

## **Touch ID™ Frequently Asked Questions**

### **What is Touch ID?**

Touch ID is the biometric fingerprint authentication technology available with Apple devices such as iPhone 5s, iPhone 6 and 6S, iPad Air 2, iPad mini 3, or newer.

### **Why use Touch ID?**

Touch ID is meant as a quick and convenient way to access your account. It's a seamless way to use your fingerprint as your credentials.

### **How do I Enable or Disable Touch ID?**

To manually Enable or Disable Touch ID, go to the application Settings and click on Touch ID. On the Touch ID Settings screen, swipe the Touch ID button. A confirmation prompt will display.

### **How secure is Touch ID?**

Every fingertip is unique, so it is rare that even a small section of two separate fingerprints are alike to register for Touch ID.

### **If my phone has multiple fingerprints registered, will they be able to access my account?**

Yes, all saved fingerprints on your device will have access to your account.

### **How do I keep my phone further protected?**

We recommend you add a passcode or security lock to your phone to further secure access when the device is not in use. In addition, keep your phone software up to date, including your Service 1st application.

### **If the device doesn't recognize my fingerprint, can I still view my account?**

Yes, you will always have the option to log in using your account number/User ID and password. When the Touch ID prompt comes up click Cancel and enter your account credentials to log in.

### **Can an account be Enabled for Touch ID on multiple devices?**

Yes, an account may be setup on multiple devices.

### **If I lose my phone, how do I remove the Touch ID access to my account?**

Touch ID can be disabled remotely with the Find My iPhone feature. Please refer to the Apple site for instructions.