

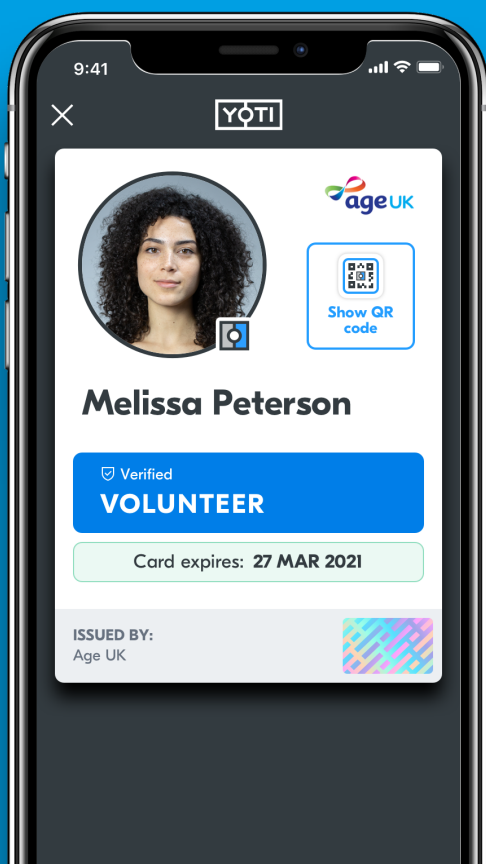


Your new digital Age UK ID card

Try our new safe and secure identity system.

We've partnered with digital ID app Yoti to give you a safe and secure way to prove your identity and show ID using your phone.

Please read this guide to set up your Age UK ID card.



This guide will walk you through the steps to set up your Age UK ID card.

- 1 Download the free Yoti app on your smartphone
- 2 Complete Yoti's onboarding process
- 3 Create your Yoti account
- 4 Prove you're a real person
- 5 Add a photo of yourself
- 6 Add your email address



1

Download the free Yoti app

Visit the App Store for iOS or Google Play for Android.



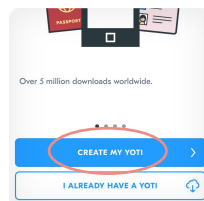
2

Complete Yoti's onboarding process

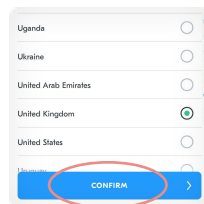
A Open the Yoti app



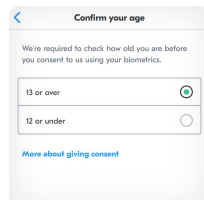
B Tap **Create my Yoti**



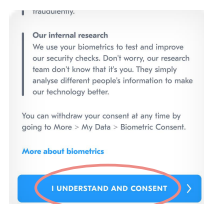
C Select **United Kingdom** as your country and tap **Confirm**.



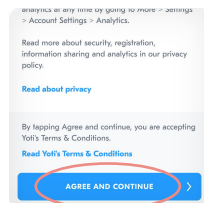
D Confirm that you're **13 or over**.



E Tap **I understand and consent**.



F Tap **Agree and continue**.

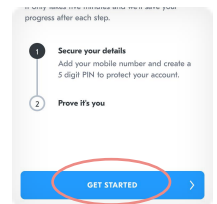


Go to step 3
Create your Yoti account

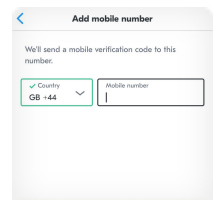
3

Create your Yoti account

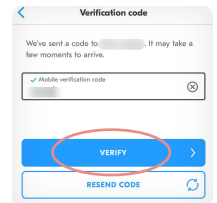
A Tap **Get started**.



B Add your mobile phone number. Make sure the country code is set to **GB +44**.

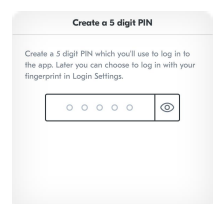


C A verification code will be sent to your number. It may take a few moments to arrive. Please enter this code and tap **Verify**.



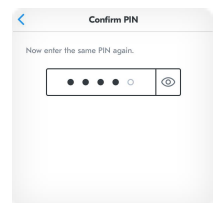
If you don't receive your verification code via text message, tap **Resend code** to try again.

D Create a memorable **5 digit PIN**, which you'll use to log in.



Later, you can choose to log in with **Touch ID** or **Face ID**. Find out how to do this at the end of this guide.

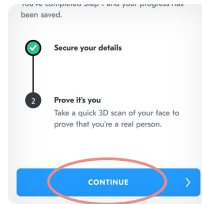
E Confirm your 5 digit PIN.



