

Amenity Access – Open Cesamee TROUBLESHOOTING

Having trouble accessing the community amenities?
Here are a few helpful tips to get you connected!



Got a New Phone?

Please **DO NOT** download the Open Cesamee app on your new phone just yet! Email ArtesiaTX@ccmcnet.com to request a new registration email with your mobile credentials.



App Isn't Working?

First, check your Bluetooth connection. Make sure Bluetooth is turned on and that Open Cesamee has permission to use Bluetooth. Your phone needs this connection to communicate with the readers at the amenity doors and gates.



Verify Your Pass ID

- 1 Open the Open Cesamee app.
- 2 Tap the three lines in the upper-left corner.
- 3 Select **View Pass ID**.
- 4 Take a screenshot and email it to ArtesiaTX@ccmcnet.com to verify your Pass ID.



Pass ID Is Correct, but the App Still Isn't Working?

Try completely uninstalling and reinstalling the app. Simply removing the icon from your home screen does not uninstall the application.

- **Android:** Settings > Apps > See All Apps > Open Cesamee > Uninstall.
- **iPhone:** Settings > General > iPhone Storage > Open Cesamee > Delete App.

If reinstalling requires new credentials, contact management before attempting to register again.



Still Having Trouble?

If the issue continues, completely uninstall Open Cesamee and restart your phone. Email ArtesiaTX@ccmcnet.com and request that management reset your mobile credentials.



IMPORTANT:

Do not download or reinstall the app again until you receive a new mobile credential email from Open Cesamee. Follow the instructions and activation links in that email to complete your registration.