How to Delete Your ID123 App Account

Mobile Application · https://www.id123.io/knowledgebase/how-to-delete-an-account-from-the-app/

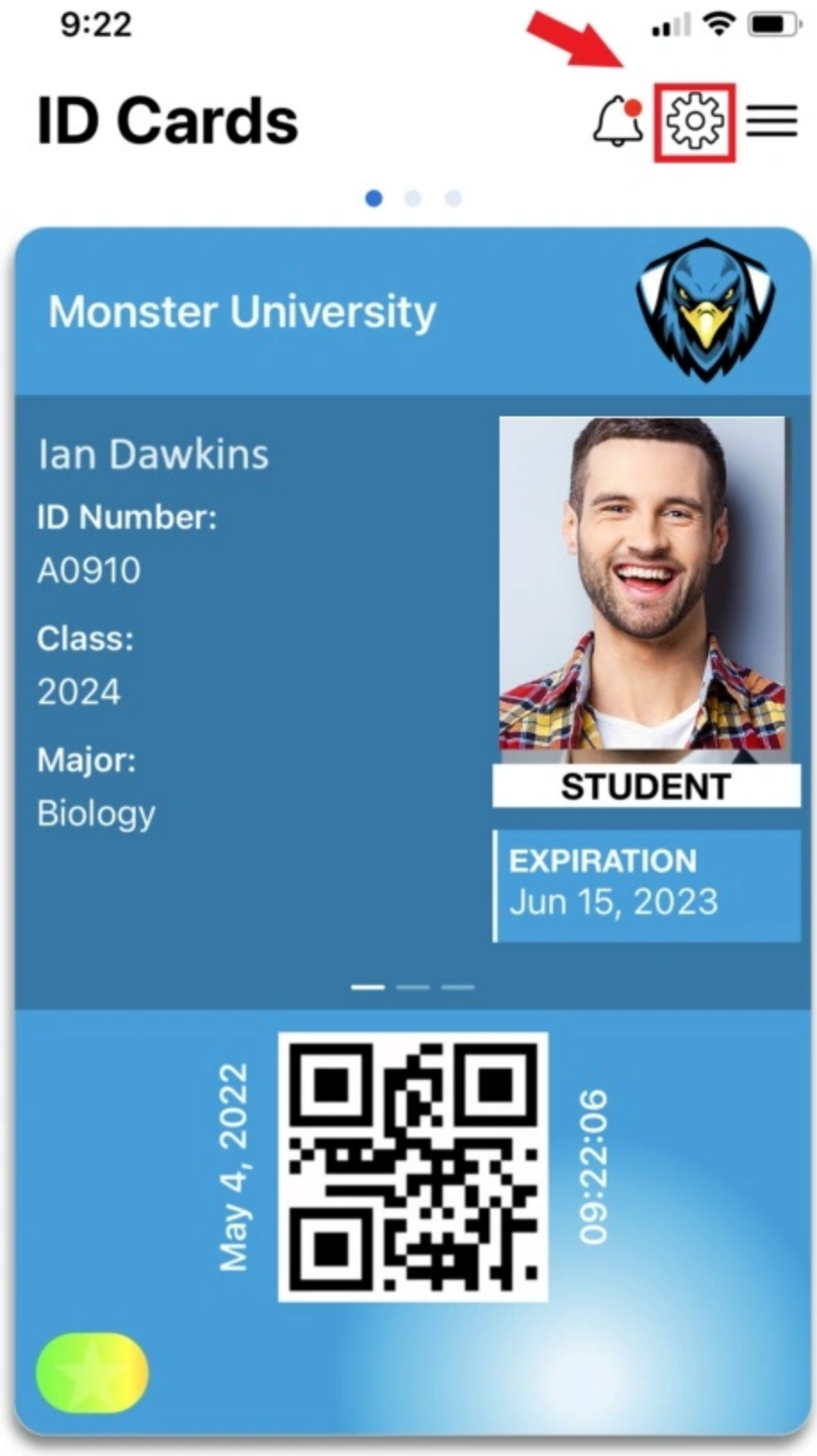
If you no longer wish to use your ID123 Digital ID Card App, you can permanently delete your account and associated data. Follow the step-by-step instructions below to ensure a smooth and secure account deletion process.

