. You will receive a text message with a link to confirm your enrollment. Click the link in your text message, confirm your information, and accept the Terms and Conditions.
9. Once you're finished, log in with your chosen email and password to start using the app!

[Click Here for a detailed guide with images.](#)

If you are unable to enroll with the site key provided to you, please make sure you are not entering the key where it says Authorization Code. Contact your facility if the issue continues, and they will assist.

My gate won't open! Why?

- Gates will only open when your phone is within a certain distance of the self-storage facility (a GeoFence perimeter). If you're outside of this perimeter, the gate will not process any attempts to open. If you are on site and the gate is still not opening, please call your self-storage facility for assistance.

Why does EasyCode 2.0 want access to my microphone? Can I turn it off?

- Your phone microphone is not required to use EasyCode but is utilized when calling the site directly from the app. To remove this feature, go to Settings and toggle off Voice Recognition.

Why does EasyCode automatically log me out? Can I change that?

- EasyCode utilizes an automatic logout feature for extra security. You can turn this off by going to **Settings** and turn off auto logout.
- You can alternatively keep the auto logout function, and prefill your login information by following these steps:
  - On the Login screen, below your email and password, select Remember Me. The next time you go to log in, your email and password will be preset and allows you to sign in quickly.
  - If you forget your password, open the app, tap Login, then Forgot Password.

How do I recover my email and/or password?

- If you forget your password, navigate to the login screen. Click **Login.** Then, select **Forgot Password** underneath the 'Next' button. Next, fill in your email address to reset the password. If you do not know your email address, please call your storage facility.

How do I turn on/off email and text notifications?

- In your Settings, there are two options to toggle on/off notifications. To turn off Email Notifications or SMS Notifications, tap the toggle.