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Getting started

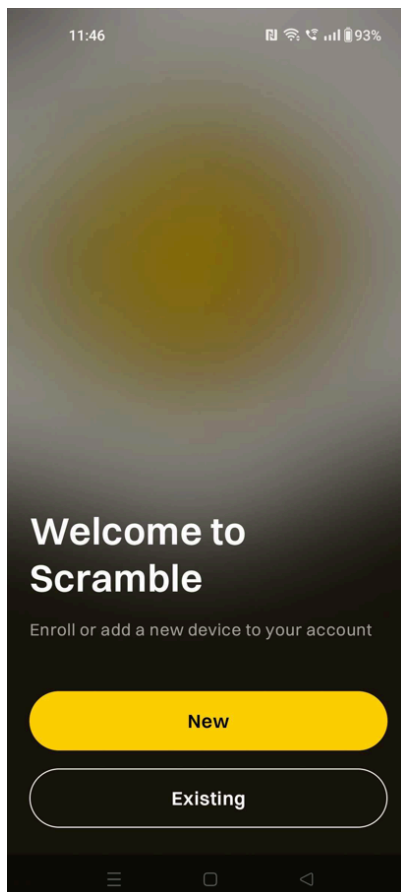
ScrambleID makes it simple to prove that you are you.

No usernames, no passwords – ScrambleID offers a super simple “scan-and-go” user authentication experience.

If you got a ScrambleID invitation email from your organization with a six-digit activation code in it, download and install the ScrambleID app for [Android](#) or [iOS](#) then get started by registering in the ScrambleID app. It only takes a few minutes.

i Already a user?

If you already have a ScrambleID account, open the app and tap **New** on the Welcome screen. See the [Existing user options](#) section for more information.



Set up your ScrambleID account

What you'll need

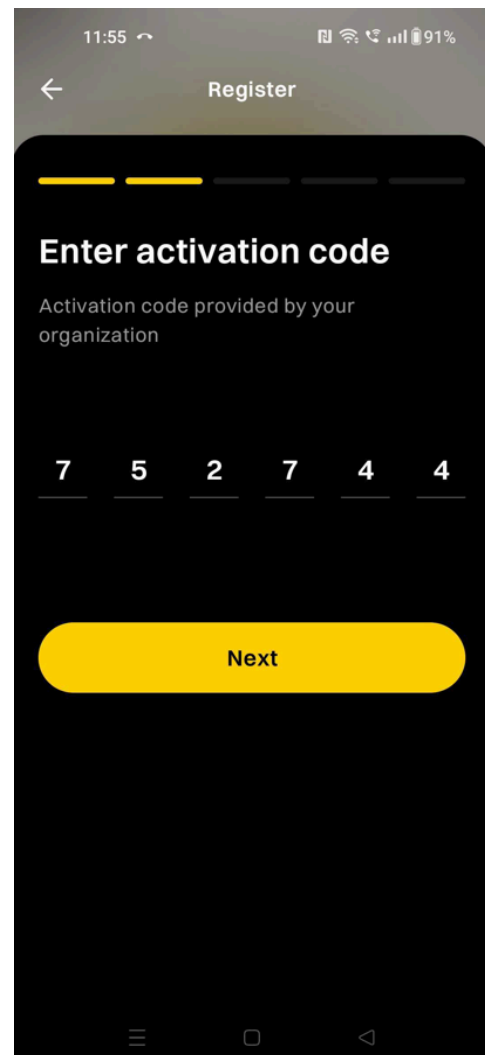
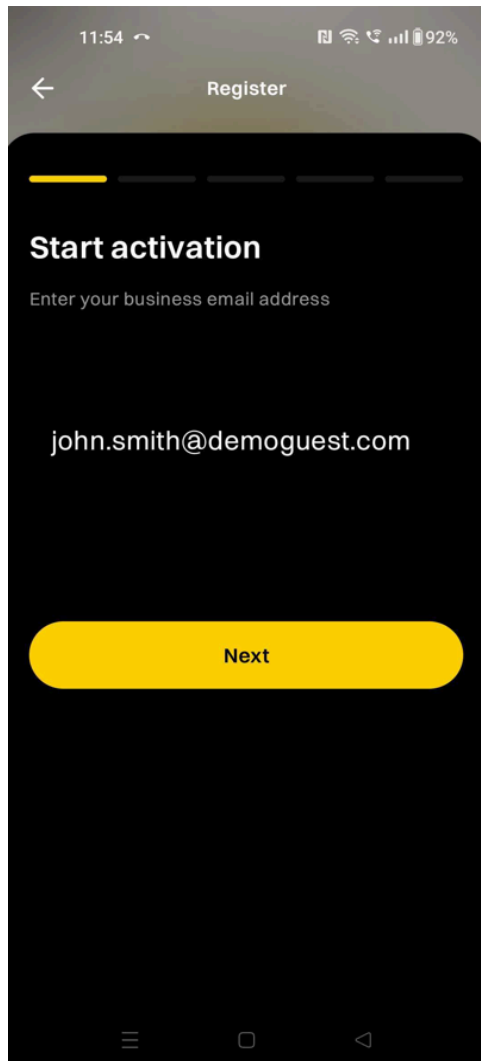
- Your Apple or Android smartphone
- Access your organization email for the invitation

The first step after you download and install the app is to register as a new user.

Open the app and tap **New** on the Welcome screen; then follow the registration instructions on the next page.

Register as a new user

After tapping **New** on the Welcome screen, register by entering your business email and the six-digit activation code from your welcome email.



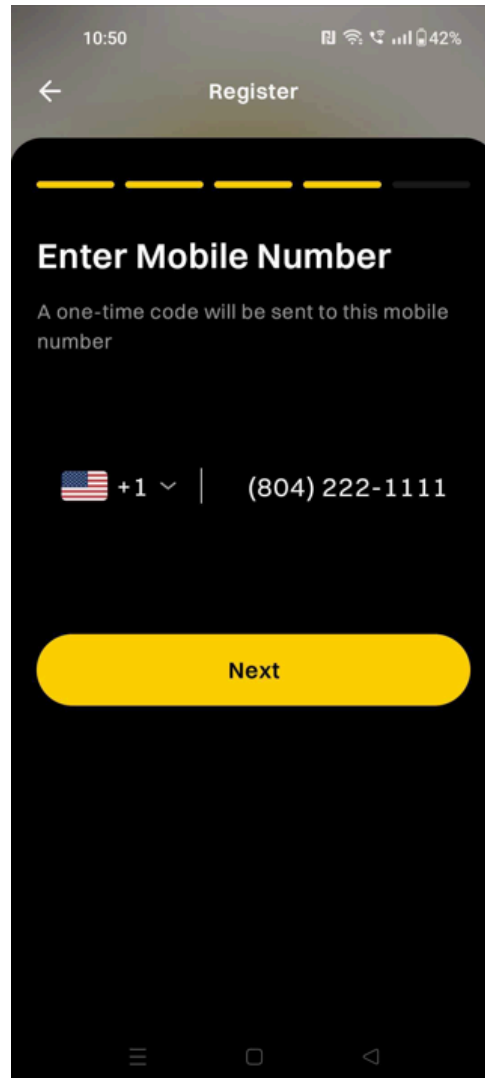
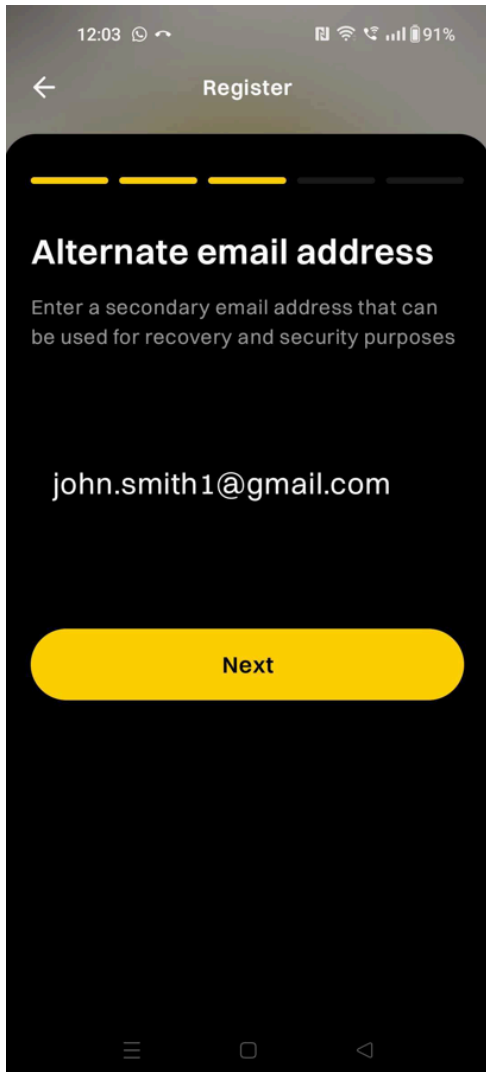
Enter business email

1. Enter your **Business Email**
2. Tap **Next**

Enter activation code

1. Enter the **Activation Code** from your invitation email
2. Tap **Next**

* If the activation code has expired, please use the current code. Once verified, a new code will be generated and sent to your email. You can then restart the registration process with the new code.

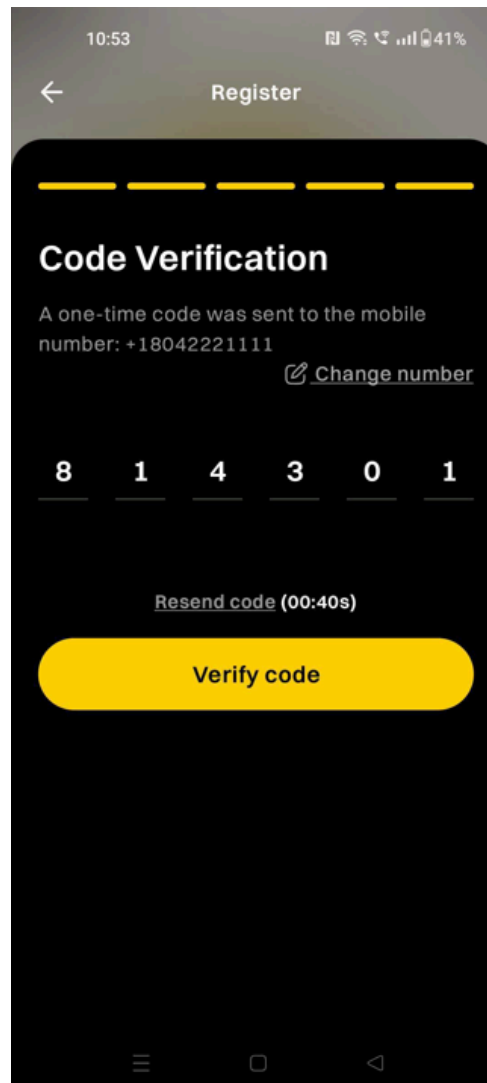
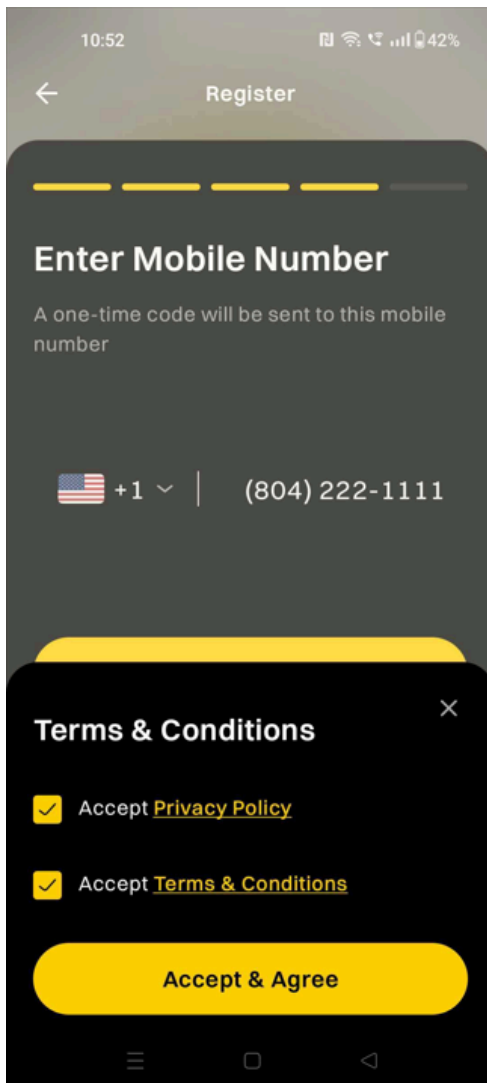


