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Customer Care Mobile Application User Guide

Biometric Authentication

12/13/2025

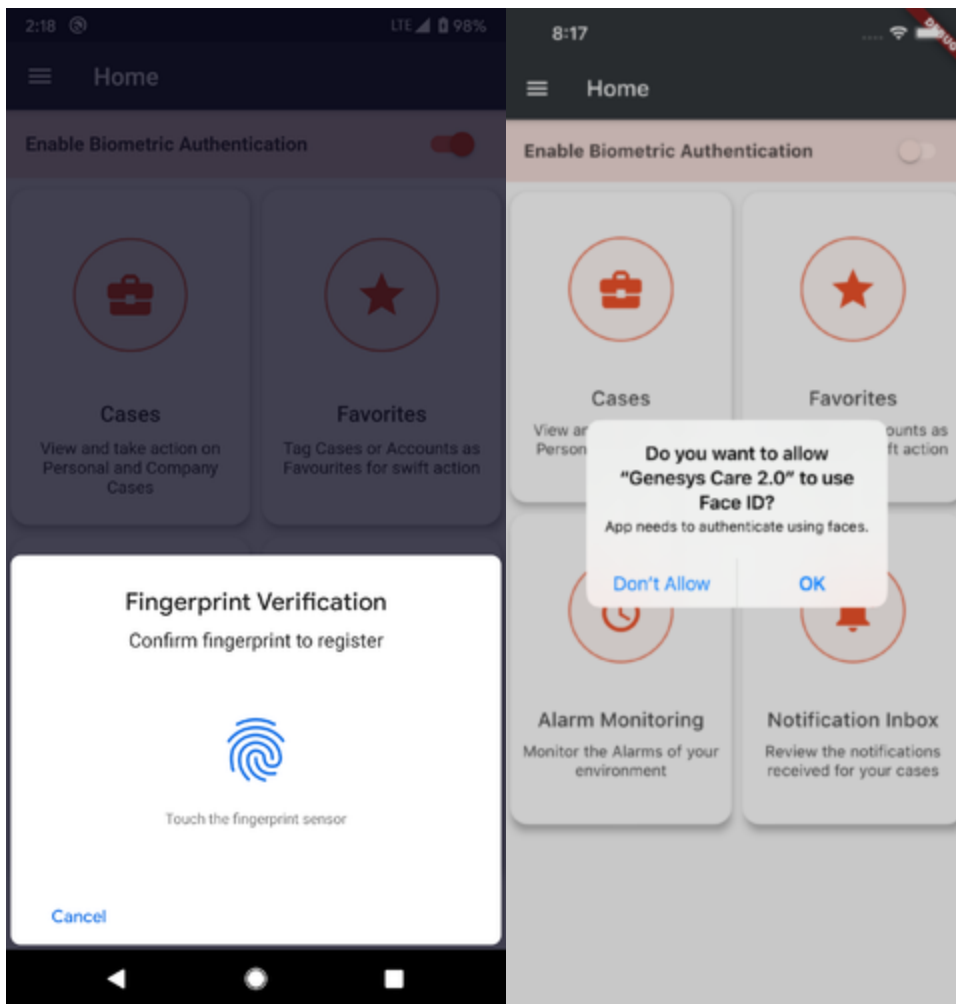
Biometric Authentication

Biometric authentication is the way by which user authenticates into the mobile application using their device's biometric option such as Fingerprint or Face ID. This mode of authentication can be used in addition to the usual way of login using email and password. Biometric authentication eliminates the need for typing the lengthy email and password every time you get signed out of the app, thereby improving the accessibility of the app.

For enabling biometric authentication for the mobile app, user needs to activate Face ID/Touch ID/Fingerprint security by adding their Face ID/Fingerprint via device settings. Please refer to your device manual on how to set up the fingerprint/face ID/Touch ID.

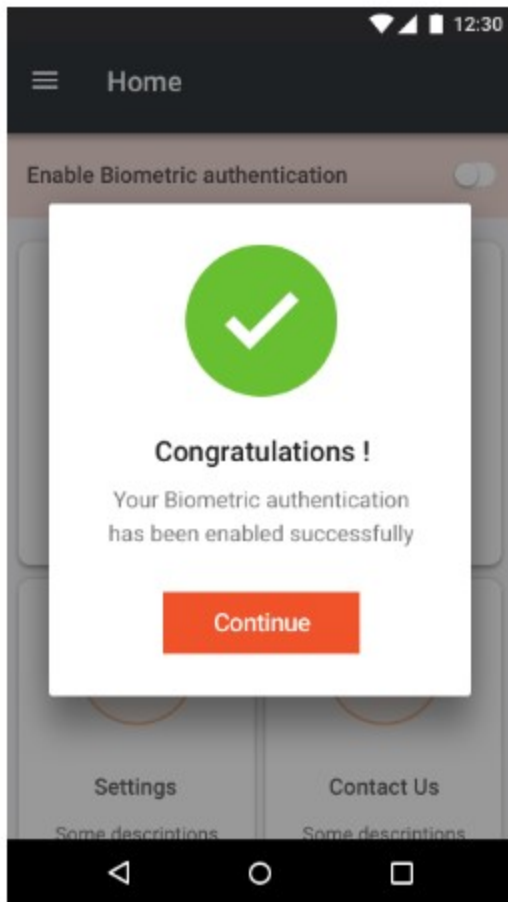
Once you have logged in to the application, you can see a ribbon stating "Enable Biometric Authentication" with a toggle button. If you switch on the toggle, you will be shown with the below popup to enable biometrics at device level if you haven't enrolled for it. Once opted in, the Enable biometric authentication ribbon will be hidden.

