

VDCA – Common User Issues

Downloading App & Enrollment

If user is experiencing issues downloading the app or creating a profile, please review the instructions below:



Device requirements

- Compatible mobile device: iPhone iOS 7, Android 4.3 OS or better
- Mobile data plan or Wi-Fi connection
- Sufficient signal strength to pick up mobile connection
- For iPhone, if a user is unable to see links/icons at the top of the screen(Trash icon to delete Card) the user must go to Settings>General>Accessibility>Bold Text and confirm that Bold Text is turned off

Downloading the app

- iPhone Download/Installation:
 1. Open App Store
 2. Tap **Search**.
 3. Enter Financial Institution and/or program name in the search field.
 4. Tap **Get**, then tap Install to begin download.
 5. If iPhone, enter your Apple ID and Password or Touch ID for fingerprint authentication.
 6. The app will automatically load onto the home page.
- Android Download/Installation:
 1. Open Play Store.
 2. Enter Financial Institution and/or program name in the search field.
 3. Tap Financial Institution and/or program name from the options that appear below the search field.
 4. Tap **Install**.
 5. The app will now appear on your phone's desktop.



Create user profile

If user receives error message “Sorry, we are unable to process your request at this time...” while trying to create their profile, please review the guidelines below:

- First and Last Name Guidelines:
 - Max 50 alphanumeric characters
 - Special characters allowed: space, period, dash, back tick, tilde, single quote . - ' ~ `
- Username Guidelines :
 - Minimum of 7 characters
 - Must include 1 alpha character
 - May not be same as password
 - Special characters allowed: dash, at symbol, period - @ .
 - Not case sensitive
 - May be an email address
- Password Guidelines:
 - Min 7 Max 32 characters
 - Case sensitive
 - Must include 1 numeric and 1 alpha character
 - Special characters allowed: ! @ # \$ % + / = ~ ?
 - May not use previous 4 passwords
 - May not be same as username

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- May not be 3 sequential numbers or letters (123 or ABC)
- May not be “password”



User is unable to access the app

- Did user successfully download the correct app?
 - Instruct user to uninstall/reinstall correct app
 - Verify user device/OS

Not receiving verification email

- Request user to review spam/junk email folders
- Verify email address with CSR Tool
- Verify correct username was entered when requesting email
- Instruct user to attempt to create from new again



Verification email code not working

- Code in verification email is only valid for 30 minutes; user will need to select **Resend Verification Code**. This can be done 4 times within 24 hours.
- Verify user is entering the correct code provided in the email.
- The CSR tool event log will not display any data until the verification code has been successfully entered into the app.

Signed up with wrong email address/no longer has access to/locked out of email

- User must re-enroll using the correct email address.
- Prompt the user to complete the verification process for this email address directly after creating their new profile

Signing In

If user is unable to sign in:



- Verify network connectivity (Wi-Fi/data service)
- Confirm that a user profile has been established
 - Search CSR tool with users email address
 - Email address may appear when viewing the unverified display option
- If user receives error message “Your account has been locked for your protection. Please try again later”, they have entered an invalid username/password combination more than three times. The user will be locked out of the app for 60 minutes. After this time period, please guide user through password reset.

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Forgot Username/Password



Username

- User can click **Forgot Username** in app and enter e-mail. System will send username to user's registered e-mail address.
- Support can also send username to user e-mail via CSR Tool.

Password

- The password reset function can only be supported from within the app by the user
 1. User taps **Forgot?** located next to the password on the sign-in screen.
 2. Enters their Username and taps **Continue**.
 3. Receives a verification code via their email address.
 4. Enters the verification code in the Verify Code screen and taps **Continue**.
 5. Enters their new password, verifies the password, and taps **Change Password**.

Adding a Card



Unable to add card

- “Please check your inputs and try again” - The user has entered invalid/ incorrect information when attempting to add a card to the app.
 - If the same card is denied 3 times within 24 hours OR five different cards are denied within 24 hours, user is unable to attempt again for 24 hours.
 - Verify BIN is participating in the VDCA app.
 - Check card status, expiration date
 - Make sure the address matches what is on file with their bank

Alerts



User is not receiving alerts

- Ask user to verify alert settings within the app.
- Locate user in the CSR Tool:
 - Click **Card Details > Card Number** and make sure user alert preferences are set as reported
 - For Push alerts, verify the device settings allow the user to receive push notifications from the app:
 - For iOS – Users must navigate to **Settings>Notifications**, select VDCA app and make sure **Allow Notifications** slider is turned on
 - For Android - Steps to set notifications may vary per device

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Deleting Mobile Account



- After logging in, user navigates to Settings in menu and is prompted to enter password
- User clicks **Delete Profile** and confirms.