Enter alternate email

1. Enter your **Alternate Email** which is optional
2. Tap **Next**

Enter mobile number

1. Enter your **Mobile number**
2. Tap **Next**



Accept the policies

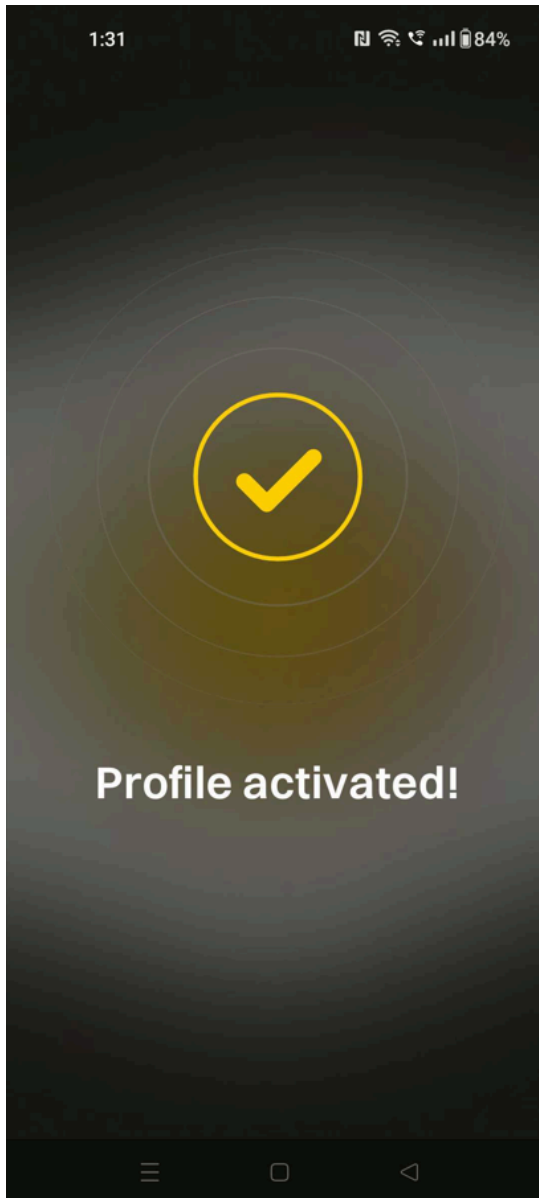
1. Read [Terms of Service](#) and [Privacy Policy](#); then tap the checkbox to agree
2. Tap **Accept & Agree**

Create profile

1. ScrambleID sends a text message with a six-digit registration code to the cell number you entered on the previous screen

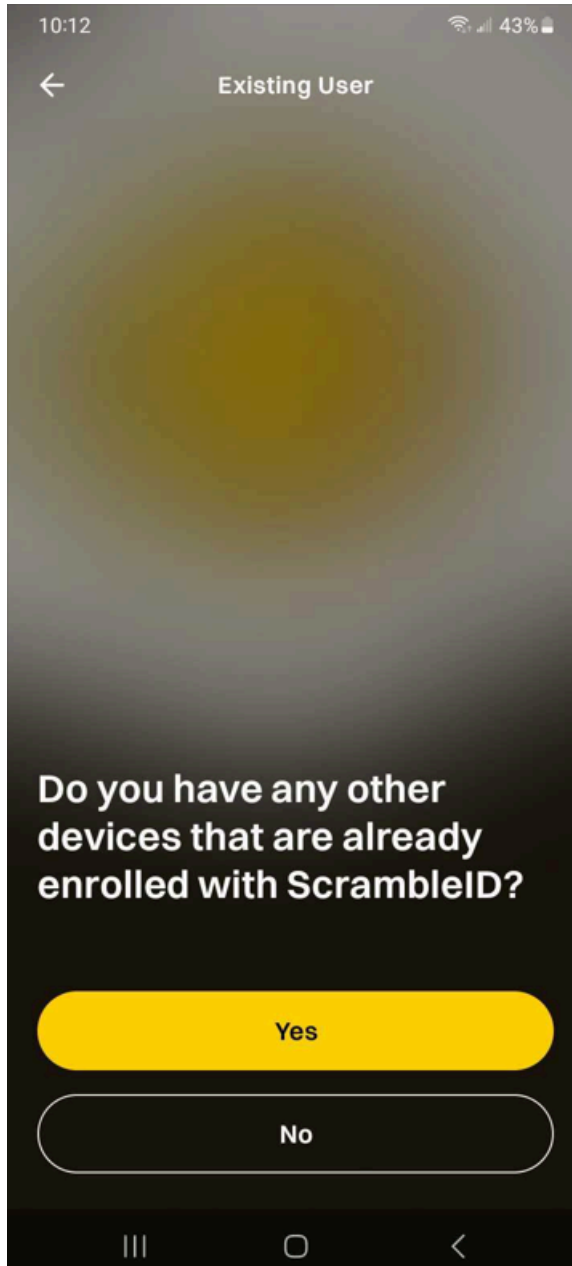
* Tap **Resend** if you don't get the code within 60 seconds
2. Enter the code (it may auto populate for you)
3. Tap **Verify code**

You will receive a confirmation that your ScrambleID Profile has been activated.

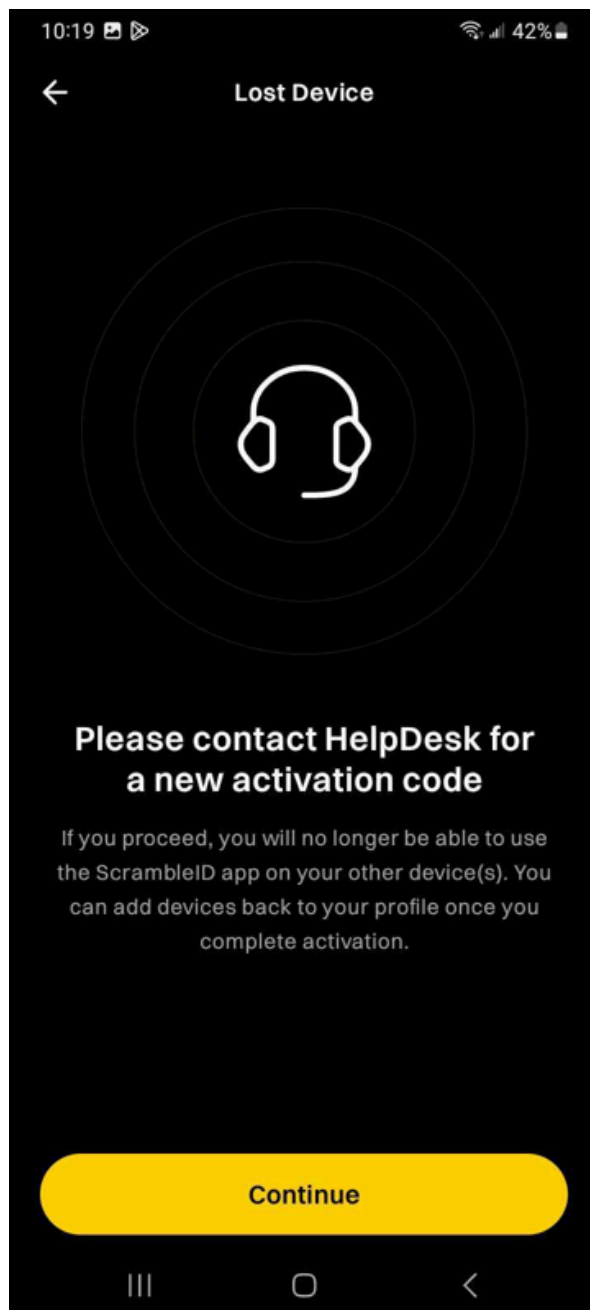


Existing user options

If you already have a ScrambleID account and want to register this new device, open the app and tap “Existing” on the Welcome screen. When the “Existing User” screen opens, tap to answer the question: “Do you have any other devices already enrolled with ScrambleID?”



- Tap **Yes** if you have another registered device handy and see [Adding a new device](#) for further instructions
- Otherwise, tap **No** if you need help getting a registration code
- The Lost Device screen appears with instructions for contacting your help desk to get an activation code.



- When you receive your activation code, tap **“Continue”** and enter it on the “Register” screen, as [shown earlier](#).

NOTE When you add new devices using an existing device, ScrambleID always gives you the option to scan the QR code or enter the six-digit authorization code. Either option completes registration – feel free to choose the one that works best for you!

Using the app

Once your device is registered, your account is authenticated and ready for use. You can now use the app to add other devices.

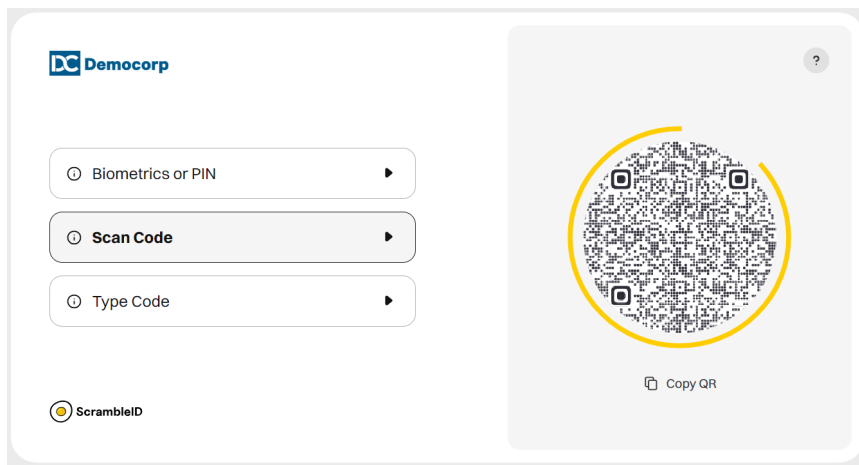
Note that now that you're registered, the User profile menu appears at the top-right of the screen.

