



ZORG-ID. Mobile App for Android/iOS

Installation & User Manual



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1 Introduction

ZORG-ID. Mobile App is used to create a secure connection for authentication and signing from a mobile device. Based on PKI technology and more than 15 years of expertise, the ZORG-ID authentication and signing service offers a flexible, easily adaptable and integrated solution for any business application. The ZORG-ID service offers a unique solution that works without any web browser plugins, username/password combinations you need to remember or complicated text messages you need to copy into your browser. The only thing you need to know as a user is your username and your PIN code.

A user connects with his or her browser to a Business Application. He enters his or her username in the required field of the application which send a verification request to the ZORG-ID server. The ZORG-ID server will push a message (Asking for consent) to the users mobile phone and then the user can enter his PIN on the phone to get access to the application on the PC. The Business Application gives access to the users' requested information.

The aim of this document is to offer a step-by-step guide for installing and using ZORG-ID. Mobile App.

1.1 Legend

⇒ An action is required by the user

! Note with useful information



2 Installation

2.1 Android versions supported

ZORG-ID. Mobile App is supported on Android version 6.0 and higher.

2.2 iOS versions supported

ZORG-ID. Mobile App is supported on iOS version 11.0 and higher.

2.3 Languages supported

ZORG-ID. offers support for the following languages:

1. English
2. Dutch

2.4 Installation guide

⇒ Open Android's Play Store or Apple's App Store, depending on the used device

⇒ Search for "ZORG-ID."

⇒ Download and install the application

! When starting ZORG-ID. Mobile App for the first time the ZORG-ID. Mobile App will request permissions to send notifications to the user. Allowing notifications is strongly recommended to get the best user experience.

! The ZORG-ID WID scan application is required for a complete ZORG-ID. Mobile App installation. Read the **ZORG-ID WID scan Mobile App Android/iOS - Installation & User Manual** for more information.



3 Onboarding

3.1 Set PIN

When the ZORG-ID. Mobile App is used for the first time after installation, the user will be guided through the onboarding process. During this process a PIN will be created.

- ⇒ Start ZORG-ID. Mobile App for the first time.
- ⇒ Continue through the steps until **Create your PIN**.
- ⇒ Choose a secret six-digit PIN. (**fig. 1**)
- ⇒ Re-enter the same PIN to confirm.

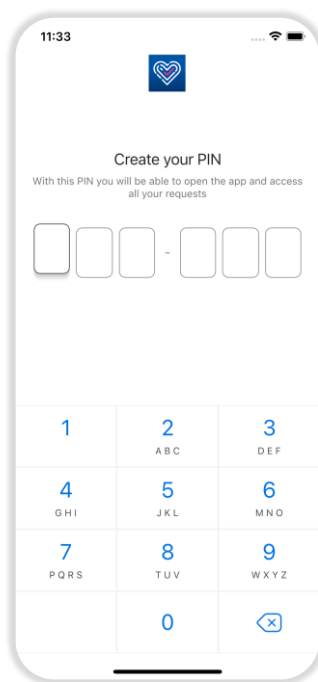


Figure 1: Create PIN



4 Enrolling

4.1 Enrol with QR code

A user will usually receive a QR code prior to using ZORG-ID. Mobile App. Follow these steps to enrol an identity in ZORG-ID. Mobile App using a QR code.

⇒ Start the QR code scanner using one of the following methods:

- A) After setting a PIN during onboarding, press **Scan QR Code**. (fig. 2)
- B) In the main menu, press **Get started** -> **Add an ID with a QR code**. (fig. 2)
- C) In the main menu, press **Scan** -> **Scan QR**. (fig. 2)

