

FAQ

This FAQ provides information on installing and using idQ Access, and registering devices with idQ Enterprise.

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Which mobile platforms are supported by idQ Access?

The idQ Access for iOS app is available on iOS devices which have iOS v9.0+.
The idQ Access for Android is available on Android devices which have Android 5+.
The idQ Access for Windows app is available for Windows 10.
The idQ Access for Mac app is available for MacOS 10.12+

How do I sign up and register my first mobile device with idQ Enterprise?

Download the idQ Access App from app store, tap Get Started and follow the registration guide. for your particular type of mobile device.

How do I deregister my device?

For instructions on how to deregister your device, see [Remove a Mobile Device from your idQ Account](#).

Can I still use idQ Enterprise if I uninstalled the idQ Access app on my device?

If you have more than one Trusted Device registered with your idQ Enterprise account, log into your idQ Enterprise account using a trusted device still registered and remove the original device of which you had uninstalled the idQ Access app. You can re-register your original device now if you to by selecting the Add Device option found the idQ Enterprise account portal.

If you had deleted the idQ Access app from your only trusted device, you'll need your idQ Enterprise administrator to send you a new invitation to register your device with idQ Enterprise. Follow the registration instructions.

My device was lost/broken/stolen, what should I do?

If you have 2 or more devices registered, sign into the idQ Enterprise Account Portal and delete the lost, stolen or broken device.

If this is your only device and you want to continue to use idQ Enterprise, have your idQ Enterprise administrator send you a new invitation inviting you to register your new device with idQ Enterprise. Sign into the idQ Enterprise Account Portal and delete the lost, stolen or broken device.

What happens to my idQ Enterprise account if my mobile device is reformatted?

If you have 2 or more devices registered, sign into the idQ Enterprise Account Portal with a valid trusted device. On the mobile device that was reformatted, download the idQ Access app from the appropriate store. In the idQ Enterprise Account Portal, select the option to add another device. Open up the idQ Access app and scan the QR code to add this device to the list of trusted devices in your account.

If this is your only device and you want to continue to use idQ Enterprise, have your idQ Enterprise administrator send you a new invitation inviting you to register your new device with idQ Enterprise. Register this device.

What do I do if the idQ registration email link has expired?

Please request that your idQ Enterprise administrator send you the invitation again. When you receive another invitation email, register your device with your idQ Enterprise organization.

What happens if I deregister the only device I have registered with my idQ account?

You will no longer be able to use idQ. You can re-register your device with idQ account to use idQ. Please request that your idQ Enterprise administrator send you a new invitation to register again.

If my idQ Enterprise account is deleted/terminated, what impact does that have on my ability to login to applications that are linked to my idQ Enterprise account?

You will no longer be able to use idQ Access to authenticate and log into any linked applications, nor can you receive idQ Enterprise authorization requests from applications that were linked to your idQ Enterprise account.

idQ Access does not open when I tap the idQ Access image. How can I log into my mobile application with idQ Access?

Unfortunately, some apps (e.g. Microsoft Outlook, Google Search App etc) disable links to launch other apps. The best way to work around this issue is to visit the mobile login page using a web browser app such as Chrome, Firefox, Safari, etc.

What can I do if I have forgotten my PIN and I am not able to unlock idQ Access?

To keep your idQ Enterprise account secure from threats, inBay Technologies does not store your PIN.

Delete the app from your phone. Download the app from the appropriate app store.

If this was your only idQ Trusted Device and you want to continue to use idQ Enterprise, have your idQ Enterprise administrator send you a new invitation inviting you to register your new device with idQ Enterprise. Register this device.

If you have access to another idQ Trusted Device. Log into idQ Enterprise account, delete your device, then add it. Adding a new device will allow you to create a new PIN on that device.