Authentication

There are three methods available to authenticate with ScrambleID. To authenticate with ScrambleID, open the app and then do any of these

1. Scan the QR code.

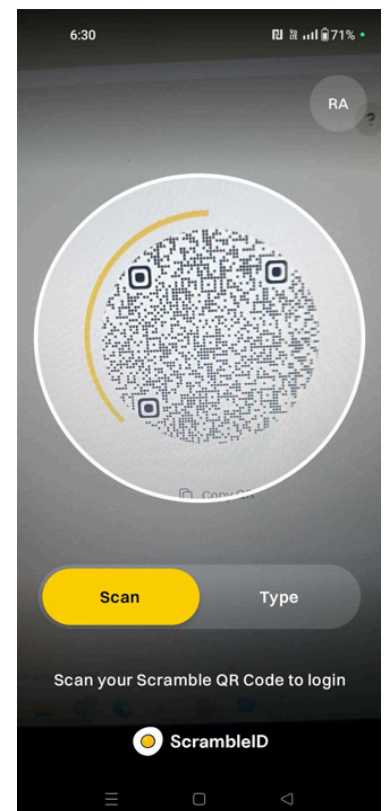
Note: If the code is not scanned before the timer expires, you must click Refresh Code to receive a new QR code.



Scramble ID Portal



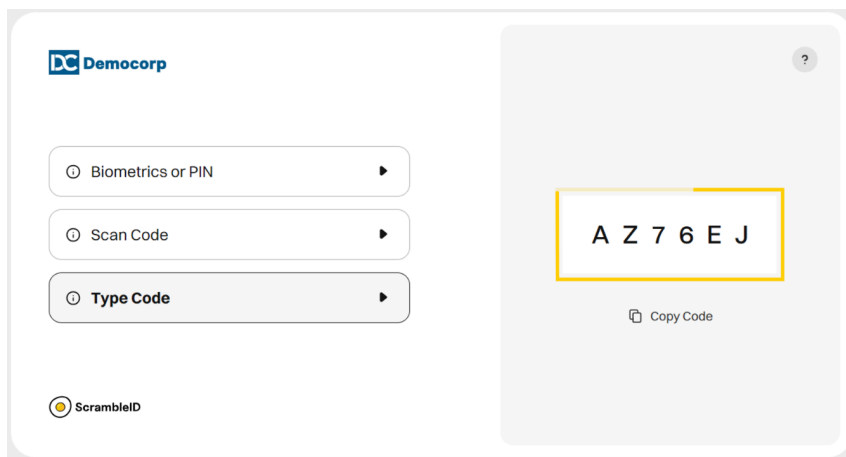
Scan code



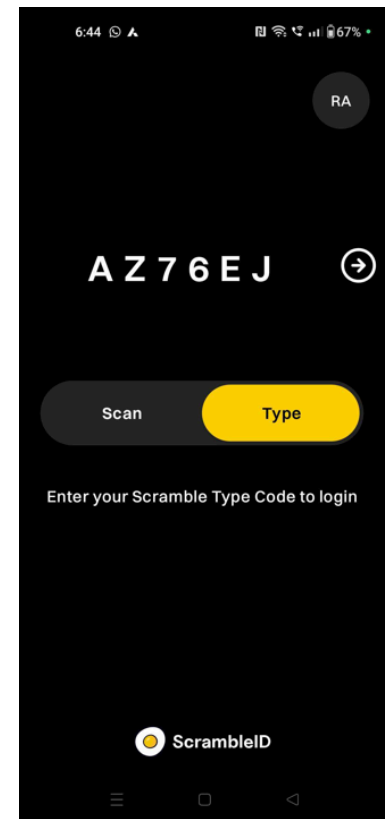
Scramble Mobile App

2. Click Type Code and manually enter the 6-digit code displayed into your device.

Note: If the code is not entered before the timer expires, you must click Refresh Code to receive a new code.



Scramble ID Portal



Scramble Mobile App

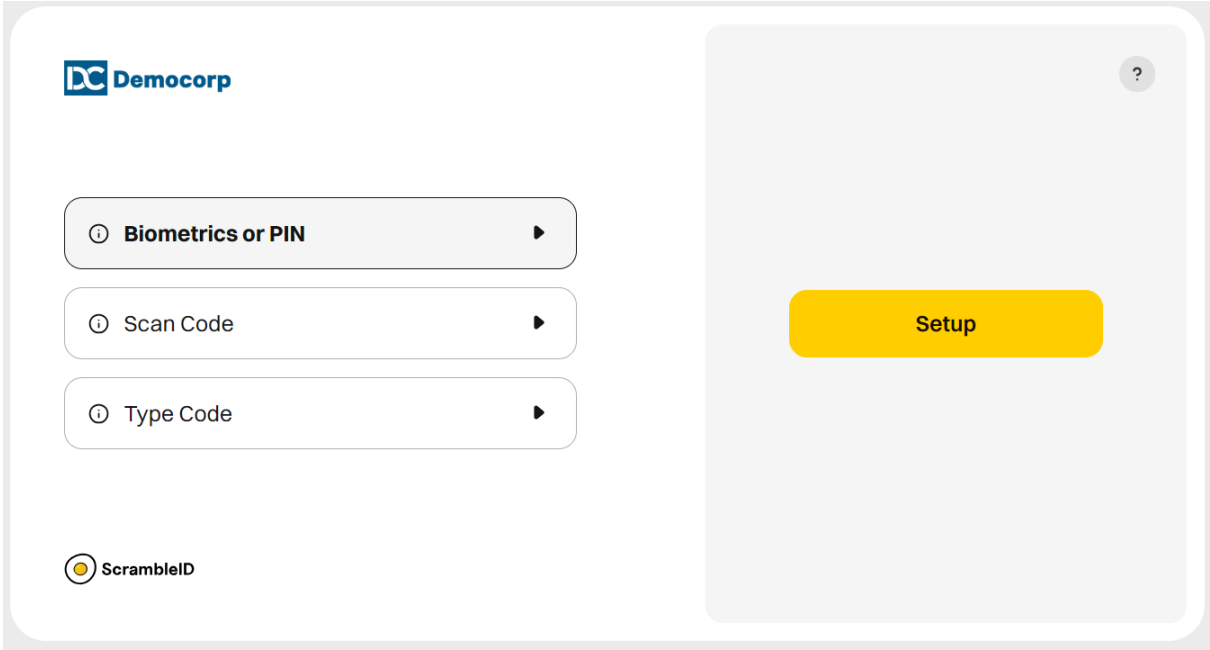
3. Biometric Authentication may also be available for your device. Biometric Authentication is dependent on the specific device hardware and software. You must set up Biometric Authentication first before you can login with this option. To set up, you need a device that is already registered with ScrambleID.

Note: Windows workstations require Windows Hello and Apple Mac workstations require TouchID to be enabled for biometric authentication

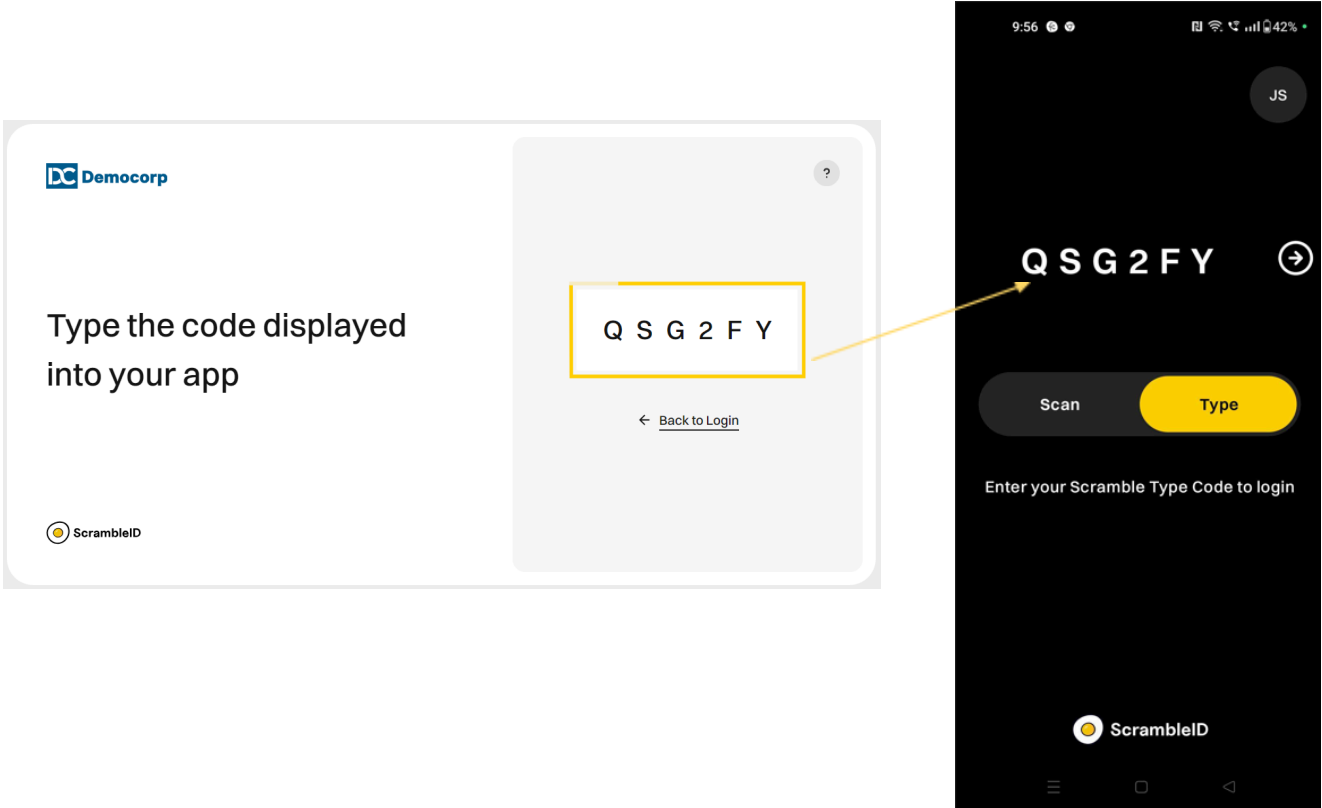
Setting up Biometrics / PIN

You can use your ScrambleID mobile app to set up login using biometrics / PIN. Once you set this up, you can use the biometrics / pin set up on your laptop or desktop to login using ScrambleID.

