OK Mobile ID/DL FAQ

Before Enrollment

How do I get started?

➢ Make sure that you have downloaded the Apple TestFlight app. You should receive an email from TestFlight to download the Oklahoma Mobile ID/DL app (OK ID app) and follow the on-screen instructions once it is downloaded. If you do not see an email invitation, please send an email to **mdlsupport@us.idemia.com** or call **844-321-2096**.

Is this available for iOS/Android?

➢ The current OK ID app is only available to iOS users (iOS 10.X and newer). An Android version will be released soon.

Why isn't the link working when I click on it on my non-mobile device?

➢ The link must be selected on an iOS mobile device. This link will launch the Apple TestFlight application needed to download the demo app.

Enrollment

Why is my face blurry during the selfie portion of the enrollment?

➢ Individuals that use the face scanning feature are more likely to take valid pictures with fewer mistakes. It helps a user's eyes focus on connecting the dots instead of their own face.

Who can I contact if there is an issue with enrollment?

➢ Representatives at IDEMIA are available and ready to help guide you through the process if any problems are to arise. Please email **mdlsupport@us.idemia.com** or call **844-321-2096** and we will assist you.

Post Enrollment

What can Mobile ID/DL be used for?

➢ Currently, the OK ID app is unable to be used as an official form of identification and is for pilot purposes only. Future updates of the OK ID app will include official in-person authentication and logical access (login to websites).

Where is my data stored? Is IDEMIA holding it?

➢ The data for the OK ID app is only stored securely (encrypted) on the keychain on the user's phone.

How do I verify the authenticity of my OK Mobile ID/DL?

> ➢ A rotating emblem and rippling effect should be displayed over the license when the user presses down on the screen. The barcode on the back of the ID can be scanned like a physical ID.

Can I have multiple identities on one device? Can I have my identity on multiple devices?

> ➢ Each device allows for one identity to be stored. An individual's ID/information can only be accessed on the device that was authenticated in the enrollment process.

How do I unlock the app?

> ➢ There are three ways to unlock and access the app: using in-device biometric scanners (e.g. fingerprint), a self-selected six-digit personalized passcode, or a selfie-match in the app.

Do I need internet access in order to use the app?

> ➢ Internet access is only needed for the enrollment process. The OK ID app is able to be accessed offline for in-person identification.

Why is my rendered photo moving?

> ➢ The moving photo is an additional security feature to help ensure the app's authenticity.

What can I use the Scan and Requests tabs for?

> ➢ The scanner function will be used in the future for online web application access / login.
> ➢ Messages and update notifications are available under the Request tab.