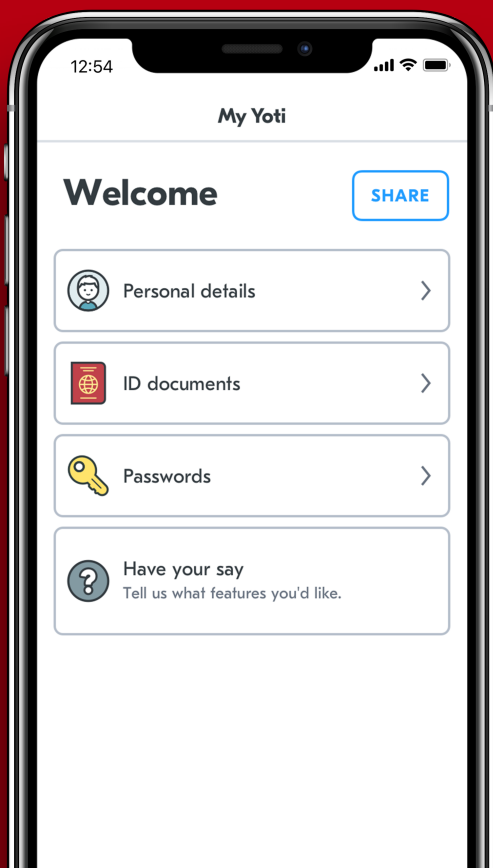# gov.je YOTI

Activating your OneGov account with Yoti

We've partnered with digital ID app Yoti to give you a safe and secure way to prove your identity and activate your OneGov account.

Please read this guide to set up your Yoti app and activate your OneGov account.

This guide will walk you through the steps to set up your digital ID.

1. **Download the free Yoti app on your smartphone**

2. **Complete Yoti's onboarding process**

3. **Create your Yoti account**

4. **Prove you're a real person**

5. **Add your ID document**

6. **Add your email address**

12:54

My Yoti

Welcome   SHARE

Personal details >

ID documents >

Passwords >

Have your say
Tell us what features you'd like.

1 Download the free Yoti app

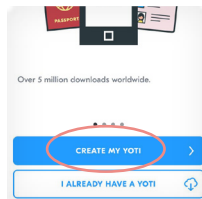Visit the App Store for iOS or Google Play for Android.
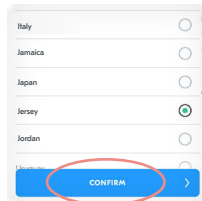

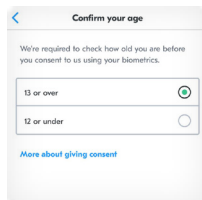# 2 Complete Yoti's onboarding process

A Open the Yoti app
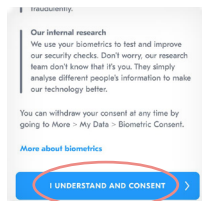
B Tap Create my Yoti

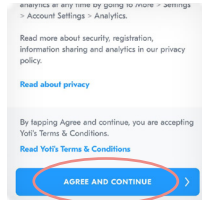**C** Select Jersey as your country and tap Confirm.

D Confirm that you're 13 or over.

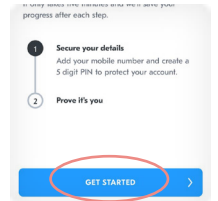**E** Tap I understand and consent.

F Tap Agree and continue.

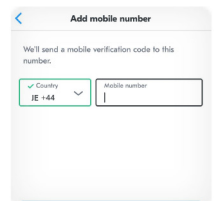Go to step 3
Create your Yoti account
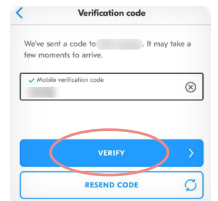
3 Create your Yoti account

A Tap Get started.

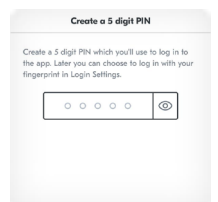**B** Add your mobile phone number. Make sure the country code is set to +44.

C A verification code will be sent to your number. It may take a few moments to arrive. Please enter this code and tap Verify.
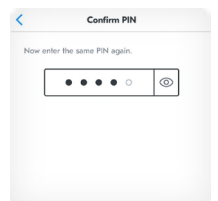
> If you don't receive your verification code via text message, tap Resend code to try again.

D Create a memorable 5 digit PIN, which you'll use to log in.