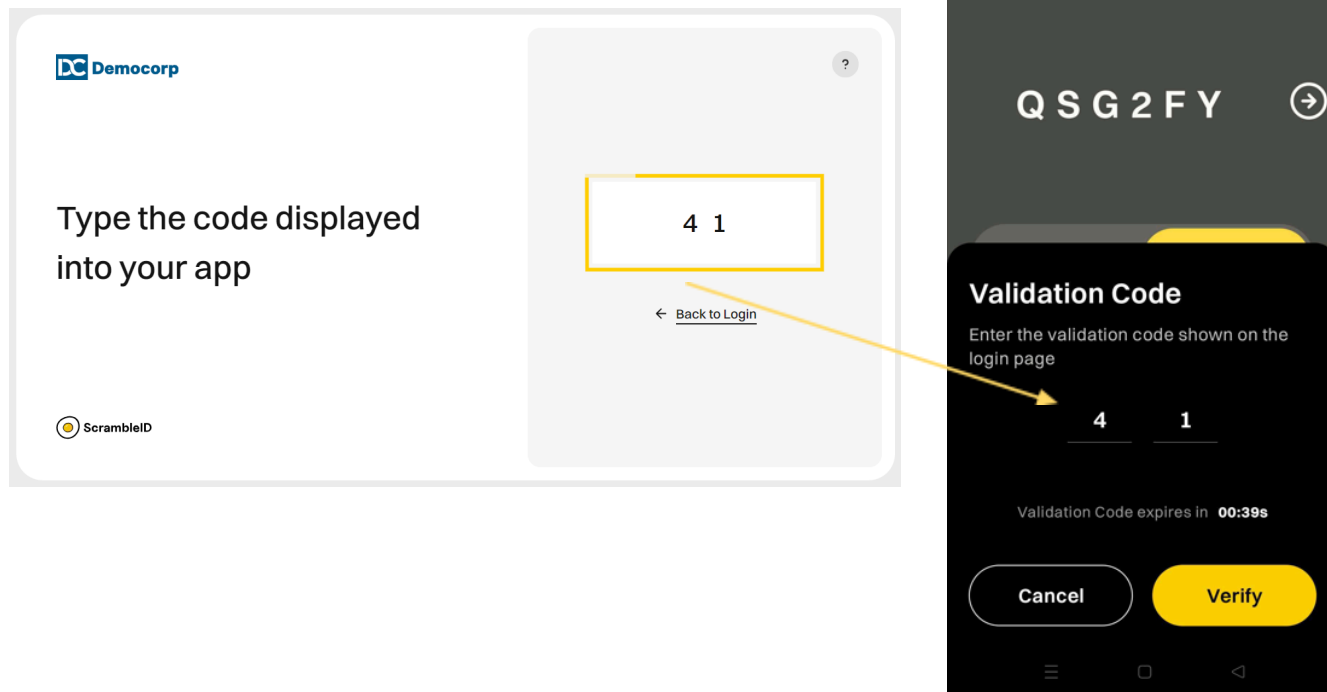
In order to set up biometrics / PIN, tap the setup button.



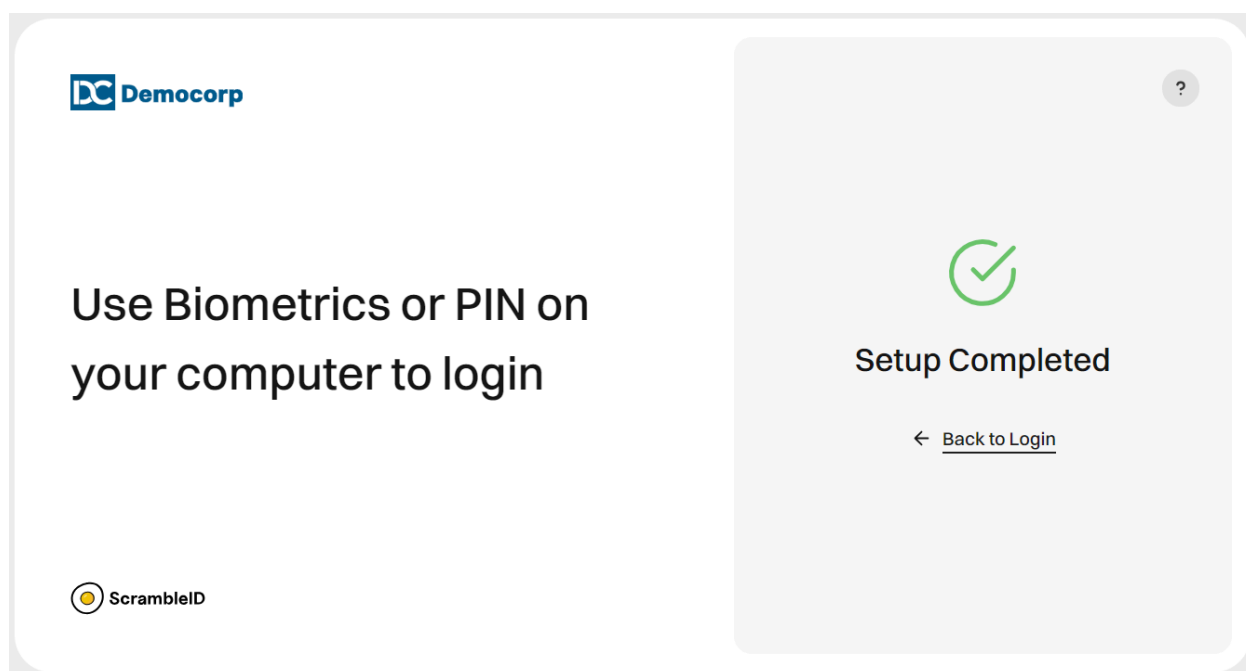
Type the code displayed on the portal into your ScrambleID mobile app.



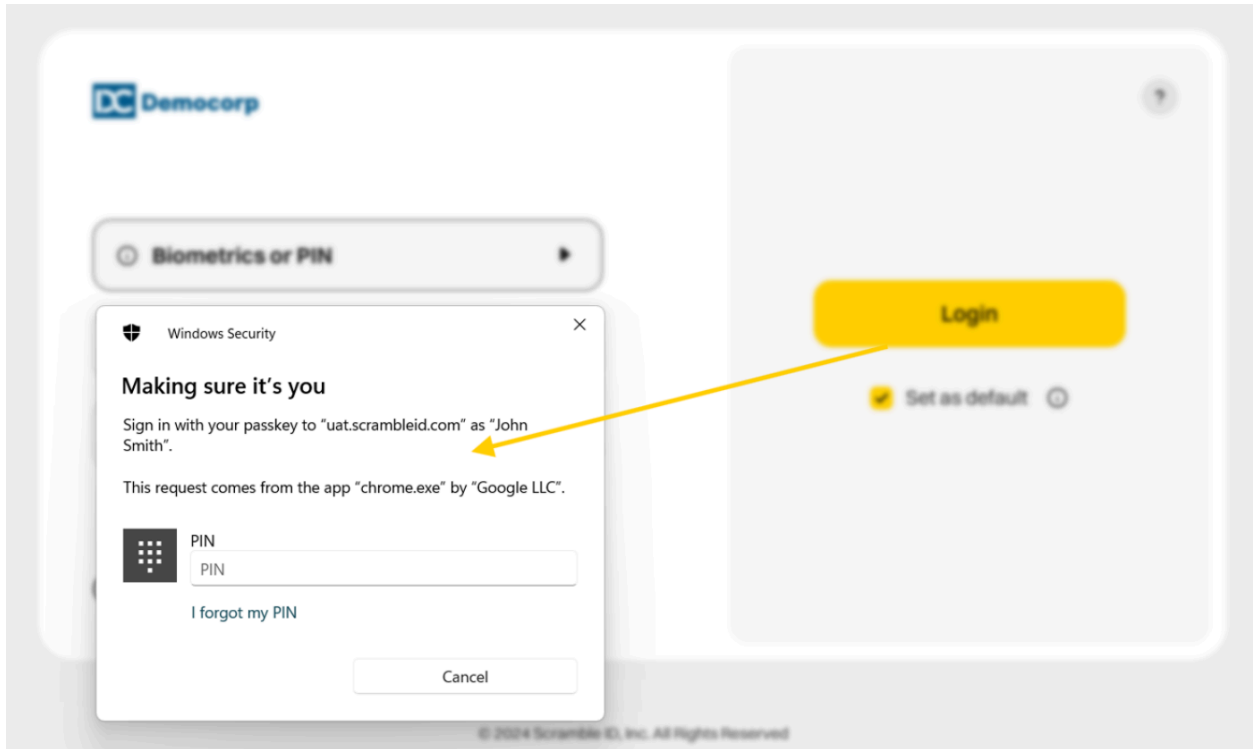
Enter the additional 2-digit code into the mobile app, then click “Ok”.



You will receive a confirmation on the portal screen that the setup is complete.

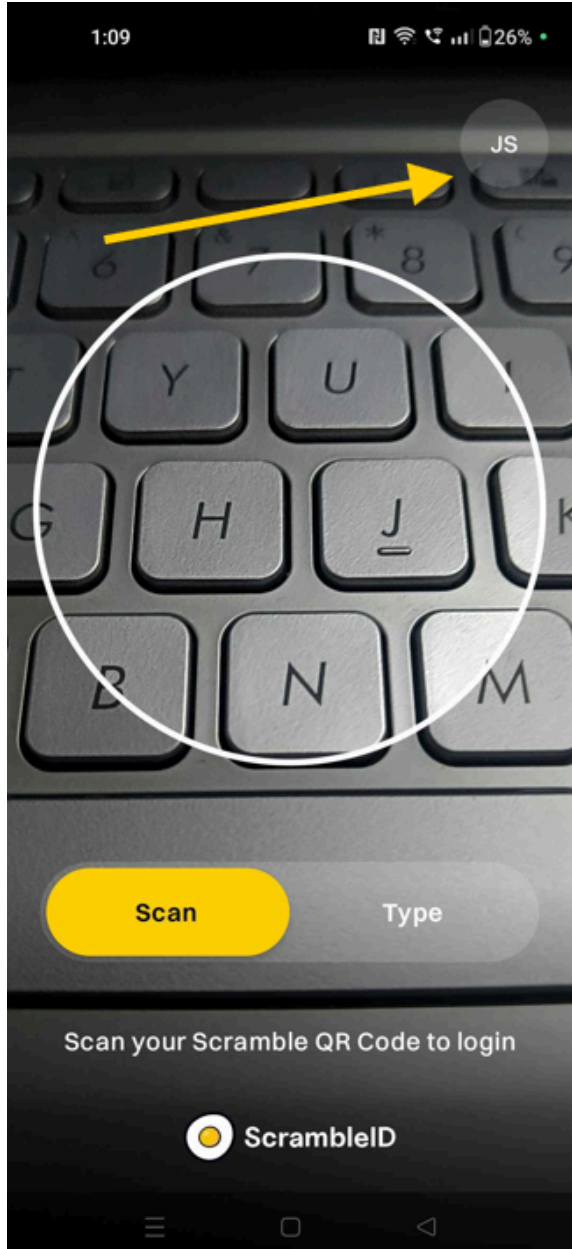


On clicking Back to Login, you will now be able to login using the biometric / PIN set up on your laptop or computer.