Note: Deleting your ID123 App account will remove all personal information, digital ID cards, and device access associated with the account. This action is permanent and cannot be undone.

Step 1: Log In to Your Account

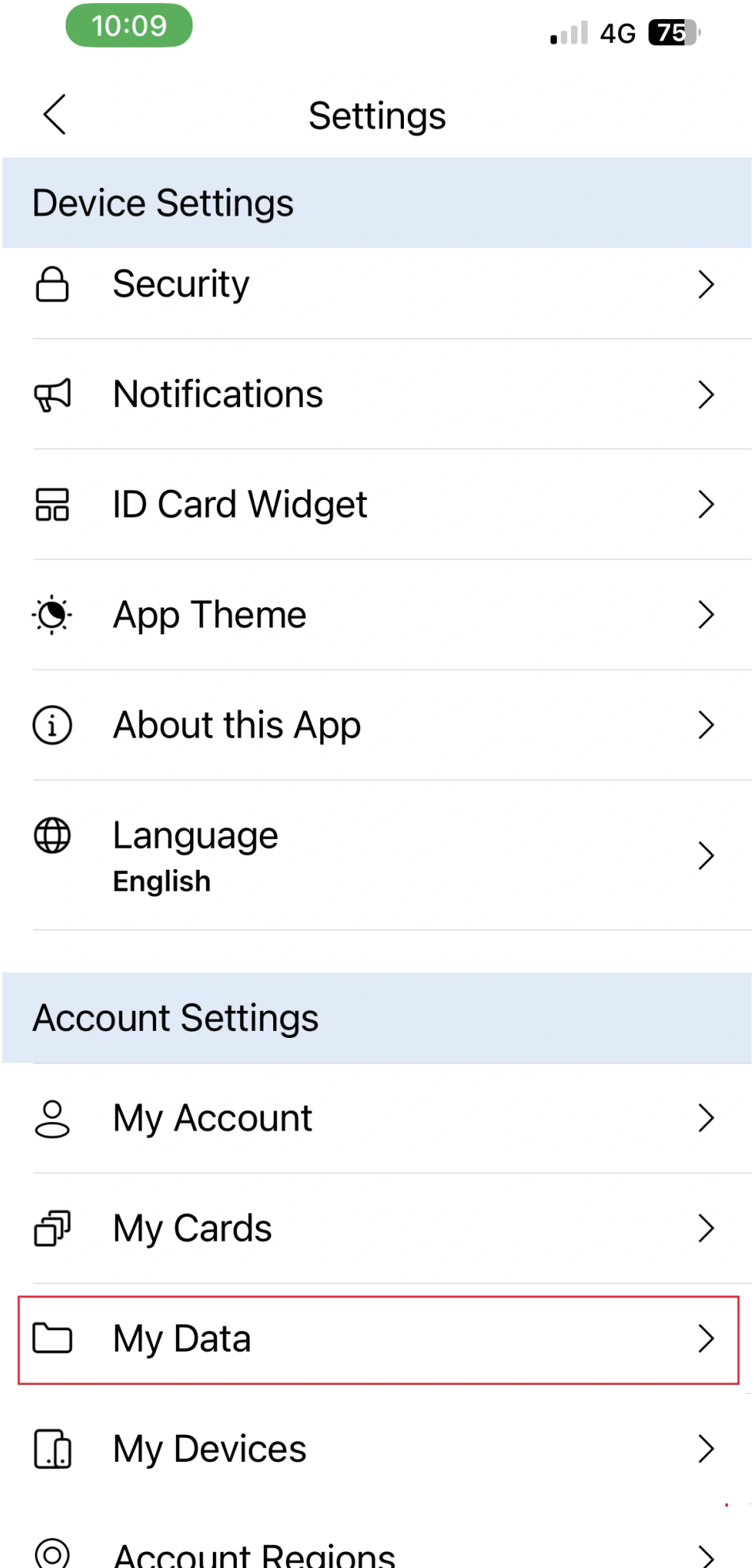
Open the ID123 app on your mobile device and log in using your registered email address and password.

- Tap the menu icon (☰) or profile icon to access settings.
- Select ‘Settings’ from the menu options.



