

mID SUPPORT UTILITY TOOL IN ARTS

MVD Learning and Development

The following information will assist you in using the support utility tool for Iowa Mobile ID (mID).

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Helpful Resources

Iowa DOT Mobile ID website: iowadot.gov/mvd/Mobile-ID



Who Has Access

- Clerks Clerks can view a customer's mobile ID (mID) and update it. They do not have access to revoke or opt out.
- **Supervisors** Supervisors can view, update, revoke, and opt out of mID for the customer.

ARTS mID Support Utility Tool Functions

In the ARTS mID Support Utility Tool, you can perform the following functions:

- Review mID status of a customer:
 - If it has hit our system, you can review information in the customer container and mID Support Utility Tool tabs. For the tabs, the newest information is listed at the top and is the last action on the mID.
 - **Summary tab:** This tab shows the last event that happened on the credential for all wallets. This is where you are actively engaged.
 - **Credential tab:** This tab shows all activity at the DL/ID level (registrations, updates).
 - Wallet tab: This tab shows events (registration and revoke) by Wallet.
 - See history History will show registration, update, and revoke dates.

• Perform the following changes:

- Update mID A change has taken place in ARTS to a user's DL/ID. This includes a renewal, duplicate, change of address, change of class, change in restrictions, change in endorsements, or change in height, etc. There may be times when that update is not displaying on the Mobile ID, and we will then need to send an update from the mID Support Utility Tool.
 - Note: Only use the "Update" feature if a change is not showing on the mID.
- Revoke mID This sends a notification to the phone that cancels the mID and removes the current mID from the phone. The customer can be reenrolled if desired.
- **Opt-Out** This feature blocks enrollment of mID on the credential.

Note: There is no pause/un-pause functionality. The customer needs to do that at the Wallet level.



ARTS mID Support Utility Tool Troubleshooting

Check to see if the customer pulls up in the ARTS mID Support Utility Tool.

- If they don't pull up in the mID Support Utility Tool, there is likely a problem with the enrollment as they are not hitting our system. Troubleshoot the enrollment process.
 - Check the status of their DL/ID in ARTS is it unexpired? Are they enrolling with the current, valid ID?
 - Check the issuance date of the license the customer is holding against the issuance date in ARTS. Customer may be taking a picture of the incorrect credential. Issue dates must match record.
 - Where is the enrollment stopping? (For example, scanning the card, doing a selfie?) Provide tips for scanning ID, doing a selfie, etc
 - Ask if they are receiving an error message. Check the troubleshooting section of the Call Interaction Tracker.
 - Review phone type and operating system (OS) to see if they have the right device and OS requirements.
- If they do pull up in the mID Support Utility Tool, review the user's mID status.
 - Check the mID indicator. Is it green?
 - For the history tabs, the newest information is listed at the top and is the last action on the mID.
 - Ask if they are receiving an error message. Check the troubleshooting section of the Call Interaction Tracker.

Logging Into the mID Support Utility Tool

- Log into ARTS
- Go to Drivers > mID Support Utility
- Enter customer information and press "Continue."

mlD Support Prequalifier	
Identification Criteria Customer Identification # Identification Type	Customer Search
Name Criteria Last Name First Name	Middle Name
Name Type	
Continue	Reset Cancel



View mID in the mID Support Utility Tool

If the customer has enrolled and it has hit our system, you will see their information in the customer container and mID Support Utility Tool sections.

mID Indicator – This indicator should show on all customer maintenance screens (and not just the mID Support Utility Screen).

- Location: The placement of the new indicator will be on the top row, left of the ADDR indicator.
- MID (in all capital letters) will show diagonally in the box.
- Icon functionality: Hovering the mouse over the MID indicator will show "Valid" if the customer is enrolled.
- Indicator Color Functionality: The MID indicator in the customer container will change colors depending on the status of the mID.
 - Green indicator = Customer has an active/valid mID. The MID indicator will be green in the customer container.
 - Yellow indicator = Customer has disenrolled the app from their phone.
 - Red indicator = MVD made the status inactive or cancelled using the new mID Support Utility.
- If the customer has **never** had an mID, the indicator will **NOT** be in any header.
- An uninstall date will not be listed unless it was an action performed by ARTS.
 - If a customer unenrolls on the device or deletes the app or Wallet, it does not appear in the utility tool.
 - To update information, click on "Refresh" (top-right of screen).

mID Support Utility Tool Tabs

- Information Provided by Column
 - **Wallet:** This shows where the action occurred (mID app (Idemia) or Samsung Wallet).
 - **Event:** This shows what event occurred. Events include:
 - Registration
 - Update
 - NoMobileID
 - Unlinked
 - Revoked
 - **CreatedDate:** This shows when the event occurred. The most recent event will be listed at the top.



