

MobileControl login with passkey User manual

Version 1.0
Validation 3. August 2026
Author Matthias Lampe
Signature Matthias Lampe

Table of contents

1	Introduction	2
2	Registering a passkey	2
3	Logging in with a passkey	12
4	If you have changed or lost your mobile phone	14

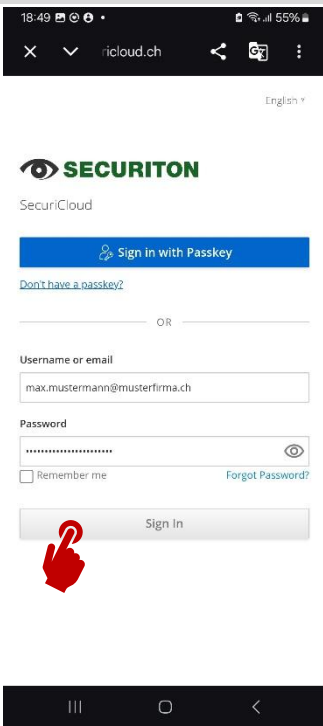
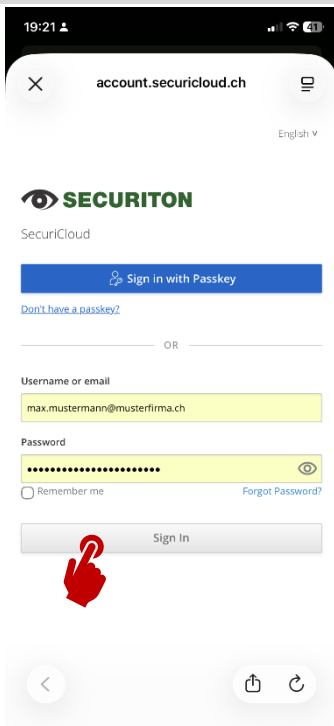
1 Introduction

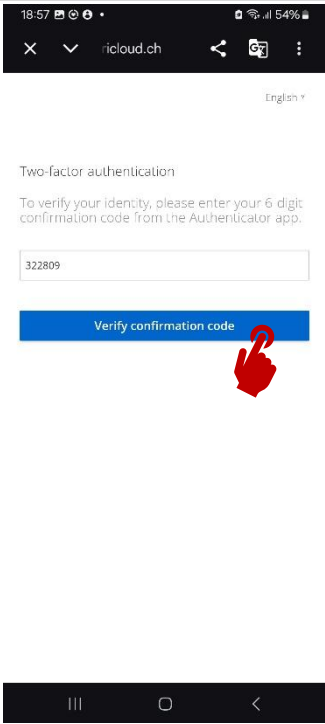
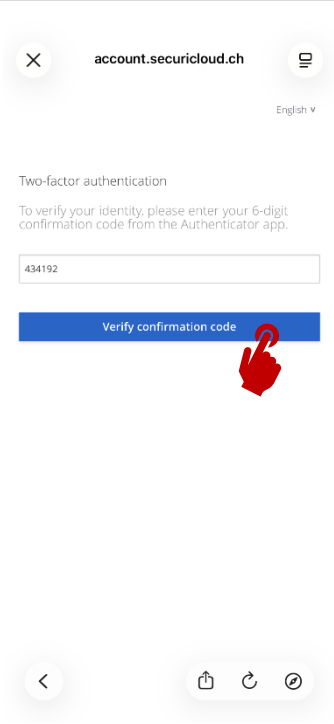
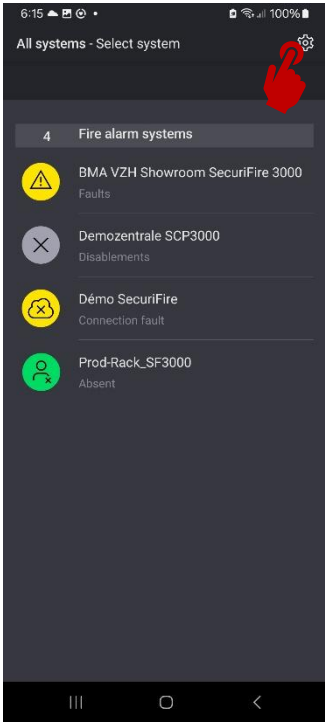
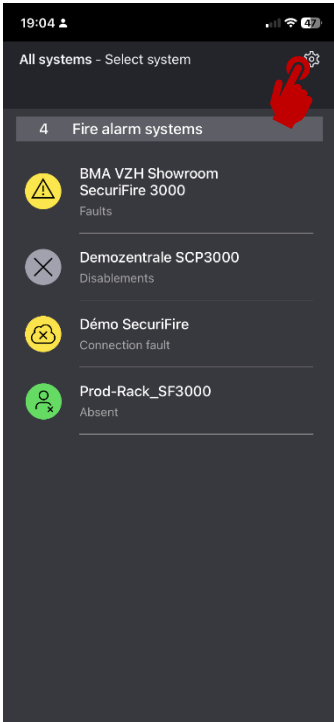
With Release 5.0 of SecuriFire MobileControl, we are delighted to be able to offer you a modern and particularly convenient way of logging into our app: passkeys. A passkey allows you to log in quickly and easily using your smartphone's familiar unlocking functions – such as fingerprint, facial recognition or PIN. This method serves as an additional alternative. You can still log in as usual with your user name and password.