Finger print and Face ID authentication registration



(left) Android (Right) iOS

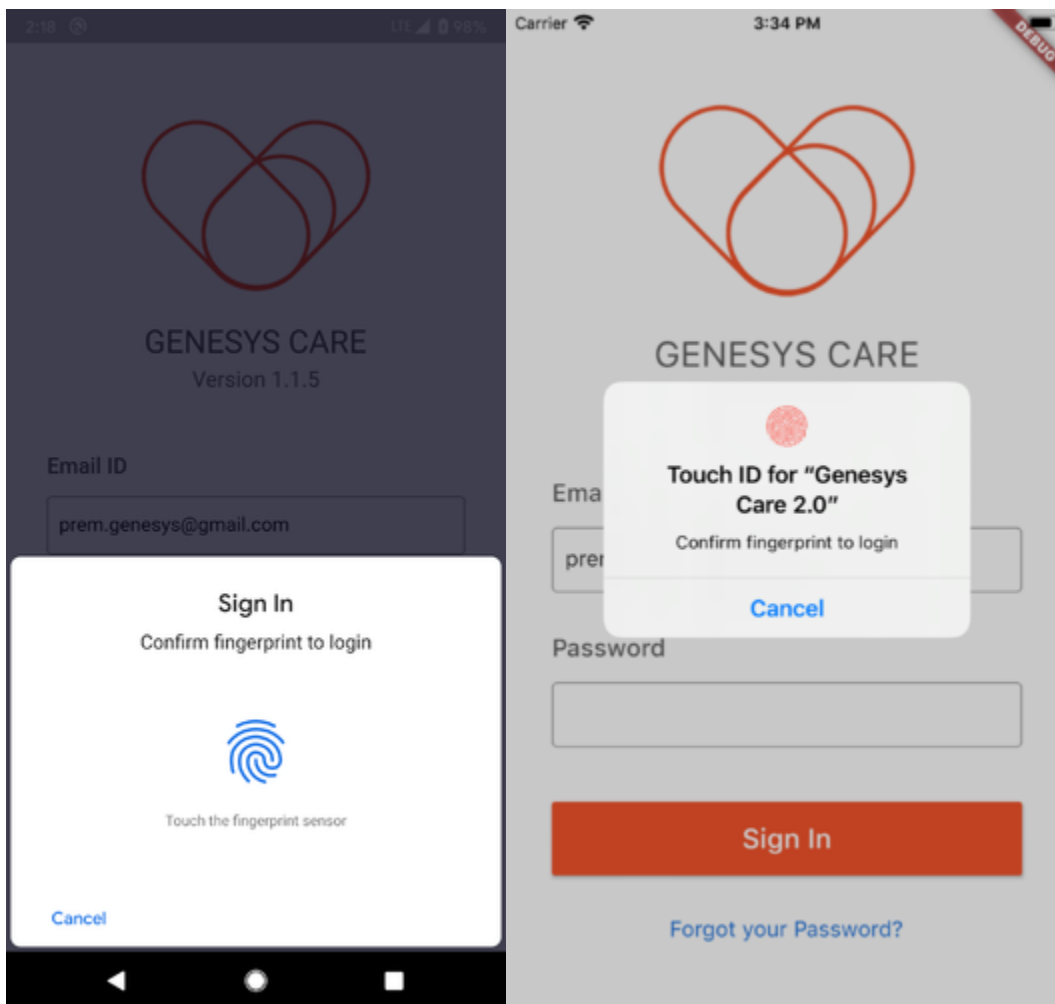
Once validated, you will be enrolled for Face ID/Touch ID/Fingerprint authentication for the application.



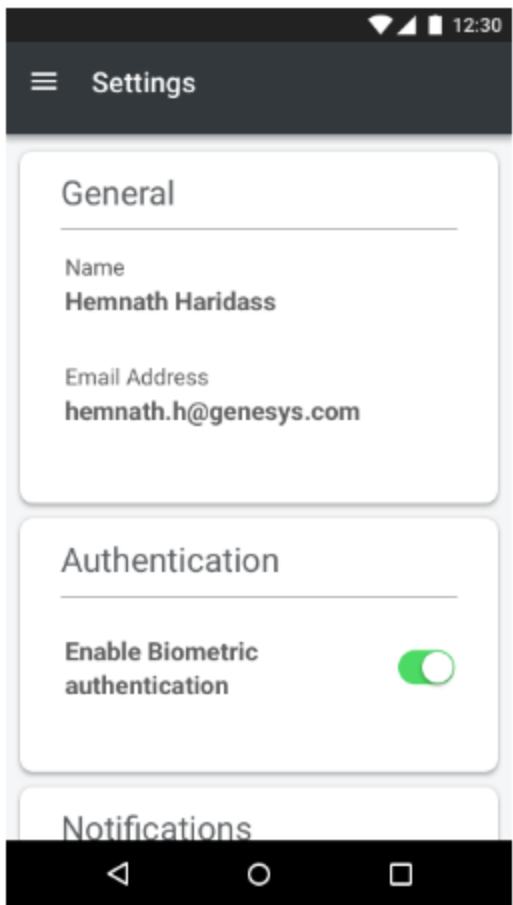
Authentication Flow

Post registration when you open the application, you will be shown with a popup to verify your Fingerprint/Face ID in the application login screen. Upon successful validation, you will be redirected to the application home screen. At any point of time, you can opt out of biometric authentication by turning it off from the Settings screen of the application.

(left) Finger print for Android and (right) Touch ID for iOS



Enable/Disable Biometric in Settings Screen



Biometric Logout Flow

If the user decides to log out after enabling Biometric authentication, they will be redirected to the below login screen for re-login using either biometric or regular login using email and password.

