

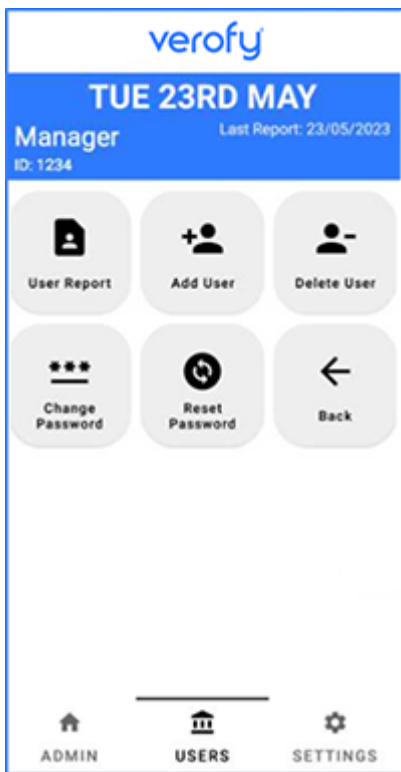
Adding a new user ID login to your Verofy® Move

This page shows you how to add a user to your Verofy® Move, in case you want to create a separate user login for your staff.

1. To add a new user, you need to start by logging in with your Supervisor login. Contact us in app or via call if you don't know the supervisor login.
2. Click the Admin menu from the bottom of the screen, and select the **User Manager** option.



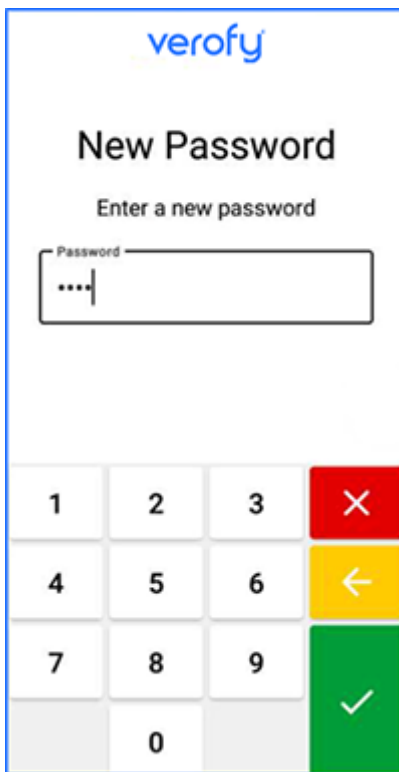
3. From the users menu, select **Add User**.



4. Enter the User ID you wish to use for the new user. This should be 4 digits long. Once you've entered this, press the green tick.

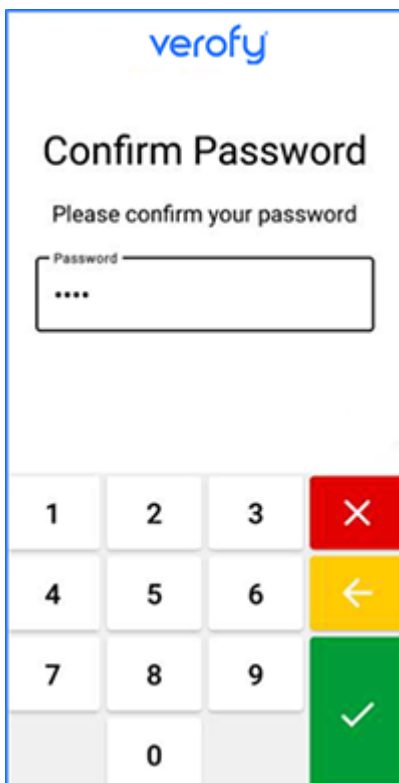
A screenshot of the 'Add User' form in the Verofy app. The Verofy logo is at the top. The title 'Add User' is centered, followed by the instruction 'Enter the user ID'. Below this is a text input field containing '1111'. At the bottom is a numeric keypad with digits 1-9, 0, a red 'X' button, a yellow left arrow button, and a green checkmark button.

5. Next, you'll need to set a temporary password for the first time login. Once you've entered this, press the green tick.




