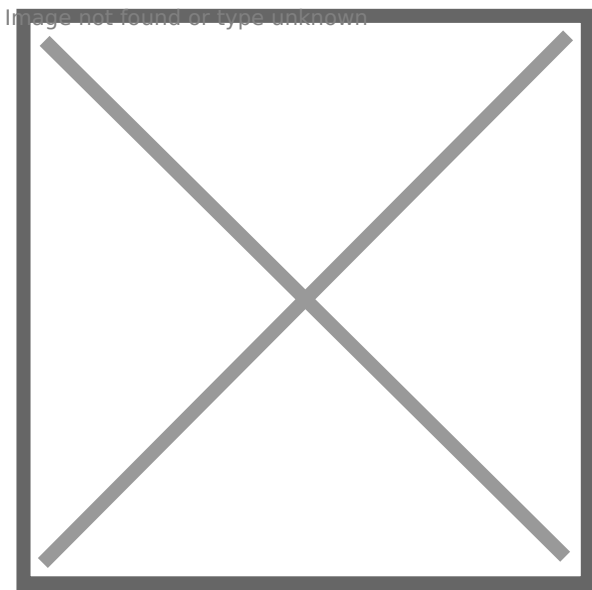


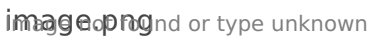
Verofy® Support in the Verofy® App

If you need us, we're happy to help. You can access our message centre by clicking the **Messages** option at the bottom of your screen ([more info here](#)).

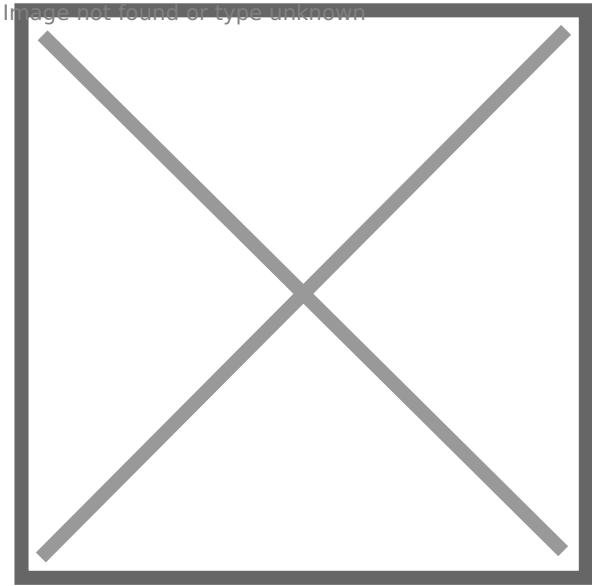
You can also access our Message centre by pressing the ... button at the top right of the screen.



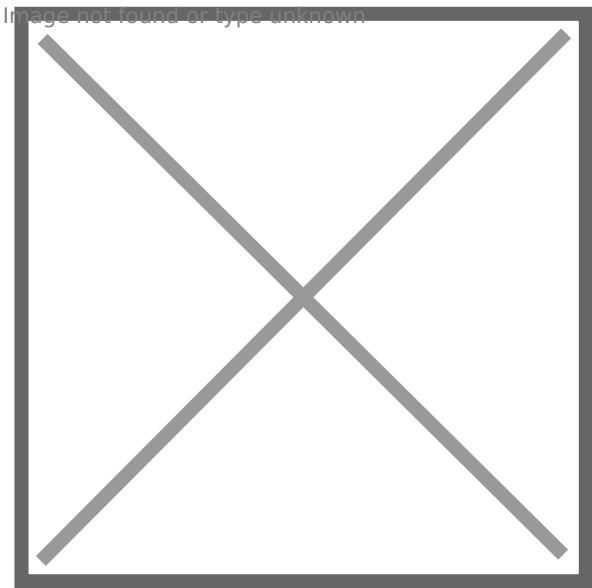
From here, select the **Verofy® Support** option.



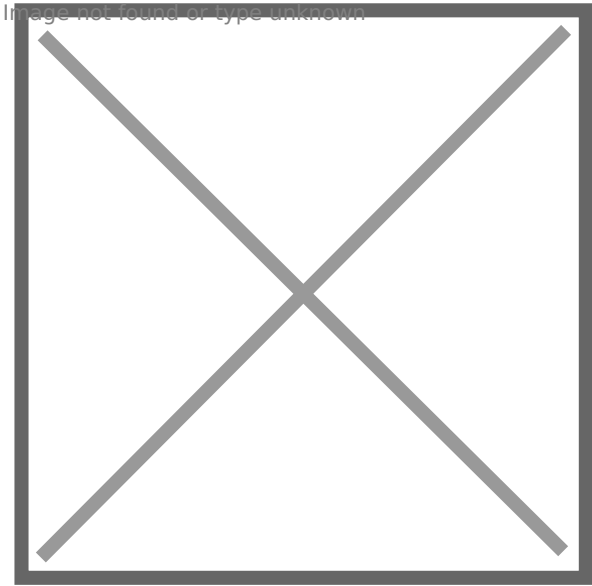
You can send us a message by pressing the **New message** button (the square and pencil in the white circle at the top left of the screen).