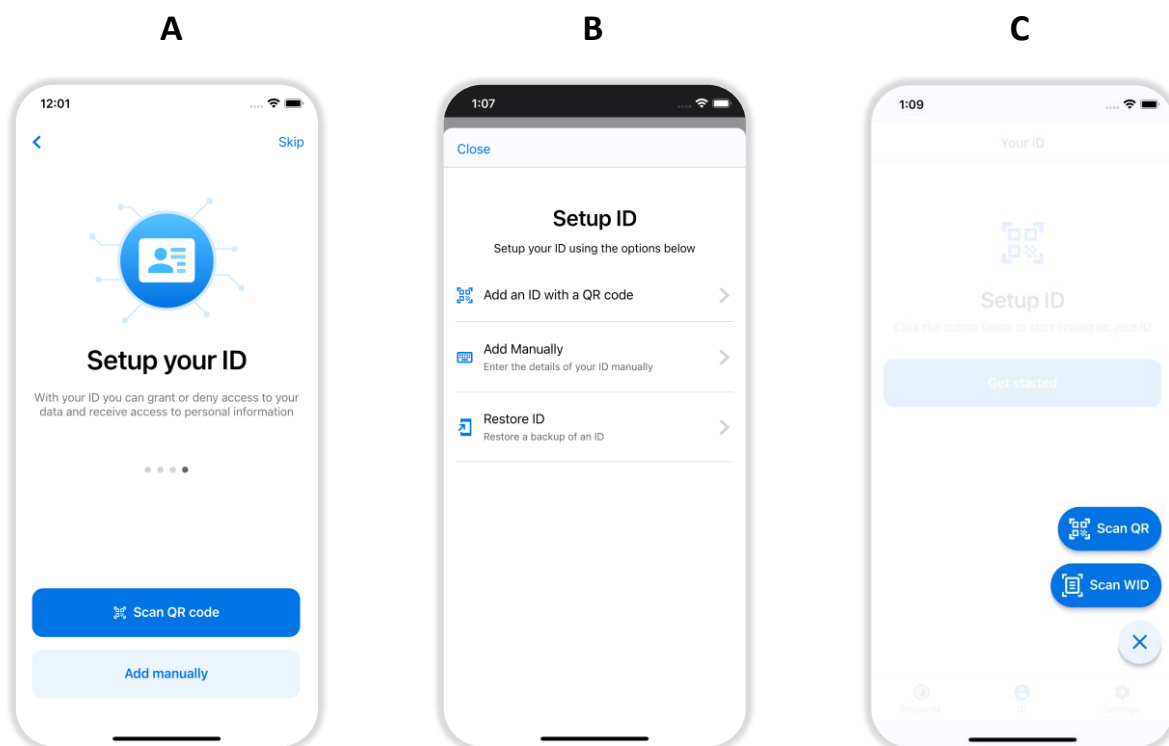


Figure 2: Starting enrolment

- ⇒ Allow camera permission for ZORG-ID. Mobile App when requested.
- ⇒ Scan the QR code using the camera.
- ⇒ Confirm the identity details, then press **Add ID**.

ZORG-ID. Mobile App will now start the enrolment. When finished it will return to the main menu where the new identity will be added to the list.



4.2 Enrol manually

It could happen a user receives enrolment credentials without a QR code. It is possible to do an enrolment manually following these steps.

⇒ Start the manual enrolment using one of two ways:

- A) After setting a PIN during onboarding, press **Add manually**. (fig. 3)
- B) In the main menu, press **Get started** -> **Add Manually**. (fig. 3)