The image shows a mobile app interface for creating a new password. At the top is the 'verofy' logo. Below it is the title 'New Password' and the instruction 'Enter a new password'. There is a text input field labeled 'Password' containing four dots. At the bottom is a numeric keypad with digits 1-9, 0, a red 'X' button, a yellow back arrow button, and a green checkmark button.

6. You'll then need to re-confirm the temporary password. Once entered, press the green tick.



The image shows a mobile app interface for confirming a password. At the top is the 'verofy' logo. Below it is the title 'Confirm Password' and the instruction 'Please confirm your password'. There is a text input field labeled 'Password' containing four dots. At the bottom is a numeric keypad with digits 1-9, 0, a red 'X' button, a yellow back arrow button, and a green checkmark button.


7. Once you've set the temporary password, you'll need to decide on a display name for the user. If the user ID being created is for your staff for example, you could name the user 'staff'.



Display Name

Please enter the display name for the new user

8. You'll then be asked if you want this user ID to have supervisor permissions. Refunds require a supervisor login to proceed no matter what level of account a user has.



New User

Grant Supervisor Permissions?

9. You'll then see the green tick to confirm if the user has been set up successfully. To test if the user ID is working, log out from the supervisor user login by clicking **Settings** menu, then select **User Logout**.
10. Log in with the new user ID logins you created. Press the green tick to continue.



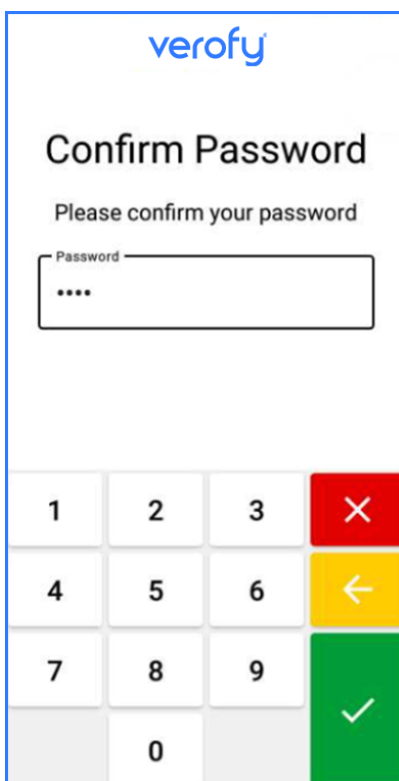
The image shows a mobile application login screen for 'verofy'. At the top is the 'verofy' logo in blue. Below it is the heading 'Welcome' in bold black text, followed by the instruction 'Please enter user credentials'. There are two input fields: 'User ID' containing the text '1111' and 'Password' containing four dots. Below the input fields is a numeric keypad with buttons for digits 1 through 9, 0, a red button with a white 'X' (clear), a yellow button with a white left arrow (back), and a green button with a white checkmark (confirm).

11. You'll be prompted to enter a new password. Choose a different one to the one you entered earlier. Press the green tick once you've entered this.



The screenshot shows the 'Reset Password' screen in the Verofy app. At the top is the 'verofy' logo. Below it is the title 'Reset Password' and the instruction 'Please enter a new password'. There is a password input field with a placeholder 'Password' and four dots. Below the input field is a numeric keypad with buttons for digits 1-9, 0, a red button with a white 'X', a yellow button with a white left arrow, and a green button with a white checkmark.

12. Re-confirm the new password by entering it again.



The screenshot shows the 'Confirm Password' screen in the Verofy app. At the top is the 'verofy' logo. Below it is the title 'Confirm Password' and the instruction 'Please confirm your password'. There is a password input field with a placeholder 'Password' and four dots. Below the input field is a numeric keypad with buttons for digits 1-9, 0, a red button with a white 'X', a yellow button with a white left arrow, and a green button with a white checkmark.

Once you've logged in, the user is ready for your staff to use. Share the user ID and password with the users you want to use that login and that's it!

Revision #12

Created 28 April 2023 15:24:00 by Verofy® Support

Updated 7 May 2024 15:28:22 by Verofy® Support