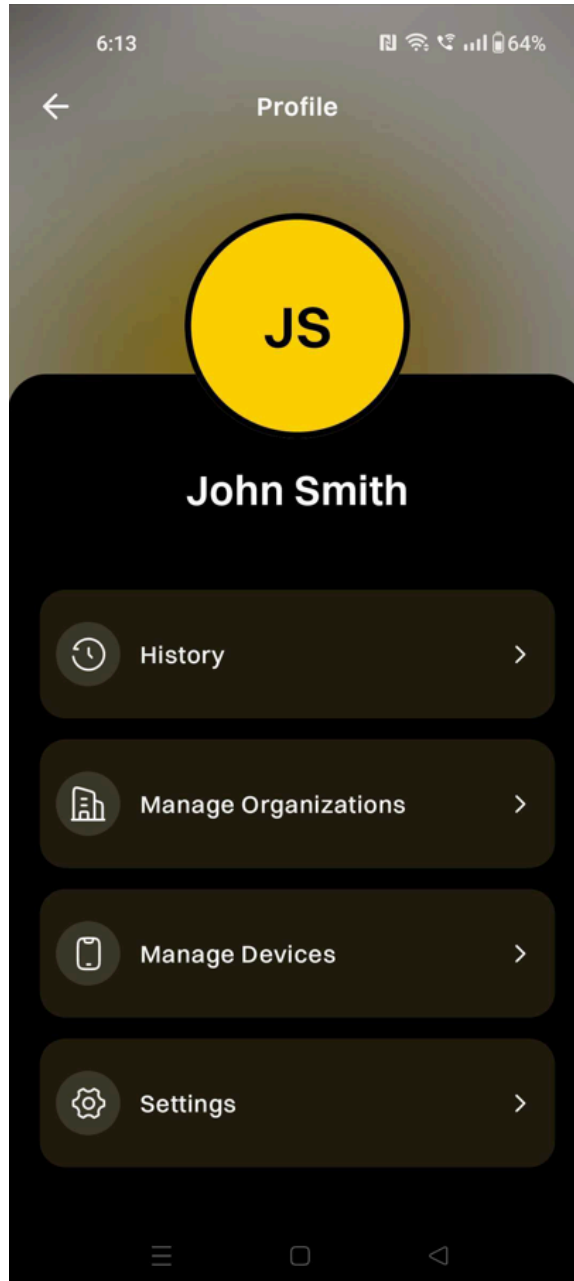


Profile

Select the user icon on the top- right corner to get the Profile



From the Profile menu you can view your login history, manage your profile, or change settings.



Profile

Let's look at the options available from the menu under History, Manage Organizations, Manage Devices and Settings.

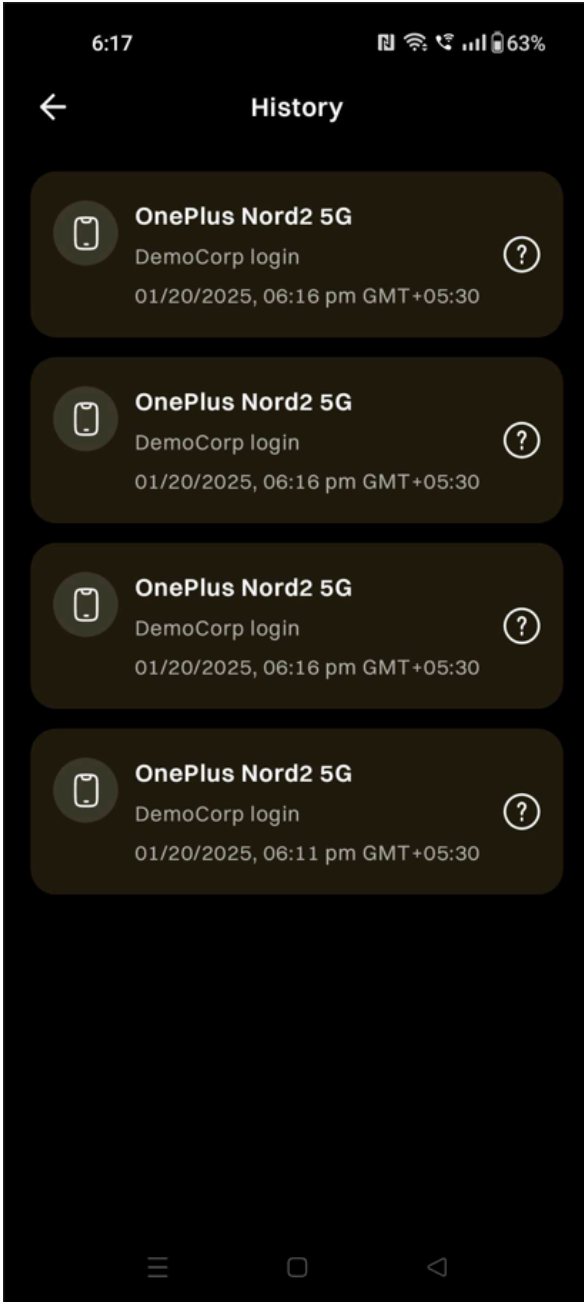
OR

Click a topic below to jump to common tasks:

- [Add another device](#)
- [Add an organization](#)
- [Delete a device](#)
- [Delete your account](#)
- [Delete an organization](#)
- [Report a suspicious login](#)

Profile > History

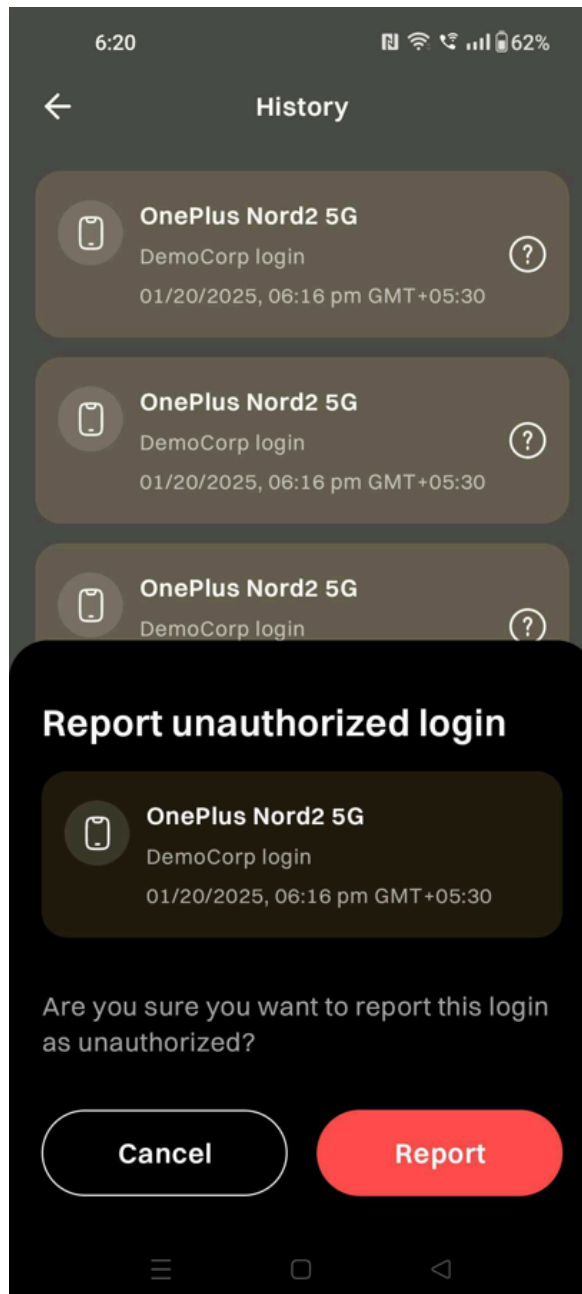
Tap **History** on the Profile menu to see all the time-stamped login events associated with each of your devices.



For each entry in the list, the device name, date, and time of day is displayed.

Reporting a device

If you see an entry you don't recognize you can report it for further review by tapping the **Question Mark Icon**. 



Tap **Report** to report a suspicious login.

Tap **Cancel** to return to the previous screen without reporting.

Profile > Manage organizations

To manage your organizations, tap **Profile** to access your Organizations.



From here you can add a new organization or delete an existing one. Your account can be associated with one or more organizations.


NOTE The ScrambleID app is designed to let you manage devices separately from managing the organizations associated with your account.

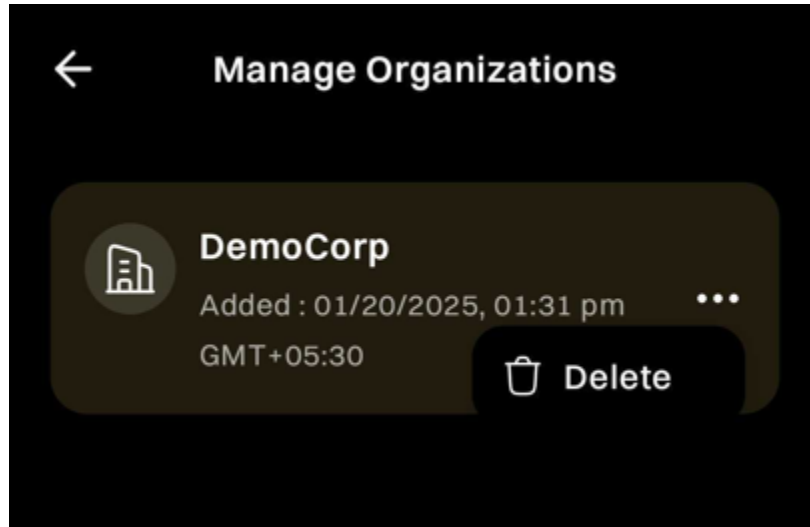
Add an organization

To add a new organization, tap the **Add Organization** button at the bottom of the screen.

If you get an email invitation to ScrambleID from a new organization, open the app and enter the six-digit authorization code.

Delete an organization

To delete an organization, tap the options  icon next to it and get the Delete option.



Tap **Delete** to remove this Organization.

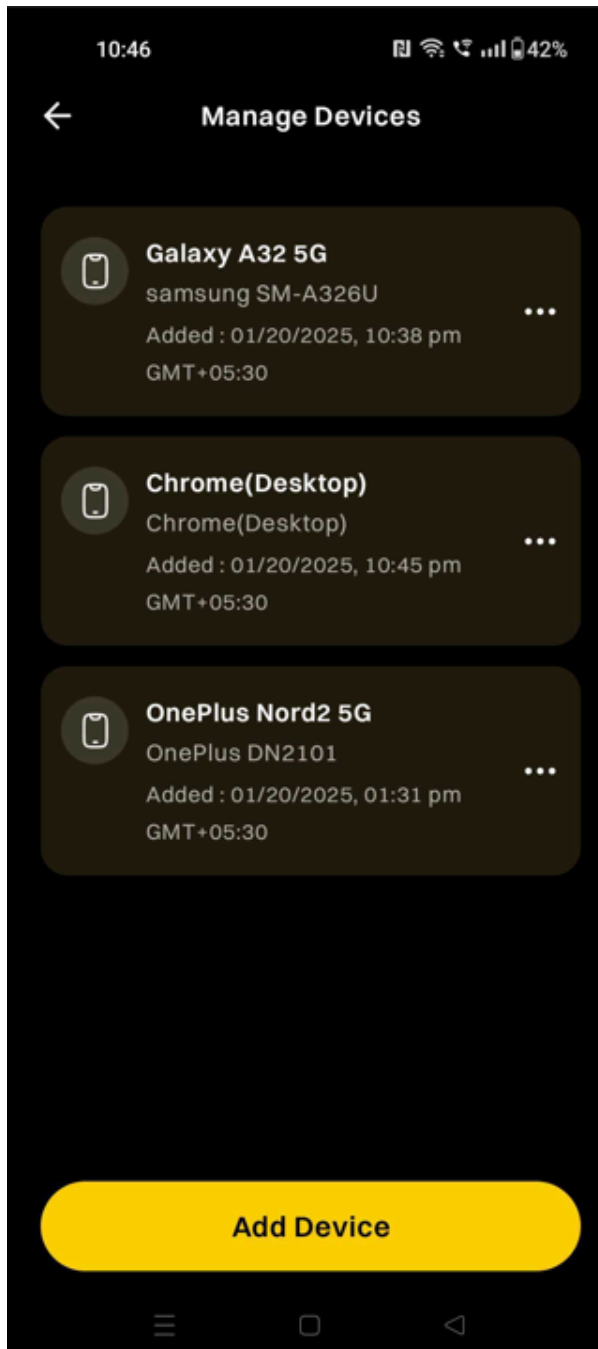


Tap **Delete** to remove the selected organization.


