

Apple has recently released iOS 13 update which has made some changes in how apps use location services. This document contains important information about how iOS 13 works with Storage Genie.

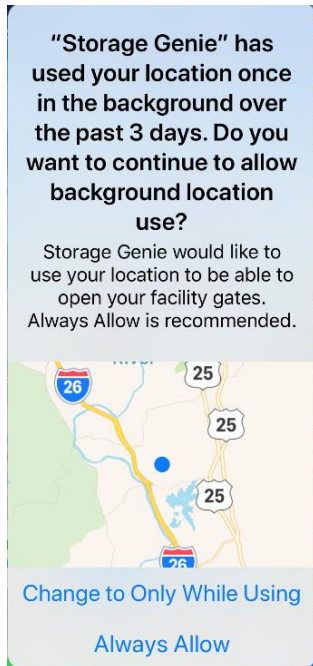
Why is it important that your tenants keep their phone's location with the Storage Genie app on 'Always Allow'?

When 'Always Allow' location access is enable, the Storage Genie app can automatically communicate with the keypad without requiring the tenant to unlock their phone and open the Storage Genie app.

My iOS device keeps reminding me Storage Genie is using my location services in the background. Is Storage Genie using my location when it doesn't need to?

In iOS 13 Apple is making an effort to create more ways for you to monitor how your phone is working with your apps. Part of this effort is periodic reminders of which apps have access to certain services.

Periodically, you will get a reminder of how many times Storage Genie has used your location. It is important to keep enabling location services to 'Always Allow' so Storage Genie can continue to open gates and doors automatically. Below is an example of how iOS 13 will periodically prompt the user of Storage Genie to continue allowing Storage Genie to work in the background.



Is my location data stored?

No location data is stored with the use of Storage Genie. Location services are only used to allow the Storage Genie app to communicate when in close proximity a keypad. Our complete privacy policy can be found [here](#).

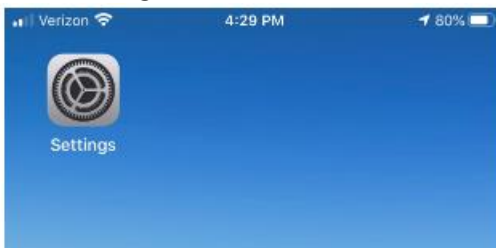
How does Storage Genie work if I have selected 'Only While Using App'?

If 'Only While Using App' is selected then Storage Genie cannot automatically open gates/doors when you come in close proximity to the keypad. In order to use Storage Genie you would need to open the Storage Genie app and select the Open button when in close proximity to the keypad. Setting Storage Genie to 'Always Allow' will allow Storage Genie to automatically open doors/gates without the need to open the Storage Genie app.

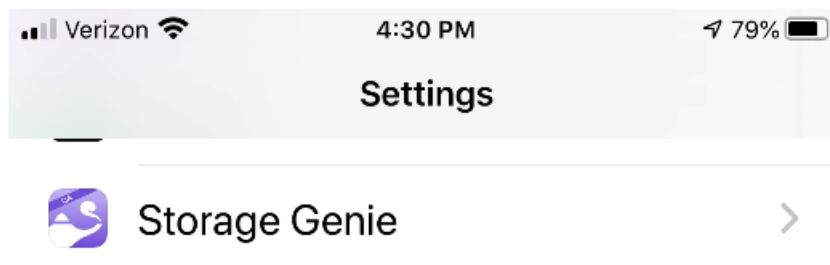
How do I set Storage Genie to 'Always Allow'?

Storage Genie can be set to 'Always Allow' with several easy steps listed below. Please note that iOS 13 will occasionally prompt you to reconfirm this setting. If 'Always Allow' is not selected then Storage Genie will not automatically open the gate or door when you are in close proximity to the keypad.

1. Go to Settings



2. Select Storage Genie



3. Select Always