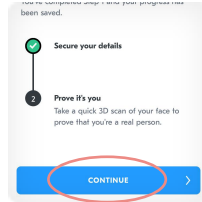> Later, you can choose to log in with Touch ID or Face ID. Find out how to do this at the end of this guide.

E Confirm your 5 digit PIN.
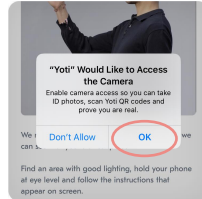
Go to step 4
Prove you're a real person

4 Prove you're a real person
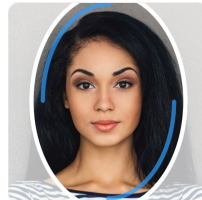
A Tap **Continue** to begin.

> We need to take a quick scan of your face to prove you're a real person. Find an area with good lighting, hold your phone at eye level and follow the steps that appear on-screen.

B Tap **Continue**. You will be asked to enable camera access. Tap **OK**.
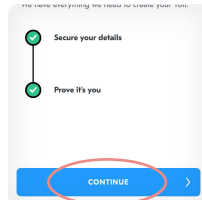
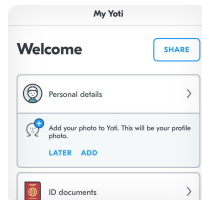**C** **Place your face in the frame** and follow the steps on the screen.

> If you see a **Scan not recognised** message, please tap **Try again**. If you're still having trouble, tap **Try another way** to continue. Follow the steps on the screen.

D Once you've completed the steps, tap **Continue**.

> You may be asked to allow the Yoti app to send you notifications. These are not for marketing purposes. Tap **Allow** to continue.
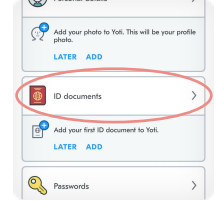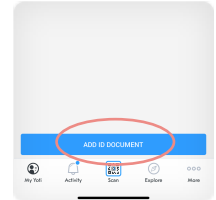
E Well done! You'll arrive at your home screen 'My Yoti'.

Go to step 5
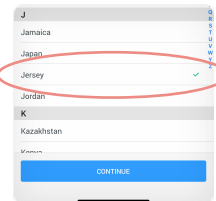**Add your ID document**

5 Add your ID document

A Tap **ID documents** on the home screen 'My Yoti'.
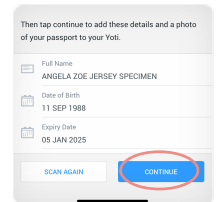
B Tap **Add ID document**.

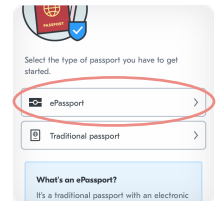**C** Choose **Jersey** as your issuing country and tap **Passport**.

D Position your passport so the photo page is in the frame. We'll automatically take a photo when it is in the correct position.
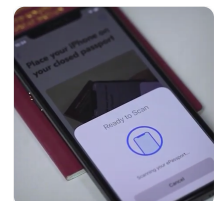
E Check the photo is clear and the details are correct and tap **Continue**.

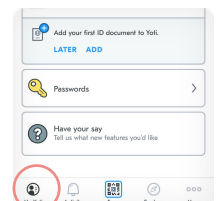**F** Select **ePassport** to verify your details.

G Place your phone on your closed ePassport to scan the chip.

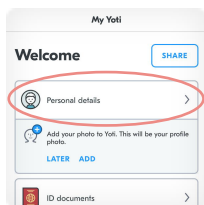**H** Your passport will be instantly verified.
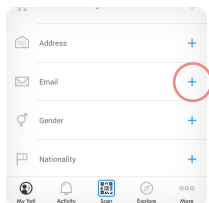
Tap **My Yoti** to return to the home screen.

Go to step 6
Add your email address
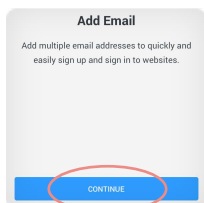
6 Add your email address
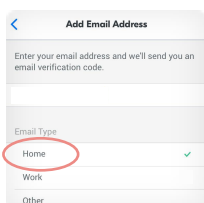
A   Tap **Personal details** on the home screen 'My Yoti'.
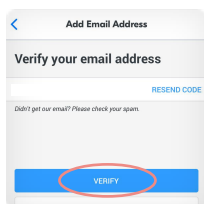
B   Tap **Email**.
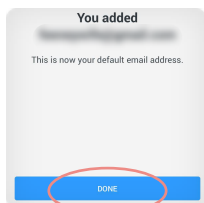
C   Tap **Continue**.
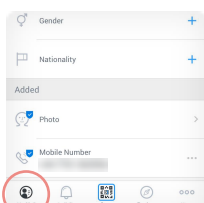
D   **Enter your email address**.

