



Top Troubleshooting Tips

for the Arizona Digital Birth Credential (dBC) Ordering Process

The LexisNexis® Risk Solutions and VitalChek teams are here to help! If you have any questions, require support, or 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 go to www.azdbchelp.com and select 'Video.'

If you are encountering difficulties completing any step of the process, please check the following:

- Ensure that you have cell phone coverage and can access the internet using your cell phone data plan.
- For the best experience, we recommend using Safari or Chrome as your web browser when ordering your Digital Birth Credential (dBC). These browsers generally provide a smoother and more reliable experience throughout the process.

Enable the following smartphone settings:

- **Camera** for identity verification and QR code scanning. *Please ensure your camera lens (front and back) is clean. This can affect photo verification quality and speed.
- **Location** for compliance and verification.
- **QR Code Scanning** to initiate the workflow and the capability to share your dBC.
- **Motion and 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.

1. "Why can't I move to the next screen?"

If you cannot move forward, check these steps:

- Make sure you have selected all **acknowledgement checkboxes**.
 - These can appear at:
 - Let Us Get Started – Verify Eligibility
 - Download Mobile App
 - Terms & Conditions
 - Privacy Consent
- If you are providing information, make sure you have entered all required information, marked with a *. All required fields are marked with a **red** asterisk.

- If you do not see a button at the bottom of the page to move forward, you might be on an instructional page. Read the instructions carefully to find out how to continue.
- Some confirmation steps require information to be entered consistently. Please confirm your information for accuracy.
Examples: City, state, zip must be accurate to the location. Ensure your email and confirm email match.

2. “My payment didn’t go through – what should I do?”

- If your payment fails, please confirm your payment information for accuracy and resubmit the information.
- If you run into an error, you may need to restart the process. Simply rescan the QR Code and begin again.
- We accept the following payment types: **Visa, Mastercard, Discover, and American Express**. Please double check that all your information is correct before submitting.

3. “I received an error, but I already submitted my payment information – am I going to be charged?”

No, you will not be charged the full amount unless you complete the order process.

Please Note: There will be a pre-authorization charge on your account that will be refunded within five to ten business days. Processing times may vary depending on your financial institution.

4. “What if I don’t 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. It is best to verify what information you can before submitting.

5. “I received an error during the process – how can I proceed to get my dBC?”

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

Please Note: Not everyone may be eligible to obtain a dBC. Please verify your eligibility at the start of the process.

6. “How do I make sure my order is complete?”

The last step to request your dBC is to **electronically sign the verification form** on the VitalChek® website. Once complete, you should receive a confirmation page to let you know you have finished the process.

7. “I haven’t received my email – what should I do?”

First, please check your **Spam** or **Junk** folder for any missed email communications. Also, if your email provider categorizes emails, you may want to check your **Transactions** folder as order information may have been automatically filtered. If you still haven’t received the expected communication, please contact customer support for assistance.

8. “I can see the credential in my LexisNexis EssentialID™ Wallet – how do I share it with the Motor Vehicle Division (MVD) office?”

You will need to wait until you are at the MVD window or counter station to share your credential. Once at the window, you will be prompted to scan a QR code and follow the prompted screens to complete the sharing process.

Please note: The QR code at the motor vehicle division (MVD) window is different than the one you scanned to start the process. If it has been a little while since you received your credential, you may be prompted to enter a One-Time Passcode (OTP) which you will receive in your email.

9. “How do I know if my credential was shared?”

After consenting to share your credential, you will be redirected to a confirmation screen letting you know that your credential has been successfully shared. If you are not automatically redirected to that page, please re-scan the QR code and try again.

10. “The Agency can’t locate my credential – what should I do?”

Start the ‘**Share your Credential**’ process again. You’ll need to be at the window with the MVD agent. When you reach the ‘**Share successful**’ screen, make sure to tap ‘**Continue to browser.**’ **Important:** Do not tap ‘**Return to wallet,**’ as this can disrupt the process.