

USER'S GUIDE FOR BIOMETRICS CONNECT

Connect with Biometrics

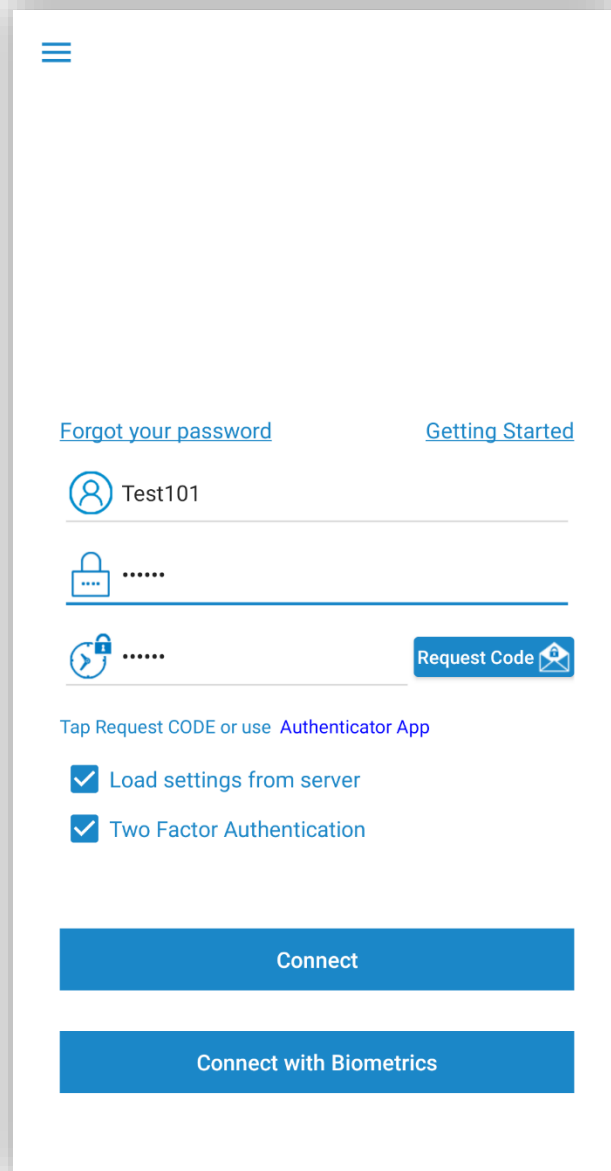
Our application now offers a fast and safe way to connect using only your biometric identity, represented by any of the following two, **Face or Fingerprint Authentication**.

Devices that run Android 6 (Marshmallow) and above, may have the capability of biometric authentication.