E   A verification code will be sent to your email. Please enter this code and tap **Verify**. If you don't receive an email, check your Spam folder.

F   Your email has been added. Tap **Done**.

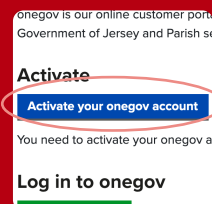**G**   Tap **My Yoti** at the bottom of the screen.

Your digital ID is now ready to use!

Your digital ID is ready to activate your OneGov account

To activate your OneGov account:

A   Go to the one.gov.je page and select **Activate your onegov account**
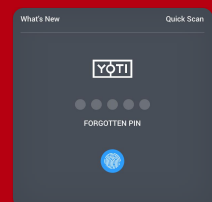
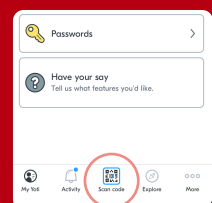**B**   If you're using your mobile phone, tap the Yoti button.

Your Yoti app will open.

Log in and follow the instructions on screen.

OR   If you're using your desktop computer or tablet, log in to your Yoti app on your phone using your 5 digit PIN.

C   Tap **Scan** at the bottom of the screen.

D   Scan the Yoti QR code on the one.gov.je page showing on your desktop or tablet screen.

Thank you for creating your digital ID and activating your OneGov account
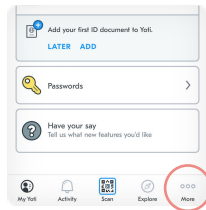
For help setting up your Digital ID, please contact Yoti Customer Support at **help@yoti.com** or go to **More** > **Get help** in the app.

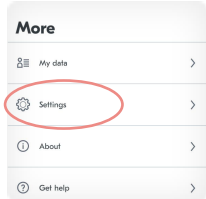If you are having issues with logging into your onegov account, contact **digital@gov.je**
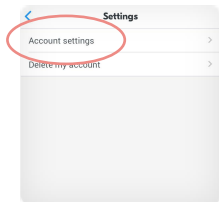
Turn on Touch ID or Face ID
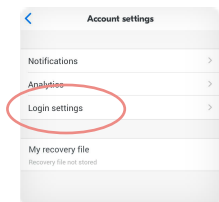
A Tap **More** at the bottom of the home screen.
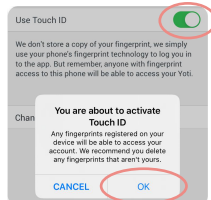
B Tap **Settings**.

C Tap **Account settings**.

D Tap **Login Settings**.

E Turn on Touch ID or Face ID.

You can now log in using your fingerprint or a scan of your face.

What is Yoti?

A secure, reusable Digital ID you can use to prove your identity or age.

What you can do with your Digital ID

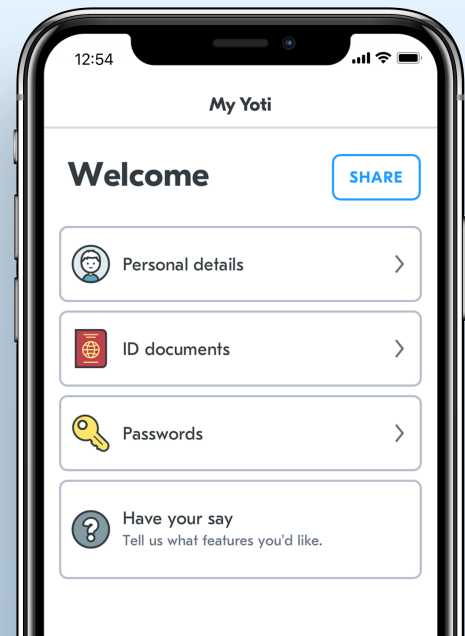- Prove your identity to businesses and individuals you trust.

- Connect with verified people online

- Protect your passwords

Join over six million people who have downloaded the free Yoti app

Our systems are built in a way that means we cannot mine or sell your data to third parties. Once we've completed our security checks, we can't access any of your personal details. We can't send your details to a business or individual until you choose to send them.

Your details are safe

Any details you add to your Digital ID are encrypted into unreadable data, split up and safely stored in our database. Only you have the key to unlock your encrypted details, which is stored safely in your phone, not in our database.