



## A new way to prove COVID-19 test results

We've partnered with GeneMe to give you a safe and secure way of receiving your COVID-19 test result.



This guide will take you through the steps required to create an account and receive your COVID-19 test result.

- 1 Download the free Yoti app
- 2 Confirm biometric consent and T&Cs
- 3 Create your Yoti account
- 4 Verify it's you
- 5 Add a photo of yourself
- 6 Link your test to your Yoti



1

## Download the free Yoti app

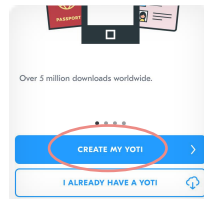
Visit the App Store for iOS or Google Play for Android.



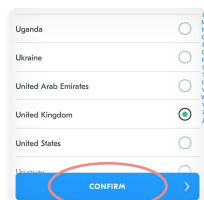
2

## Confirm biometric consent and T&Cs

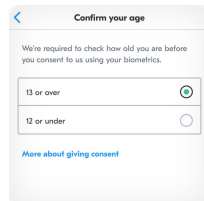
- A Open the Yoti app and tap Create my Yoti.



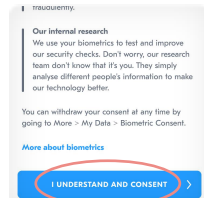
- B Select your country of residence.



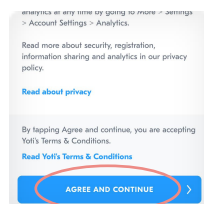
- C Confirm your age.



- D Tap I understand and consent to consent to the capture and use of your biometrics.



- E Tap Agree and continue to agree to the Terms & Conditions.

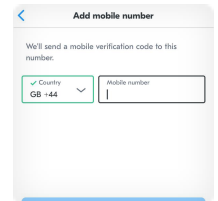


Go to step 3  
Create your Yoti account

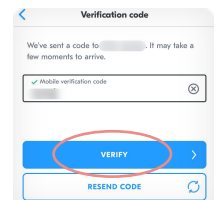
3

## Create your Yoti account

- A Add your mobile phone number.

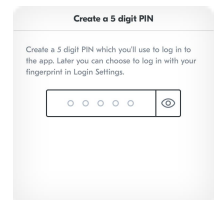


- B A verification code will be sent to your number. It may take a few moments to arrive. Please enter this code and tap Verify.



If you don't receive your verification code via text message, tap Resend code to try again.

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



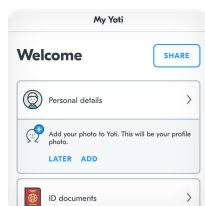
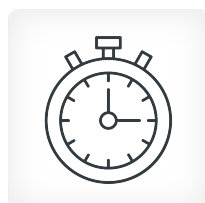
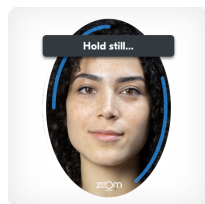
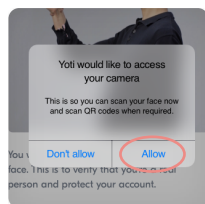
Later, you can choose to log in with Touch ID or Face ID. Find out how to do this at the end of this guide.

Go to step 4  
Verify it's you

## 4 Verify it's you

You'll need to take a quick scan of your face. This is to verify you're a real person and protect your account.