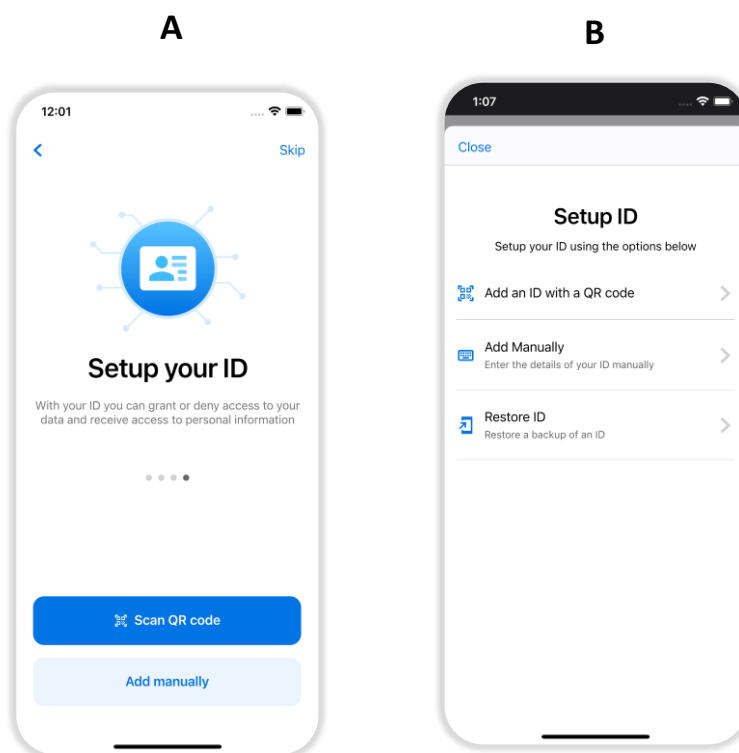


Figure 3: Starting enrolment manually

⇒ Enter received username, then press **Next**.

⇒ Enter received one-time password, then press **Add ID**.

⇒ Confirm the identity details, then press **Add ID**.

ZORG-ID. Mobile App will now start the enrolment. When finished it will return to the main menu where the new identity will be added to the list.

5 Identity management

5.1 View identity details

Follow these steps to view detailed information about the enrolled identity.

- ⇒ In the main menu, open the **ID** tab using the tab navigation at the bottom. (fig. 4)
- ⇒ In the ID tab, press the name of an identity in the list to view its details. (fig. 4)

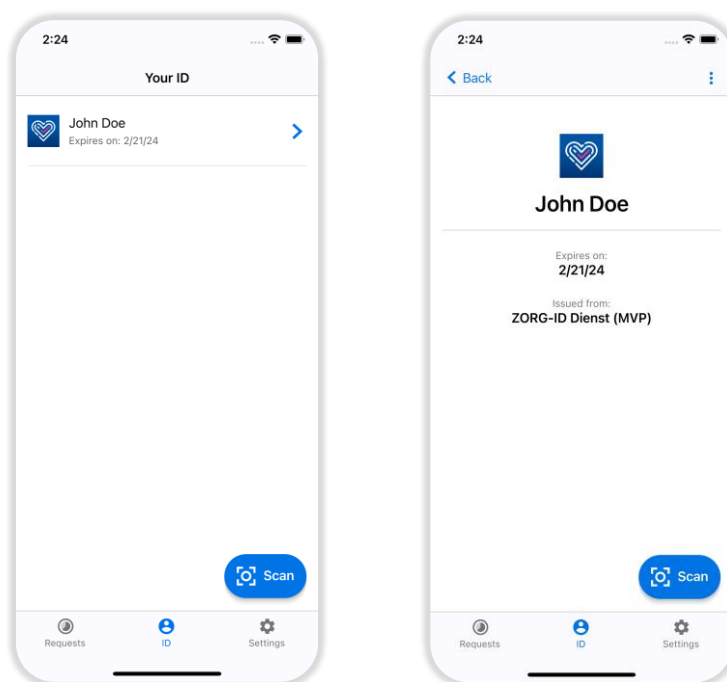


Figure 4: Identity list and details

5.2 Renew identity with QR code

Identities use certificates that have an expiration date. Therefore, occasionally identities must be renewed. Users will usually receive a QR code that can be used to perform an identity renewal. Follow these steps to complete a renewal with a QR code.

- ⇒ In the main menu, press **Scan** -> **Scan QR** to open the QR code scanner.
- ⇒ Scan the received QR Code.
- ⇒ Confirm the identity details, then press **Renew ID**.

ZORG-ID. Mobile App will now start the renewal. When finished it will return to the main menu and notify the user of a successful renewal.



5.3 Renew identity manually

It could happen a user receives renewal credentials without a QR code. It is possible to do a renewal manually following these steps.

- ⇒ Open identity details (follow steps from 5.1)
- ⇒ Open the options menu by pressing the **three dots** at the top-right. (fig. 5)
- ⇒ Press **Renew your ID**. (fig. 5)
- ⇒ Enter received one-time password, then press **Renew your ID**.
- ⇒ Confirm the identity details, then press **Renew ID**.

ZORG-ID. Mobile App will now start the renewal. When finished it will return to the main menu and notify the user of a successful renewal.

5.4 Backup identity

ZORG-ID. Mobile App provides backup functionality for identities. This enables users to restore identities after they have been lost. Follow these steps to create a backup.

