Instructions for installing ETSU Package Locker App for IOS devices
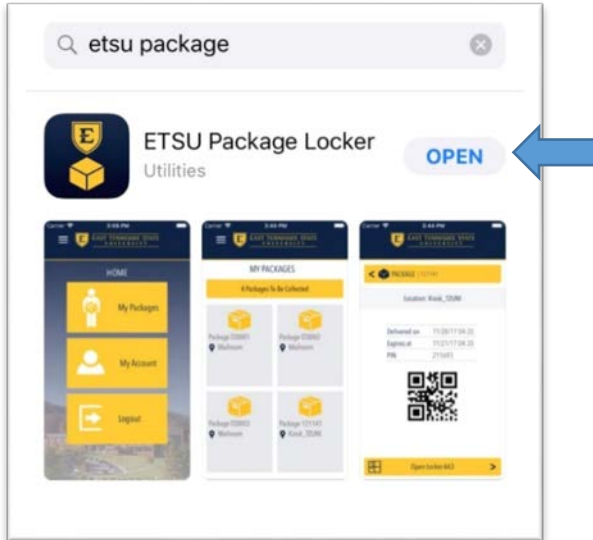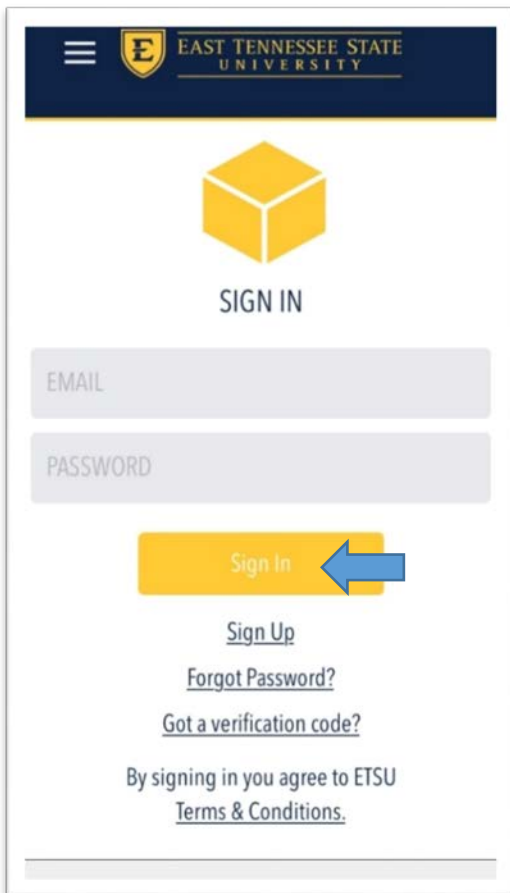
Welcome to the new ETSU Package Locker App, below are the steps to setup the App on an Apple Device

In the App Store search for "etsu package"
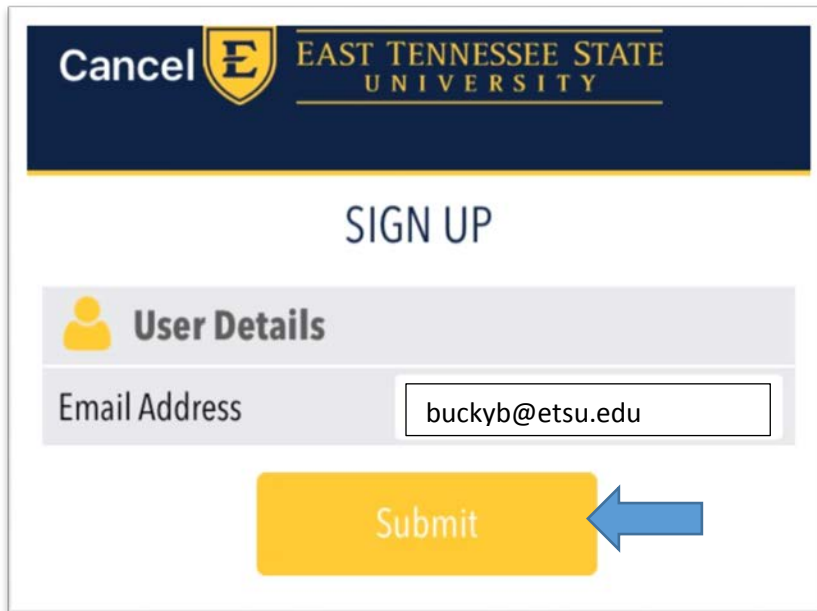
Download and open the "ETSU Package Locker" App

