

RAFTER ACCESS GUIDE

Everything you need to set up and use Rafter Access at Attic.

Prefer a visual guide?

Watch our [step-by-step video](#) on how to get started.

Getting started

1. Check your email

Look out for your Rafter Access activation email from no-reply@rafteraccess.com.

If you can't find it, please check your junk or spam folder.

2. Download Rafter Access

Download the Rafter Access app from the App Store or Google Play.

If you've already downloaded the app, you can move straight to the next step.

3. Fully close the app

Important: Before activating your account, make sure the Rafter Access app is fully closed. The activation link will not work correctly if the app is still open.

If it still doesn't work, try restarting your phone and trying again.

4. Activate your account

There are two ways to activate Rafter Access.

On your phone

With the Rafter Access app fully closed, return to your activation email and tap Access you unit.

On your computer

Open Rafter Access on your phone and scan the QR code shown in your activation email.

If neither option works, please contact your Attic store team.

Reading the email on a computer?

Open Rafter Access on your phone and scan the QR code shown in your activation email.

A password will be automatically generated and stored securely in the app. You can change your password later from My Account.

If neither activation options works, please contact your Attic store team.

5. Allow app permissions

When prompted, allow the permissions requested by Rafter Access so the app can work correctly.

Once you've completed the set-up, you're ready to use Rafter Access.

Additional authorised users

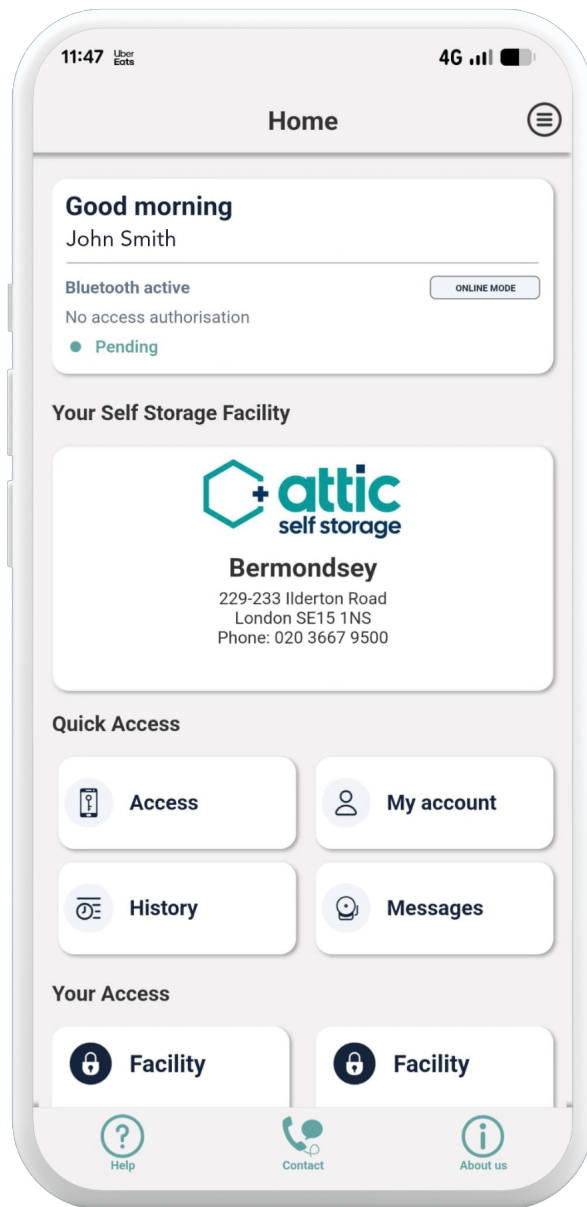
If you have any additional authorised users who need access to your unit, please let your Attic store team know and share their email addresses with us. We'll then set them up with Rafter Access.

You are responsible for managing who has access to your account. If you no longer want an additional user to have access, ask them to delete the Rafter Access app from their device and then change your Rafter Access password.

Using Rafter Access

Home screen

The Home screen gives you quick access to the main areas of the app.



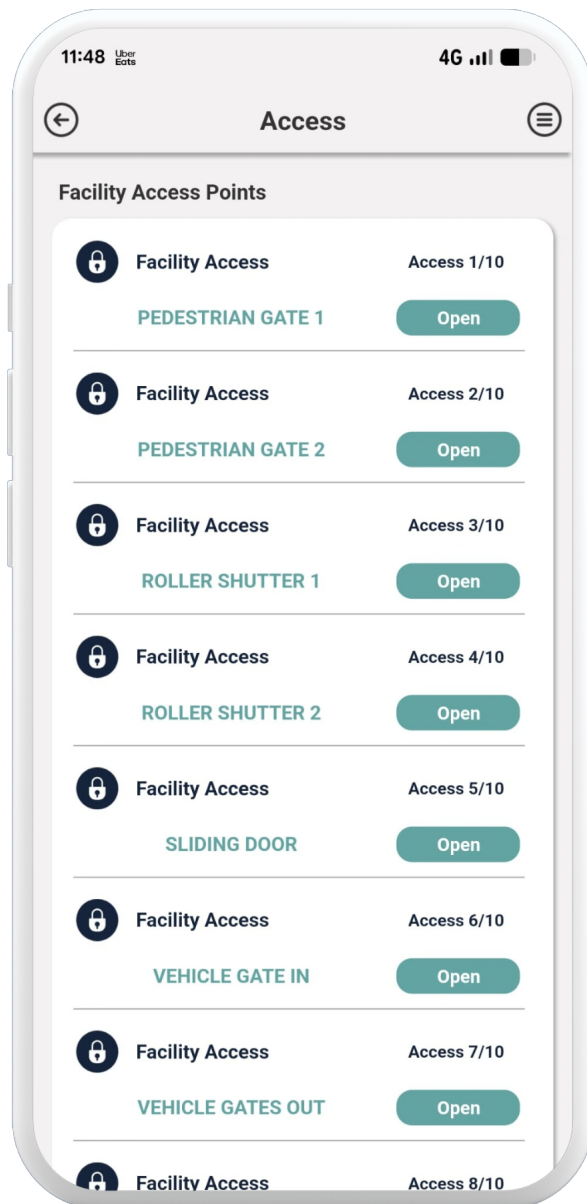
From here you can:

- Access your store and unit
- View My Account
- Check your History
- View Messages
- See your access status
- Use quick-access options

You may also see your Bluetooth status on the Home Screen.