• **Summary tab:** This tab shows the last event that happened on the credential for all wallets.

oile Identity S Customer Na	Support Utility	AMPLEJONES, TERES	SA MIDDLENME	Customer#	205652	
Residency A dentification Current Cla Previous	ddress 800 1. Driver ass C; ; REST:	2 SAMPLE AVE CORA rs License - 724YX239 B; ISS: 06-22-2023; E)	LVILLE IA 7777 1 (IA) KP: 06-26-2031	7 Customer Type Date of Birth	Individual 06/26/2001 ID DL 9.	
nrollment Da obile Identif Summary Co	ate: 04/23/24 ication History redential Wall	04:24 PM Last Upd	ate Date: 04/	23/24 04:24 PM Uninsta	lled Date:	Refresh
Wallet	Event	CreatedDate	EndDate	CredentialId		
	Registration	4/23/2024 4:24 PM		86afae92-e96a-4259-ac20	2dfcdde22fe8	
Idemia	Registration	4/23/2024 4:25 PM		86afae92-e96a-4259-ac20	2dfcdde22fe8	
Action	~ R	evoke Reason		~	Opt Ou	t of mID
Send Actio	n					Save

• **Credential tab:** This tab shows all activity at the DL/ID level (registrations, updates).

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Residency Ad dentification Current Cla Previous	dress 800 1/2 SAMP Drivers Licent Iss C; ; REST: B; ISS: (LE AVE CORALVILLE se - 724YX2391 (IA) 06-22-2023: EXP: 06-2	IA 77777 6-2031	Customer Type Date of Birth	Individual 06/26/2001	
nrollment Da lobile Identifi Summary Cr	te: 04/23/24 04:24 P cation History edential Wallet	M Last Update Dat	e: 04/23/240	4:24 PM Uninsta	fled Date:	Refresh
Event	CreatedDate	EndDate	CredentialId	6		
Registration	4/23/2024 4:24 PM		86afae92-e96a	-4259-ac20-2dfcdde	22fe8	
Update	4/23/2024 10:41 AM	4/23/2024 4:24 PM	86afae92-e96a	-4259-ac20-2dfcddel	22fe8	
Update	4/23/2024 10:41 AM	4/23/2024 10:41 AM	86afae92-e96a	-4259-ac20-2dfcddel	22fe8	
Update	4/23/2024 10:02 AM	4/23/2024 10:41 AM	86afae92-e96a	-4259-ac20-2dfcdde	22fe8	
Registration	4/23/2024 10:02 AM	4/23/2024 10:02 AM	86afae92-e96a	-4259-ac20-2dfcdde	22fe8	
NoMobileId	4/23/2024 8:34 AM	4/23/2024 10:02 AM	86afae92-e96a	-4259-ac20-2dfcddel	22fe8	
NoMobileID	4/23/2024 8:14 AM	4/23/2024 8:34 AM	86afae92-e96a	-4259-ac20-2dfcdde	22fe8	
NoMobileID	4/22/2024 3:44 PM	4/23/2024 8:14 AM	86afae92-e96a	-4259-ac20-2dfcddel	22fe8	
Update	4/22/2024 1:26 PM	4/22/2024 3:44 PM	86afae92-e96a	-4259-ac20-2dfcddel	22fe8	
Registration	4/22/2024 1:26 PM	4/22/2024 1:26 PM	86afae92-e96a	-4259-ac20-2dfcddei	22fe8	
Action	Revoke	Reason				
Send Action	•]				Opt Ou	save