In the App click the link titled "Sign up"

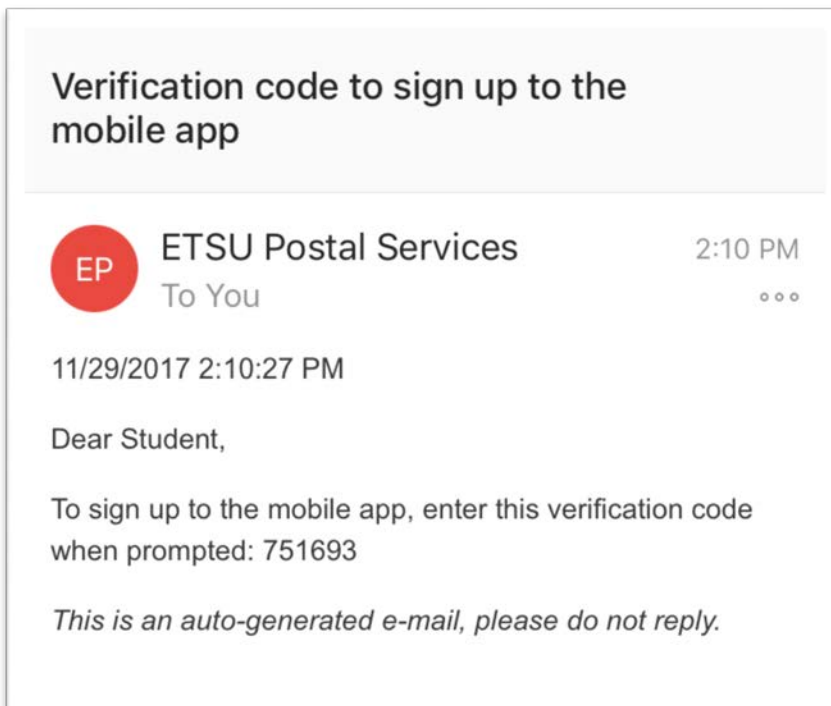**Instructions for installing ETSU Package Locker App for IOS devices**

Enter your ETSU email address: Example- buckyb@etsu.edu
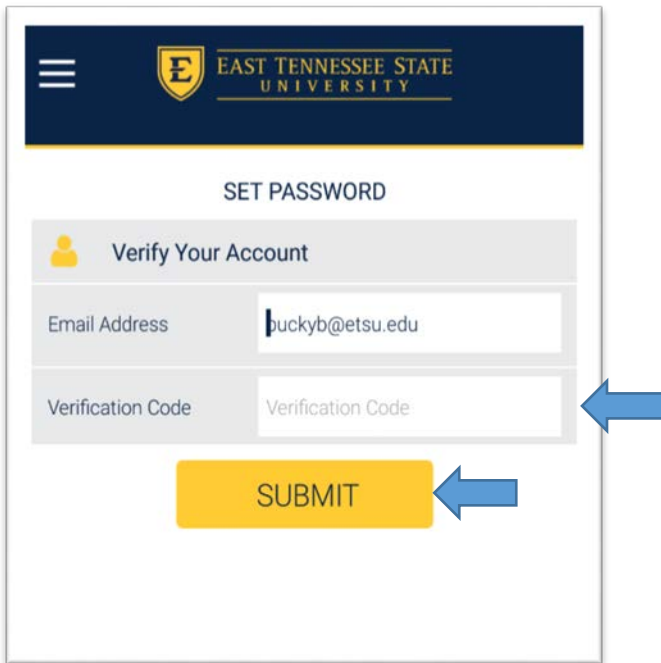

Click "Submit"