- ⇒ Open identity details (follow steps from 5.1)
- ⇒ Open the options menu by pressing the **three dots** at the top-right. (fig. 6)
- ⇒ Press **Create a backup**. (fig. 6)
- ⇒ Enter a password according to the requirements shown and re-enter the password to confirm, then press **Next**. (fig. 6)
- ⇒ Press **Save your backup**.
- ⇒ Choose a location to save the backup file.

- ! It is recommended to save the backup on a different device as to where it was created.

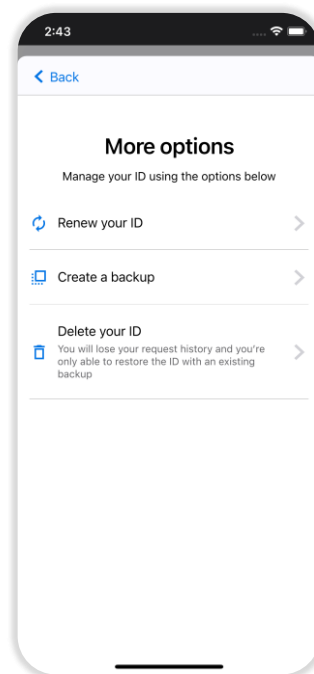


Figure 5: Identity options menu

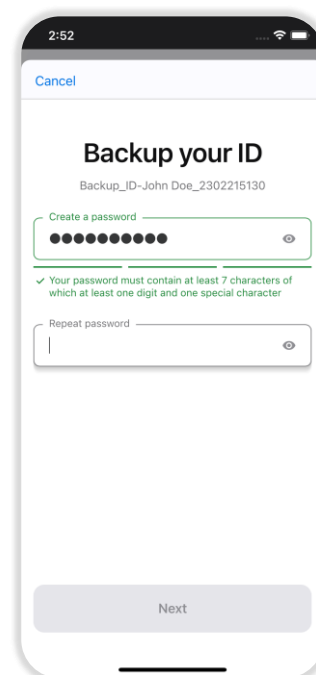


Figure 6: Create identity backup



5.5 Restore identity

An identity can be restored into ZORG-ID. Mobile App from an existing backup. Follow these steps to restore a backed-up identity.

- ⇒ In the main menu, press **Get Started**.
- ⇒ In the options menu, press **Restore ID**.
- ⇒ Press **Select your file**.
- ⇒ Using the device's file explorer, navigate to the backup file and select it.
- ⇒ Enter the password that was used to create the backup, then press **Confirm**. (fig. 7)
- ⇒ Confirm the identity details, then press **Restore ID**.

ZORG-ID. Mobile App will now restore the identity from the backup file. When finished it will return to the main menu where the renewed identity will be added to the list.

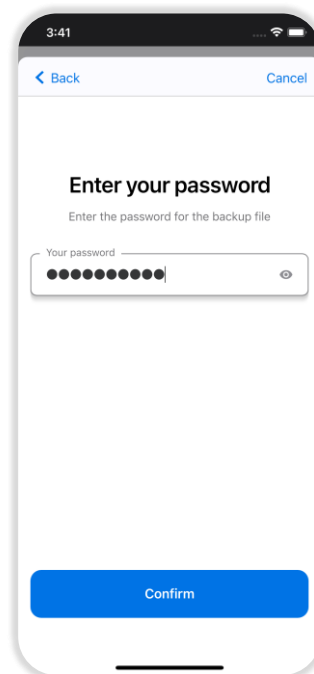


Figure 7: Restore from backup

5.6 Remove identity

Follow these steps to remove an identity from ZORG-ID. Mobile App.

- ⇒ **Important:** removing an identity without a backup will render it **impossible to recover**. Always make sure you create a backup before deleting an identity from ZORG-ID. Mobile App.
- ⇒ Open identity details (follow steps from 5.1)
- ⇒ Open the options menu by pressing the **three dots** at the top-right. (fig. 5)
- ⇒ Press **Delete your ID**.
- ⇒ Press **Ok** to confirm.



6 Signing

6.1 View pending requests

Enrolled identities can receive requests that can be accepted or denied using ZORG-ID. Mobile App. Requests are received through notifications or by refreshing the application. Follow these steps to view all pending requests.