Go to step 4
Prove you're a real person

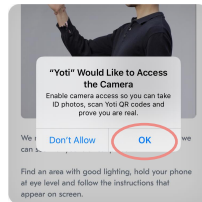
4 Prove you're a real person

A Tap **Continue** to begin.

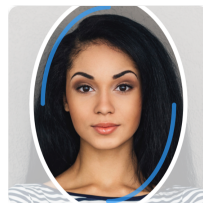


We need to take a quick scan of your face to prove you're a real person. Find an area with good lighting, hold your phone at eye level and follow the steps that appear on-screen.

B Tap **Continue**. You will be asked to enable camera access. Tap **OK**.

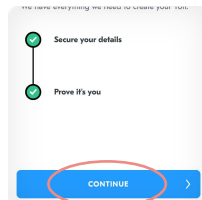


C Place your face in the frame and follow the steps on the screen.



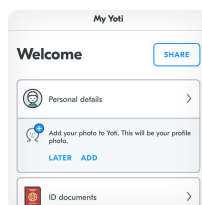
If you see a **Scan not recognised** message, please tap **Try again**. If you're still having trouble, tap **Try another way** to continue. Follow the steps on the screen.

D Once you've completed the steps, tap **Continue**.



You may be asked to allow the Yoti app to send you notifications. These are not for marketing purposes. Tap **Allow** to continue.

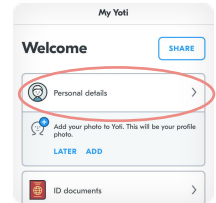
E Well done! You'll arrive at your home screen 'My Yoti'.



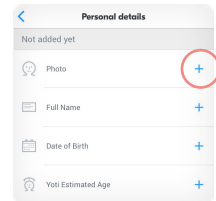
Go to step 5
Add a photo of yourself

5 Add a photo of yourself

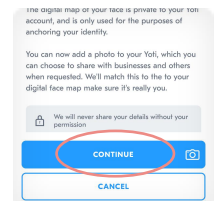
A Tap **Personal details** on the home screen 'My Yoti'.



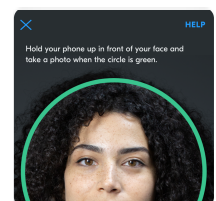
B Tap **Photo**.



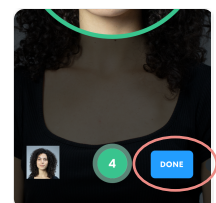
C Tap **Continue**.



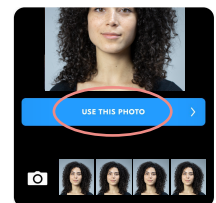
D Hold your phone in front of your face and take a photo when the **circle turns green**.



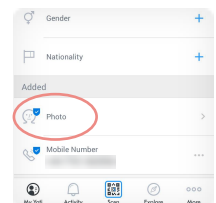
E You can take up to 4 photos. Tap **Done**.



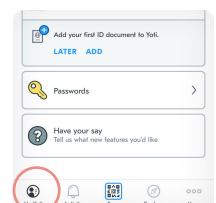
F Select the photo you want to use as your profile photo and tap **Use this photo**.



G Your photo will be added. You can find it in **Personal details**.



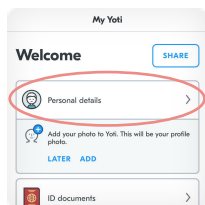
H Tap **My Yoti** to return to the home screen.



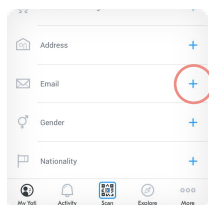
Go to step 6
Add your email address

6 Add your email address

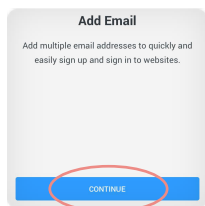
A Tap **Personal details** on the home screen 'My Yoti'.



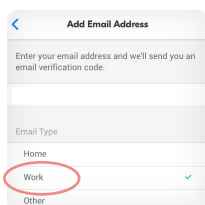
B Tap **Email**.



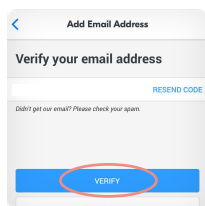
C Tap **Continue**.



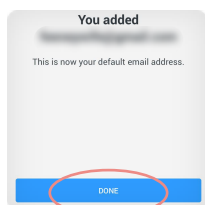
D Enter your email address.