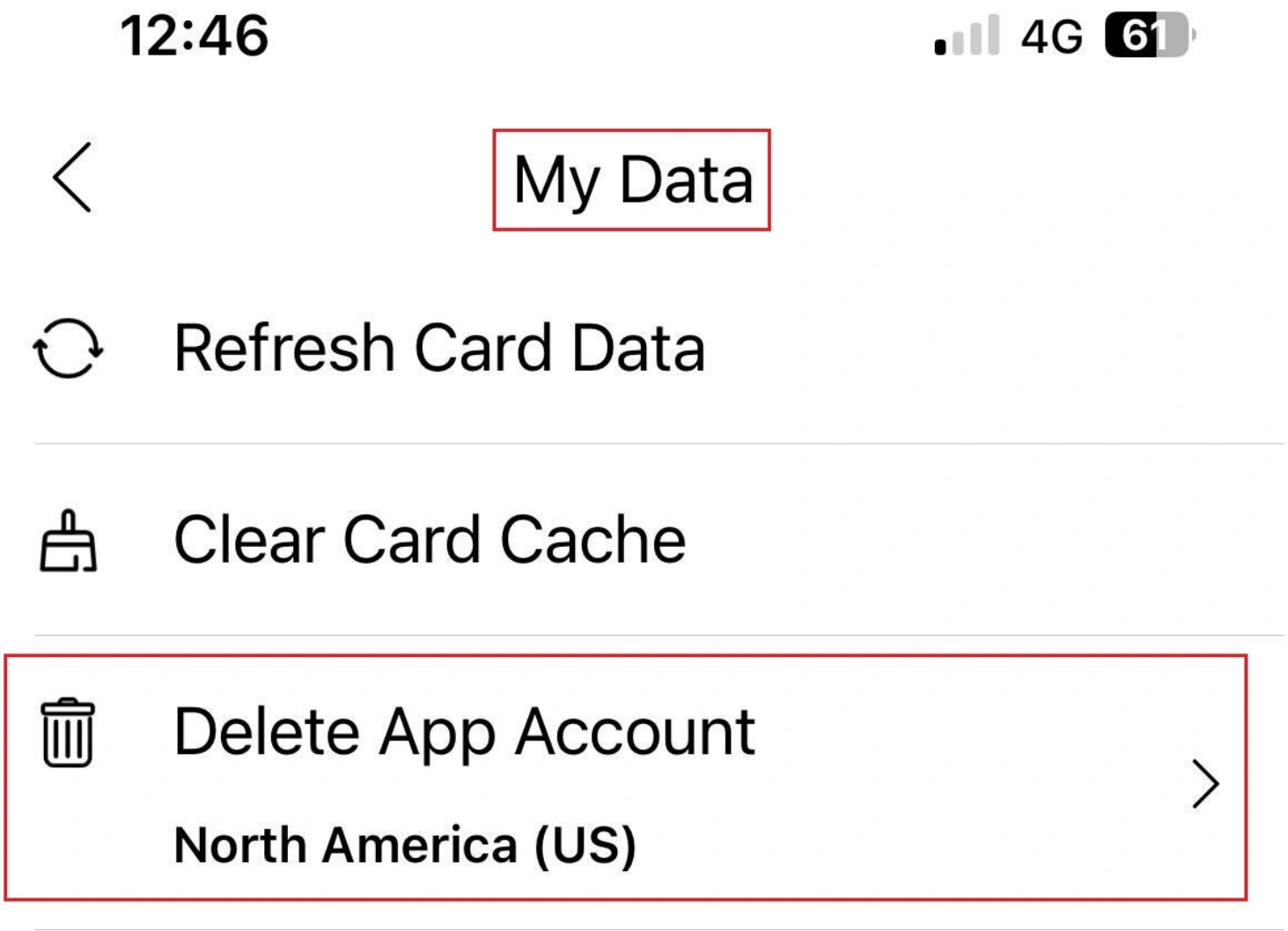
Step 2: Access 'My Data' in Account Settings

Navigate to Account Settings and tap on ‘My Data’. This section contains tools to manage or delete your personal account data.


