

Initial/Setup Actions

Steps

- 1- Install the IDmelon app from App Store or Google Play
- 2- Wait for receiving an activation link via email from company
- 3- Click on the link you receive in the activation email, and you are ready to use your smartphone as your security key.

Troubleshooting

- Why did I not receive an activation email?
Make sure about the email address via which you are supposed to receive your invitation. You can also call and ask your company's network admin to resend the activation email.

Day-to-day Actions

Steps

- 1- Click on the "Sign in with a security key" option
- 2- When the "Touch your security key" window appears on your browser, tap your smartphone on the reader. (Please note that in this status IDmelon reader must be blinking blue).
- 3- Hold the smartphone close to the reader until you hear a beep or feel haptic feedback on your smartphone.
- 4- You will receive an IDmelon login notification on your smartphone then, and your login process will finish when you approve or deny.

Troubleshooting

- My tapping process is not complete and I don't receive a notification?
 - o Please make sure your smartphone Bluetooth is on
 - o Please make sure the IDmelon app is up and running in background (don't kill the IDmelon App ever)
- The reader is not blinking BLUE?

Make sure the IDmelon reader is properly plugged in the USB port and already set in the right working mode, you can unplug and plug the IDmelon reader again and it must blink white once.