

[EXTENRAL] Enrolling in Digital ID through the VTFCU Mobile App Settings

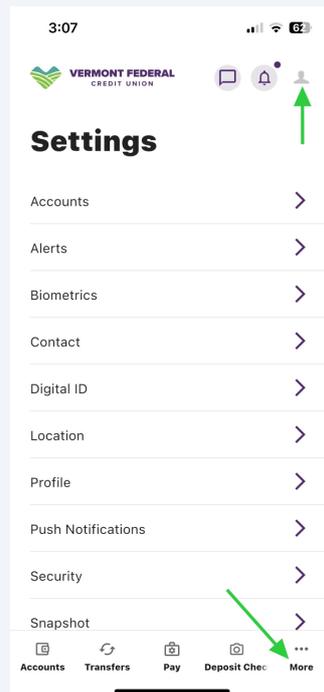


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Digital ID is a quicker, and more secure way to verify your identity when you are reaching out to the VTFCU Contact Center. You can enroll at any time through the VTFCU Mobile App.

Step 1: Accessing the Settings Widget

1. Open the VTFCU mobile app.
2. Go to Settings by either:
 - Clicking the **More** option and selecting **Settings**, or
 - Click the Profile icon at the top and select **Settings**.
 - In the Settings widget, tap **Digital ID**.

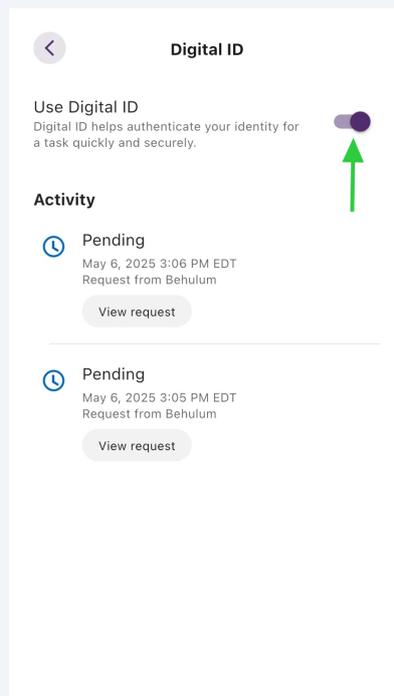


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Step 2: Toggle the switch next to **Use Digital ID** to enable it.

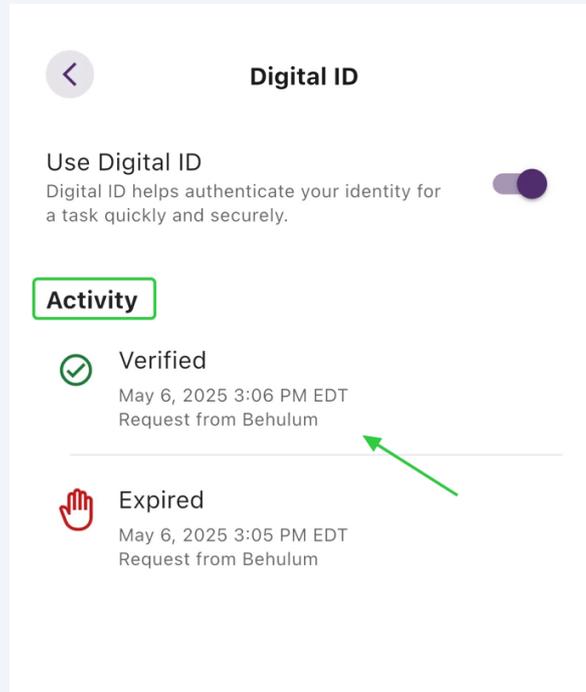
Important Notes:

- When Digital ID is not enabled, a **What is Digital ID?** option will display under **Use Digital ID**. Tap **What is Digital ID?** to view the Digital ID onboarding workflow.
- If notifications are disabled when Digital ID is enabled, an error message will display under **Use Digital ID**.
- An error message will also display for users who have previously used Digital ID and have it disabled.



3 Step 3: Viewing Digital ID Activity

1. After enabling Digital ID, activity will display under **Use Digital ID**.
2. If you have no recent Digital ID activity or are enabling it for the first time, a **no activity** message will display.
3. The Digital ID settings screen will open, showing your Digital ID activity.



4 Step 4: Receiving the Verification Request

• **If you are not actively using the mobile app when the verification request is received:**

- A push notification will appear, indicating that a verification request has been received.
- Tap the notification to open the app and authenticate.
- Once authenticated, a bottom sheet will open with the verification request.

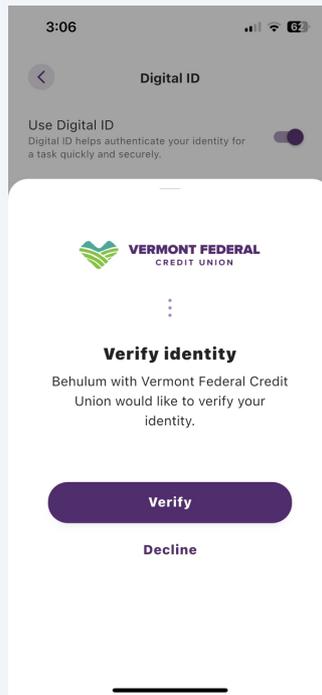
• **NOTE** - To enhance your Digital ID experience, we recommend enabling **push notifications**. This will ensure you receive timely updates and important alerts directly on your device, improving your overall experience and keeping you informed.



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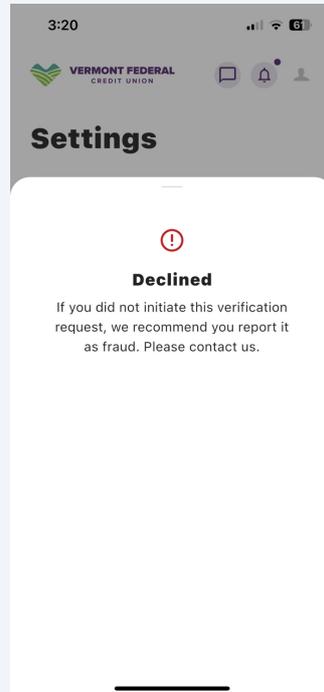
• **If you are already authenticated and actively using the mobile app when the verification request is received:**

- The bottom sheet with the verification request will automatically open.
- The bottom sheet will offer the option to **Verify** or **Decline** the request, completing the process.
- **Note:** Digital ID requests are valid for **one minute**. If you do not respond within one minute, a **Request Expired** message will display. If the request expires, the customer service representative must send a new request to continue the verification process.



6 Step 5: Handling Dismissed Requests

- If you unintentionally dismiss the verification request before responding:
 - Go to **Settings > Digital ID** and tap **View Request** to respond to active requests.
 - If the request has expired, it will display a status of **Expired** and the **View Request** button will be unavailable.



7 Following these steps, you can easily enroll in Digital ID through the VTFCU Mobile App and effectively verify your identity with the Credit Union.

If you encounter any issues or have questions, please contact us for assistance at (888)252-0202.