HID® Elite Key™ Program
Frequently Asked Questions

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Contacts

For technical support, please visit: **https://support.hidglobal.com**.

What's new

Date	Description	Revision
October 2022	Updates to FAQs and new branding template applied.	C.1

A complete list of revisions is available in **Revision history**.

Section **01**

General Overview of the HID Elite Program

HID

Q: What is the HID Elite Program?

A: The HID Elite Program allows HID Global® to provide end-user customers with a unique authentication key to increase 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 HID Elite Program can use any format, including the HID Corporate 1000™ format.

Q: What are the benefits of the HID 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 the credential prior to initiating the mutual authentication.
- An Elite reader will only successfully authenticate credentials 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 credential of its own system.
- The end-user has the flexibility to choose the vendor(s) that they wish to purchase credentials from at any time. The end-user may choose to have one supply source or many.

Q: Does my company qualify to participate in the HID Elite Program?

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

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

- End-users with multiple locations and/or decentralized decision-making on credential 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.

Q: Will using the HID Elite Program extend the lead times on my credential orders?

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

Q: How long does it take to establish an HID Elite custom authentication key?

A: Once the completed HID Elite Key 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 HID Elite number from HID Global.

Q: Are there any costs associated with participating in the HID Elite Program?

A: There is no charge to develop an HID 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.

Section **02**
How to Enroll in the HID Elite Program

HID

Q: How do I enroll to participate in the HID Elite Program?

A: To enroll in the program, simply complete the **HID Elite Program Request and Authorization Form,** available at **https://www.hidglobal.com/documents/iclass-elite-request-form**. The **HID Elite Program Request and Authorization Form** includes a link to the terms of use. Your enrollment in this program is conditional on HID's acceptance and approval of your request to join the program. By signing the form you authorize the Authorized Contacts and Authorized HID Purchaser(s) and acknowledge and agree to the **HID Global Corporation PACS Credential Program Terms of Use** ("Terms of Use"). A copy of the Terms of Use is available at **https://www.hidglobal.com/legal/pacs-credential-program-terms-use**. If you need assistance in proper completion of the form, please contact your local customer service representative. Send completed forms to HID Global for approval and processing by email to **Credentialprograms@hidglobal.com**.

Q: The HID Elite Program Change and Authorization Forms refer to Authorized HID Purchasers. What does this mean?

A: Authorized HID Purchasers are those customers that place their orders directly with HID. Authorized HID Purchasers are typically access control hardware/software OEMs, distributors, or large nationwide system integrators/dealers. Just ask your systems' integrator/dealer if they buy direct from HID; if so, complete this section of the form with their information. If the systems' integrator/dealer does not buy direct from HID, ask them to assist you in filling in the information associated with the source(s) through which they place their orders.

> **Note:** You may list one or many HID Authorized Purchasers from whom you wish to purchase.

Q: Should more than one person at my company manage the HID Elite Program?

A: Each end-user company should have at least two(2) designate representatives who may manage the HID Elite Program on behalf of the end-user company. These representatives are responsible for adding/deleting HID Authorized Purchasers who may purchase cards in the assigned HID Elite reference.

Q: Who may add or delete HID Authorized Purchasers from the authorized purchasing list?

A. The "Authorizing Contact" on the HID 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.

Section **03**
Technical Overview of the HID Elite Program

HID

Q: Is there a specific part number associated with the use of the HID Elite Key Program?

A: There is no special part number. When ordering cards, order the part number for the card you want. Then, simply indicate that the card is to be programmed in the HID Elite Reference. This will be assigned once your individual HID Elite Reference is established. The HID Authorized System Provider/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 HID Elite Reference.

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

A: Contact HID Technical Support (**www.hidglobal.com/support**).

Revision history

Date	Description	Revision
October 2022	Updates to FAQs and new branding template applied.	C.1
May 2016	Changed name from iCLASS Elite to HID Elite.	C
April 2013	Minor updates.	B
December 2012	Initial release.	A

HID

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