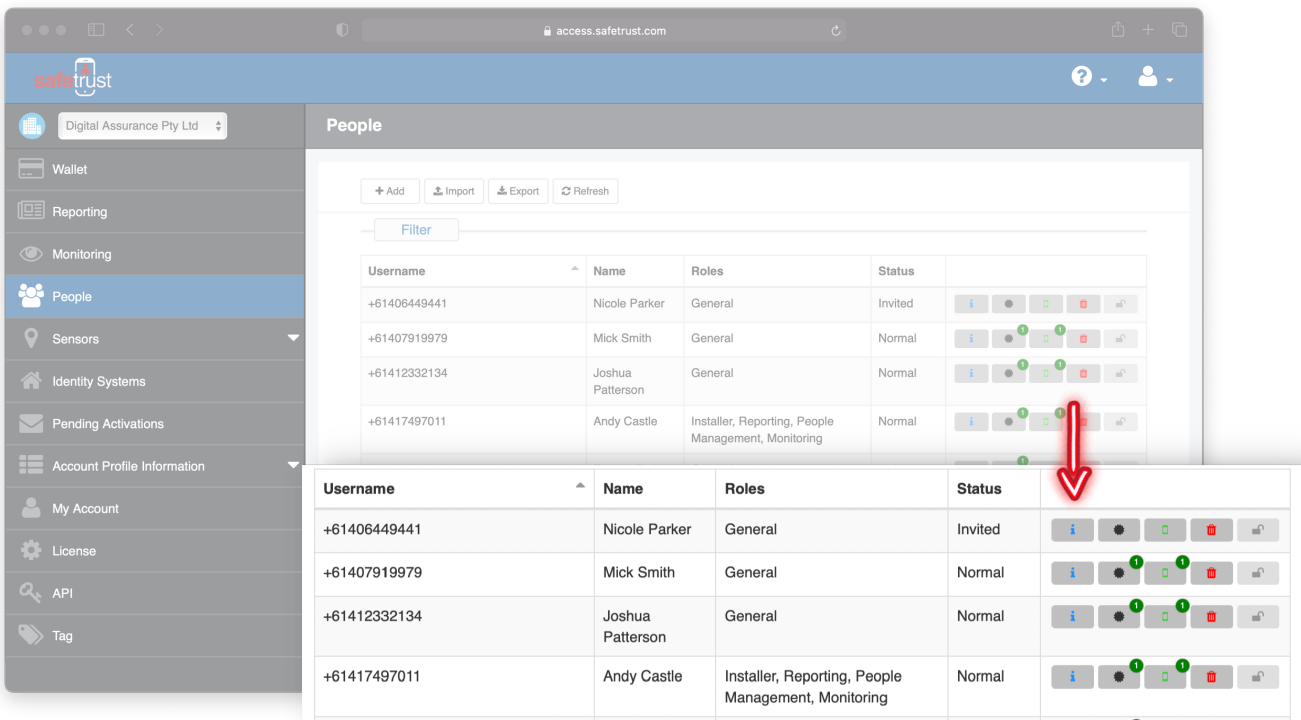**CREDENTIAL MANAGER**

Maximum Number of Devices

As an Admin, you can specify the maximum number of devices that a person may use at any one time (for example: Apple Watch, iPhone, Android phone). When a person has reached the limit and attempts to login with a new device, they will be prompted to remove an active device in order to proceed. This limit is based on the Organization's Security Settings, however it can be customized per person. Learn how in the following steps:

1   **Go to the People tab**

Once you have logged in, go to the People tab in the navigation on the left-hand side. In the far right column you will see five icons. Click in the first icon for person details.

💡 **Why set a maximum number of devices?**

Think about each device as a clone of the same access card. This makes most building security managers nervous, and rightfully so. The more devices with your access credential floating around, the greater the risk of that credential being lost, stolen, or shared with someone else. For example, your gym will only provide you with 1 access card/fob, and you will need to pay for a new one if you lose your old one. This is the same concept as a Maximum Device limit. By limiting the number of devices a person can have, you reduce the likelihood that they could hand their credential (second phone, Apple Watch, etc.) to someone else to give them access.

2 **Edit user information**

You will now see a profile of all the user's information, however the fields will be locked. To enter edit mode, click the edit button at the bottom of the page.

Person   ✖

User information

Username *	+61406449441
First name *	Nicole
Last name *	Parker
Maximum number of devices	1 ✓ Default value
Allow Virtual Wallet	✓
Role	☐ Developer ☐ Monitoring ☐ Installer ☐ Reporting ☐ People Management ☐ Admin
Advanced roles	☐ Advanced Installer ☐ Advanced User ☐ Add Organization
Status	Invited
Profile picture	Upload...
Tags	
User info	

✏️ ⬅

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3 **Customize your device limit**

Scroll back up to the devices field. The maximum number of devices is set to 1 by default. To customize your own limit, uncheck the box and toggle the button to increase to your desired number. Don't forget to hit the **Save** button before exiting.

User information

Username *	+61406449441
First name *	Nicole
Last name *	Parker
Maximum number of devices	1 ✓ Default value

Maximum number of devices	1	☐ Default value