- Wallet tab: This tab shows events (registration and revoke) by Wallet.
 - See history History will show registration, update, and revoke dates.



iustomer N lesidency / dentification urrent C revious	anne 🧼 XXXS koldness 800 1 n Drive lass C; ; REST	AMPLEJONES, TERE /2 SAMPLE AVE COR, rs License - 724'Y23 : B; ISS: 06-22-2023; E 4 04:24 PM Last Up	SA MIDDLENME ALVILLE IA 77777 91 (IA) XIP: 06-26-2031 date Date: 04/23/24	Customer # 2 Customer Type In Date of Birth 0	05652 idividual 6/26/2001 0 00 90 90 1 00 90
o <mark>bile Identi</mark> Summary C	fication History Tredential Wa	/ let			Refresh
Wallet	Event	CreatedDate	EndDate	CredentialId	
Idemia	Registration	4/23/2024 4:25 PM		86afae92-e96a-4259-ac2	0-2dfcdde22fe8
Idemia	Unlinked	4/23/2024 4:23 PM	4/23/2024 4:23 PM	86afae92-e96a-4259-ac2	0-2dfcdde22fe8
Idemia	Update	4/23/2024 10:41 AM	4/23/2024 4:23 PM	86afae92-e96a-4259-ac2	0-2dfcdde22fe8
Idemia	Update	4/23/2024 10:41 AM	4/23/2024 10:41 AM	86afae92-e96a-4259-ac2	0-2dfcdde22fe8
Samsung	Registration	4/23/2024 10:02 AM		86afae92-e96a-4259-ac2	0-2dfcdde22fe8
Samsung	Unlinked	4/23/2024 10:00 AM	4/23/2024 10:00 AM	86afae92-e96a-4259-ac2	0-2dfcdde22fe8
	Unlinked	4/23/2024 8:34 AM	4/23/2024 8:34 AM	86afae92-e96a-4259-ac2	0-2dfcdde22fe8
	Unlinked	4/23/2024 8:17 AM	4/23/2024 8:17 AM	86afae92-e96a-4259-ac2	0-2dfcdde22fe8
	Unlinked	4/23/2024 8:16 AM	4/23/2024 8:16 AM	86afae92-e96a-4259-ac2	0-2dfcdde22fe8
	Unlinked	4/22/2024 3:43 PM	4/22/2024 3:43 PM	86afae92-e96a-4259-ac2	20-2dfcdde22fe8
Action	r	Revoke Reason			
	~		×		Opt Out of mID

If the customer has never had an mID, the indicator will NOT be in the header of customer container screens in ARTS.

If the customer does not have mID, the following pop-up message will appear in the mID Support Utility Tool: "This customer does not currently have an mID Credential."

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Name Ottana Last Name First Name Mobile Name		
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Cotive Reat Canol		
	/	This customer does not currently have an mID Credential.
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	(A)	



If the customer used to have mID but does not have it now, the following will show in the mID Support Utility Tool:

ustomer Na esidency A Jentification Current Cla revious	ame 🧼 🕸 ddress 999 Driv ass C; : REST	SAMPLE, WILLIAM MI SAMPLE AVE APT 1 ers License - 725YX17 7: B; ISS: 06-26-2023;	DDLE NAME 4203 SHENANDOAH 127 (IA) EXP: 06-15-2031	Customer # Customer Type Date of Birth	200908 Individual 06/15/1976
rollment Da bbile Identif Summary C	ate: 01/19/2 ication Histor redential Wa	4 02:19 PM Last Up y ilet	odate Date: 03/28/	24 03:06 PM Uninsta	lled Date: 03/28/24 03:00 Refres
Wallet	Event	CreatedDate	EndDate	CredentialId	
	ß				

If the customer has opted outed out of mID, the following will show in the mID Support Utility Tool.