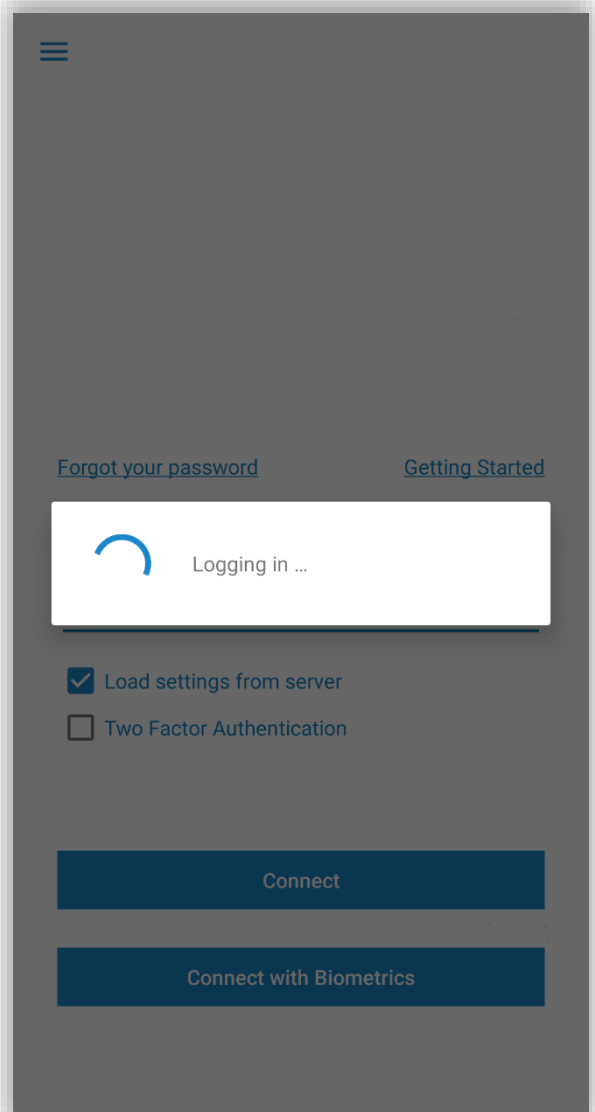
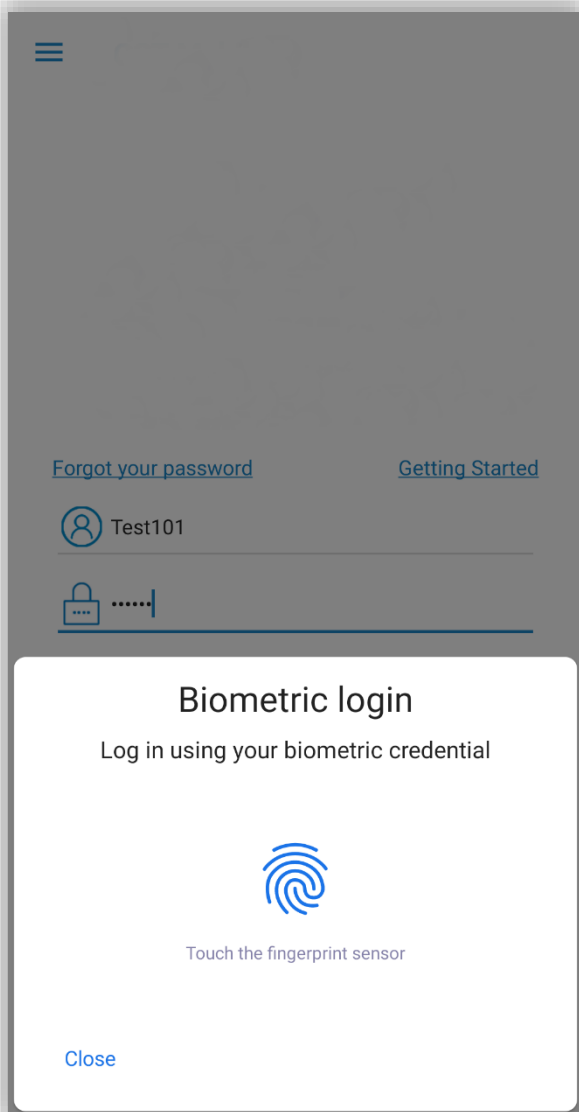
If you do not have any biometric identity set on your device, we advise you to enable and configure it before attempting to connect with biometrics. Please visit [“**How to set Biometrics on your device**”](#) for more information.

If you are all set, please follow the steps bellow in order to connect with biometrics:

1. Fill in your credentials, username, password. If your account has “Two Factor Authentication”, you also need to enter a validation code. Your credentials are required only the first time you connect with biometrics.
2. Tap “Connect with Biometrics”



3. According to your device capabilities either fingerprint, or face authentication will be required.
4. After a successful biometric scan you are all set and you already gain access into the app. From now on you can connect into the application using just biometric scanning.



If you encounter any problem, please visit “[**Troubleshooting**](#)” section or contact customer support.

How to set Biometrics on your device

Tap on **Connect with Biometrics**, then, if requested, tap on Settings and follow the on-screen instructions to configure Biometrics.

An alternate option is to go to:

Android Settings > Security > Device security and configure fingerprint or any other strong biometric.

Troubleshooting

Connect with Biometrics button is missing

One of the following cases applies:

1. Device doesn't have a strong biometric sensor (e.g. fingerprint sensor)
 - **Even though your device may have face recognition capabilities, we only allow strong biometrics for authentication and we hide the button otherwise.**

2. App version is lower than 4.2.0

- **Please update the app to latest version.**

3. Android version is 5 (Lollipop) or lower

- **A device running Android 6 (Marshmallow) or later is required to be able to connect with biometrics.**

App error messages

If the application displays one of the following errors, please check the solution for each case:

1. In order to authenticate using biometrics please set up Biometrics on your device first.

- **Please make sure you activate and set up biometrics on your device before trying to enroll the application for a biometric login.**

