

If you cannot access the gym using the Loihde ID app 1.

Check your phone settings Make sure that:

- Your phone's **GPS / Location Services are enabled**.
- All requested permissions have been granted to the app.
- Bluetooth is enabled.
- The app has been updated to the latest version.

Missing permissions, such as disabled GPS/location services, may prevent access because the app cannot identify the door lock that should be opened.

2. Remove the app and complete the setup again Problems with mobile access have occurred in situations where:

- The activation/login link was opened on a computer instead of the phone.
- The mobile setup process was not completed.
- Not all permissions required by Loihde ID were accepted (see section 1).

If you suspect that the setup was not completed correctly, uninstall the app if necessary and complete the setup again using your phone.

3. Check the validity of your gym membership and customer information with the library

- If your gym membership period or customer information has expired, the door will not open.
- Phone: 0400 215 582
- Email: kirjasto@oripaa.fi

4. If the problem persists If everything appears to be correct and the app is functioning normally, but the door still does not open:

- Check the gym opening hours. Is the gym open, or is it currently being used by the school?
- Try again after a short while.
- Make sure your phone has a working internet connection.