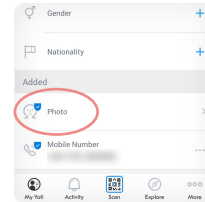
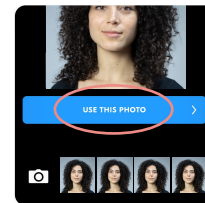
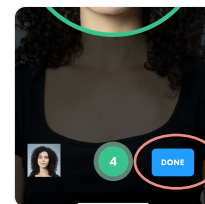
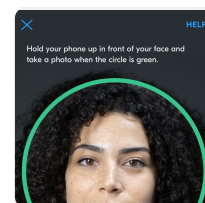
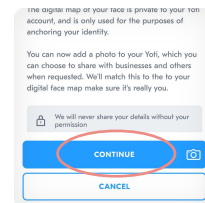
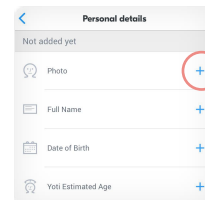
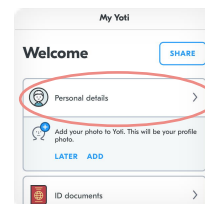
- A Find an area with good lighting, hold your phone at eye level, and allow camera access to get started.
- B Follow the prompts on screen to scan your face.
- C It will take a few moments to upload your scan.
- D All done! You will see your new Yoti home screen 'My Yoti'.



Go to step 5  
Add a photo of yourself

## 5 Add a photo of yourself

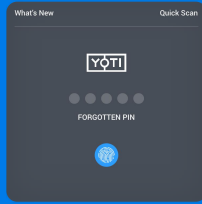
- A Tap Personal details on the home screen 'My Yoti'.
- B Tap the Photo + button.
- C Tap the Continue button.
- D Hold your phone up in front of your face and tap the photo button to take a photo when the circle goes green.
- E You can take up to 4 photos. Try taking the photo against a plain, uncluttered background. Tap the Done button.
- F Select the photo you want to use and tap the Use this photo button.
- G This photo will be added to your Yoti and can be found in your Personal details.



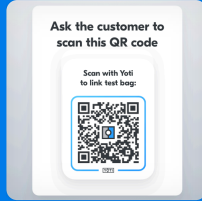
Go to step 6  
Link your test to your Yoti

## 6 Link your test to your Yoti

A Open and log in to your Yoti app using your 5 digit PIN.



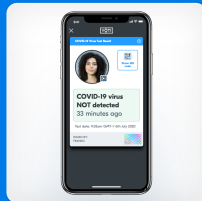
B Scan the QR code presented on the FRANKD app to link your test to your Yoti.



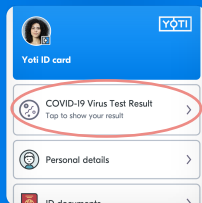
C Allow your swab sample to be taken. It usually takes 30-60 minutes to receive your result.



D When your result has been processed, it will be automatically issued to your Yoti app.



E Tap COVID-19 Virus Test Result on the app home screen to view your test result.



We would like to thank you for using the Yoti app

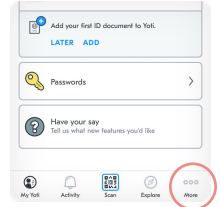
For help setting up your Yoti account, please contact Yoti Customer Support at [help@yoti.com](mailto:help@yoti.com) or via the app in More > Get Help

For any questions regarding your test result, you will need to get in touch with the test issuer.

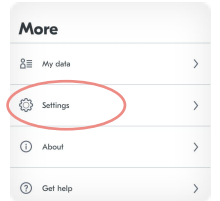


## Turn on fingerprint or FaceID for Yoti

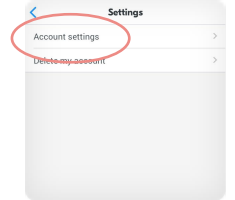
A Tap the More tab at the bottom of the screen.



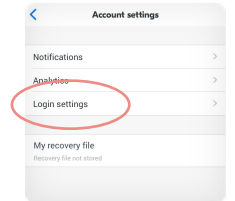
B Tap the Settings button.



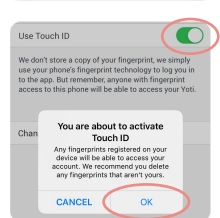
C Tap the Account Settings button.



D Tap the Login Settings button.



E Turn on Fingerprint or FaceID.




When you next log in you will be prompted to provide your fingerprint or show your face to the camera to login.



### 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.







-  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.

## 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 seven million people with the free Yoti app