You will receive an email titled "Verification code to sign up to the mobile app" Below is an email example
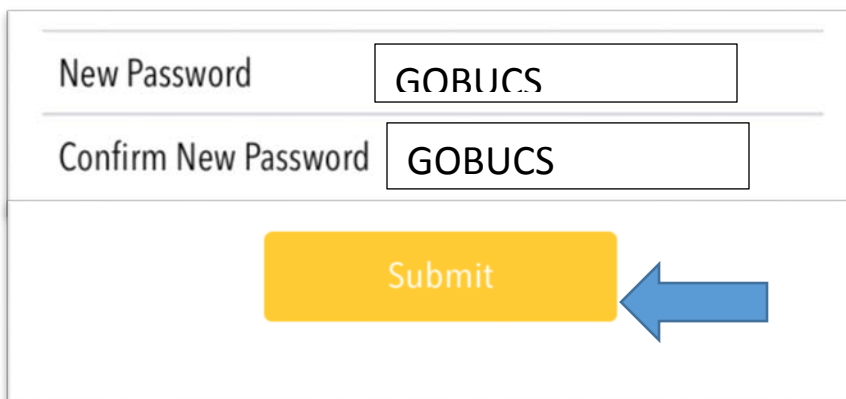
- Enter your verification code as shown in the Email above and click "Submit"

After entering the verification code you will be directed to a page similar to below:

You may enter any password of your choosing, it does not need to match your ETSU password
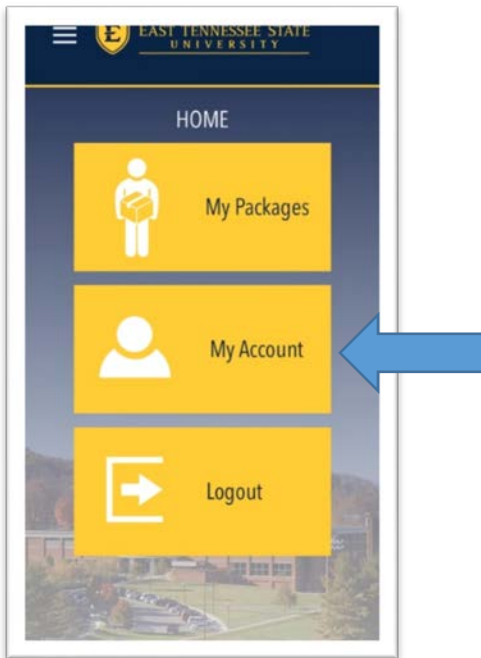

Click "submit" after you are satisfied with your password

After submitting your new password you should be directed to the App homepage shown below:

If not directed to the homepage, sign in with your new username and password that you have just created

Once you receive a package you will still receive the usual ETSU email from "ETSU Postal Services" or you can opt to receive "Push notifications" directly via the App