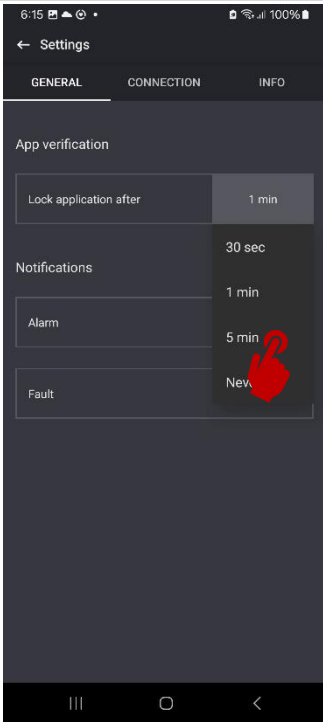
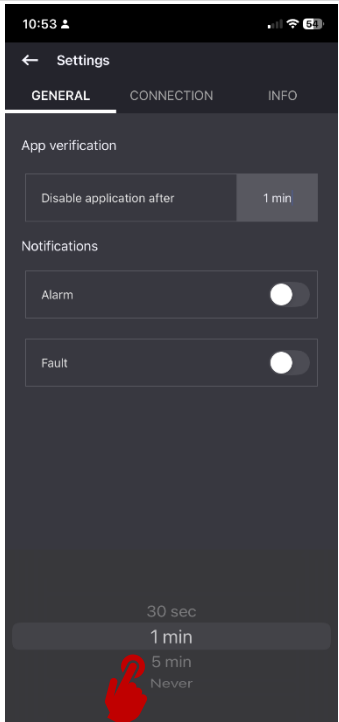
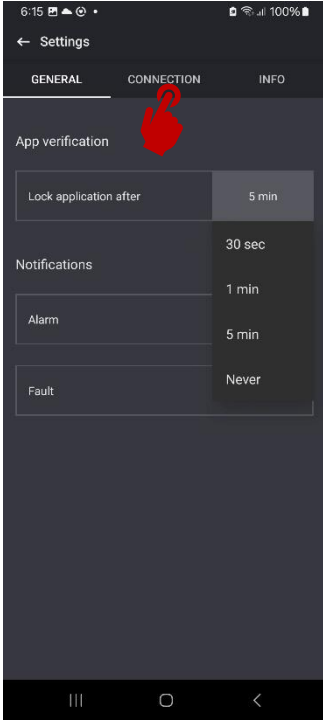
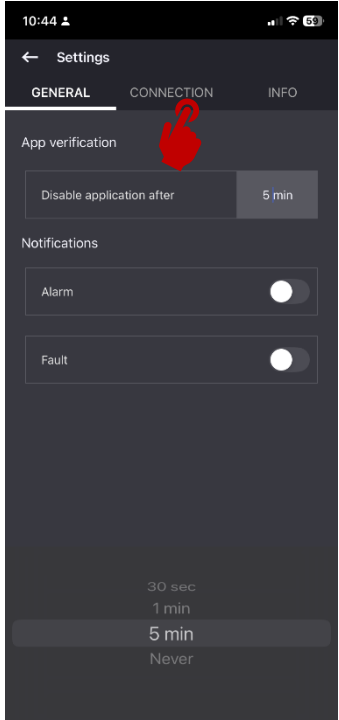
Passkeys offer a very high level of security. They work with a digital key pair, where the private key remains securely stored on your device and is never sent over the Internet. As a result, passkeys are inherently protected against phishing and fraud because sensitive access data cannot be intercepted. You can only log in if you authenticate yourself on your device using biometrics or PIN.

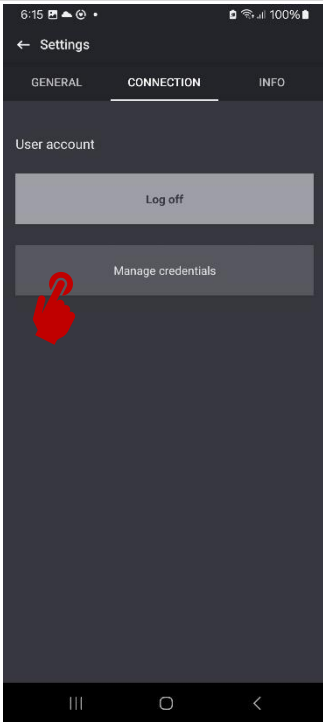
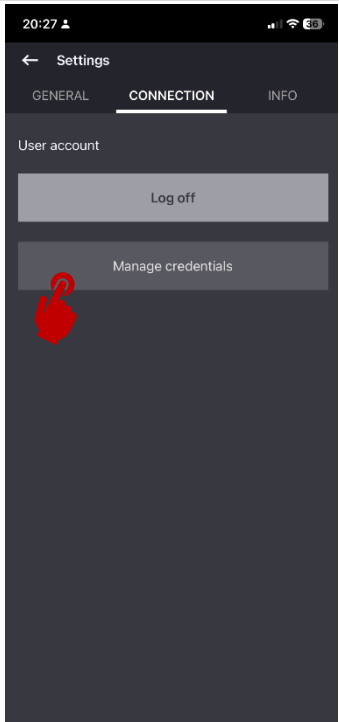
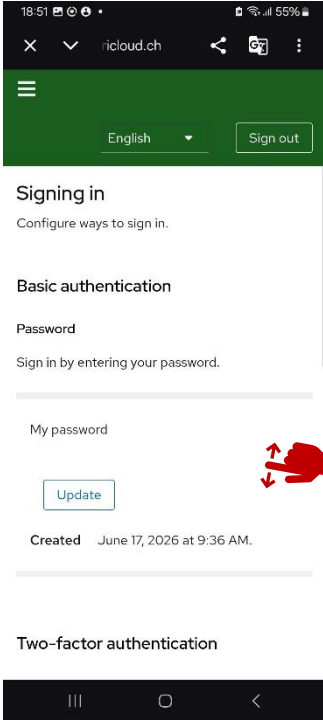
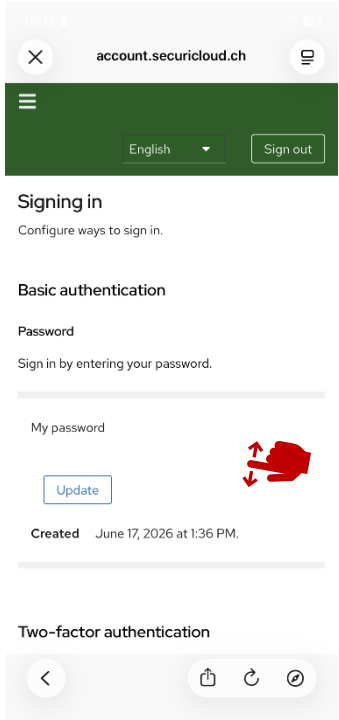
You can activate your individual passkey in just a few steps directly in the account settings of the MobileControl app. More information on passkey activation and logging in with passkeys can be found in this user manual.

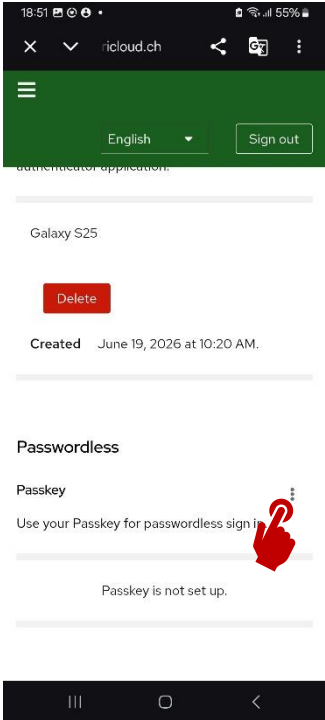
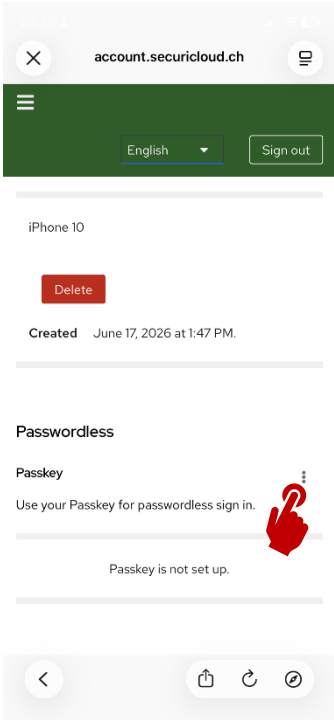
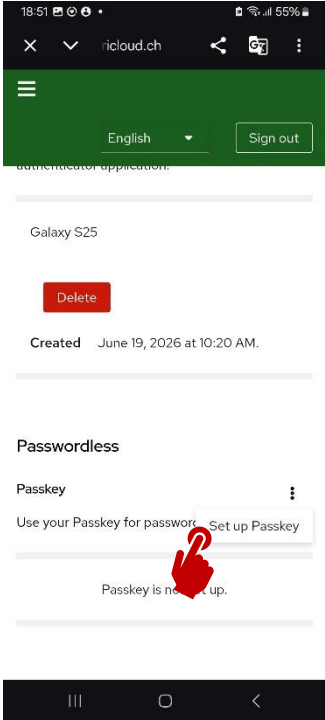
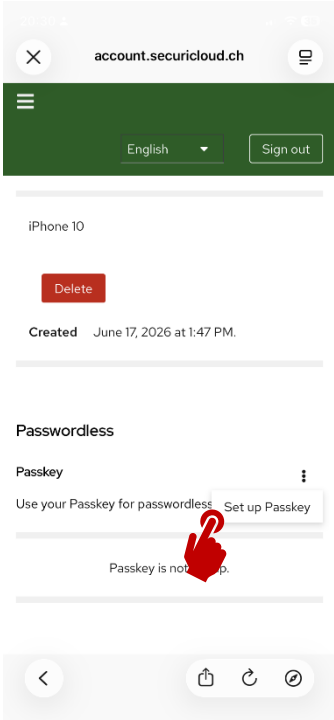
2 Registering a passkey

