

iCLASS[®] Elite Program Frequently Asked Questions

1. What is the iCLASS Elite Program?

The iCLASS Elite Program allows HID to provide end-user customers a custom authentication key that increases their existing security. The custom authentication key protects the card number within the access control application of the card. Only matching cards and readers will work together, prohibiting cards and readers from foreign populations to enter and function within the company's Elite secured population. The Elite Program can use any format, including the HID Corporate 1000 format.

2. What are the benefits of the iCLASS Elite Program?

- A custom authentication key is uniquely assigned to the end-user customer.
- Ability to support multiple formats, including HID Corporate 1000.
- In an Elite system, a system-specific algorithm is used by the reader to compute the key inside an iCLASS card prior to initiating the mutual authentication.
- An Elite reader will only successfully authenticate iCLASS cards that are part of its own system so the only time the Elite reader sends data to the upstream system, such as an access control panel, is when it is from a card of its own system.
- The end-user is free to choose the access control hardware/software platform that best meets the needs of individual sites, while ensuring that the same HID reader and card can be used. This provides the end-user with maximum flexibility in choosing the access control system and integrator/dealer that best meets their requirements. The common component is the HID reader and card.
- The end-user has the flexibility to choose the vendor(s) that they wish to purchase cards from at any time. The end-user may choose to have one supply source or many.

3. Does my company qualify to participate in the iCLASS Elite Program?

Most end-users who request an iCLASS Elite custom authentication key are accepted into the Program. Although HID doesn't have a formal list of qualifications to participate in the iCLASS Elite Program, HID wants to ensure that Program participants will receive a high level of value from using an iCLASS Elite Format.

Examples of organizations who can receive value from this format include:

- End-users with multiple locations and/or decentralized decision-making on card purchases.
- End-users with a need to have a highly secure format based on the type of business, geographic location of the company offices, etc.
- End-users that have many different access control hardware/software platforms may use the program as a cost-effective means of consolidating to a "one-card" solution.

4. Will using the iCLASS Elite Program extend the lead-times on my card orders?

The lead-time for card delivery is not impacted by use of the iCLASS Elite Program. No matter which HID format is used, lead times are based on the card to be purchased.

5. How long does it take to establish an iCLASS Elite Custom Authentication Key?

Once the completed iCLASS Elite Request and Authorization Form is received by HID, it will take up to five (5) working days to establish the key. The end-user and the sponsoring system integrator/dealer or OEM will receive the assigned iCLASS Elite number from HID.

6. Are there any costs associated with participating in the iCLASS Elite Program?

There is no charge to develop an iCLASS Elite custom authentication key and initial set-up of the end-user in the Program. Once you determine that you wish to participate in the Program, you will complete the authorization forms and return them to HID.

The end-user's system integrator/dealer is charged a nominal fee for card management by HID. Please check with your system integrator/dealer to determine what impact, if any, this will have on your card purchase price.

How to Enroll in the iCLASS Elite Program**7. How do I enroll to participate in the iCLASS Elite Program?**

To enroll in the program, simply complete the iCLASS Elite Format Request and Authorization Form available on the HID website at

http://www.hidglobal.com/main/services/documents/iclass_elite_request_form.pdf

If you need assistance to properly complete the form, please contact HID at (949) 732-2000 or (800) 237-7769.

The completed forms may be sent to HID Customer Service via FAX at (949) 732-2359.

8. Should more than one person at my company manage the iCLASS Elite Format?

Each end-user company should have at least two (2) designated representatives who may manage the iCLASS Elite Program on behalf of the end-user company. These representatives are responsible for adding/deleting Authorized HID System Providers and Authorized HID System Installers who may purchase cards in the assigned format.

9. Who may add or delete HID direct customers from the authorized purchasing list?

The "Authorizing Contact" on the iCLASS Elite Format Request and Authorization Form may add or delete contacts at the end-user company. In addition, these same individuals may add or delete HID Authorized System Providers and Authorized HID System Installers who may purchase cards in the assigned format.

Technical Overview of the iCLASS Elite Program

10. Is there a specific part number associated with the use of the iCLASS Elite Format?

There is no special part number. When ordering cards, order the part number for the card you want. Then, simply indicate that the cards are to be programmed in iCLASS Elite Format. This will be assigned once your individual iCLASS Elite Format is established.

The HID Authorized System Provider and Authorized HID System Installer who is ordering the cards will be aware of the need to include a separate line item on their P.O. that is associated with programming the cards in the iCLASS Elite Format.

11. What is the difference between Standard Security and High Security iCLASS systems?

In a Standard Security system, the HID standard security algorithm is used by the reader to compute the key inside an iCLASS card. In a High Security system a system-specific algorithm is used for this purpose. An individual High Security system is thus isolated from all other iCLASS systems (both Standard and other High Security systems).

12. What are the commonalities between High Security and Elite systems?

In operation they are identical. In both cases the readers use a system-specific version of the algorithm that computes the key in the card and the key on the card is specific to this algorithm.

13. What is the difference between High Security and Elite systems?

Keys in High Security systems are managed by the customer or somebody the customer designates. Keys in Elite systems are managed by HID.

14. How does a Standard Security or a High Security System affect the reader behavior?

A reader in a Standard Security system will successfully authenticate (reader will beep and blink its LED) all Standard Security iCLASS cards and will send the identification data on the card to the upstream system, for example, an access control panel. The upstream system is responsible for determining if the card is part of the local system or not. A High Security reader will only successfully authenticate iCLASS cards that are part of its own system so the only time the High Security reader sends data upstream is when it is from a card of its own system.

15. I have other technical questions not answered here. What should I do?

You may call HID at (800) 237-7769 and ask for Technical Support.