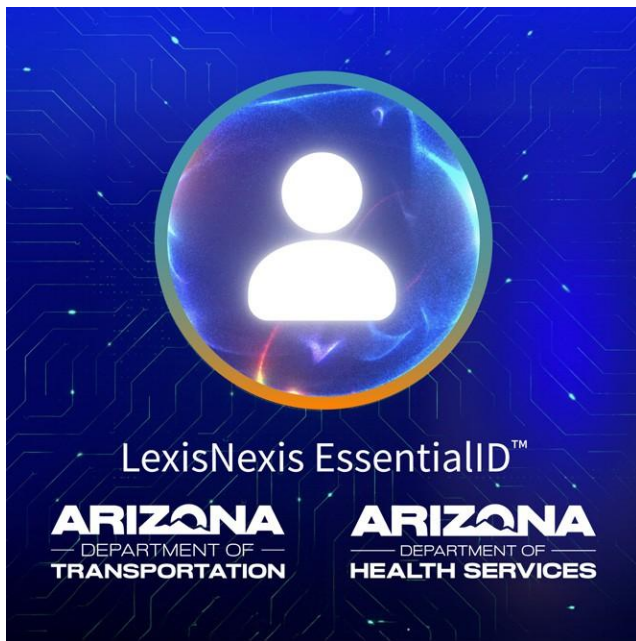




Arizona Digital Birth Credential (dBC) Help, FAQs & Troubleshooting Guide

Issued in collaboration with:

Arizona Department of Transportation (ADOT)

Arizona Department of Health Services (ADHS)

LexisNexis® Risk Solutions and LexisNexis® VitalChek®

1. Help and Quick Resources

The LexisNexis® VitalChek® team is here to help! If you have any support issues and would like to speak to a support representative, please contact us at **1-888-284-0077**.

If you would like to watch a short video outlining the steps to complete this process, please visit www.azdbchelp.com.

2. General FAQs

1. What is this for and why should I use it?

This process is for Arizona residents at the Motor Vehicle Division (MVD) office who do not have a physical birth certificate available to complete the MVD application process. If you don't want to leave the MVD to retrieve a paper copy, or wait for it through the mail, this process provides a near real-time alternative. You can use it to quickly and securely access a Digital Birth Credential (dBC) which is accepted by the MVD office in lieu of a paper document without ever having to leave the MVD office.

2. What am I receiving?

Arizona is pleased to offer you a near real-time means to access your verified birth information by issuing you a dBC. This is a new, secure mobile version of your paper birth certificate located in a wallet on your smartphone device. This credential can currently be presented at select MVD offices in lieu of paper copies.

3. Once I have my dBC, what can I do with it?

You can use your dBC in lieu of your paper certificate as a proof of identity at the MVD office. Your credential will be valid in your LexisNexis EssentialID™ wallet for the next 5 years. We will update you as new uses for your dBC become available!

4. Do I receive a paper birth certificate, too?

Yes! When you order your dBC a paper copy of your birth certificate will be mailed to you at no additional cost.

5. What is VitalChek® and LexisNexis® Risk Solutions and how is my data secured?

VitalChek® is a LexisNexis® Risk Solutions company that has been helping people retrieve their vital records from official state and local government agencies for nearly forty years. We work directly with the official government agencies responsible for issuing vital records and are authorized by the state of Arizona to provide Vital Records applications.

Please note: We only retain the information necessary to complete your dBC order.

6. Do I need to download anything or access any web pages?

Yes, you will need to download the LexisNexis EssentialID™ Wallet – an application used to receive and store your Digital Birth Credential. This application is provided at no cost to you. You will also need to access our website via the QR code displayed at the MVD office.

7. Can I receive a credential without a smartphone?

You will need access to a personal device with a camera that can scan a QR code, access the internet, and has the ability to download an application from the Google Play or Apple stores. Otherwise, you can order a paper birth certificate at www.vitalchek.com, or order in person at your state or local office.

8. I do not have a smartphone; can I use someone else's phone?

No. The credential must be issued to your own device to ensure secure access and sharing. Your dBC is tied to your identity and your device. Just like a paper birth certificate, it is a personal certificate and should be kept secure.

9. Do I have to provide a credit card?

Yes, a valid credit or debit card payment is required to receive your dBC.