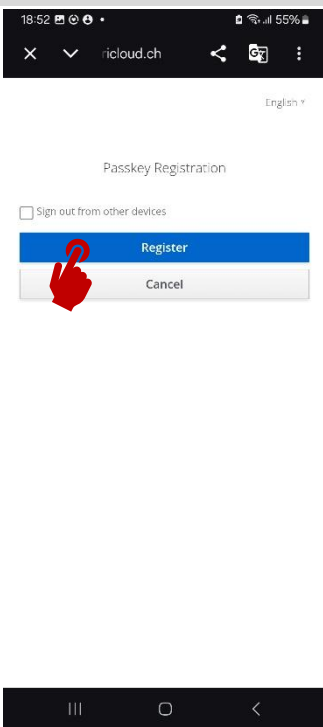
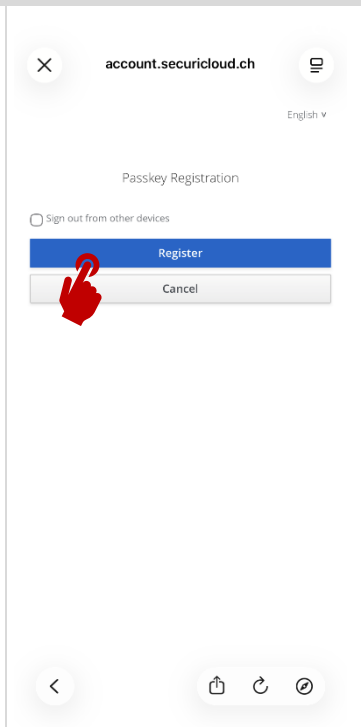
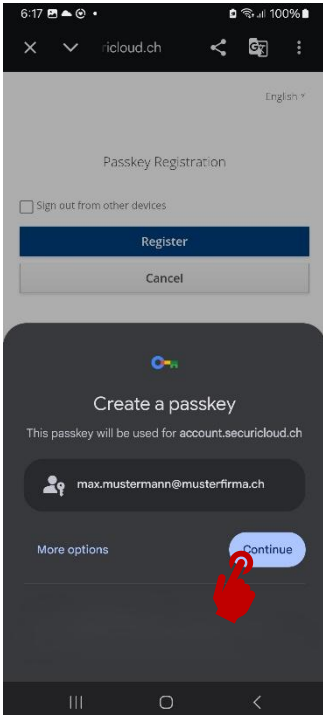
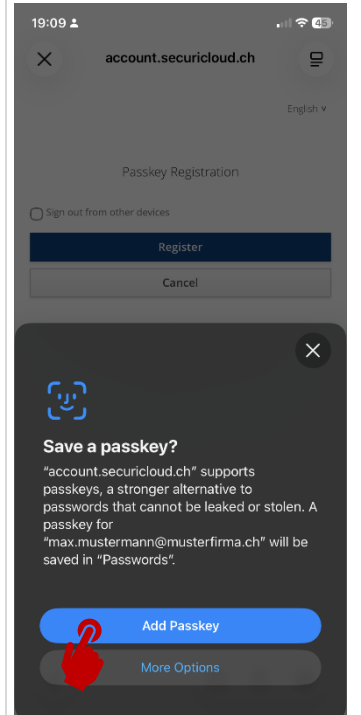
	Android	iOS
1 Log in to the app as usual with your username or email and password.		

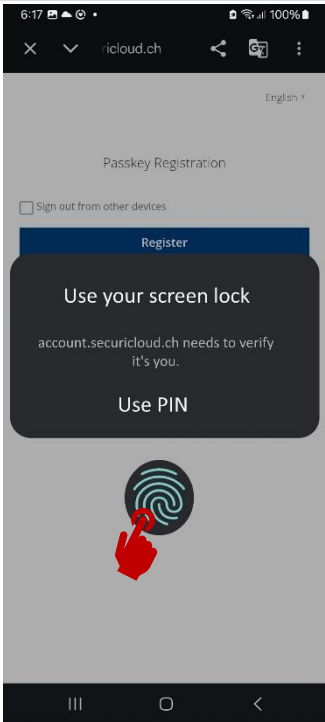
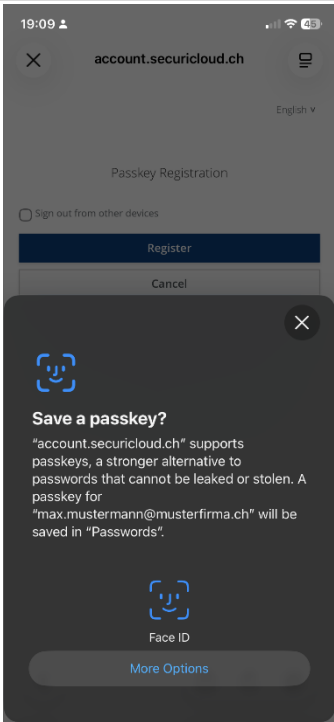
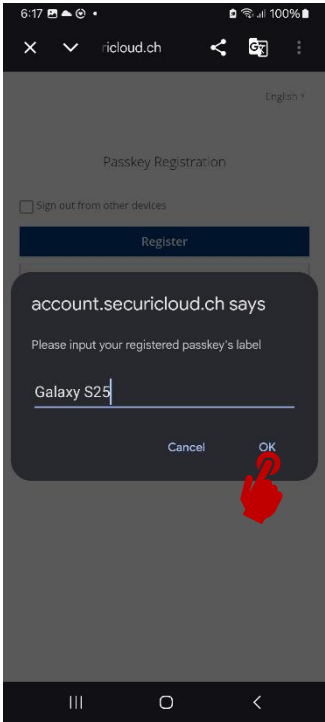
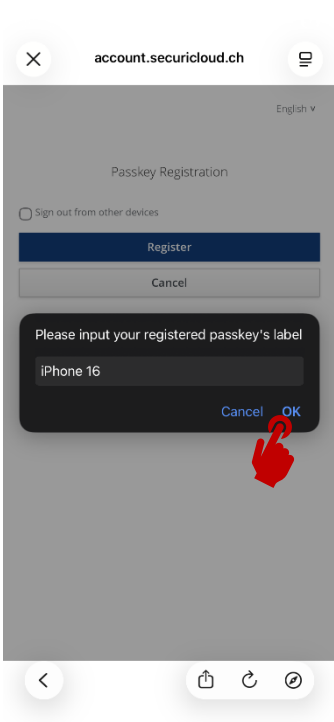
		Android	iOS
2	If you have activated two-factor authentication, please enter your 6-digit verification code from the Authenticator app.		
3	Go to the settings in the app. To do this, tap the gearwheel icon at the top right.		