To activate the "Push notifications" select "My account" on the home page. Then at the bottom of the screen toggle "Push Notifications"
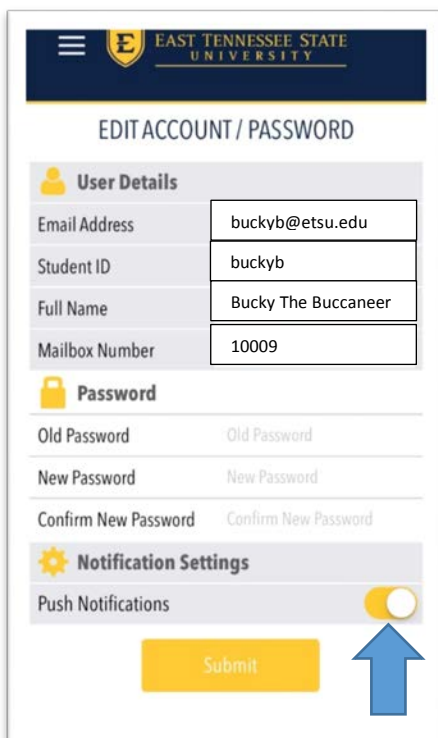
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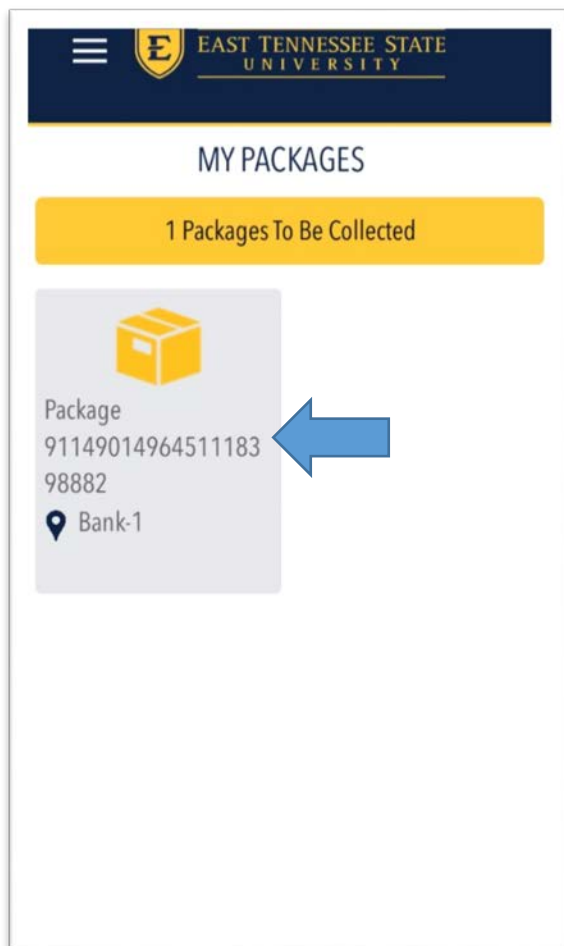Once you receive that email you will be able to press the "My Packages" icon on the App home screen, you will then be directed to the package screen
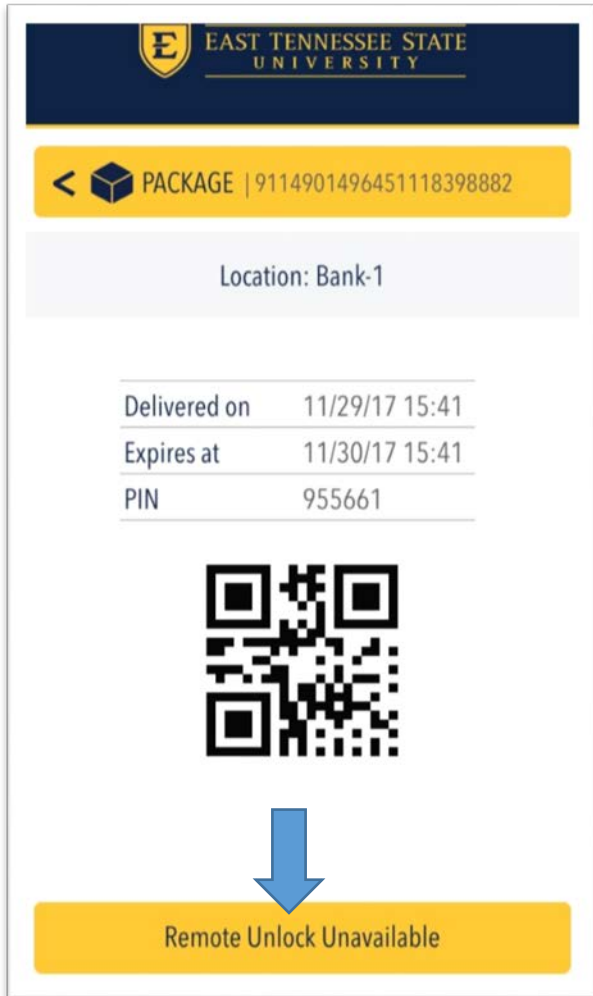

- You can now press the "Package" icon which will direct you to the pickup screen

As usual you may enter the "Pin" number provided, swipe your ETSU ID, or with our new App you can use "Remote Unlock"


Above you will notice "Remote Unlock" is unavailable; this can happen for two different reasons:

