

Product Troubleshooting - Setting up Biometric feature

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Setup & enable Biometrics:

1. If you are already logged in and have "Stay Signed in" enabled, you will need to manually log out from the sidebar menu towards the bottom in the Home Page.
2. When logging in, press Settings on the bottom right and click Biometrics Enabled
3. The biometrics will be enabled the next time you launch the app.

Launching the app:

1. If you have "Stay Signed In" enabled - you will automatically be presented with the available biometric login. For iOS you will receive a FaceID prompt and Android typically will show the Fingerprint Prompt.
2. If "Stay Signed In" is NOT enabled - you will see a button on the bottom when logging in that says "Biometrics". Click on it and a biometric prompt will appear. If it is successful, it will automatically log you in.