How to Install and Use the myQ Community App on Apple iPhone
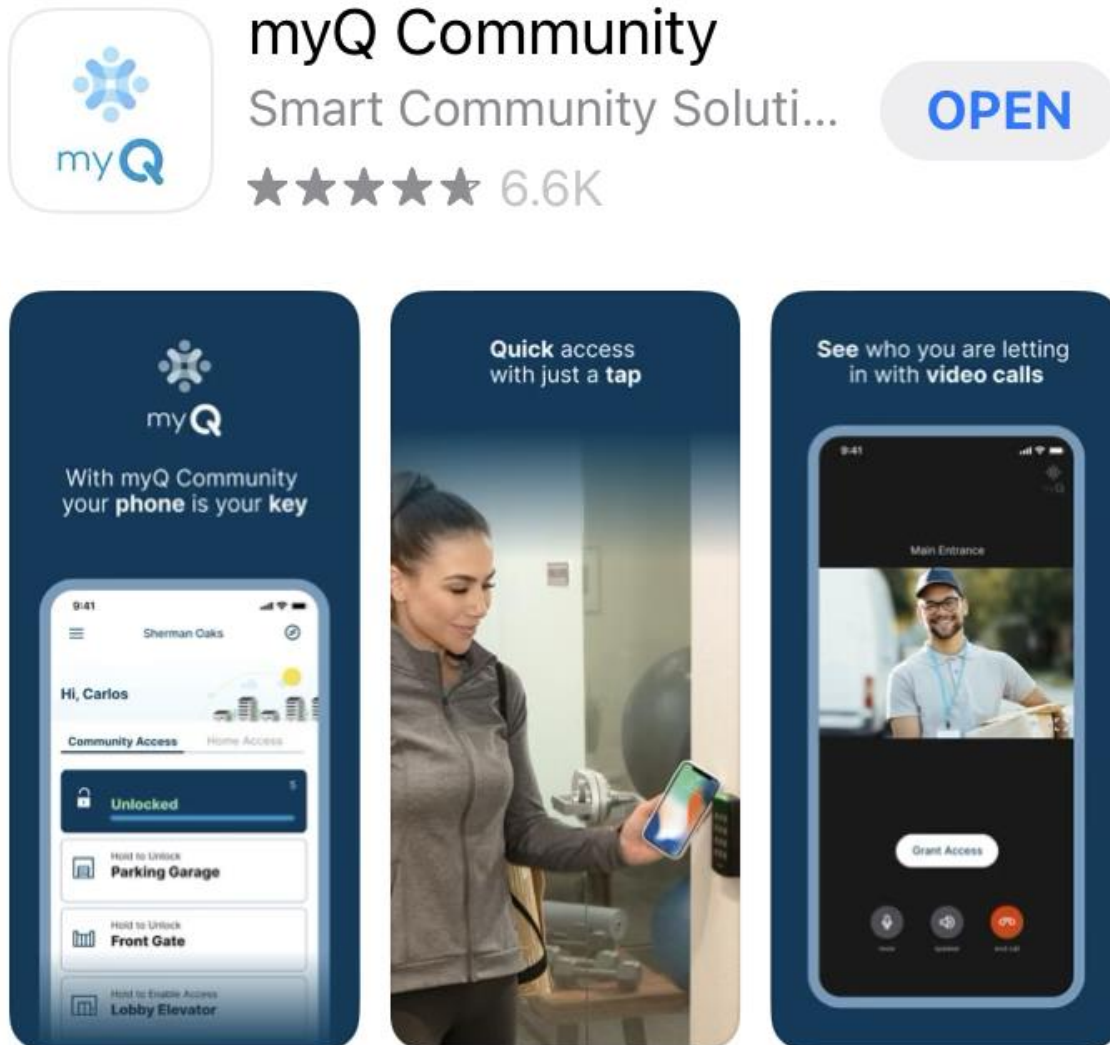
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Introduction

This guide is to assist residents of the Dye (The Dye Estates, The Dye Townhomes, Blackwater Townhomes) to install and use the myQ app on an Apple iPhone. Please note these instructions do not include any device other than an Apple iPhone and Apple Watch. The use of this app on Android devices is probably very similar, but this author does not have access to one of those to experiment and document.