⇒ In the main menu, open the **Requests** tab using the tab navigation at the bottom. (fig. 8)

⇒ In the **Requests** tab, press a request in the list to view its details. (fig. 8)

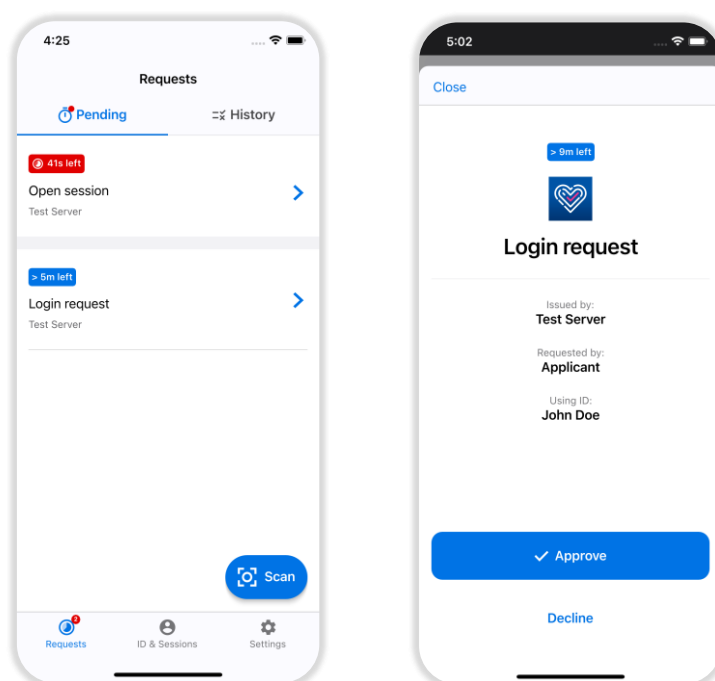


Figure 8: Request list and details

6.2 View request history

All requests are archived in the ZORG-ID. Mobile App after they are accepted, rejected or expired. Follow these steps to view requests in history.

⇒ In the main menu, open the **Requests** tab using the tab navigation at the bottom. (fig. 9)

⇒ In the **Requests** tab, select the **History** tab using the tab navigation at the top. (fig. 9)

⇒ In the **History** tab, press a request in the list to view its details. (fig. 9)

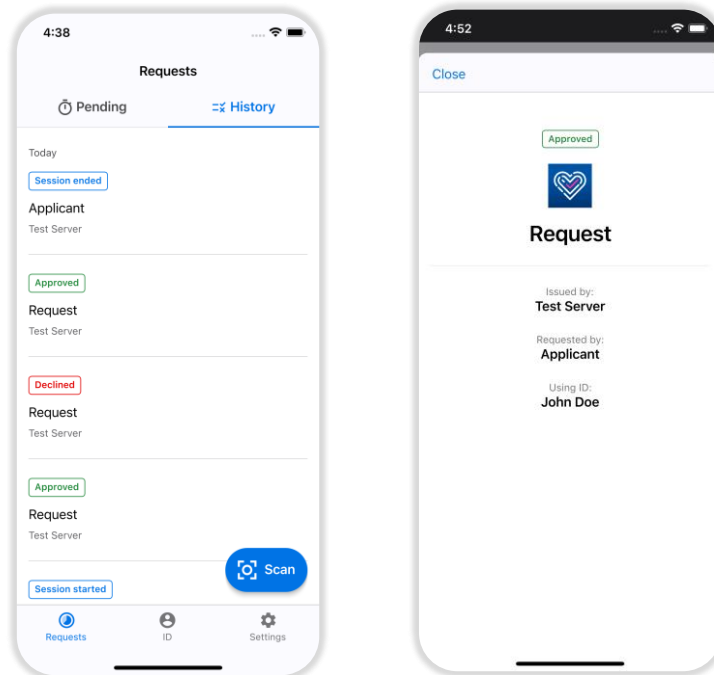


Figure 9: Request history

6.3 Approve request

Pending requests can either be accepted or rejected. Follow these steps to accept a request.

⇒ Open request details (follow steps from 6.1).

⇒ Press **Accept**. (fig. 8)

ZORG-ID. Mobile App will accept the request and communicate this back to the server. The request will be moved to history.

