

Oronoque Village
Kastle Security Q&A

How does this work (i.e. fob, card, app)?

Kastle is a well-known security provider and we will be installing card readers at certain locations throughout the property to ensure your safety and well-being. You can get into these secured spaces with a card, fob or your phone.

Who has my profile information?

Your profile information is managed by your property management team.

Can I change the information on my personal profile ?

You can't but the property management office can.

What kind of information is being requested on the profile?

Super simple – Just your name and email address. The management team will assign the appropriate amenity spaces to your profile. No one will ever ask you for personal/sensitive information.

Do I need to swipe or does it work like my car fob ?

If you decide to use a card or a fob you will need to swipe. If you decide to use your phone for handsfree access, you will just have your phone close by to open.

How do we stop people from piggybacking through doors ?

Kastle will be working with the management team to set Kastle Presence parameters.

How do deliveries work ?

These details are being worked out now but the process shouldn't change much.

How about the mailman ?

Most of the time management provides mail carriers with access since they are regular visitors, but there are many options we can work through.

What happens in a fire ?

Your doors will release in emergency just as they do now.

Do I need to swipe to exit ?

No

What happens if I'm in a walker or wheelchair ?

All doors are set up to adhere to ADA and Fire code.

What happens if someone props open a door ?

Your management team will be alerted.

What happens if we lose power ?

The system will run on back-up battery.

What if my fob doesn't work ?

This doesn't happen often but we always suggest a backup credential AND we have 24/7 customer service at Kastle. Additionally, you can always reach out to staff on-call.

What happens if I lose my fob ?

Please tell your building management as soon as possible and they will delete and reissue you a new credential asap.

Can the app on the phone be hacked ?

We have never experienced this.

What if I give my fob or phone to another person ?

We don't suggest this for security reasons.

If my phone is lost – will the app work for someone else ?

In most cases, your phone is locked and cannot be accessed by someone else. Again, alert management and the card will be deleted so it can no longer work.

What if the door does not open ?

Contact Kastle Customer Service or your building on call representative.