Frequently Asked Questions

What is Arizona Mobile ID?

Mobile ID (mID) is a voluntary, secure, digitized version of your ADOT MVD-issued driver license or ID card that you carry in an app on your smartphone. Everything else is in your phone -- credit cards, house keys, car keys, event tickets, etc. -- and now your ID can be, too. Download the app, verify your identity and you'll be able to display and share your ID when you need to prove your identity. mID offers even more security than the physical, plastic ID because you get to choose what information about yourself that you share with others. mID is currently the ONLY form of mobile-phone-based ID that is verifiable against the record created by ADOT MVD when you applied in-person for a driver license or ID card.

Does Mobile ID replace my physical, plastic driver license?

mID is voluntary to use and currently serves as a companion to your physical, plastic ID. Because it is a new technology -- Arizona is one of a handful of states leading the way in making this innovative technology widely available to the public -- you should continue to have your physical ID with you because not all entities are able to verify mobile ID yet. MVD encourages people to always carry their physical ID when driving so it can be used in interactions with law enforcement during traffic stops or incidents. We will continually work with groups to familiarize them with mID and its uses. Over time, we expect mobile ID acceptance to grow.

How can I use my Mobile ID?

ADOT MVD created mID as a platform that any business, government entity or law enforcement agency can adopt and use to verify a person's identity -- the same way they use your plastic credential to verify your identity. As of March 2021, mID can be used to confirm an individual's identity at any Arizona MVD office and to complete online enhanced-verification services, like transferring a vehicle title or requesting a registration refund payout, at AZMVDNow.gov, the Arizona MVD's primary customer self-serve website. Because this technology is new, some businesses and organizations may not be aware of how to use it or have not yet developed a process to accept mID, so we encourage people to always carry their physical ID. We will continually work with groups to familiarize them with mID and its use. Over time, we expect acceptance to grow.

What do I need to use Mobile ID?

To enroll and use the Mobile ID:
- You must have a valid and easily readable Arizona driver license or state-issued ID card
- You must own a smartphone
  - *Minimum Phone Requirement: Android 7 and newer; iPhone 6 and newer (iOS 13 and*

newer)

      o   *Android 10-based EMUI 10 devices are NOT supported*

- You can't use a jailbroken/rooted smartphone, so you can't use a device where the software has been manipulated to remove restrictions and limitations placed there by the manufacturer.

How do I know Mobile ID is secure?

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

Is my Mobile ID valid in other states?

Mobile ID is a new technology and is a companion to your physical, plastic driver license or ID card, which you should continue to carry. MVD encourages people to always carry their physical ID when driving so it can be used in interactions with law enforcement during traffic stops or incidents.

Is there a charge to download and use Mobile ID?

The app is free to download and there is no cost to use mID for at least the first year.

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 only place your complete information is stored is with ADOT MVD, as was the case prior to mID.

Is Mobile ID the same as eID?

If you have previously downloaded Arizona's eID (electronic ID), please download the new Arizona Mobile ID app to continue the benefits of having a digital ID. mID is the next generation of eID. It's an advanced version with easier user interface and enhanced security features.

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

Please know that the Arizona Mobile ID can only be used by individuals that already have an Arizona-issued driver license or ID card. If for some reason your Arizona 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.

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.
- Your Arizona state credential is inactive, including expired or suspended.
- Some information on your license is incorrect or out of date. For example, last name or address.
- Your selfie failed to match the photo on file with the state. If the photo on your license is drastically different from your current appearance, this could cause an error to occur. You will need to update your photo with MVD to be able to use mID.

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 the state.

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 the 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 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:

- o   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 ADOT.

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.
- Try again later.

Error: 60300-004 – Enrollment session has timed out

- Users must complete the 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.

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