10. Can I cancel my order?

No, all sales are final. Please refer to our Refund and Cancellation policy in the VitalChek® Terms and Conditions.

11. What information do I need to provide and why?

To order a dBC, you will need to provide your email address, phone number, mailing address, and birth information, including your name at birth, your mother's maiden name, and your father's name. This information is used to locate your record, communicate with you, and mail your paper certificate.

12. What happens if I do not complete my application?

If you do not complete the application, you will not be able to receive your dBC. Once you are within the application, please complete each step in a timely manner and do not close your web browser during the process.

3. Prepare Before You Start

Ensure that you have adequate cell phone coverage and can access the internet using your phone's data plan.

For the best experience, we recommend using Safari or Chrome as your web browser when ordering your dBC. Enable the following smartphone settings:

- **Camera** for identity verification and QR code scanning.
- **Location** for compliance and verification.
- **QR Code Scanning** to initiate the workflow and share your dBC
- **Motion & Orientation Access** in support of identity and document verification processes.
- **Passcode or biometrics** to access your device so your dBC can be securely stored in our app.
- **Disable Private Browsing Mode** as this can cause issues when ordering or verifying your credential.

Examples: Incognito Mode, Safari Private Browsing

If you are unsure how to update these settings, try searching your phone settings online or contact your mobile service provider for help.

4. Troubleshooting During the Process

13. Why does the website not let me advance to the next screen?

If you cannot move forward in the process, review these steps:

- Ensure you have selected all acknowledgement checkboxes.
- If you are providing information, ensure all required fields marked with a **red** asterisk (*) are complete.

If you do not see a button at the bottom of the page to advance, you might be on an instructional page.

14. What if I do not know certain birth information?

You must complete each birth information field. If the information does not match what is on your birth record, this could delay the process. We recommend that you confirm your birth information prior to submitting the application to avoid delays in processing your request.

15. My payment did not process, what should I do?

If your payment does not go through, you can resubmit the required information. First, verify that all the information on the payment screen is correct and resubmit the payment. If you are brought to a remediation screen, you can restart the process by re-scanning the QR code and beginning the process again. We accept Visa, Mastercard, Discover, and American Express.

16. I was brought to an error page, but I already submitted my payment information - am I going to be charged?

No, you will not be charged the full amount unless you receive your credential. There will be a pre-authorization charge that will be refunded within five to ten business days.

17. I received an error during the process - how can I proceed to receive my digital credential?

Try again by rescanning the QR code. Check your internet connection and phone settings. Do not close your browser until the process is complete.

Note: Not everyone will be eligible to obtain a dBC.

18. I'm having difficulty taking a picture of my driver's license and/or selfie – what should I do?

There are several reasons you might encounter difficulties during the photo process. Here are some best practices to follow:

- Avoid taking any photos directly under fluorescent lights.
- Turn the brightness up on your phone.
- Wipe the lens of your camera to avoid any smudges.

5. After Completion – Sharing Your Credential

19. How do I ensure my order is complete?

The last step to requesting your digital birth credential is to electronically sign the verification form on the VitalChek® website. Once complete, you will view a confirmation page and receive an email confirming your order.

20. I can see the credential in my LexisNexis EssentialID™ Wallet, now how do I share it with the MVD office?

You will need to wait until you are at the MVD window or counter station to share your credential. Scan the QR code displayed there and follow the on-screen instructions. If it has been some time, you may be prompted to enter a One-Time Passcode (OTP) sent to your email.

21. How do I know if my credential was shared?

After consenting to share your credential, you will be redirected to a confirmation screen informing you that your credential has been successfully shared. If you are not redirected, scan the QR code and try again.

22. I tried to share my credential but did not get the confirmation screen, what should I do?

If you are not able to share your credential, you should check the following:

- Ensure the dBC is in your wallet. You can do this by going into the LexisNexis EssentialID™ Wallet app and selecting Wallet. Your dBC should appear there.
- Confirm you have a stable internet connection.
- Double check that you are scanning the correct QR code for sharing. This QR code is different than the one you scanned to order your dBC.
- Make sure your browser is not in private mode during the transaction. We recommend you use Safari or Chrome as your default browser for the best experience through this process.
- If you receive an error when sharing the dBC you can try again. If you have checked the above points, after several failed attempts you should contact the support team for further assistance at **1-888-284-0077**.