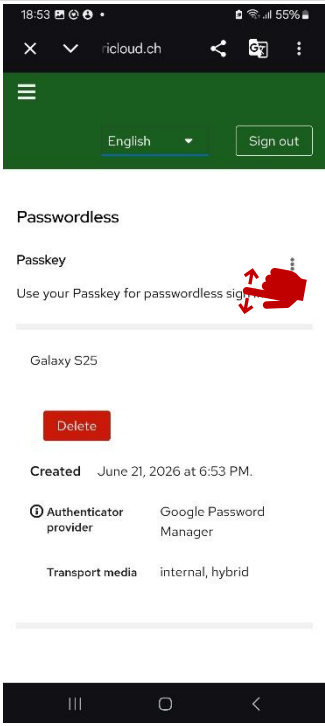
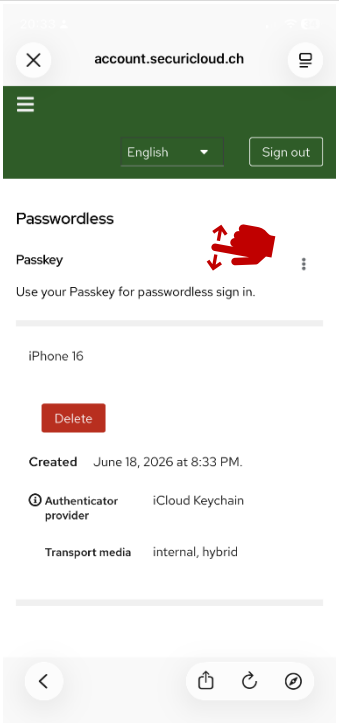
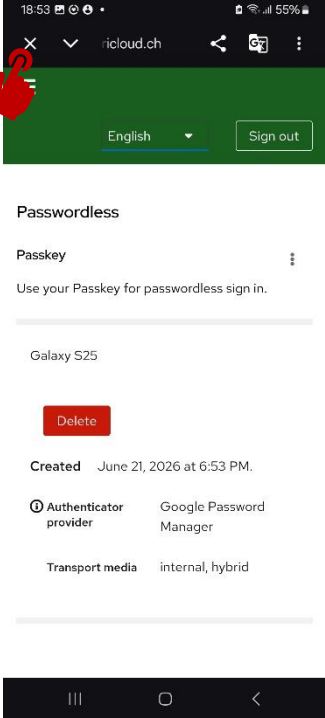
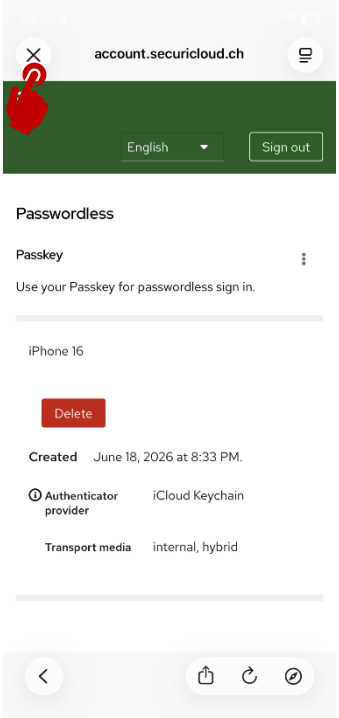
		Android	iOS
4	The following setting prevents you from being interrupted by the app lock when registering the passkey. Under “App verification”, check the time shown under “Lock application after”. If the current setting is 30 seconds or 1 minute, set the time to 5 minutes. At the end of the passkey registration, you can reset the “Lock application after” time to your preference. This is described in this manual.		
5	In the settings, go to the “Connection” tab.		

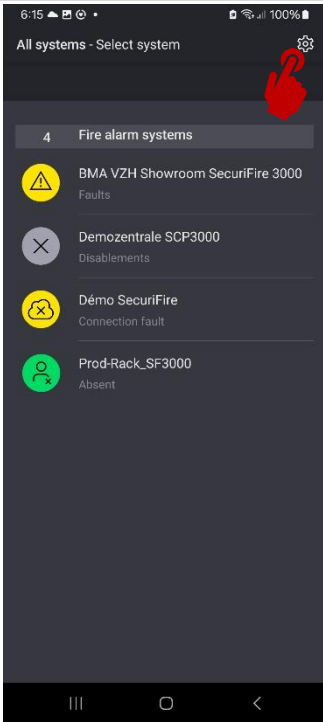
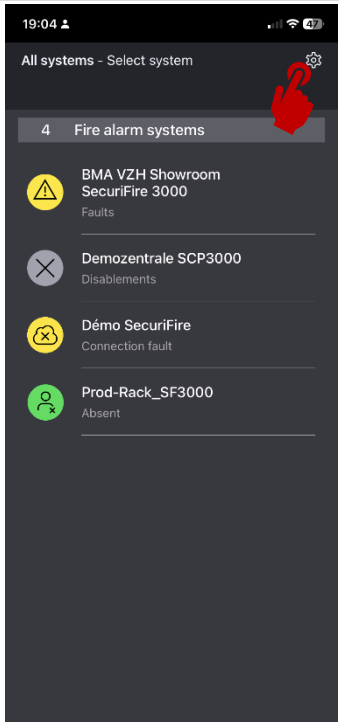
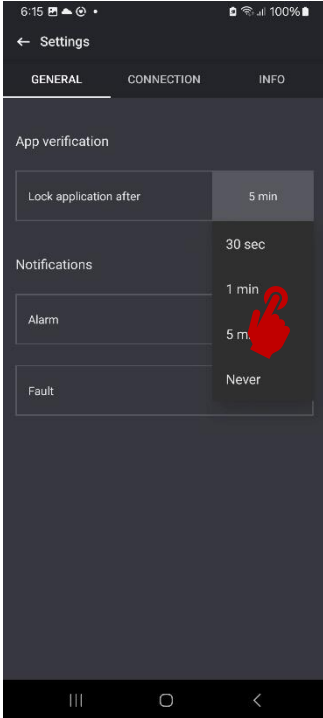
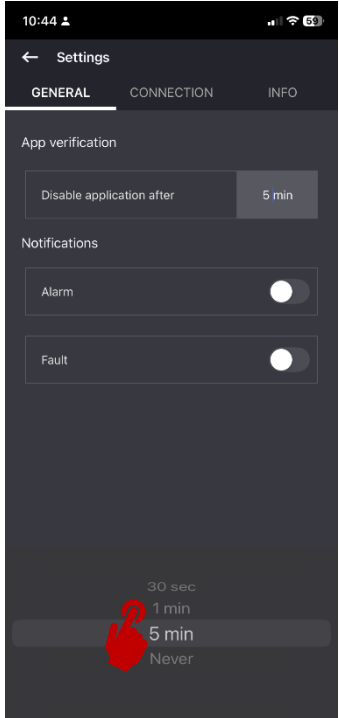
		Android	iOS
6	In the "Connection" tab, tap on "Manage credentials".		
7	You are now on the "Manage credentials" page in your user account. Scroll down to the "Passwordless" section.		