6.4 Deny request

Pending requests can either be accepted or rejected. Follow these steps to reject a request.

⇒ Open request details (follow steps from 6.1).

⇒ Press **Decline**. (fig. 8)

⇒ Press **Ok** to confirm.

ZORG-ID. Mobile App will reject the request and communicate this back to the server. The request will be moved to history.

7 Sessions

7.1 View sessions

ZORG-ID. Mobile App offers session functionality, which can be used to authenticate a user over an extended period as opposed to accepting every request separately. Multiple sessions can be active at the same time. Follow these steps to view all active sessions and specific session details.

- ⇒ In the main menu, open the **ID & Sessions** tab using the tab navigation at the bottom. (fig. 10)
- ⇒ In the **ID & Sessions** tab, open the **Sessions** tab using the tab navigation at the top. (fig. 10)
- ⇒ In the **Sessions** tab, press a session in the list to view its details. (fig. 10)

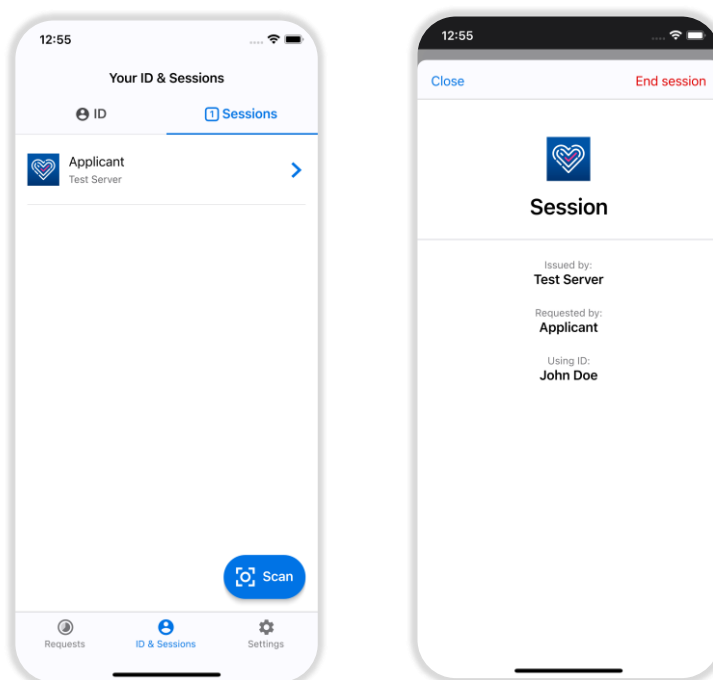


Figure 10: Session list and details



7.2 Start session

Users can start a session by scanning a QR code. Follow these steps to initiate a session in ZORG-ID. Mobile App.

- ⇒ In the main menu, press **Scan** -> **Scan QR** to open the QR code scanner.
- ⇒ Scan the received QR Code.
- ⇒ Confirm the session details, then approve the request. (fig. 11)

7.3 Close session

Active session can be closed in two ways. The server can close a session, which will automatically notify the ZORG-ID. Mobile App and close the session there as well. ZORG-ID users can also close sessions by following these steps.

- ⇒ Open session details. (follow step from 7.1)
- ⇒ Press **End session** at the top-right. (fig. 11)
- ⇒ Press **Ok** to confirm.

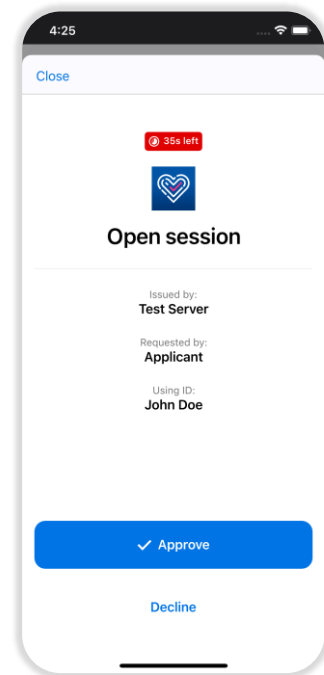


Figure 11: Start session request



8 Scanning

8.1 WID scanning

From ZORG-ID. Mobile App it is possible to use **ZORG-ID WID scan Mobile App**. This application can be used to scan identification documents (id-card, driver's license, etc.) and transport the data securely over the internet using a ZORG-ID. Mobile App session. Follow these steps to start a WID scan.