2. Something went wrong. Please repeat the biometric enrollment process.

- **This might be due to a corrupt or failed communication between the application and our servers. If the problem persists, please contact customer support.**

3. A passcode isn't set on this device. Biometry can't be used.
 - **For security reasons biometrics can be used only on passcode locked devices. Please set up a passcode and activate biometrics on your device first.**
4. Biometrics authentication failed. Please try again.
 - **Please carefully repeat the biometric authentication in order to obtain a validation.**
5. In order to continue the biometrics enrollment process please fill in your password. If your account has Two Factor Authentication required, make sure you enable the Two Factor Authentication switch and fill in the validation code.
 - **You have missing credentials data in your login form. Please make sure you fill in all your credentials information first: username, password and if two factor authentication is active on your account also fill in the validation code.**

6. If your account has Two Factor Authentication required, in order to continue the biometrics enrollment process please fill in the validation code.

- **You have missing credentials data in your login form. Please double check if the validation code was filled in, if the problem persists generate a fresh validation code.**

7. Biometry is locked because there were too many failed attempts.

- **Please carefully repeat the biometric authentication, when possible, in order to obtain a validation.**

8. Unknown error. (Error Code: 1)

- **This might be due to a corrupt or failed communication between the application and our servers. If the problem persists, please contact customer support.**

9. You must supply a verification code in the field labeled 'validation code'. If this is not visible on the login page tap the '2FA' button to make it visible. (Error Code: 2)

- **You have missing credentials data in your login form. Please double check if the validation code was filled in, if the problem persists generate a fresh validation code.**

10. Your login has not yet been validated. Please check your email inbox (and spam folder) for the user activation email and click the link in it to activate your account. Then try to log in again.
(Error Code: 3)

- **Your account is not ready for use. Please make sure you follow the necessary steps you received via email or contact customer support if the problem persists.**

11. Your login has not yet been validated. Please check your email inbox (and spam folder) for the user activation email and click the link in it to activate your account. Then try to log in again.
(Error Code: 4)

- **Your account is not ready for use. Please make sure you follow the necessary steps you received via email or contact customer support if the problem persists.**

12. Server error operation, please try again. If the problem persist, please contact customer support.
(Error Code: 6)

- **This might be due to a corrupt or failed communication between the application and our servers. If the problem persists, please contact customer support.**

13. Biometric enrollment failed. missing information. Please try again. (Error Code: 8)

- **This might be due to a corrupt or failed communication between the application and our servers. If the problem persists, please contact customer support.**

14. Login failed, invalid information. Please try again or contact customer support. (Error Code: 9)

- **This might be due to a corrupt or failed communication between the application and our servers. If the problem persists, please contact customer support.**

15. Biometric enrollment failed, invalid information. Please try again or contact customer support. (Error Code: 10)

- **This might be due to a corrupt or failed communication between the application and our servers. If the problem persists, please contact customer support.**

16. Biometric login failed, invalid information. Please try again or contact customer support.
(Error Code: 11)
- **This might be due to a corrupt or failed communication between the application and our servers. If the problem persists, please contact customer support.**
17. Biometric login failed, internal server error. Please try again or contact customer support. (Error Code: 12)
- **This might be due to a corrupt or failed communication between the application and our servers. If the problem persists, please contact customer support.**
18. Biometric login failed, invalid operation. Please try again or contact customer support.
(Error Code: 13)
- **This might be due to a corrupt or failed communication between the application and our servers. If the problem persists, please contact customer support.**
19. Biometric login failed, incompatible information. Please try again or contact customer support.
(Error Code: 14)

- **This might be due to a corrupt or failed communication between the application and our servers. If the problem persists, please contact customer support.**

20. Biometric login failed, invalid information. Please try again or contact customer support.
(Error Code: 15)

- **This might be due to a corrupt or failed communication between the application and our servers. If the problem persists, please contact customer support.**

21. Biometric Login failed, missing information. Please try again or contact customer support.
(Error Code: 16)

- **This might be due to a corrupt or failed communication between the application and our servers. If the problem persists, please contact customer support.**

22. Biometric enrollment failed, missing information. Please try again. (Error Code: 18)

- **This might be due to a corrupt or failed communication between the application and our servers. If the problem persists, please contact customer support.**

23. Biometric login failed, expired login information. Please try again or contact customer support. (Error Code: 17)

- **This might be due to a corrupt or failed communication between the application and our servers. If the problem persists, please contact customer support.**