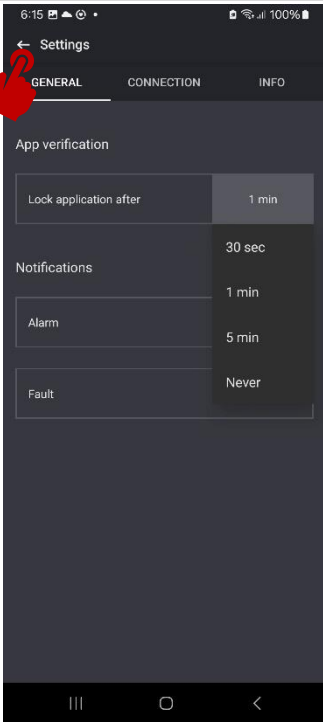
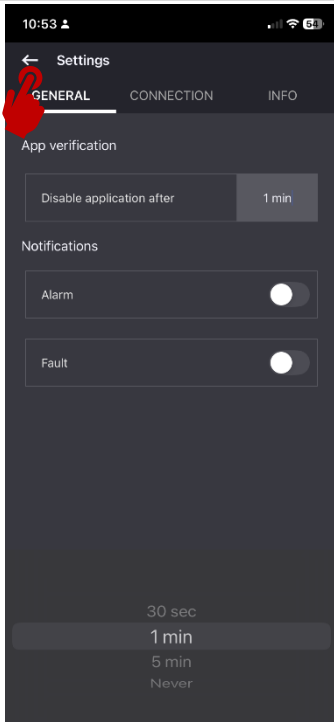
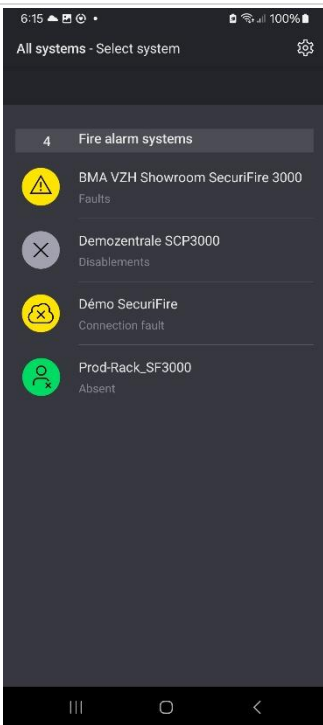
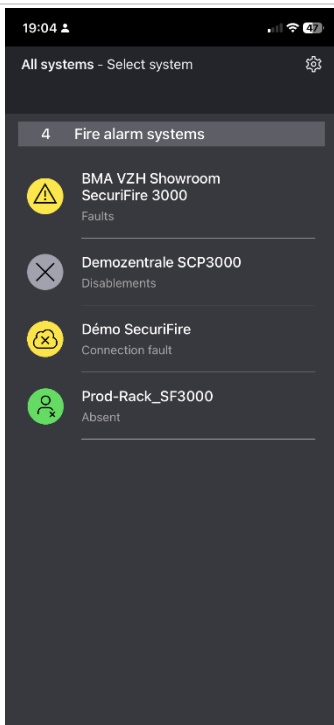
		Android	iOS
8	Tap the menu with three vertical dots on the opposite side of the "Passkey" text.		
9	Tap on the "Set up Passkey" option.		

		Android	iOS
10	The “Passkey Registration” dialogue appears. Tap on “Register”.		
11	A dialogue appears for the app that manages passkeys on your mobile phone. On Android phones, this is typically <i>Google Password Manager</i> or, for Samsung phones, <i>Samsung Pass</i>. On an iPhone with iOS, this is the Apple <i>Passwords</i> app. In <i>Google Password Manager</i>, tap “Continue”. In <i>Samsung Pass</i>, tap “Create”. In the Apple <i>Passwords</i> app, tap “Add Passkey”.		