Tap **Cancel** to return to the previous screen without deleting the organization.

Profile > Manage Devices

The Manage Devices screen lists all of your currently active physical devices.



Device options

To manage the options for one of your devices, tap the options  icon next to it. Two options appear: **Delete** and **Edit Nickname**

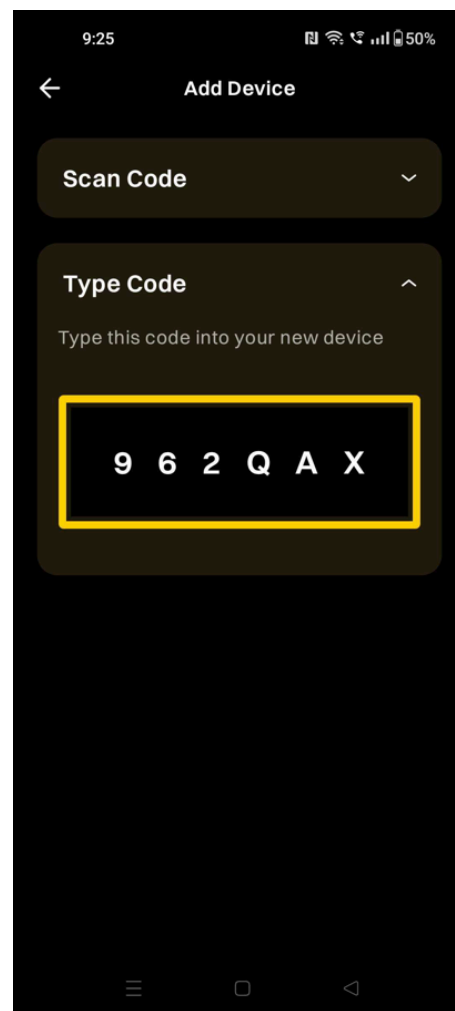
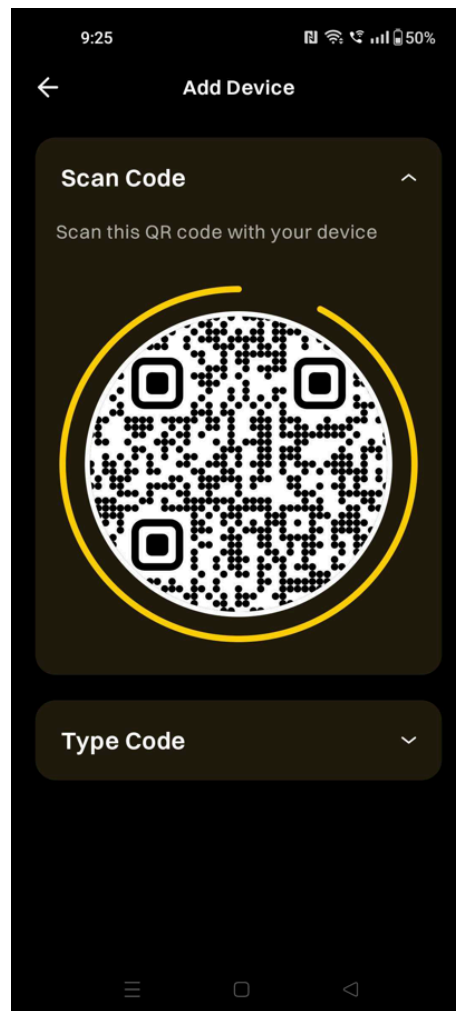
- From the dropdown, tap **Delete** to remove this device from your account following the instructions on screen
- From the dropdown, tap **Edit Nickname** to change the display name following the instructions on screen

Adding a new device

You can use your existing device to provide authorization codes for adding a new device to your account. Have both your new and existing devices handy.

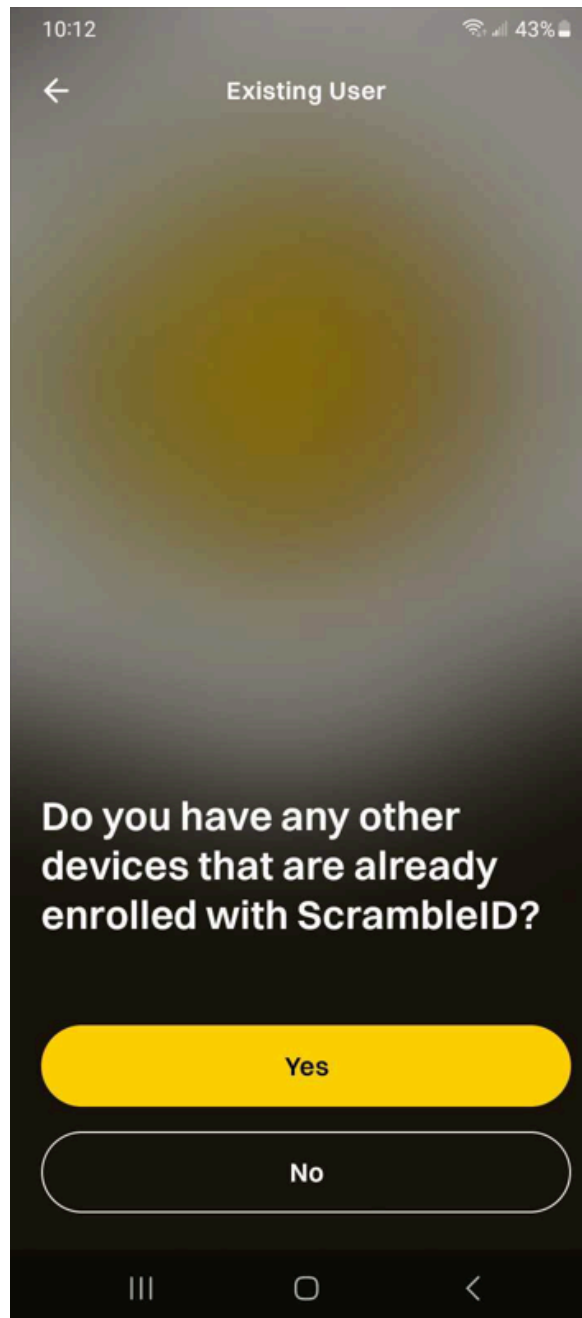
To add a new device:

- Tap the **Add Device** button on the bottom of the Manage Devices screen on your existing device.
- The Add Device screen opens with a QR code displayed.
- Tap Type Code to display the six-digit code instead.



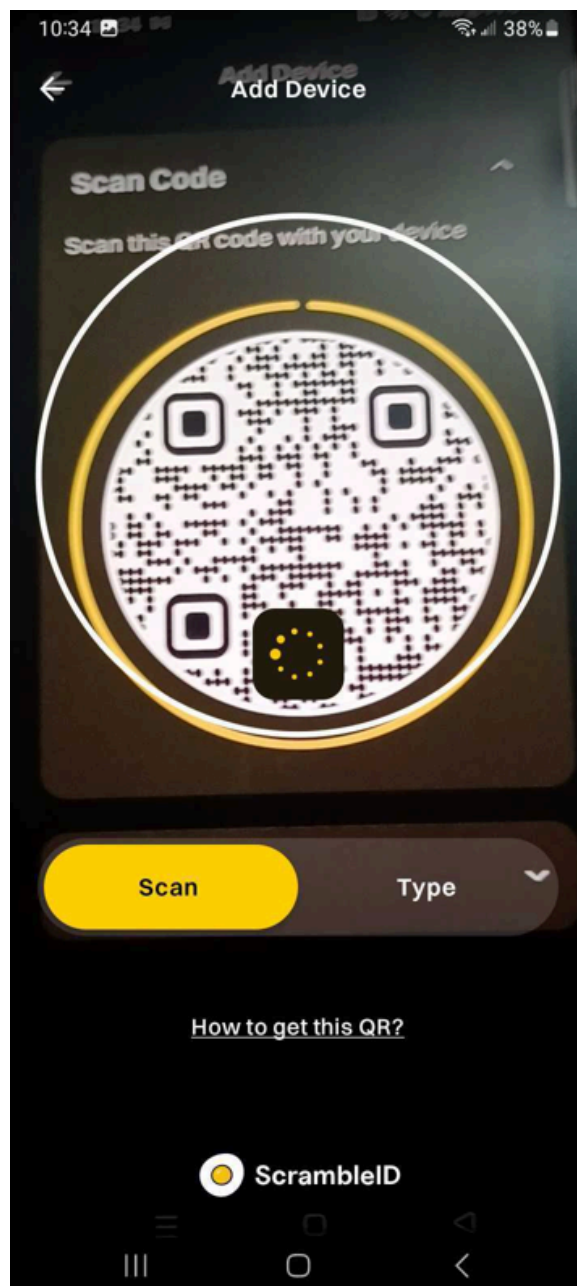
Now open the ScrambleID app on your new/unregistered device:

1. Select **Existing** on the Welcome screen
2. The Existing User screen opens



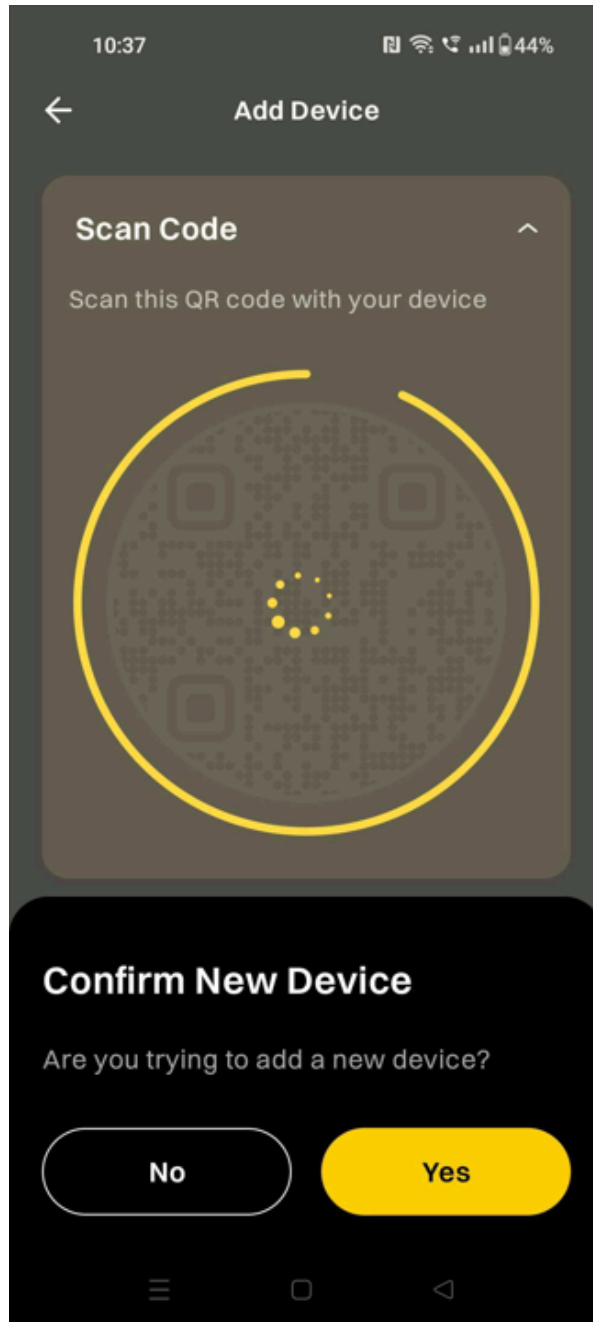
3. Under *Do you have any other devices that are already enrolled with ScrambleID?*, tap **Yes**.

