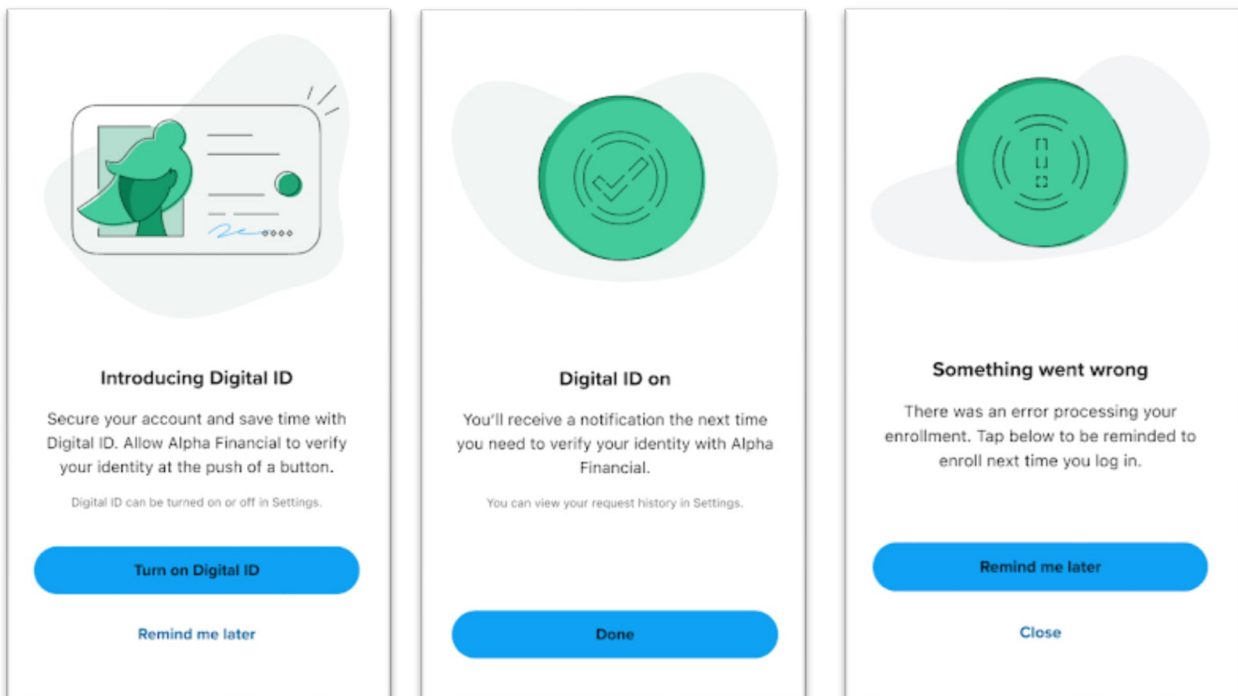# Digital ID

Digital ID enhances security by using the mobile app. When a member contacts the call center, we can initiate push requests that the member can then accept or deny to confirm their identity.

Digital ID makes hacking an account more difficult because two separate and unconnected authentication channels would have to be compromised for an attacker to gain access to an account.

Important: Digital ID requires you to enable push notifications. If you do not have it set, you will be prompted to do so after opting into Digital ID.

- If you tap the **Turn on notifications** button and have push notifications enabled, the Success screen will appear. You can then tap **Done.**

- If you tap the **Turn on notifications** button and do not have push notifications enabled, a second screen will display. Tap the **Turn on notifications** button. You can then tap **Got it.**

- If you tap **Not right now**, the Are you sure? screen will display for you to confirm that you do not want to enable Digital ID. Tap the **I'm sure, don't enable Digital ID** to dismiss the process.

- If, during the enrollment process, an error screen displays, you will be prompted to try again during your next login.

- If you want to leave the onboarding experience, they can tap the **Close** button. **Digital ID will be dismissed and not shown again.** *On Android devices, if the end user wants to leave the onboarding experience at any time, you can tap the device's back button. Digital ID will be dismissed and not shown again.*

Introducing Digital ID

Secure your account and save time with Digital ID. Allow Alpha Financial to verify your identity at the push of a button.

Digital ID can be turned on or off in Settings.

Turn on Digital ID

Remind me later

Digital ID on

You'll receive a notification the next time you need to verify your identity with Alpha Financial.

You can view your request history in Settings.

Done

Something went wrong

There was an error processing your enrollment. Tap below to be reminded to enroll next time you log in.

Remind me later

Close

Settings Enrollment

If you do not enable Digital ID during onboarding, you can enroll at any time through the app. To enable Digital ID:

1. Tap the mobile menu and tap Settings.
2. The Settings widget displays.
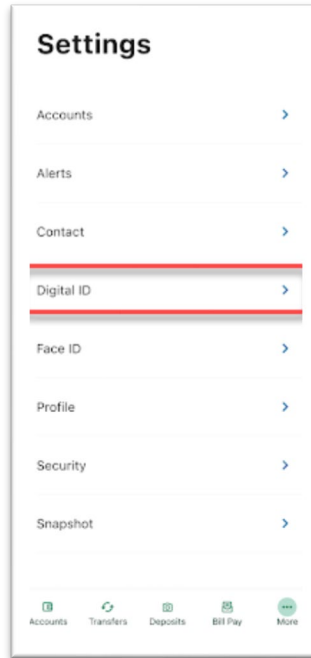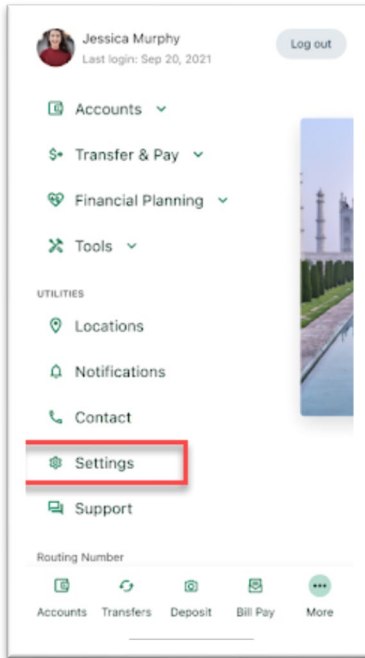
3. Tap Digital ID.
   Once Digital ID is enabled, the activity will display below **Use Digital ID**. When you initially enable Digital ID or they have no recent Digital ID activity, a no activity message will display.
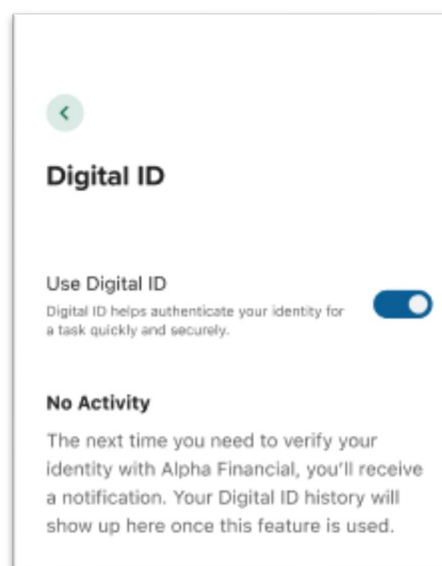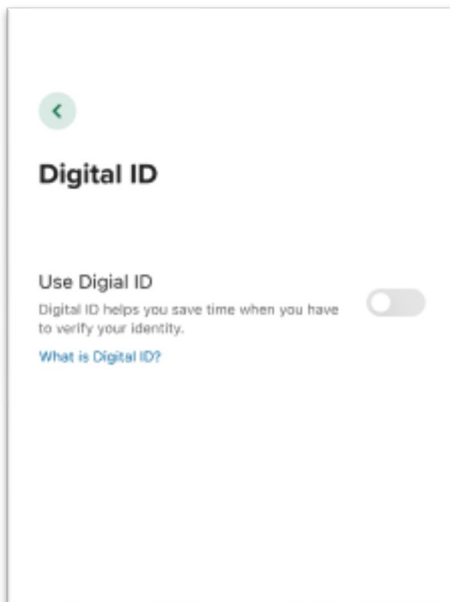
4. The Digital ID settings screen will display.
   Note: When Digital ID is not enabled, **What is Digital ID?** will display. Tapping What is Digital ID? will display the Digital ID onboarding workflow.
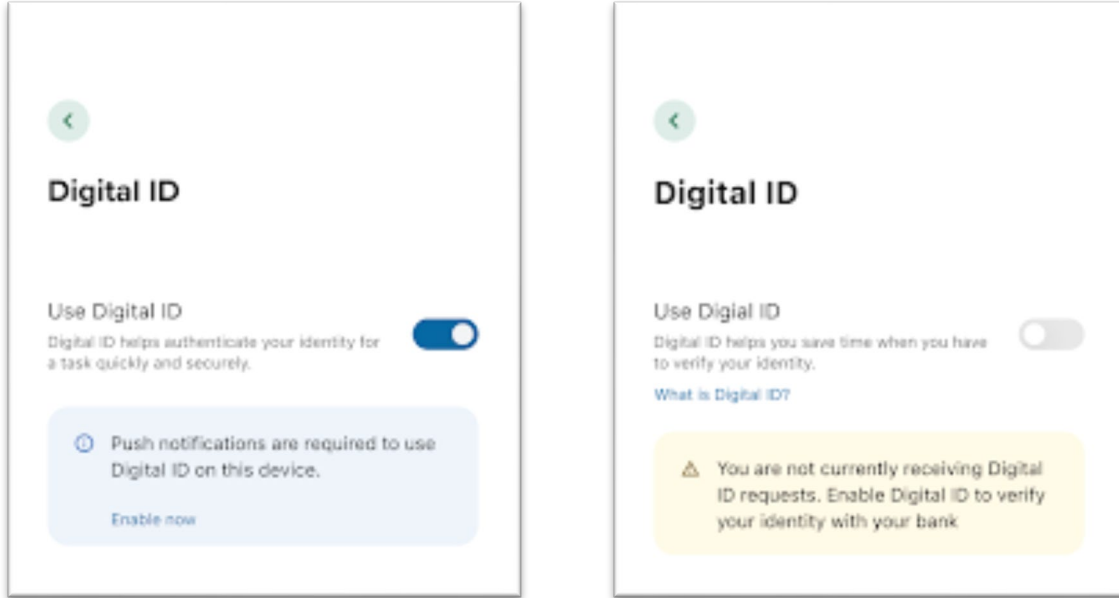
If you disable notifications when Digital ID is enabled, an error message will display below: **Use Digital ID.** An error message will also be displayed to users who have previously used Digital ID, and to those who have Digital ID disabled.