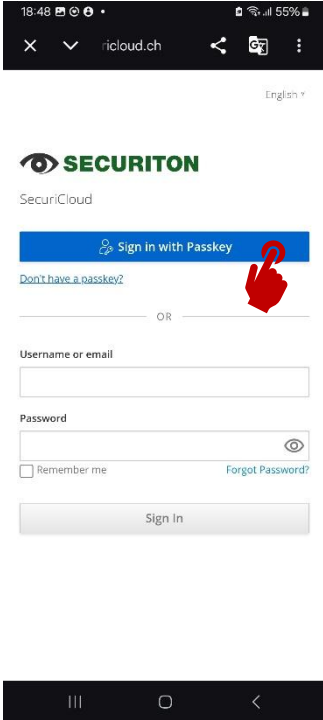
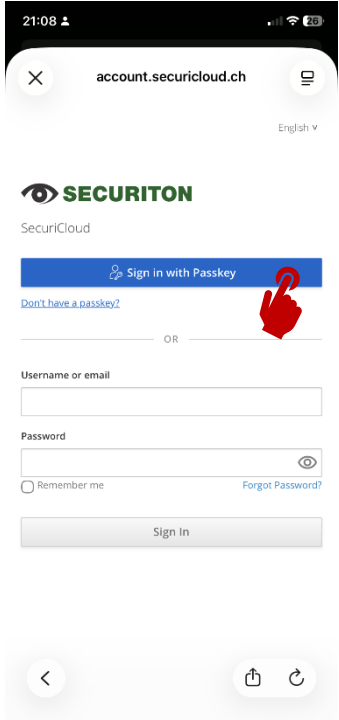
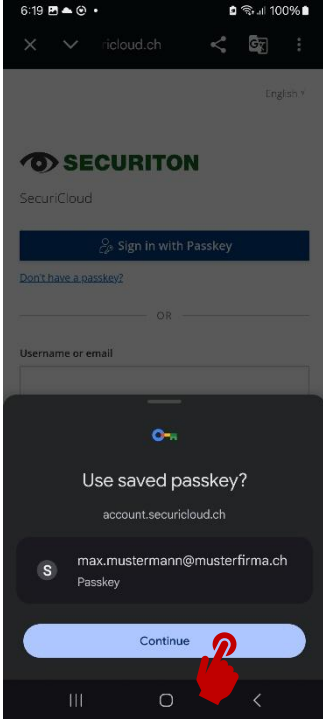
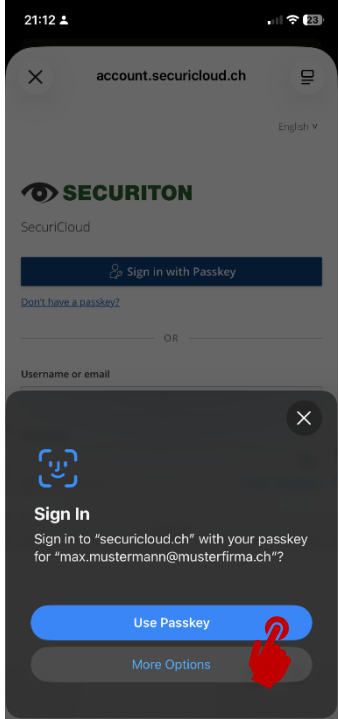
		Android	iOS
12	The app that manages passkeys on your mobile phone must verify that it is you making the setting. Depending on the screen lock settings, use your PIN, fingerprint or Face ID. In the example on the right for Android, you are asked for your fingerprint, with an option to switch to entering your PIN. In the example on the right for iOS, Face ID is used.	 The screenshot shows an Android phone screen with the 'Passkey Registration' dialog. A red hand icon points to the fingerprint sensor icon, indicating the user is prompted to use their fingerprint for verification. The dialog also shows a 'Use PIN' option.	 The screenshot shows an iOS phone screen with the 'Passkey Registration' dialog. A red hand icon points to the Face ID icon, indicating the user is prompted to use Face ID for verification. The dialog also shows a 'More Options' button.
		 The screenshot shows an Android phone screen with the 'Passkey Registration' dialog. A red hand icon points to the 'OK' button, indicating the user is prompted to confirm the passkey label 'Galaxy S25'.	 The screenshot shows an iOS phone screen with the 'Passkey Registration' dialog. A red hand icon points to the 'OK' button, indicating the user is prompted to confirm the passkey label 'iPhone 16'.
13	Enter a name for the passkey. This can be a name for your mobile phone, for example. Tap "OK" to create the passkey.		

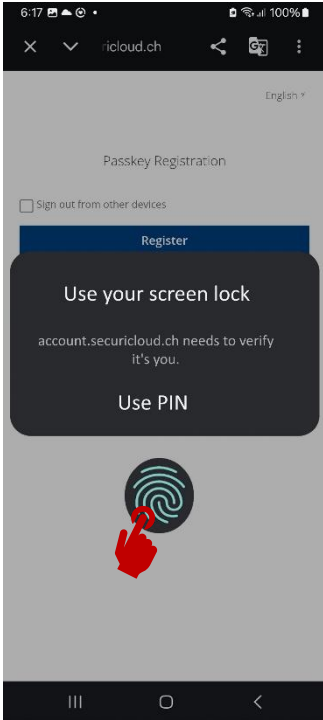
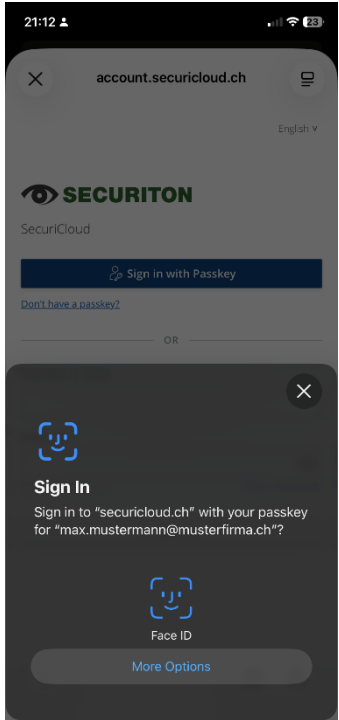
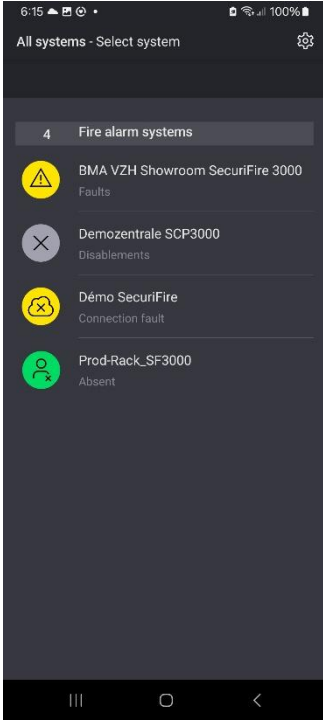
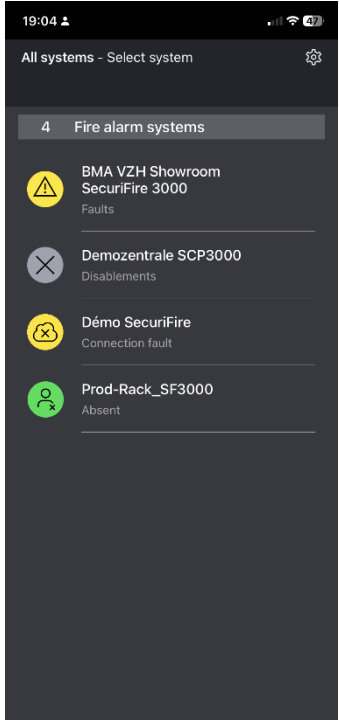
		Android	iOS
14	Once the passkey has been created, you will return to the “Manage credentials” page in your user account. Scroll down to the “Passwordless” section again. Here you can see the passkey you just created with the entered name and when it was created.		
15	To return to the app, close the “Manage credentials” page by tapping the “x” at the top left.		

		Android	iOS
16	Go back to the settings in the app to reset the app lock time to your preference. To do this, tap the gearwheel icon at the top right.		
17	Under "App verification", set the "Lock application after" time to your preference. In the example on the right, this setting is 1 minute.		

		Android	iOS
18	Tap the "Left arrow" icon to the left of "Settings" to return to the system overview.		
19	You have successfully registered a passkey and can log in with it next time.		

3 Logging in with a passkey

		Android	iOS
1	To log in with your passkey, tap "Sign in with Passkey".		
2	A dialogue appears for the app that manages passkeys on your mobile phone. On Android phones, this is typically <i>Google Password Manager</i> or, for Samsung phones, <i>Samsung Pass</i>. On an iPhone with iOS, this is the Apple <i>Passwords</i> app. In <i>Google Password Manager</i>, tap "Continue". In <i>Samsung Pass</i>, tap "Log in". In the Apple <i>Passwords</i> app, tap "Use Passkey".		

