

Common Troubleshooting Guide for Bluetooth Access Credentials

If your Bluetooth Credential not working? Please try the following recommendations.

Step 1 – Check Bluetooth Settings

- Ensure Bluetooth is **ON** in your phone's settings.
(This is the most common issue.)

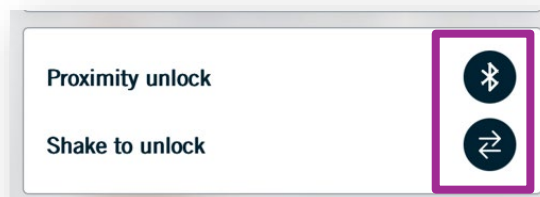


Step 2 – Verify ICT Protégé Mobile App

1. Open the ICT – Protégé Mobile app on your phone.

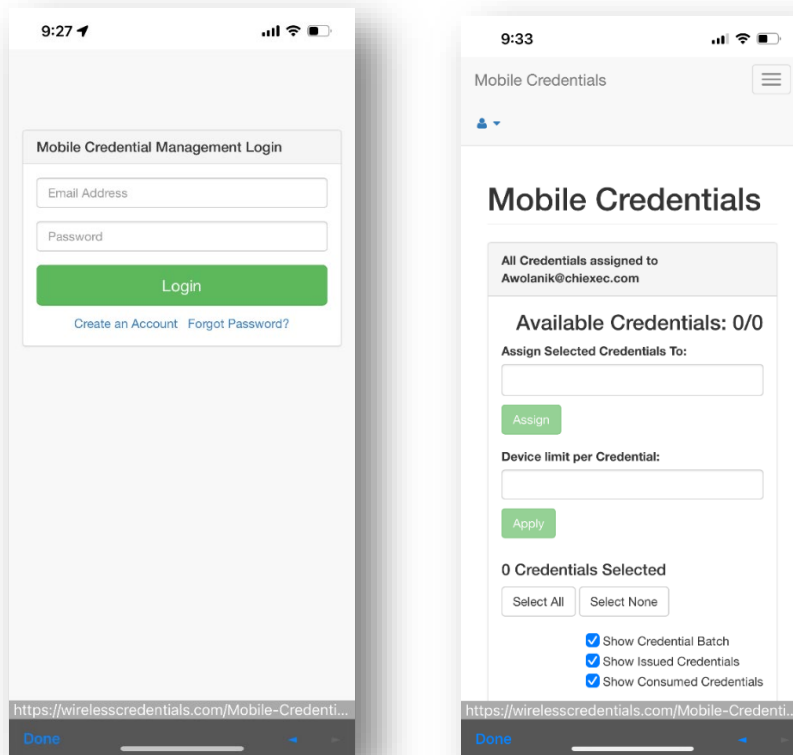


2. Make sure the following options are enabled:



Step 3 – Restart the App

*If you are on any of the below screens, **completely close** out the app and reopen it.



Step 4 – Test at the Card Reader

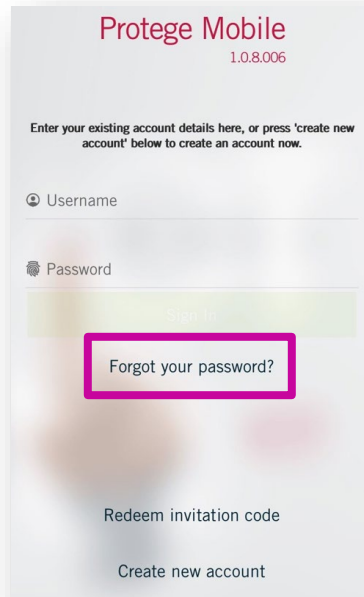
1. With the app running, tap your phone on the card reader.

- **GREEN** light + phone vibration = Access granted
- **RED** light = Access denied

⚠ *Chicago Executive Airport recommends tapping the reader rather than using “Shake to Unlock Function:*

Additional Notes

- Username = The email address you provided to the Airport on your access application.
- Password = Created by you.
 - Airport staff cannot retrieve your password. Use “**Forgot your password?**” if needed.



- PIN = Created by you.
 - Airport staff cannot retrieve your PIN.

Need Additional Help?

For further assistance, contact:

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