Note: Only Supervisors have access to opt a customer out. For clerks, it will show as grayed out, but you will still be able to see if a customer has opted out.

bile identity 5	upport Utilit	у						
Customer Na	me 🌾 💴	SAMPLENAME, THE	RESA		Customer #	201176		
Residency Ac	Idress 999	NE 12TH SAMPLE P	PL APT 99 MECH	HANIC	Customer Typ	pe Individual		
Identification	Drive	ers License - 730YW	/1584 (IA)		Date of Birth	11/12/2003	_	
Current Cla	ss C: : REST	:; ISS: 07-18-2023;	EXP: 11-12-2031					
Previous						ID DL	P 9	
Enrollment Da	te:	LastU	Ipdate Date:		Unin	stalled Date:		
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Wallet	Event	Contra ID-1-		Cred	bliate			
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Action			EndDate					
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Action	×	Created Date	EndDate	v		OptO	utofmiD	
Action	~	Revoke Reason	EndDate	×		OptO	utofmiD	



Perform Actions on the mID in the mID Support Utility Tool

We have the ability to perform changes to a customer's mID, per their request. The mID Support Utility Tool can make the following changes using the Action feature in the screenshot below*:

- Update mID A change has taken place in ARTS to a user's DL/ID. This includes a renewal, duplicate, change of address, change of class, change in restrictions, change in endorsements, or change in height, etc. There may be times when that update is not displaying on a customer's mID, and customer support will then need to send an update from the mID Support Utility tool.
- Revoke mID This sends a notification to the phone that removes the mID so that it cannot be opened or used on the phone. The mID app is still on the phone, but the credential cannot be accessed. If the customer does not want the app, they can delete it. If the customer wants mID again, they simply re-enroll their ID again (as long as they have a valid ID).
- Opt Out This feature completely blocks enrollment of mID for a credential. A
 customer cannot enroll in mID until the "opt out" is removed from their credential.

***Reminder:** Only Supervisors have the authority to revoke or opt out for a customer.

ustomer Na esidency A	ame 🧼 💴	AMPLE SAMSON, A	RGUS MIDDLE I	Customer# A1 CustomerType	201049 Individual
entification	Non-	Operator - 724YX4886	6	Date of Birth	10/22/1991
urrent Cla revious	ass 0; ISS: 06-	22-2023; EXP: 06-22-	2031	m _e	10° DL 🗣 🛐
rollment Da	ste: 03/22/24	4 09:47 AM Last Up	date Date: 04/0	5/24 12:09 PM Uninsta	lled Date: 02/28/24 10:4
s bile Identif Summary C	ication History redential Wa	r llet			Refres
Wallet	Event	CreatedDate	EndDate	CredentialId	
	Update	4/5/2024 12:09 PM	4/5/2024 12:09 F	M 1d55017b-fed2-4235-9e	34-38ee9c9a19c7
Apple	Registration	4/5/2024 3:28 PM		1958e4e6-8e71-4355-8	76e-32cd91c89df0
Idemia	Registration	4/5/2024 3:23 PM		1958e4e6-8e71-4355-8	76e-32cd91c89df0
	R	Revoke Reason			
Action					



Update mID Steps – A change has taken place in ARTS to a user's DL/ID but is not showing up in the mID.

• Select "Update" from the Action drop-down list and then click on "Send Action." Click on "Refresh" to update the screen.

CustomerNa ResidencyA dentification Current Cl Previous	anne 🍥 XXXX address 800 1 Drive ass C:: REST	AMPLEJONES, TERES /2 SAMPLE AVE CORA irs License - 724YX239 : B; ISS: 06-22-2023; E)	A MIDDLENME LVILLE IA 7777 1 (IA) (P: 06-26-2031	Customer # 7 Customer Type Date of Birth M _D	205652 Individual 06/26/2001	<mark>/ 1</mark>
obile Identit Summary C	ate: 04/23/24 fication History redential Wal	4 04:24 PM Last Upd / let	ate Date: 04/	23/24 04:24 PM Uninsta	lled Date:	Refres
Wallet	Event	CreatedDate	EndDate	CredentialId		
	Registration	4/23/2024 4:24 PM		86afae92-e96a-4259-ac20-	2dfcdde22fe8	
Idemia	Registration	4/23/2024 4:25 PM		86afae92-e96a-4259-ac20-	2dfcdde22fe8	
Samsung	Registration	4/23/2024 10:02 AM		86afae92-e96a-4259-ac20-	2dfcdde22fe8	
Action	F	Revoke Reason		~	0.10	
Undate mID	•				OptOu	it of mID
Update mID						

- The "Update" feature sends the update to the mID. The customer will see the updated information on their phone. Have the customer check that the updates are now displaying in their mID.
 - **mID app:** Update notification will show in the inbox, with the messaging "Your mID demographics updated."