4. The Add Device screen opens with QR scanning by default

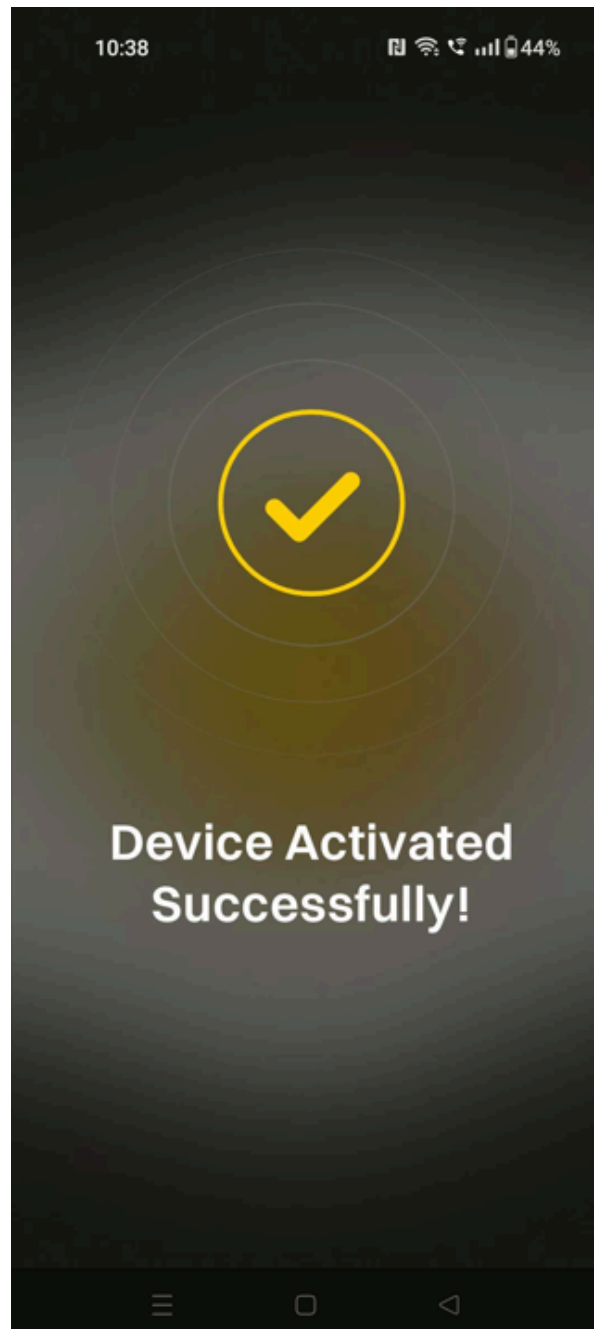


5. From this screen, scan the QR code displayed on your existing device or enter your **Activation Code**.

6. Your existing device asks you to confirm that you are trying to add a new device

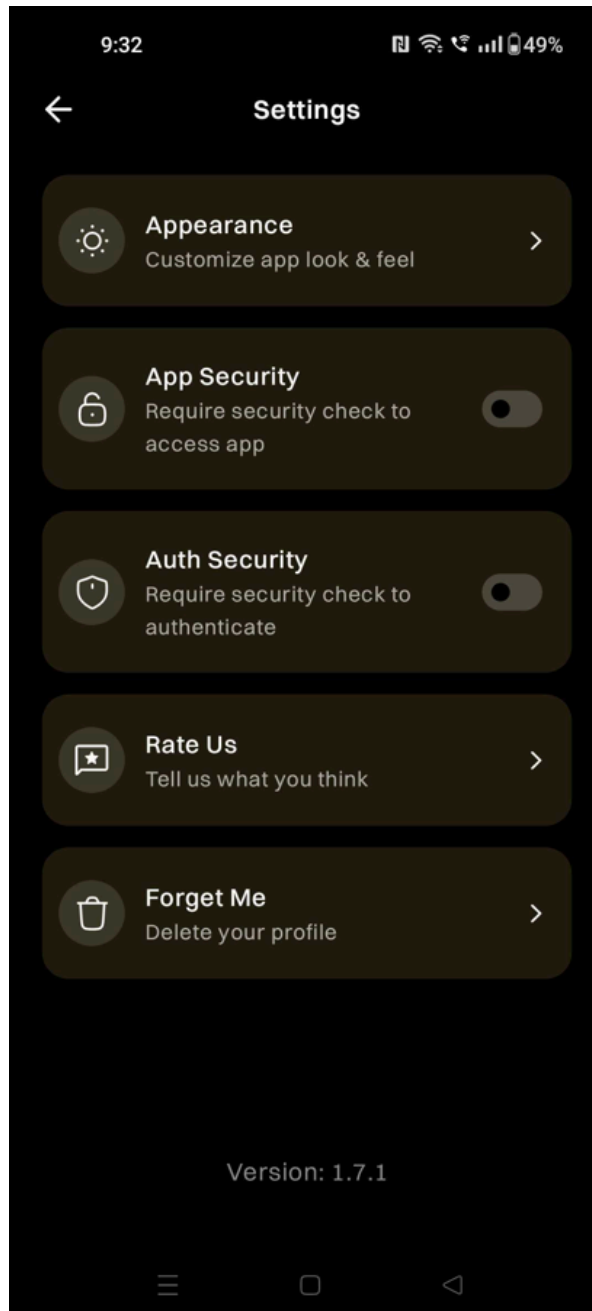


7. Tap **Yes** to confirm, and the *Device Activated Successfully* message appears



Your new device is now authorized and can be used interchangeably with your existing devices!

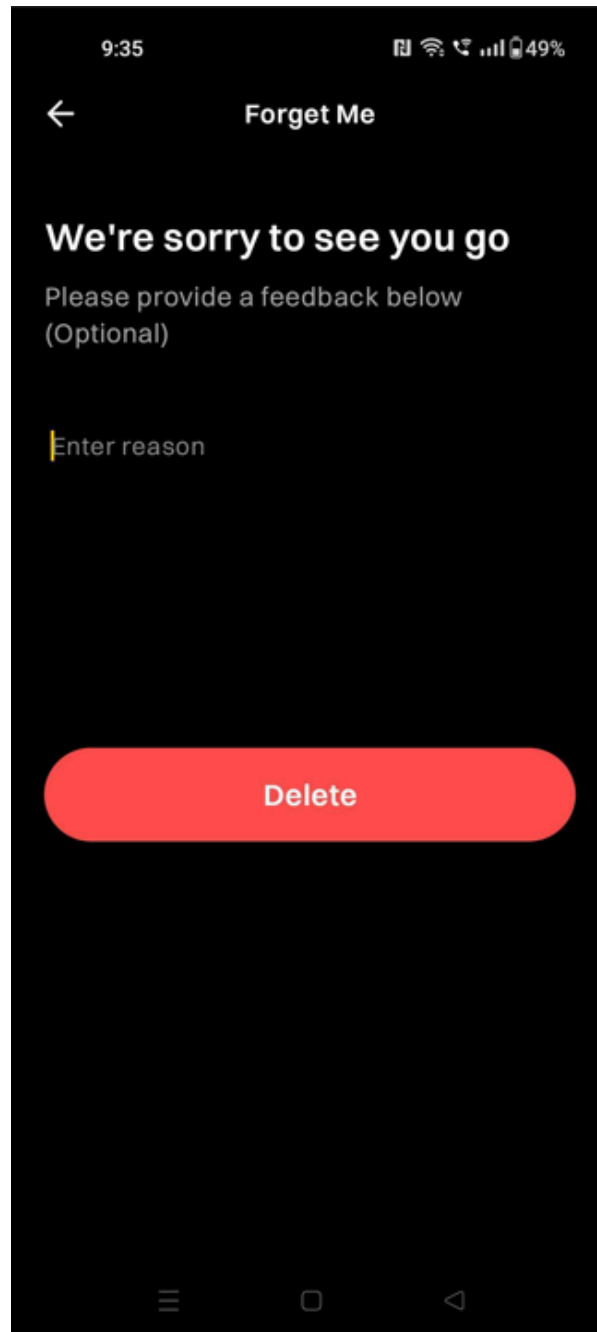
Profile > Settings



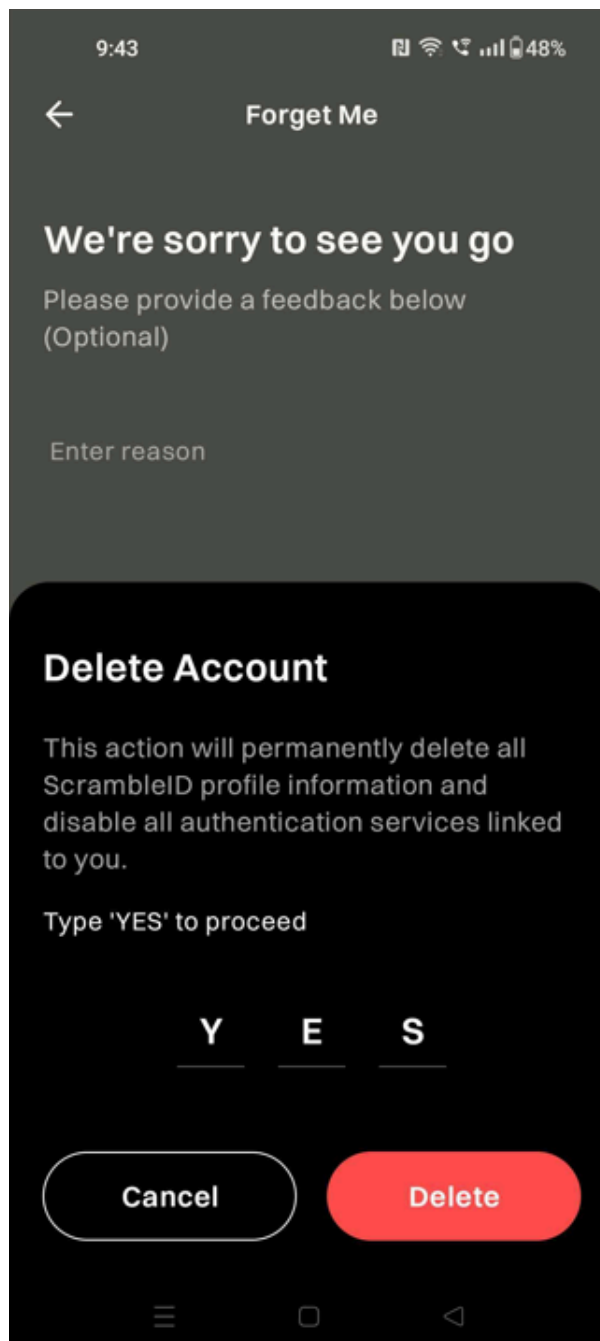
Tap **Forget Me** from the Settings menu to delete both your profile and device data.