		Android	iOS
3	The app that manages passkeys on your mobile phone must verify that it is you making the setting. Depending on the screen lock settings, use your PIN, fingerprint or Face ID. In the example on the right for Android, you are asked for your fingerprint, with an option to switch to entering your PIN. In the example on the right for iOS, Face ID is used.	 The screenshot shows the 'Passkey Registration' screen on an Android device. A modal dialog is displayed with the title 'Use your screen lock' and the text 'account.securicloud.ch needs to verify it's you.' Below the dialog, there are two options: 'Use PIN' and 'Use fingerprint' (which is highlighted with a red hand icon).	 The screenshot shows the 'Sign In' screen on an iOS device. The text says 'Sign in to "securicloud.ch" with your passkey for "max.mustermann@musterfirma.ch"?' and 'Face ID' is highlighted as the authentication method.
		 The screenshot shows the 'All systems - Select system' screen on an Android device. It lists four fire alarm systems: 'BMA VZH Showroom SecuriFire 3000' (Faults), 'Demosentrale SCP3000' (Disablenents), 'D�mo SecuriFire' (Connection fault), and 'Prod-Rack_SF3000' (Absent).	 The screenshot shows the 'All systems - Select system' screen on an iOS device. It lists the same four fire alarm systems as the Android version: 'BMA VZH Showroom SecuriFire 3000' (Faults), 'Demosentrale SCP3000' (Disablenents), 'D�mo SecuriFire' (Connection fault), and 'Prod-Rack_SF3000' (Absent).
4	You have successfully logged in with your passkey!		

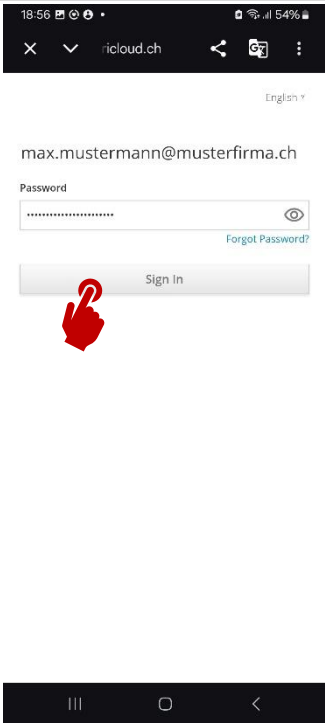
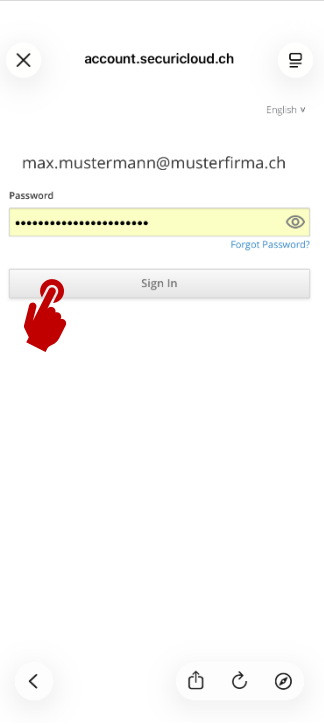
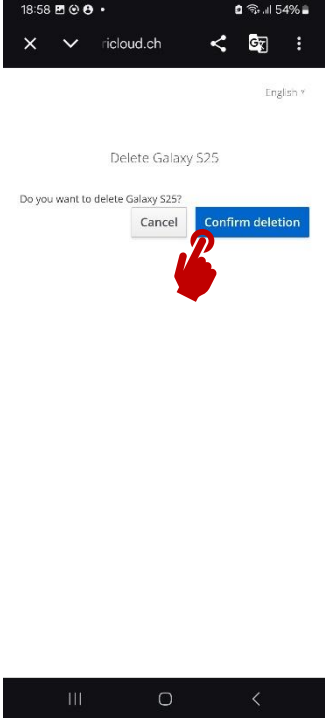
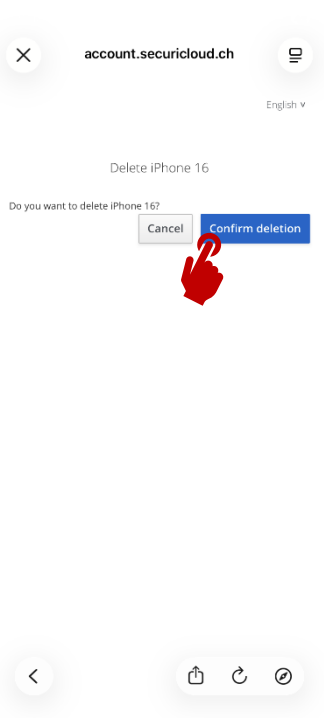
4 If you have changed or lost your mobile phone

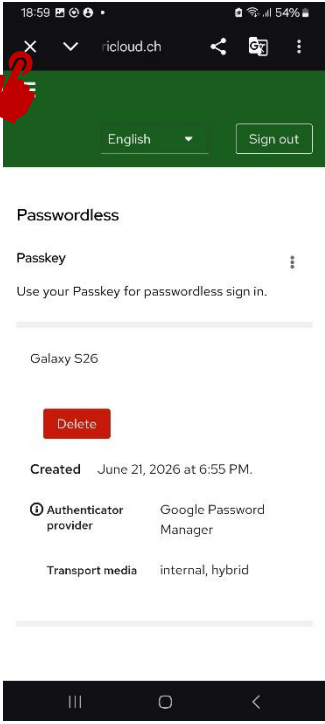
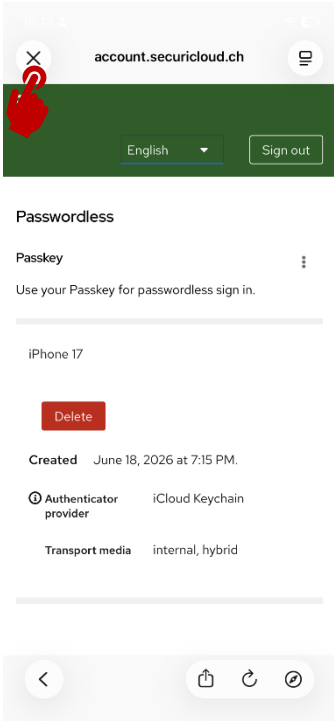
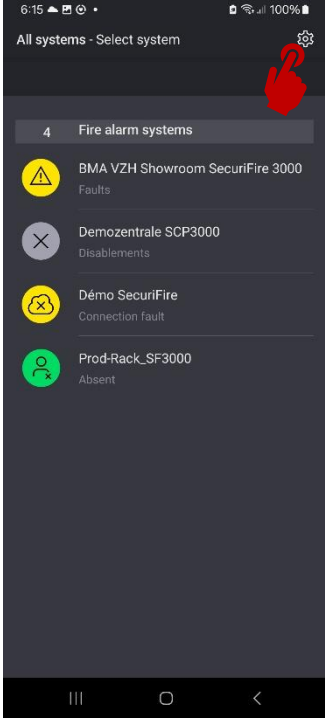
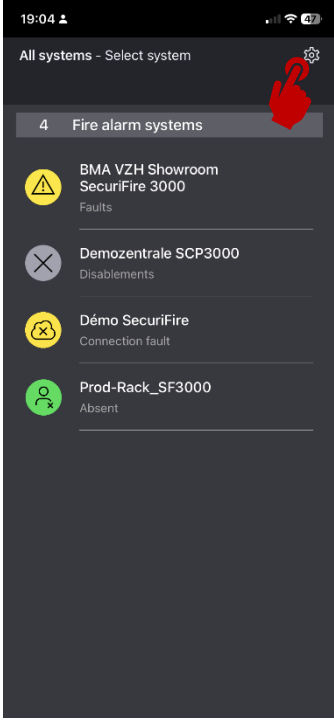
If you change your mobile phone, you can often transfer apps and their data. After transferring all apps and data from your old phone to the new one, check whether you can log in with your passkey. Follow the instructions under **3 Logging in with a passkey** on page 12.