• Samsung Wallet: No notification is sent.



Revoke mID – This sends a notification to the phone that cancels the mID so that it cannot be opened or used on the phone.

• Select "Revoke" from the Action drop-down list, add the reason and then click on "Send Action." Click on "Refresh" to update the screen.

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lie identity a	upport othi	ty				
ustomer Na	ime 🖗 🏧	SAMPLEJONES, TERE	ESA MIDDLEN	ME Customer #	205652	
esidency A	ddress 800	1/2 SAMPLE AVE COR	ALVILLE IA 77	7777 Customer Type	Individual	
dentification	Driv	ers License - 724YX23	91 (IA)	Date of Birth	06/26/2001	
Current Cla	ass C; ; REST	T: B; ISS: 06-22-2023; E	EXP: 06-26-20	31	-	
revious						P 9
rollment Da	te: 06/06/2	24 10:01 AM Last Up	date Date: (06/06/24 10:08 AM Uninst	alled Date: (6/06/24 09:53 A
bile Identifi	ication Histor	ry				<u>Refresh</u>
Summary Cr	redential Wa	allet				
Wallet	Event	CreatedDate	EndDate	CredentialId		
	Update	6/6/2024 10:08 AM		3936cd6f-f649-4abf-983f-e	ca50a48fd53	
Idemia	Update	6/6/2024 10:08 AM		3936cd6f-f649-4abf-983f-e	ca50a48fd53	
Samsung	Registration	n 6/4/2024 8:28 AM		3936cd6f-f649-4abf-983f-e	ca50a48fd53	
Samsung	Registration	n 6/6/2024 9:59 AM		3936cd6f-f649-4abf-983f-e	ca50a48fd53	
Action	1	Revoke Reason				
Revoke mID	24					
				~	Opt O	ut of mID
Send Actio	n	CREDENTIAL_EXPIRE CREDENTIAL_CANCE WRONGFUL_PROVISI DUPLICATE_MDL FAKE_CREDENTIAL OTHER_FRAUD_CON FRAUD_STOLEN_IDE FRAUD_SYNTHETIC_	D LLED ON FIRMED NTITY IDENTITY		OptO	ut of mID



- Inform the customer that if they would like mID again, all they need to do is simply re-enroll.
- The customer will see a pop-up revoke message in their mID.
 - **mID app:** In the app, the customer will receive a pop-up with the messaging "Your document data has been removed."



Samsung Wallet: The customer will receive an alert with the message "Iowa DOT has revoked your digital ID." Within the Wallet, it will show as: "Not available – Iowa DOT has revoked your digital ID."





Opt Out – This feature completely blocks enrollment of mID for the credential. The customer must provide written consent to opt out.

- Two scenarios where this would be applied:
 - Written consent from customer
 - DOT-initiated due to fraud
- Follow the opt out consent process. Reference the Iowa Mobile ID Opt Out Process Job Aid for assistance with the process.
- Check the "Opt Out of mID" box and "Save." Then click on "Refresh" if needed to update the screen.

Note: This function cannot be performed if the customer has an active credential. If they have an active credential, follow the revoke steps above and then do the opt out.

ile Identity S	Support Utility	r			-	- 0
eustomer Na Residency A Identification Current Cla Previous Informant Da Information Classification Control International Classification Summary (Classification)	anne (> XXXS ddress 800 1. Drive ass C; : REST: ate: 04/24/24 fication History redential Wal	AMPLEJONES, TERE: 2 SAMPLE AVE CORA rs License - 724YX239 B; ISS: 06-22-2023; E) 10:22 AM Last Upd et	SA MIDDLENME ILVILLE IA 7777 1 (IA) KP: 06-26-2031 Iate Date: 04/:	Customer # Customer Type Date of Birth	205652 Individual 06/26/2001	Refresh
Wallet	Event	CreatedDate	EndDate	CredentialId		
	Registration	4/24/2024 10:22 AM		dc0f3688-0920-4189-8793	-ed00759d2f5e	
Idemia	Registration	4/24/2024 10:23 AM		dc0f3688-0920-4189-8793	-ed00759d2f5e	
Action	F	levoke Reason		~	Opt Ou	tofmID 💟
Send Actio	n					Save

• Remind the customer that if they want mID in the future, they would first need to contact us again to have the "Opt Out" removed from their credential. Then they can enroll in mID.