! The ZORG-ID WID scan application is required to do WID scans. Read the **ZORG-ID WID scan Mobile App Installation & User Manual** for more information.

⇒ Start a session. (follow step from 7.2)

⇒ In the main menu, press **Scan -> Scan WID** to start the WID scan application. (fig. 12)

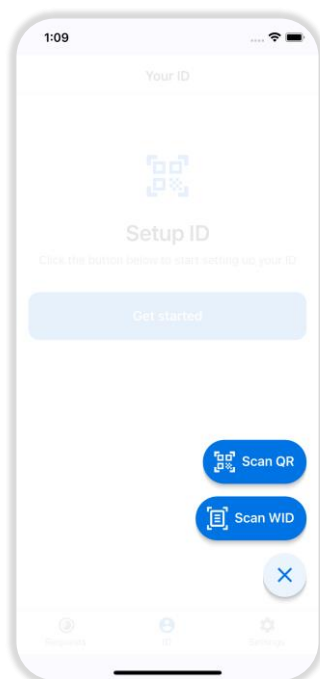


Figure 12: Start WID scan



9 Settings

9.1 Change PIN

The PIN used to authenticate a user into ZORG-ID. Mobile App can be updated by following these steps.

- ⇒ In the main menu, open the **Settings** tab using the tab navigation at the bottom. (fig. 13)
- ⇒ In the **Settings** tab, press **Security** -> **Change your PIN**.
- ⇒ Enter the current PIN.
- ⇒ Choose and enter a new secret six-digit PIN.
- ⇒ Re-enter the same PIN to confirm.

9.2 Change language

Follow these steps to change the language of ZORG-ID. Mobile App menus.

- ⇒ In the main menu, open the **Settings** tab using the tab navigation at the bottom. (fig. 13)
- ⇒ In the **Settings** tab, press **Language** to open the language selection menu.
- ⇒ Press the desired language.

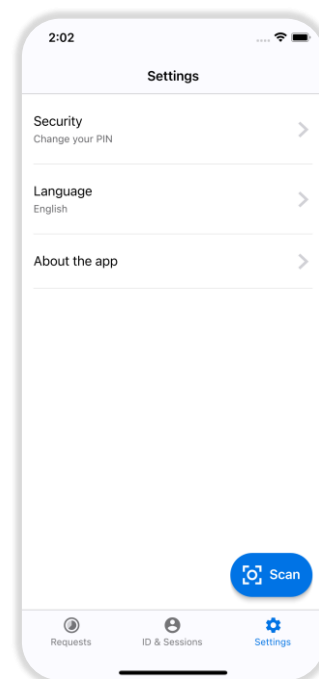


Figure 13: Settings



10 Troubleshooting

10.1 Export logs

In rare cases a user might be requested to export some application logs to help ZORG-ID. Mobile App offer better support and get a closer look at problems. Follow these steps to export logs and share them.

- ⇒ In the main menu, open the **Settings** tab using the tab navigation at the bottom. (fig. 13)
- ⇒ In the **Settings** tab, press **About the ZORG-ID. Mobile App**.
- ⇒ In the next menu, press **Export logs**. (fig. 14)
- ⇒ Choose a location to save the zip-file with logs. It can also be shared immediately through a different application without having to save.

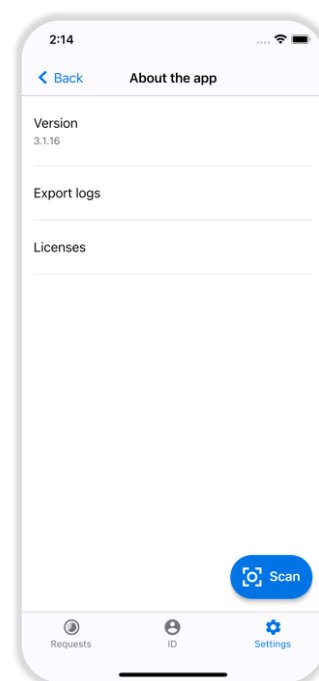


Figure 14: Export logs