



Frequently Asked Questions

What is Mobile ID?

Mobile ID is a secure, digitized version of your driver license or identification card that you carry in an app on your smartphone. It can be used to verify your identity in-person and during online transactions. It's currently the **ONLY** form of mobile-phone-based ID in Delaware that is verifiable against the record created by DMV when you applied in person for a driver license or state ID.

What do I need to use Mobile ID?

To enroll and use the Mobile ID:

- You must have a valid and easily readable Delaware driver license or state-issued photo ID card
- You must own a smartphone
 - *Minimum Phone Requirement: Android 7 and newer; iPhone 6 and newer (iOS 13 and newer)*
 - *Android 10-based EMUI 10 devices are NOT supported*
- You can't use a jailbroken/rooted smartphone, which means you cannot use a device where the software has been manipulated to remove restrictions and limitations placed there by the manufacturer.

How can I use my Mobile ID?

MiD can be used in any context in which you would use your physical ID to verify your age or identity, where accepted. It is required by law to present a physical driver license when requested. Mobile ID is considered an acceptable form of identity verification by the State of Delaware, however, because it is a new concept, some businesses and organizations may not be aware of how to use it or have not yet developed processes to accept MiD. We will continually work with groups to familiarize them with MiD and its use. Over time, we expect acceptance to grow and the need to show your physical card to decrease.

How do I know Mobile ID is secure?

MiD verifies your identity attributes and selfie photo against what is on file with the DMV. Only your FaceID, TouchID or pin will unlock the app and access your MiD. So for instance, if your smartphone is lost or stolen, no one will be able to access your MiD app.

Does Mobile ID replace a physical driver license?

MiD currently serves as a companion to your physical ID rather than a replacement. You can use it in any context you would normally use your driver license or identification card to verify your identity, except when requested by law enforcement. You must still keep your physical ID as a back-up.

What does Mobile ID do with my data?

Mobile ID doesn't permanently collect, store, or hold onto your personal data - except an encrypted version of your driver license number and phone number to use as a record locator. The DMV is the only place where your complete information is stored.

What if I am receiving an error message and cannot complete the enrollment process?

Some common errors with common causes and solutions are listed below:

Error: mID Not Activated or Not Verified

- You have an out-of-state credential. You must have a valid Delaware driver license or identification card to use Mobile ID.
- Your Delaware state credential is inactive, including expired or suspended. Once the issue is resolved, you are welcome to apply for Mobile ID.
- Some information on your license is incorrect or out of date – for example, last name or address. Update your information as appropriate. Visit dmv.de.gov for more information.
- Your selfie failed to match the photo on file with the state. If the photo on your license is over 5 years old or drastically different from your current appearance, this could cause an error to occur. You may wish to update your photo at the DMV. There may be a \$2 fee.

Error: Issues with capturing Selfie

Here are some tips that will help with capturing the selfie:

- Make sure you are in a well-lit area, not backlit by a window or strong light, and in front of a neutral or plain backdrop such as a single colored wall.
- Make sure your phone is kept steady at eye level and only move your head in the direction of the 3 dots.
- If the selfie times out, you may have taken too long to align the 3 dots and need to start over.
- “Photo does not match” – This means your facial 1:1 comparison failed. You can try to capture a new selfie. If that does not resolve the issue, then you will need to contact us at 1-844-543-9721

Error: Text Verification Failed or unable to active link in Text Message

Here are some of the reasons why text verification failed:

1. User selected “Don’t Allow” when prompted to give the app access to camera.
You must consent and acknowledge reading the terms of use, security policy, provide access to the camera and accept app notifications. User must select OK from the permission pop-up or you will not be able to use the app.
2. SMS text has not been set up with your service provider. You will receive a confirmation and URL via text. You will need to reach out to the service provider to verify it is set up.
3. User is copying the URL in the text message into a browser. You must click on the link in the most recent text message. If you have tried requesting the setup text several times, it will be the one at the bottom of the list.

Error: 60302 Registration Failed

The registration failure can occur for various reasons.

- This could be the result of a poor selfie or selfie capture issue, see Error: Issues with capturing selfie.
- This could be a connection issue. If the images you have captured cannot be synced with the server, try the following:
 - Turn off WiFi and try enrolling via cellular data or try using WiFi if it is failing on cellular.
- Uninstall the app and start over.
- If the above steps fail, this could be an issue with your record at the DMV. Contact us through our support site at <https://idemia-mobile-id.com/help/en-us/mid> or by calling 1-844-543-9721

Error: 10400, 10404, 10403 or 60302

This error is the result of a poor connection.

- Turn off WiFi and try enrolling via cellular data.
- Try using WiFi if it is failing on cellular.

Error: 60300-004 – Enrollment session has timed out

- Users must complete enrollment process within 15 minutes of receiving the text or starting the process or it will time out. If this occurs, you will need to restart the enrollment.
- You will receive a new authorization link via text and will need to click on the bottom link.

Who can I contact if I need help with my Mobile ID?

If for some reason your Mobile ID is not correctly working, please visit IDEMIA’s Mobile ID support site at <https://idemia-mobile-id.com/help> for more support options such as Email and Live Chat, and Helpdesk service hours.