Note: Only Supervisors have access to opt a customer out. For clerks, it will show as grayed out, but you will still be able to see if a customer has opted out.



- If a customer tries to enroll in mID while the "Opt Out" feature is checked on their account, they will receive an error message.
 - mID app: In the app, the customer will receive a pop-up with the messaging "Sorry. An error occurred. Your Mobile ID cannot be registered." The error code is 60306.



• **Samsung Wallet:** In the Wallet, this messaging will display: "ID not verified – Contact Iowa DMV Customer Service for more information."

10:48 🛡 🌣 🖸 🖸 ⊄	•	¥8 Ч≌.al 13% ⊞
SAMSUNG	Wallet	+ :•
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111	0	<



Iowa Mobile ID – Opt Out Process

Please reference the Iowa Mobile ID Opt Out Process Job Aid for assistance.



ARTS – mID Support Tool (input Reason Code/Resolution)

Logging Into the mID Support Tool

- Log into ARTS
- Go to Drivers > mID Support (separate option from the mID Support Utility)
- Click on "mID Customer Support" link on the left.

📽 ARTS Co	onsole ((Production)																		
<u>C</u> onsole	View	Work Management	VRT	Reports	PWD	Plate	Merge Customer	MCS	Inventory	Finance	Drivers Reports	Drivers	Dealer	Customer	Cash Drawer	APS	Administration	Tools	<u>W</u> indow	<u>H</u> elp
Fast Path		- Go																		
🖳 Mobil	e Identi	ty Support																		
ه 🖨																				
mID Su	pport																			
☐mID	Custor	mer Support																		

• Enter customer information and press "Search."

🖳 Mobile Identity Support		
mID Support		
ID Customer Support	Customer Search Identification # Image: Exact Match Identification Type 934YW2957 Drivers License Last Name Image: Exact Match First Name Image: Exact Match Organization Image: Exact Match	→ h Middle Name ✓ Exact Match
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• Click on the corresponding customer number.



🖳 Mobile Identity Support 🚔 🔊					
mID Support					
mID Customer Support	Search Resul Search Filter: Ide	ts entification Type=Drivers License, Identification #=9	34YW2957, CustIdentExa	ict Match=True, SI=	Search Include, Current Only=True
) V Display records/page. (*=All)		Page 1 o	f Infinity; Total Records: 1
	Customer #	Legal Name	Drivers License	Date of Birth	ConfidenceRating
	7536953	XXXSAMPLESUARUEZ, MOTORCYCLE ONLY	934YW2957	01/01/2000	Unique

- Enter call reason and resolution information. For "Call Reason," select the reason the customer called.
 - In the "Comments" section, add a comment if needed.
 - Check the "Call Resolved" box if the call was resolved. If unresolved, leave it unchecked.
 - Click the "Submit" button.

🖳 Mobile Identity Support				
mID Support	mID Support Customer Number: 7536933 Call Reason: Updated Credential but Not U Updated customer in mID Utility corrected the issue. Comment: Call Resolved: ✓ Previous calls:	Dated in Wallet V Tool and that		
	Date Call Reason	Comment	Call Resolved	<u>Created By</u>
				Submit

• Once information has been entered, any activity will display when pulling up the customer in the mID Support section.

🖳 Mobile Identity Support					
mID Support	mID Support Customer Numi Call Reason: Comment: Call Resolved: Previous calls:	ber: 7536953			
	Date 2024-04-24 2024-04-24	<u>Call Reason</u> Other Updated Credential but Not Updated in Wallet	<u>Comment</u> Customer had questions on the mID product. Updated customer in mID Utility Tool and that corrected the issue.	<u>Call Resolved</u> True True	Created By tsmith44 tsmith44 Submit