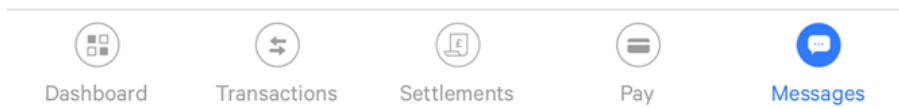


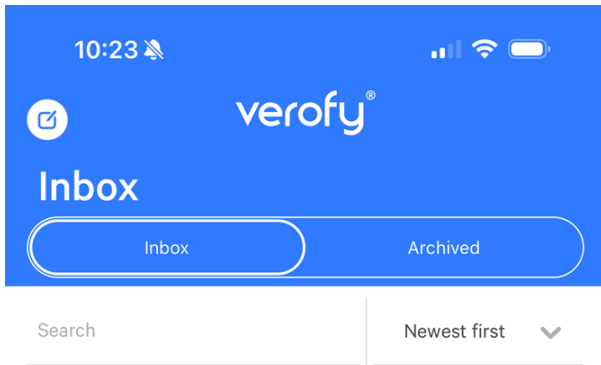
Verofy® App: Message centre

If you need us, we're happy to help.

1. Login to the Verofy® App and select the **Messages** option in the Verofy® App.

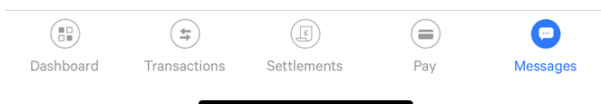


2. You can send us a message by pressing the **New message** button (the square and pencil in the white circle at the top left of the screen).

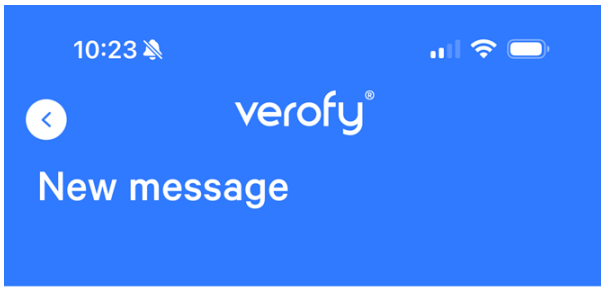


Need help or got a question for us?

Simply write us a message and one of the member from Verofy support team will be in touch as soon as possible.

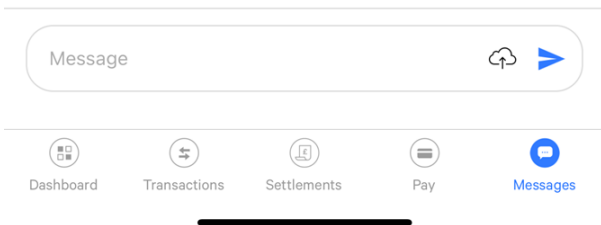


3. Create your message by adding the subject then writing your message. You'll also be able to upload attachments if you need to by pressing the cloud button. Once you're ready, send the message by pressing the blue envelope.

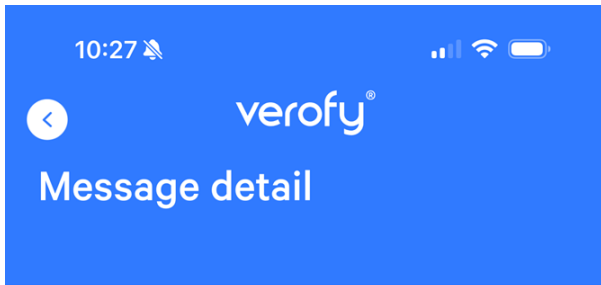


Enter subject

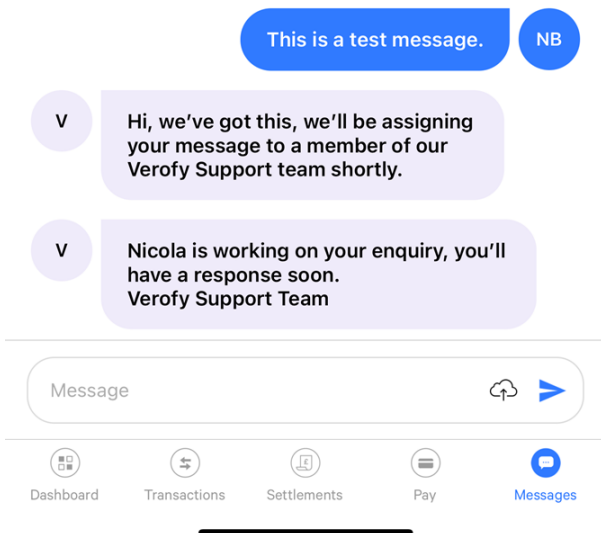
Don't forget to check our online support for fast access to [FAQ's](#)



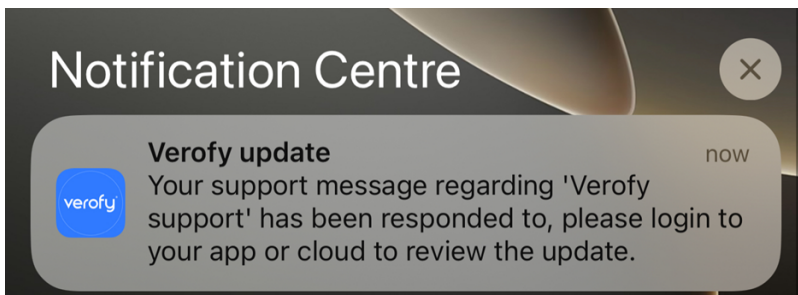
4. We'll receive your message, and work on it as soon as we can. If you send us a message outside of our opening hours, you'll be notified and we'll respond as soon as we can.