PLEASE NOTE: These instructions are strictly for residents who have already purchased ($15.00 for full year, pro-rated thereafter) the app usage from Ponderosa on or after July 1, 2023 AND have received an email invitation titled "You have been invited to myQ Community".

Steps to Install the myQ Community app

On your iPhone, open the App Store and search for myQ Community.

After installation, Open the app. It will prompt you for two things:

1. Bluetooth
2. Location

Allow Bluetooth, and for location Allow while using the app.

"Community" Would Like to Use Bluetooth

This app uses Bluetooth to unlock nearby entrances.

Don't Allow	OK

Welcome to myQ Community

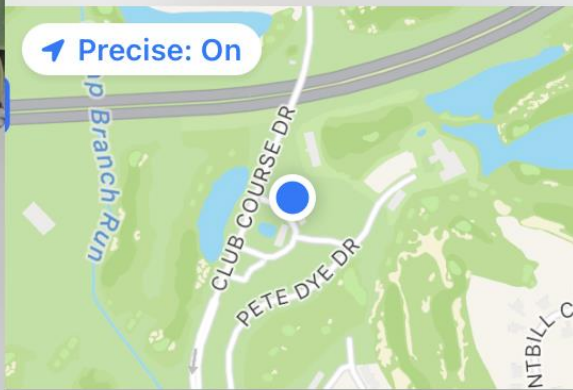Freely move around your community and securely grant visitor access.

Create Account

Login

myQ

**Allow "Community" to use
your location?**

This app uses Location Services to
locate nearby entrances.

◈ Precise: On

We
my

Free
secu

Allow Once

Allow While Using App

Don't Allow

Create Account

Login

Steps to create your account

Once the app is installed:

1. Open the app.
2. Press Create Account.
3. See the screen prints on the following page for what to expect. **Do NOT proceed in the app once the account is verified!**

Welcome to
myQ Community

Freely move around your community and securely grant visitor access.

Create Account

Login

🌐 Select Country

🇺🇸 United States ⌄

☑ To proceed you need to agree to our [Terms of Use](#) and [Privacy Policy](#)

→

✕

👤 What is Your Name?

First Name

Last Name

→

✕

✉ Your Email

Email

Please use the email that your property has on file for you as a resident.

→

✕

🔒 Create Password

Password 👁

- At least 8 characters minimum
- Must contain at least 3 of the following
  - Uppercase letter
  - Number
  - Lowercase letter
  - Symbol

→

✕

✉ Verify your email

Enter the code we sent to

Resend Code >

→

✕

✓ **Email Verified**

Thanks for verifying your email. We need a few more things to finish your account setup.

→

STOP HERE!!!

Steps to join Dye community

Close the app. Reopen the app and login with the ID/password using the account you created.   The app will notify you that you have been invited to join The Dye Estates. Accept the invitation by entering the code provided to you in the email invitation.

How to use your phone to open the Dye gate

To use the app, simply open the app on your phone and you will see buttons to Unlock the Resident Lane and one to Unlock the Guest Gate. Press the button corresponding to the gate you wish to open, most likely only the Resident's gate.

There are a number of features provided by myQ that are beyond the scope of this document. Please refer to the myQ website for instructions/help for those https://support.chamberlaingroup.com/s/

Some of the features include creating guest passes for family, friends, and guests, use history, your gate entry code, etc.

How to install and use the myQ on your Apple Watch

Keep in mind different OS versions of an iPhone and Apple Watch may appear/behave differently than the one here.

Some phone/watches will automatically install the app on your watch. To manually install, open the Watch app on your iPhone. Scroll down to the Available Apps area and click the INSTALL button beside the app.

Go to your Face Gallery on your watch and find the myQ app icon, open it and the Unlock Gate buttons should appear.

For more information: https://support.chamberlaingroup.com/s/article/myQ-Community-App-Apple-Watch-FAQ