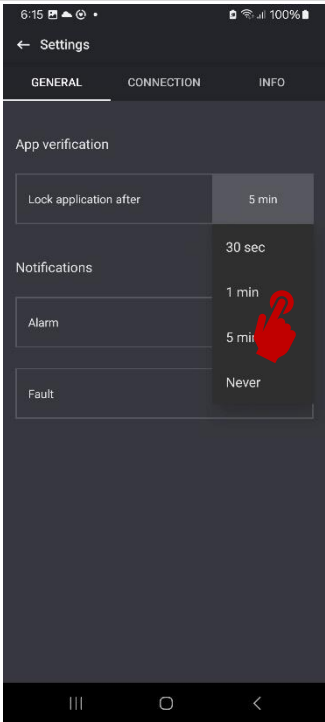
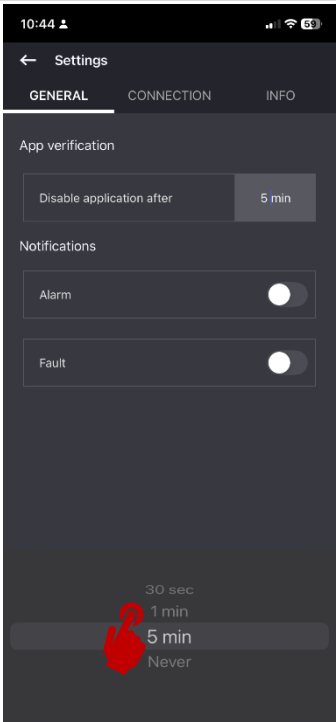
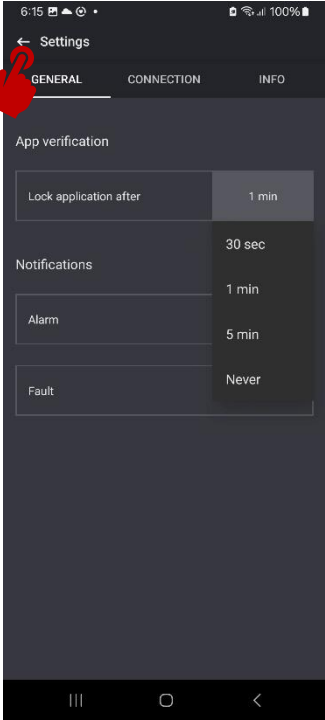
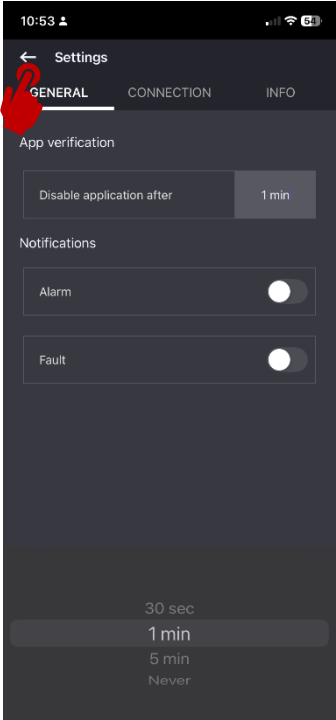
If no passkey was found when logging in, the app that manages passkeys on your mobile phone could not be transferred with your passwords and passkeys to the new mobile phone. In this case, follow the steps below to log in again on your new mobile phone with a passkey.

You can also follow the steps below if you no longer have access to your old mobile phone.

Android		iOS
Creating a new paskey on a new mobile phone		
1 - 14	Follow steps 1-14 of the instructions “2 Registering a passkey”on page Error! Bookmark not defined. Remain on the “Manage credentials” page of your user account. In step 13, enter a new name for your new mobile phone.	
Deleting an old paskey in the user account		
15	Once the new passkey has been created, you will return to the “Passwordless” section of your user account on the “Manage credentials” page. Here you can see the new passkey you just created with the name you entered (in the example on the right “Galaxy S26” or “iPhone 17”) and the old passkey (“Galaxy S25” or “iPhone 16”). Delete the passkey of your old mobile phone. To do this, tap “Delete” under the name of the old passkey.	

		Android	iOS
16	If you are prompted to authenticate yourself again, enter your password and tap "Sign in".		
17	Make sure that this is the name of the passkey on your old mobile phone. Tap on "Confirm deletion".		

		Android	iOS
18	To return to the app, close the “Manage credentials” page by tapping the “x” at the top left.		
19	Go back to the settings in the app to reset the app lock time to your preference. To do this, tap the gearwheel icon at the top right.		

		Android	iOS
20	Under “App verification”, set the “Lock application after” time to your preference. In the example on the right, this setting is 1 minute.	 The screenshot shows the Android 'Settings' app, 'GENERAL' tab, 'App verification' section. The 'Lock application after' dropdown is set to '5 min'. A red hand icon points to the '1 min' option in the dropdown menu.	 The screenshot shows the iOS 'Settings' app, 'GENERAL' tab, 'App verification' section. The 'Disable application after' dropdown is set to '5 min'. A red hand icon points to the '1 min' option in the dropdown menu.
21	Tap the “Left arrow” icon to the left of “Settings” to return to the system overview.	 The screenshot shows the Android 'Settings' app, 'GENERAL' tab, 'App verification' section. A red hand icon points to the back arrow icon at the top left of the screen.	 The screenshot shows the iOS 'Settings' app, 'GENERAL' tab, 'App verification' section. A red hand icon points to the back arrow icon at the top left of the screen.

Android		iOS
22	You have successfully registered a new passkey and deleted the old passkey. You can log in next time with the new passkey on your new mobile phone.	
	