WARNING! Forget Me deletes all devices, organizations, and historical data associated with your account.

Settings > Forget Me

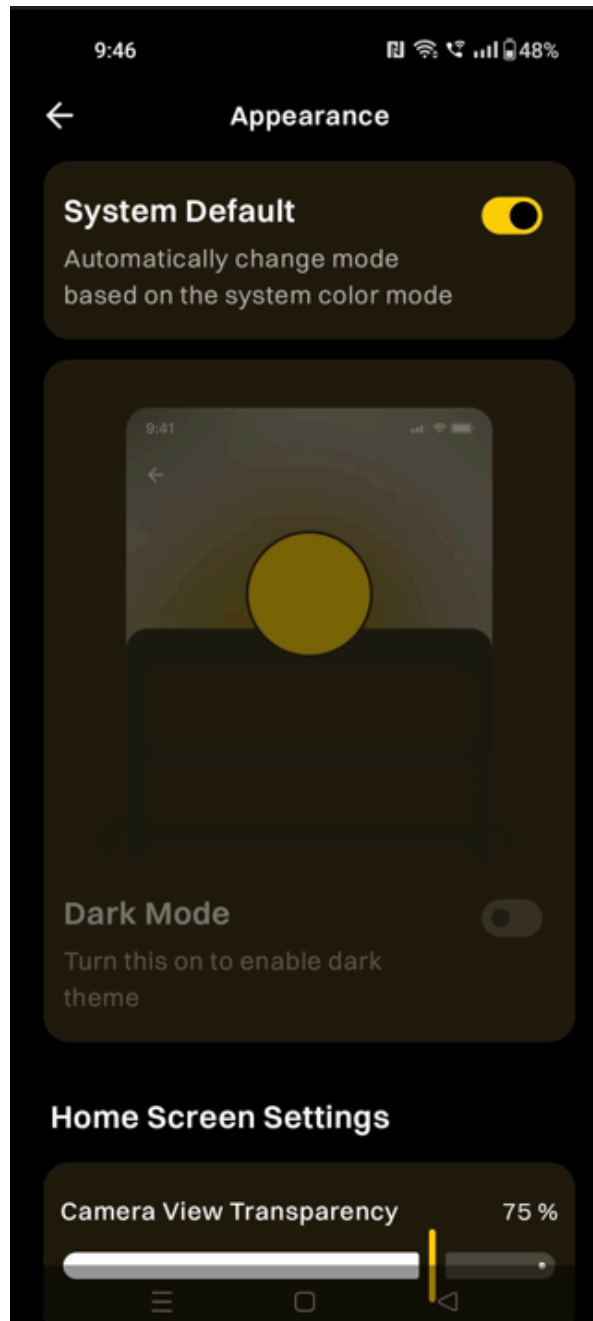


When you tap **“Forget Me”**, an optional text field and a **“Delete”** button will appear. To proceed, tap “Delete”, and the **“Delete Account”** dialog will open at the bottom of your screen.



Tap **Cancel** to return to the previous screen without deleting any data. Otherwise, tap **Delete** to permanently delete your devices and profile.

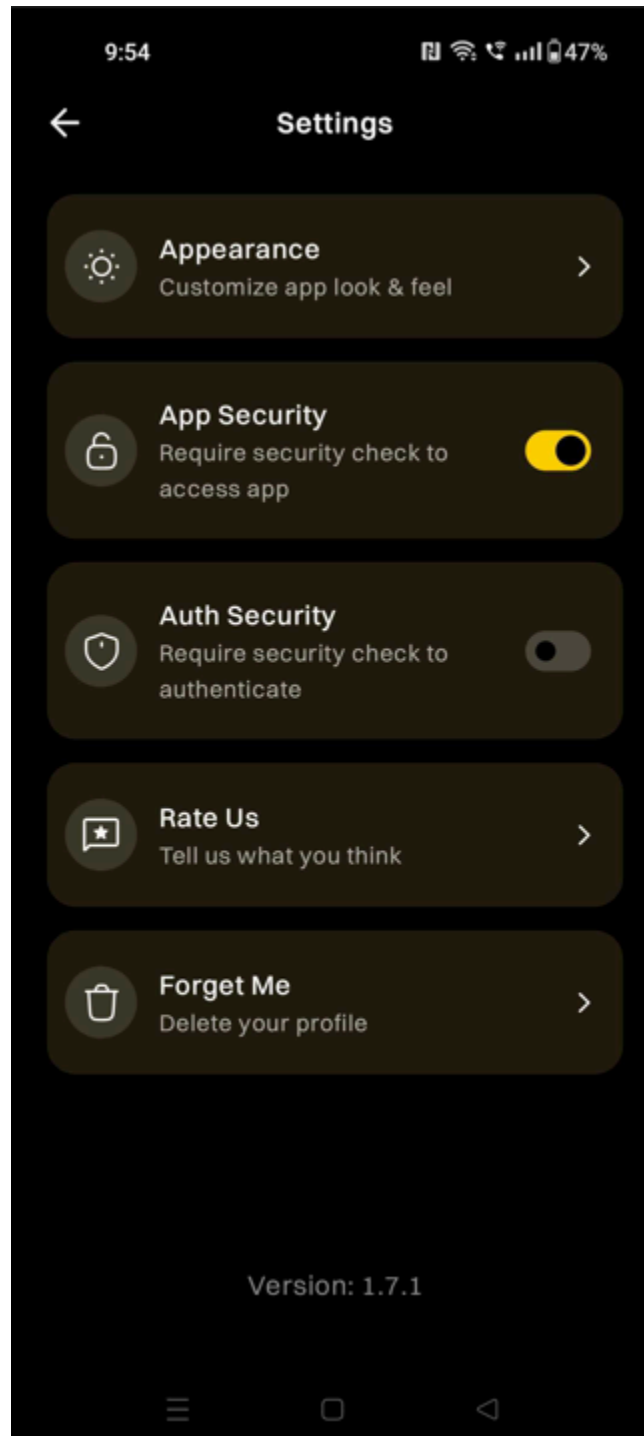
Settings > Appearance



When the **“System Default”** setting is turned on, the app follows your device’s default theme. If you turn off “System Default,” you can turn on the **“Dark Mode”** setting to enable Dark Mode or leave it off to stay in Light Mode.

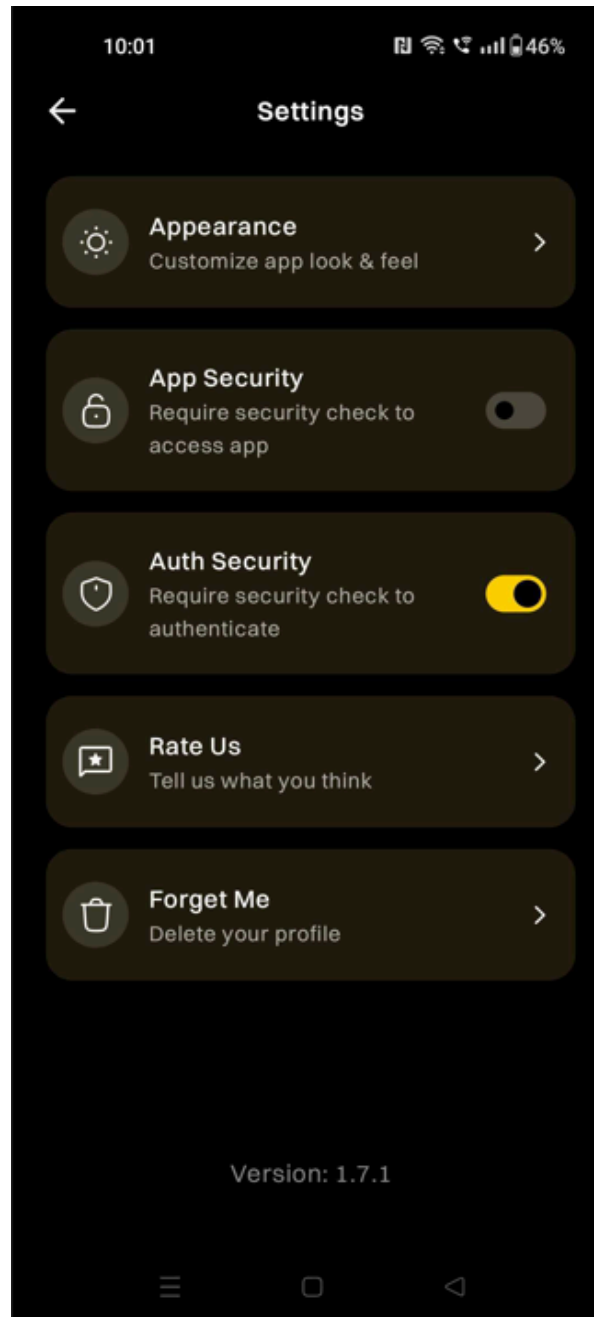
Drag the “Camera View Transparency” slider to adjust camera transparency on the QR scan screen between 0 to 100%. The default value is 75%.

Settings > App Security



Tap **App Security** on the Settings menu to toggle screen unlock on app launch.

Settings > Auth Security



Tap **Auth Security** on the Settings menu to toggle screen unlock on login.

FAQ

Who do I contact if I have a question?

Your company's help desk can always help answer questions, or provide a six-digit activation code to help you register for the first time or add a new device.

What if I get an error during activation?

Ensure that the business email and activation code you entered is correct, and retry the operation. Contact your company's help desk if the error continues.

Can I use more than one device to access the same organization?

Yes. Once you register, you can use the registered device to add more devices. A maximum of five devices is supported per user.

Can I use a single device to access multiple organizations?

Yes, you can use any of your devices to access all organizations you have added to your profile.

Why does ScrambleID ask for my alternate email?

A user can have multiple organizations associated with them. Alternate email is used by ScrambleID to notify users of any account changes that are not organization specific, rather related to the ScrambleID user profile itself. An example would be add/remove device.

I lost my only registered device, how do I register a new device to my ScrambleID profile?

Contact your manager or call helpdesk and get an activation code. Register on your new device as a new user.

Will uninstalling the ScrambleID app on my device delete my ScrambleID profile?

No, your ScrambleID profile is not deleted. If you have any other devices with ScrambleID installed, you can always add this device back to your profile using an existing device with ScrambleID on it.

Glossary

Activation code

Your activation code comes in an invitation email as a six-digit code.

Device

Any smartphone or tablet running iOS or Android with the ScrambleID app installed. Typically it's something portable, with a built-in camera to use when scanning a QR code is an option for activation. But since you can always type in a code instead of scanning, any portable device with an Internet connection is fine.

End User

The end user is you! They're the person using the ScrambleID app to access applications instead of having to remember and enter passwords.

Forget Me

A function in the ScrambleID app that deletes all your devices and organizations.

Six-digit code

The alphanumeric code that you can type into the ScrambleID app for authorization and activation, even when a QR code is also provided.

Contact Us

Need more help?

Your organization's help desk can help resolve issues, assist in new registration, or provide an activation code for new and/or replacement devices.

Please also read through our [Terms of Service](#) and [Privacy Policy](#).