

iOS Mobile App Update

Device-Level Unlock (iOS) – Quick Guide

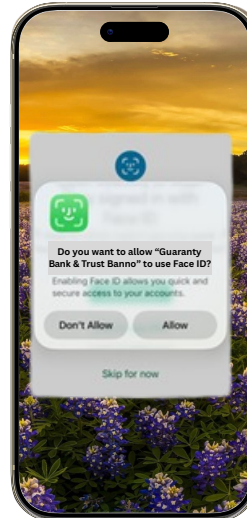
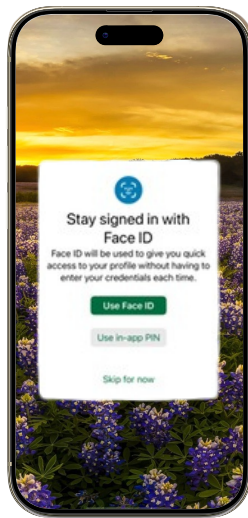
Set it. Unlock it. Support it.

Use this guide to quickly assist customers with Face ID or PIN login; covering setup, switching options, and quick fixes.

1

Access

Access the app using Face ID or 4-digit PIN.



Initial Setup*

Access the app using Face ID or 4-digit PIN.

Select 'Use Face ID' or 'Use PIN' at first login.

Face ID Enrollment

Select 'Allow' when prompted.

Unlocking the App

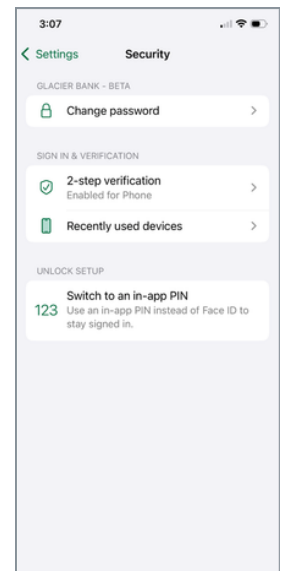
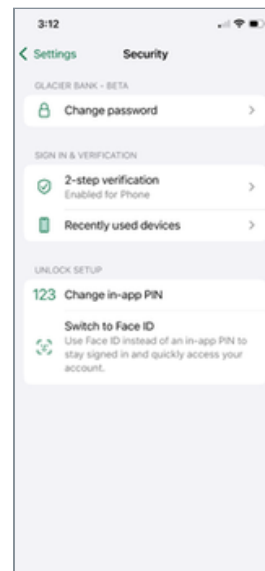
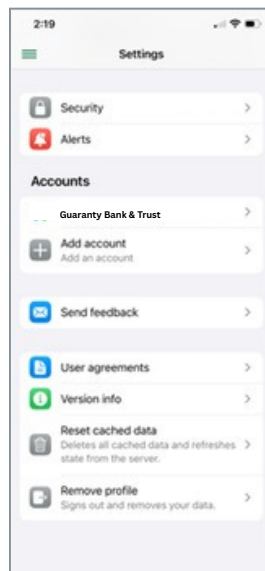
Face ID: Tap Unlock.
PIN: Enter 4-digit PIN.

*If "Skip for now" is chosen, go to step #2 for instructions to set-up Face ID or PIN at a later date.

2

Switching Between Face ID and PIN

- 1.Go to Settings
- 2.Tap Security
- 3.Select Switch to Face ID or Switch to in-app PIN



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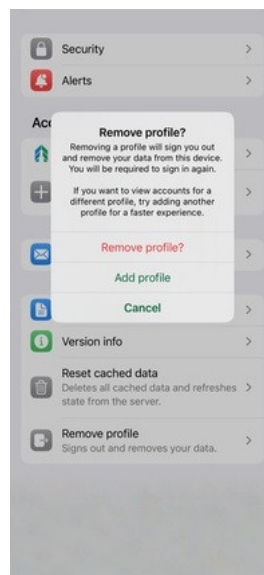
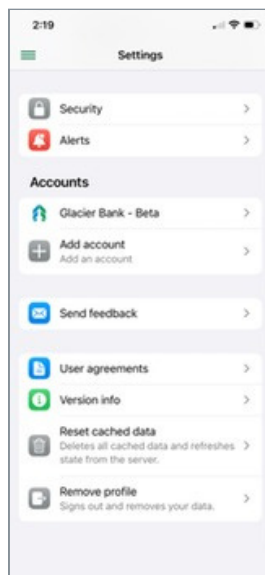
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3

Reset Option

1. Settings
2. Remove Profile
3. Confirm

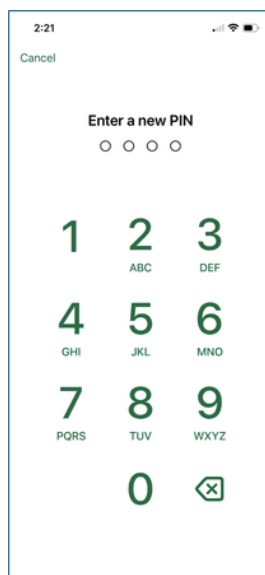
*User must re-authenticate.



4

PIN Setup

Enter and confirm a 4-digit PIN.



QUICK REFERENCE | FAQs

Q: What's the recommended login method?

A: Face ID is preferred for the fastest and most seamless experience.

Q: Can customers still use a PIN instead of Face ID?

A: Yes, customers can choose a 4-digit in-app PIN at any time.

Q: What if Face ID isn't working?

A: Have the customer:
Ensure Face ID is enabled on their device
Try again in good lighting
Use their PIN if needed

Q: How does a customer switch between Face ID and PIN?

A: Go to Settings → Security and select the preferred option.

Q: What does "Remove Profile" do?

A: It resets the login setup removing Face ID and PIN so the customer can start fresh.

Q: When should I recommend removing the profile?

A: If the customer is having repeated login issues or setup errors.

Q: Does Face ID store any customer data in the app?

A: No, Face ID is handled by the device, not stored in the app.

Q: What if a customer forgets their PIN?

A: Use Remove Profile to reset & guide them through setup again.