1. You are more than 8 feet away from the locker console
2. You have your location services disabled in general or for the application
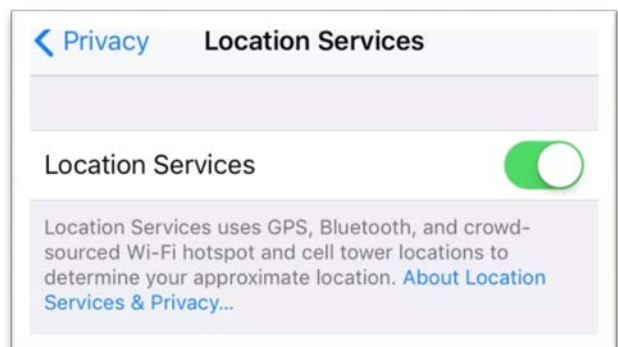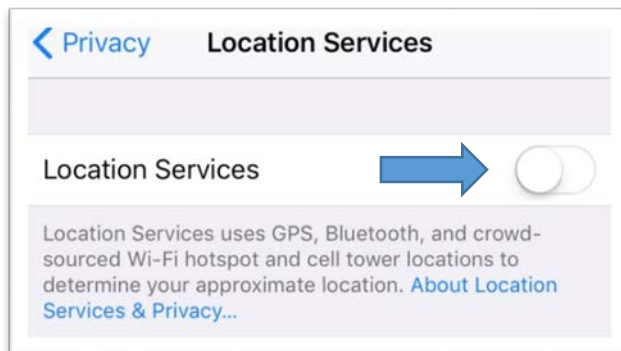
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If your location services are disabled you will see a message similar to the one below:
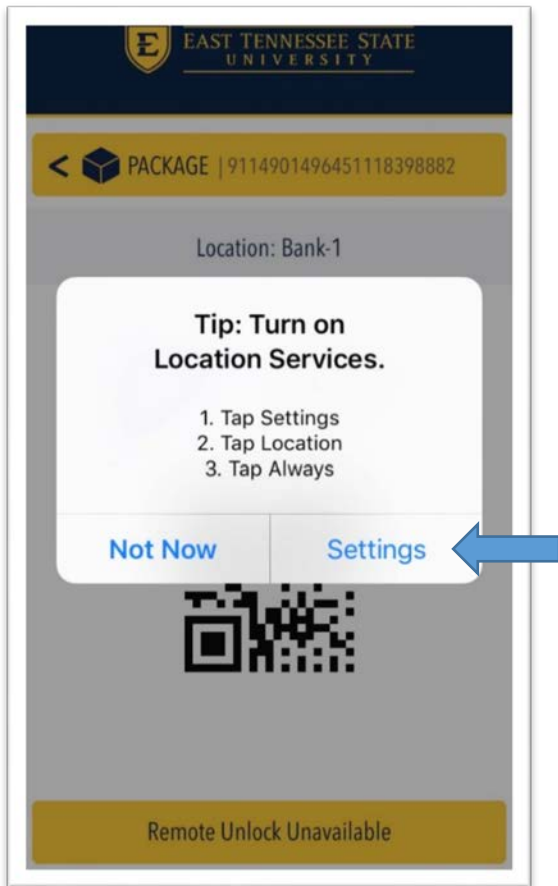
To enable location services on an Apple device:

3. Tap "Settings"
4. Tap "Privacy"
5. Tap "Location Services" then select the toggle button to green to turn it on.
6. Scroll down the page until you find "Package Lockers"
7. Tap "Package Lockers"
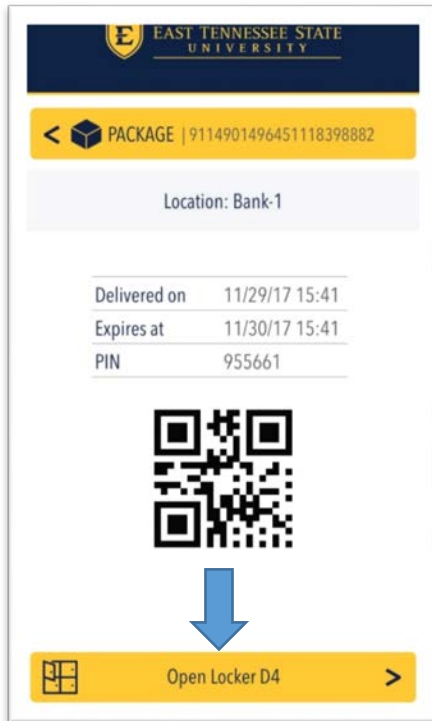8. Under "Allow Location Access": tap "While using the App"

Return to your package page in the "Package Locker" app

"Remote Unlock" should now be available and will show the button "Open Locker" at the bottom of the screen

Tap "Open locker" and the locker with your package will then open

The locker door will then open and you will now receive a message saying: "Locker is now opened please collect your package(s) and close the locker door."