Accessing the store and your unit

From the Home screen, select Access.



You'll see the access points linked to your account, which may include:

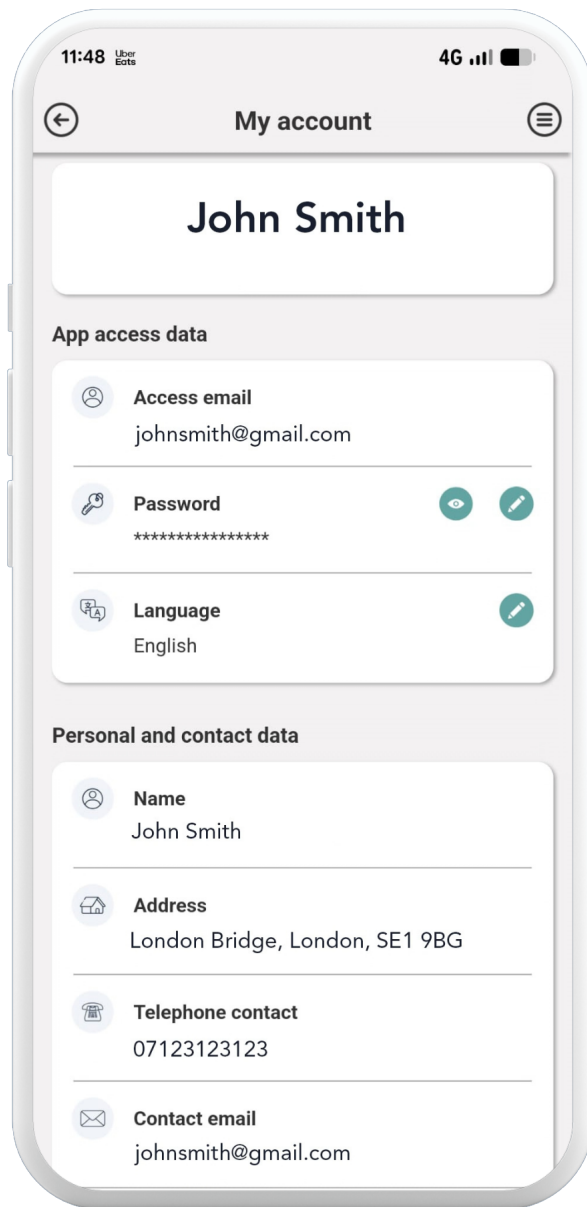
- Entrance gates
- Internal access points
- Your storage unit

To open an access point, there are two steps:

1. Tap **Open** next to the access point you need.
2. When the pop-up appears, tap **Door Opening**.

Only the access points available to your account will be displayed.

My Account



Select My Account from the Home screen to view and manage your account information.

From here you can view or update details including:

- Your app password
- Your language settings
- Your personal and contact details

Your initial password is generated automatically and stored securely within the app. Once you've completed your set-up, you can change your password to one you choose from My Account.

Messages

Select Messages to view notifications and information sent to you through Rafter Access.

If you see a notification indicator on the Home screen, check your Messages for any new information.

History

Select History to review your previous access activity.

You can view your access history between selected dates.

Where an opening was triggered using a mobile device, the app may also display the location associated with that opening.

Troubleshooting

I can't find my activation email

- Check your junk or spam folder.
- Search for an email from no-reply@rafteraccess.com.
- Make sure you're checking the email address registered to your Attic account.
- If you still can't find it, contact your Attic store team.

My activation link isn't working

The most common reason is that Rafter Access is still open.

Fully close the Rafter Access app by swiping it away from your open/recent apps, then return to your email and tap the activation link again.

If that doesn't work, restart your phone and then try the link again.

Remember: the activation link will not work correctly if the app is still open.

I'm reading the activation email on a computer

Open the Rafter Access app on your phone and use it to scan the QR code in your activation email.

Can I choose my own password?

Yes. You'll need to complete your Rafter Access set-up first. Once you're in the app, go to My Account and change your password to one you choose.

What if I forget my password?

If you forget your password, you'll be sent an email similar to your original Rafter Access welcome email.

A new password will be generated for you. To complete the reset, follow the link in the email or scan the QR code, just as you did when you first set up Rafter Access.

I can't see my unit or the correct access point

Open Access and check the gates, doors and units linked to your account.

If an access point you expect to see is missing, please contact your Attic store team.

Bluetooth is showing as inactive

Check that Bluetooth is switched on in your phone settings and make sure Rafter Access has the permission to use Bluetooth.

Then reopen the app and try again.

The gate or door isn't opening

Check that you've selected the correct access point and follow the instructions shown in the app. If it still doesn't open, please contact your Attic store team for assistance.

Still need help?

If you're having trouble setting up Rafter Access or accessing your store or unit, please contact your Attic store team.

You can find your store's contact details at **atticstorage.co.uk**.