

Introducing Latch.



Welcome home.

Latch is a holistic solution that makes it easier for property managers, residents, and guests to access and customize any space to make buildings better spaces to live, work, and visit.

Below, we've answered some of the most common questions about Latch. If you don't see your question answered below, you can always visit support.latch.com or reach out support@latch.com.

What is Latch?

Latch is more than just a lock. It's a full-building system designed to make your life more convenient and secure, whether that means adjusting the temperature or lights when you're not home, sharing access with your friends or dog walker, or simply leaving your keys behind.

What does it mean for me?

With Latch, you'll be able to unlock the doors in your building with a single credential and remotely share access with friends, family, and service providers. If your building has Latch-enabled smart home devices, you'll also be able to control them through the Latch App for a more streamlined living experience.



How do I get set up?

Your building management will invite you to sign up for Latch via email. Once you've received the email, simply follow the instructions to get your account set up and download the Latch App. The Latch App is available on both iOS and Android. Visit our Help Center at latch.com/support to see our list of supported devices to make sure yours is included.

I'm not receiving any emails. What should I do?

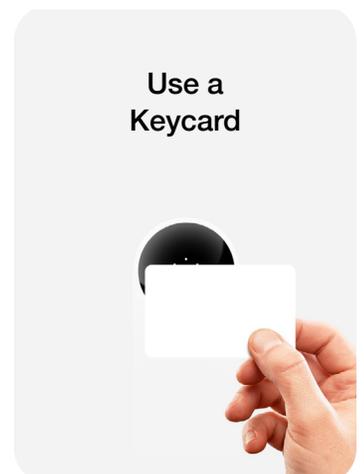
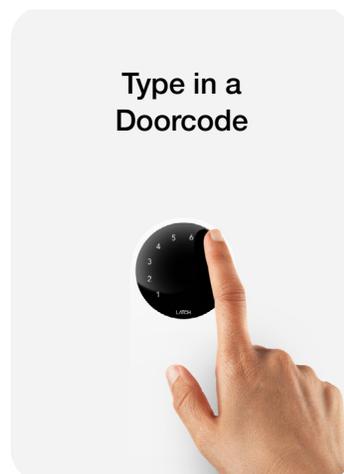
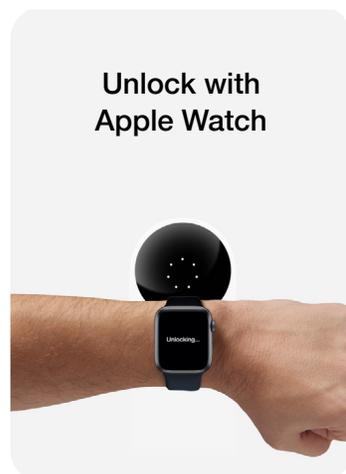
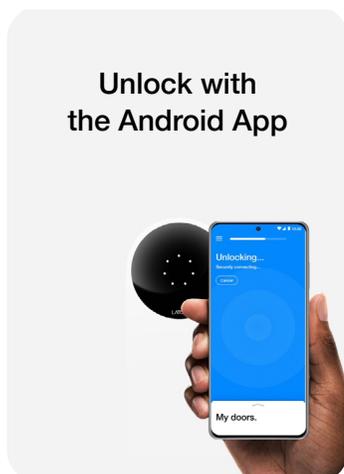
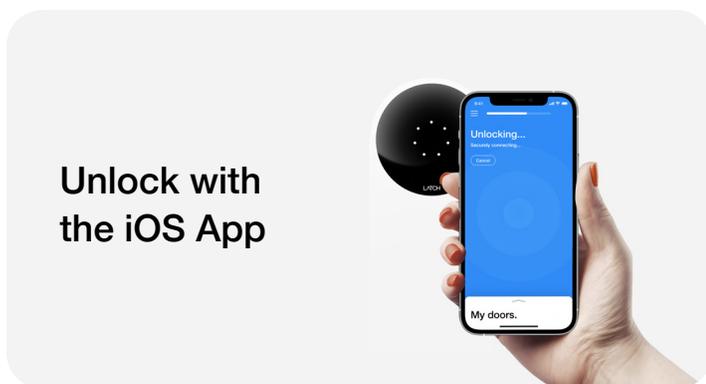
If you are not receiving these emails, try the following:

Refresh your email inbox.
Check your spam folder.

If you're using a company email, there could be a firewall set up by your company's IT department to block out third-party emails. Contact your company's IT department to whitelist no-reply@latch.com or ask your property manager to use your personal email address instead.

How does the unlock feature work?

Once you've set up your Latch App, simply open the app near the Latch device you'd like to unlock, and it will automatically find the right device and unlock it for you.



What if I don't want to use Latch or my phone isn't supported?

Depending on your building's policy, you can request a keycard or mechanical key from your property manager.

What if my phone dies?

You can use your seven-digit doorcode that's unique to you and your Latch devices. If you forget your doorcode, keycards and mechanical keys are available as back-up options depending on your building's policy.

What if my door doesn't unlock?

If you ever experience a lockout, reach out to your property manager who can grant you a temporary access code (even if they're not on site).

What about my personal privacy and security?

Your home is your most personal space. At Latch, we take responsibility for keeping it both private and secure. That's why your unit access history is kept private no matter what, and why we've designed our unit devices without Internet dependence to reduce the risk of data exposure.

What if I have a question or need additional support?

Your building management should be your first point-of-contact for any support questions. You can also access our Help Center at latch.com/support or email us at support@latch.com.