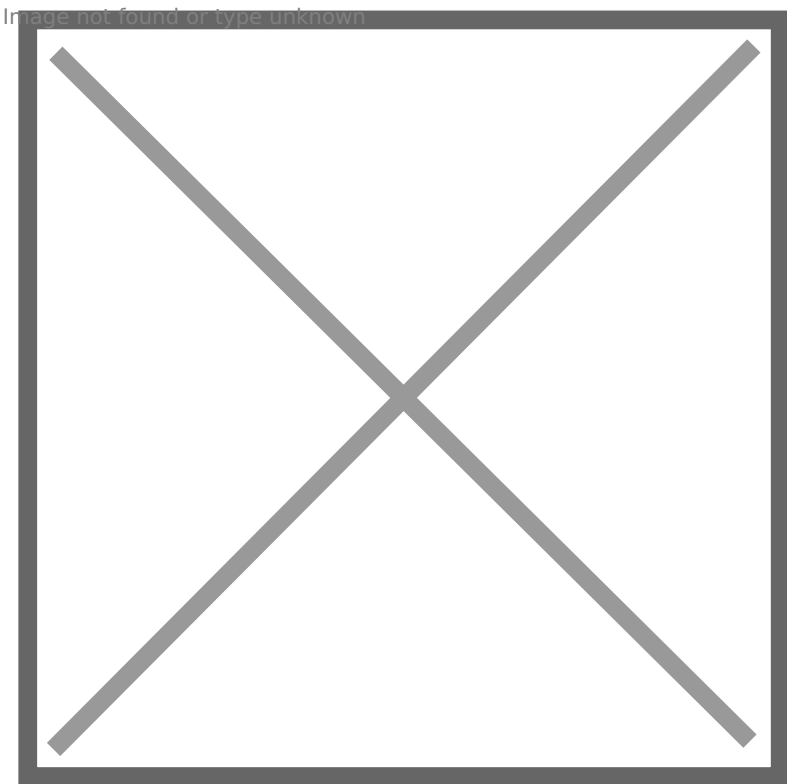
Create your message by adding the subject then writing your message. You'll also be able to upload attachments if you need to by pressing the cloud button. Once you're ready, send the message by pressing the blue envelope.



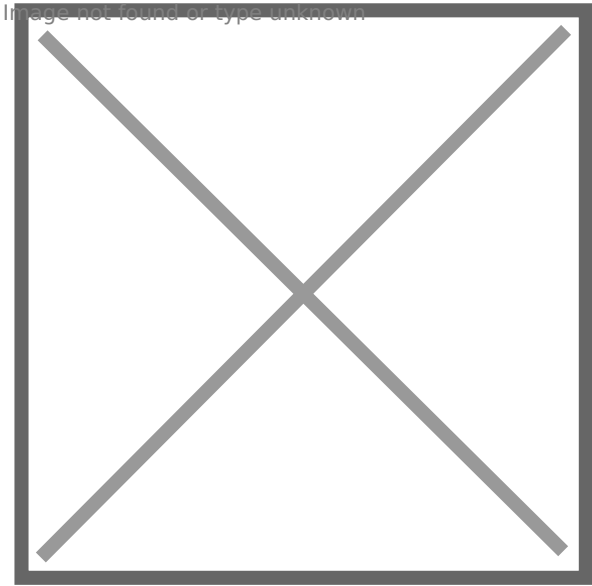
We'll receive your message, and work on it as soon as we can. If you send us a message outside of our opening hours, you'll be notified and we'll respond as soon as we can.



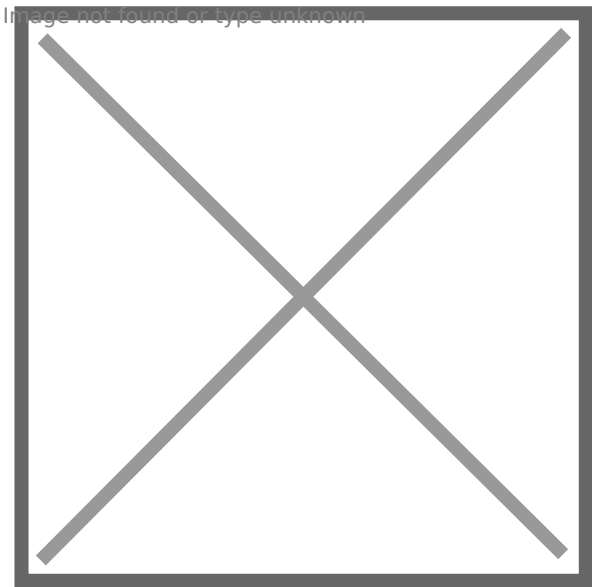
We'll send you a push notifications when there's an update, so make sure you have these enabled!



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.



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 #2

Created 11 November 2025 12:54:25 by Verofy® Support

Updated 2 January 2026 16:02:48 by Verofy® Support