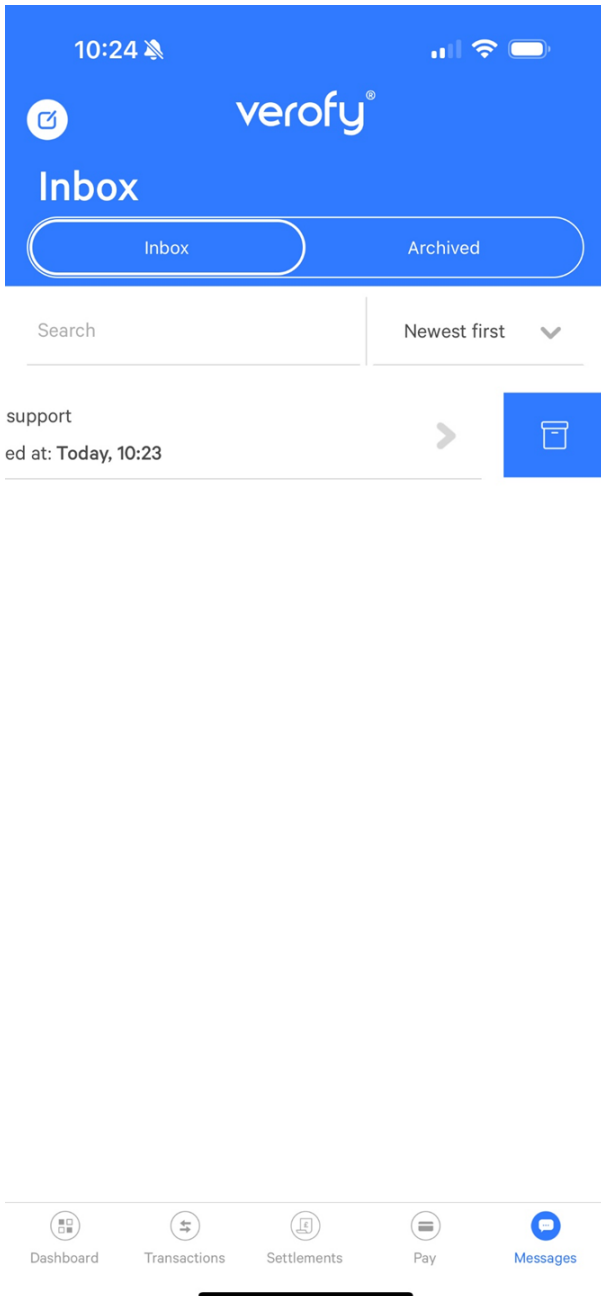
Verofy support



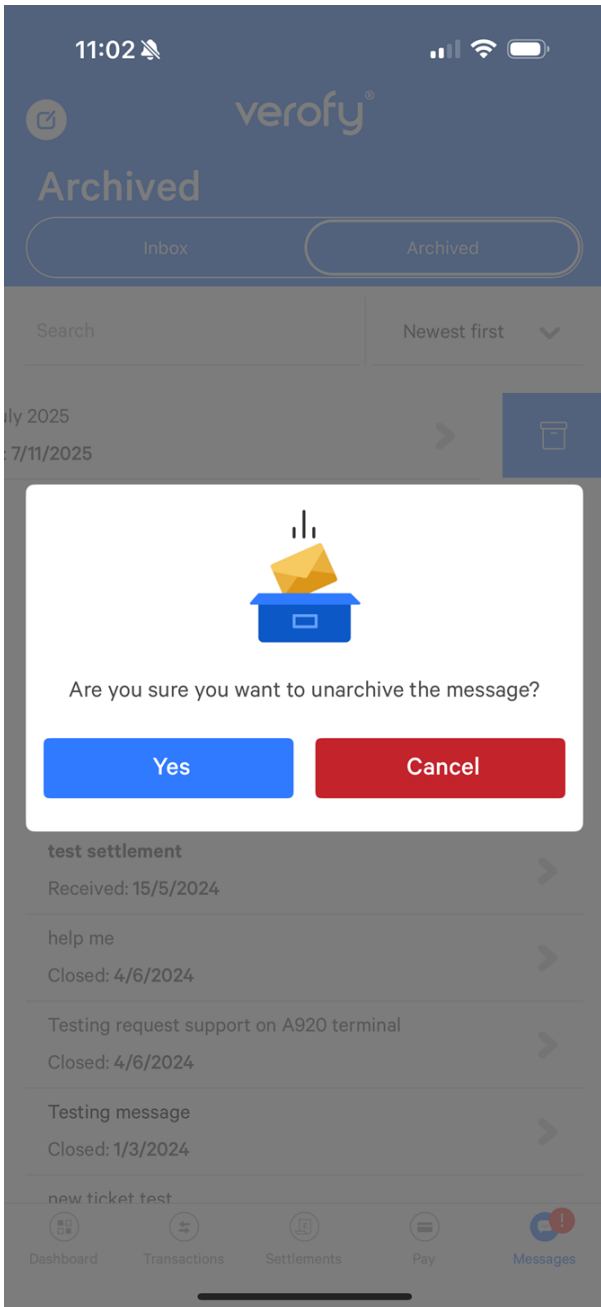
5. We'll send you a push notifications when there's an update, so make sure you have these enabled!



6. When you no longer need the message, you can archive it by swiping left and selecting the blue archive folder option. If you need to see your archived messages, select the **Archived** tab.



7. If you need to unarchive a message, from the Achived list swipe left and select the blue archive folder option. You'll see a confirmation pop up message to make sure you want to unarchive the message, if you press yes, this will move the message back to your inbox.



Revision #3

Created 7 November 2025 17:23:16 by Verofy® Support

Updated 12 December 2025 13:56:23 by Verofy® Support