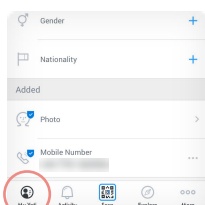
E A verification code will be sent to your email. Please enter this code and tap **Verify**. If you don't receive an email, check your Spam folder.



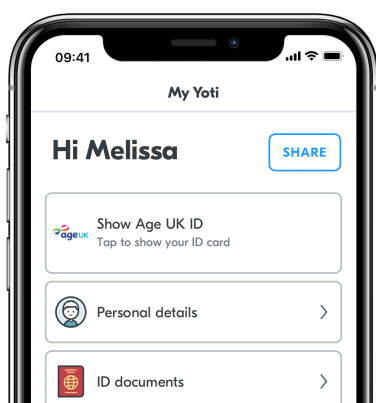
F Your email has been added. Tap **Done**.



G Tap **My Yoti** at the bottom of the screen.



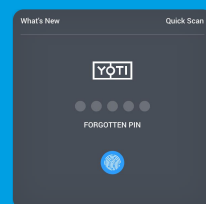
Your Age UK ID card is now ready to use!



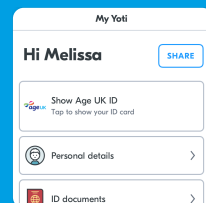
Your Age UK ID card is issued automatically

To show your Age UK ID card when requested:

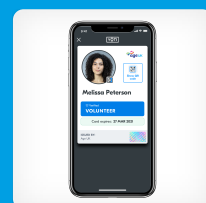
A Log in to your Yoti app using your 5 digit PIN.



B Tap **Age UK ID Card** on the home screen.



C Whenever requested, show the Age UK ID card in your Yoti app to verify your details.



D Close the Yoti app to log out.



Thank you for using your Age UK ID card.

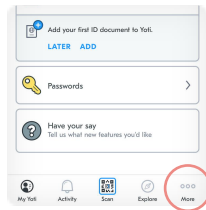
For help setting up your Yoti account, please contact Yoti Customer Support at help@yoti.com or go to **More > Get help** in the app.

For help using your Age UK ID card in the workplace, please contact your local administrator or service desk.

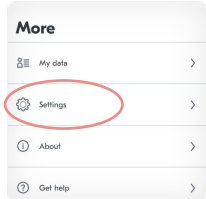


Turn on Touch ID or Face ID

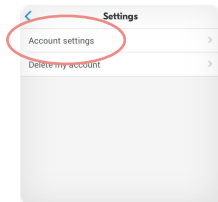
A Tap **More** at the bottom of the home screen.



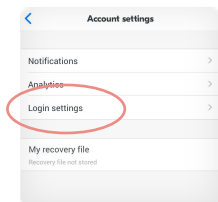
B Tap **Settings**.



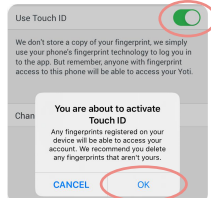
C Tap **Account settings**.



D Tap **Login Settings**.



E Turn on Touch ID or Face ID.



You can now log in using your fingerprint or a scan of your face.



What is Yoti?

A secure, reusable Digital ID you can use to prove your identity or age.

What you can do with your Digital ID

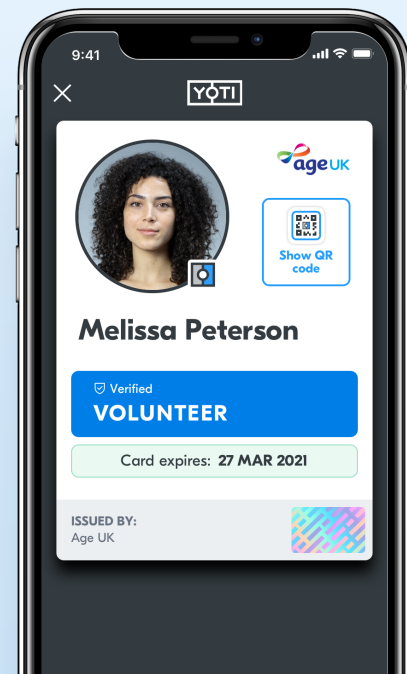
👤 Prove your identity to businesses and individuals you trust.

➔ Connect with verified people online

🔒 Protect your passwords

↓ **Join over six million people who have downloaded the free Yoti app**

🔒 Our systems are built in a way that means we cannot mine or sell your data to third parties. Once we've completed our security checks, we can't access any of your personal details. We can't send your details to a business or individual until you choose to send them.



Your details are safe

Any details you add to your Digital ID are encrypted into unreadable data, split up and safely stored in our database. Only you have the key to unlock your encrypted details, which is stored safely in your phone, not in our database.