10:09
4G
75
Settings
Device Settings
Security
Notifications
ID Card Widget
App Theme
About this App
Language
English
Account Settings
My Account
My Cards
My Data
My Devices
Account Regions

Step 3: Choose 'Delete App Account'

Tap on ‘Delete App Account’ to begin the deletion process.



Step 4: Confirm Your Email and Answer the Security Question

To verify your identity:

- Check your email address shown on the screen.
- Answer the simple math problem (security verification).
- Tap ‘Next’ to proceed.

Delete App Account

Deleting your account will remove the following data:

- Your email address
- Your profile info and photo
- Any self-issued cards and data
- Data linking your account to institutions or any institution-issued cards

Data Region:

North America (US)

Registered Email Address: *

******@abc.com

For security please solve this math problem:*

2 + 7

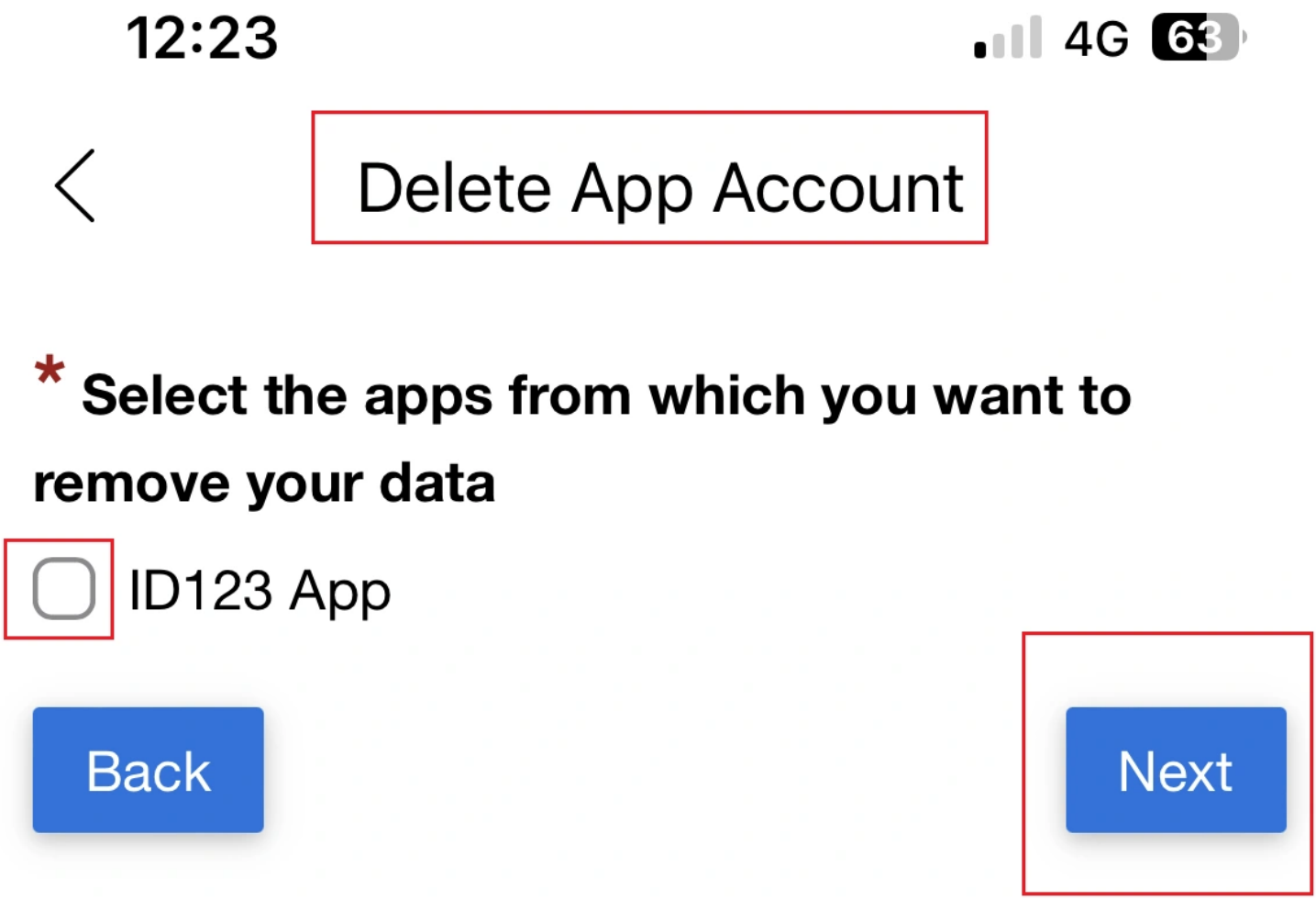
Answer

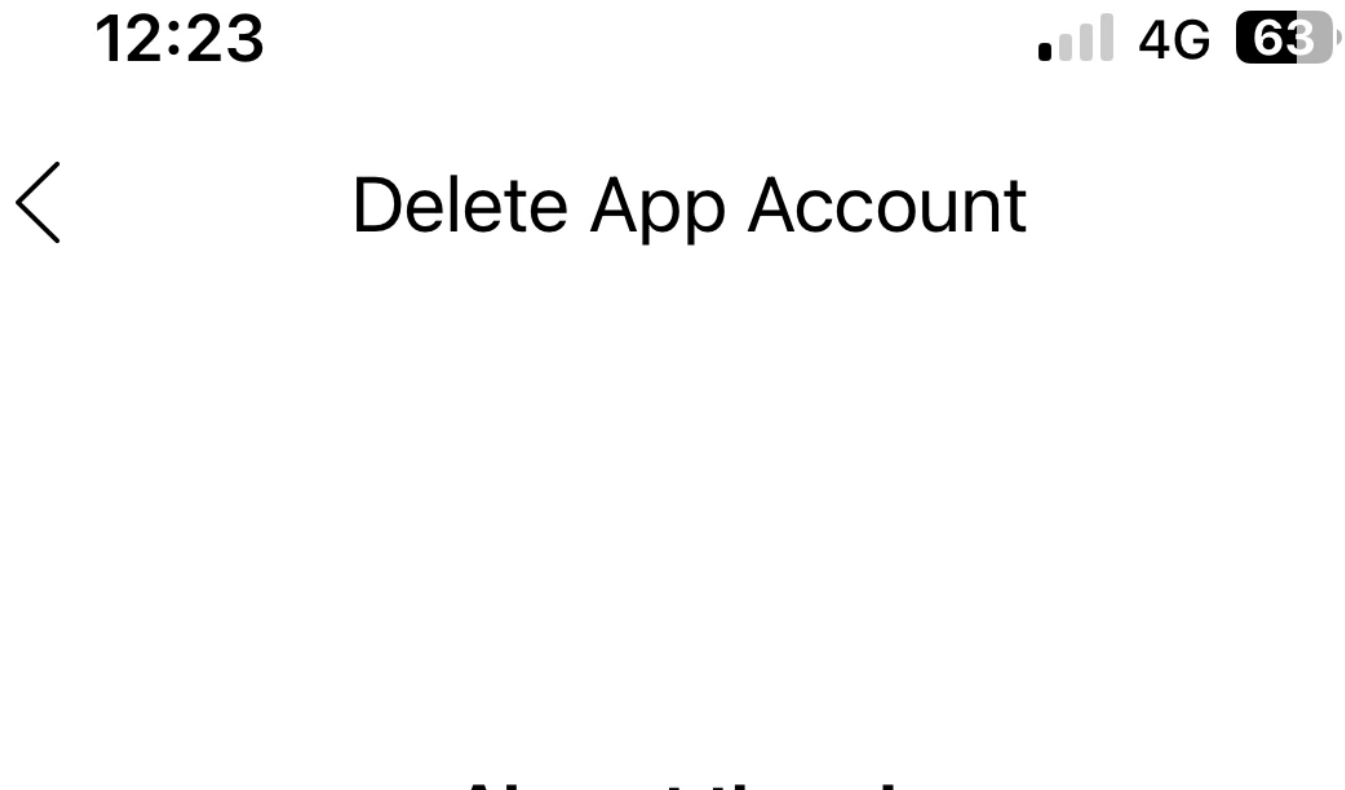
NEXT

* indicates a required field

Step 5: Confirm the App for Deletion

If you are logged in to multiple ID123 Apps, select the specific app from which you want your account data to be deleted, then tap ‘Next’.



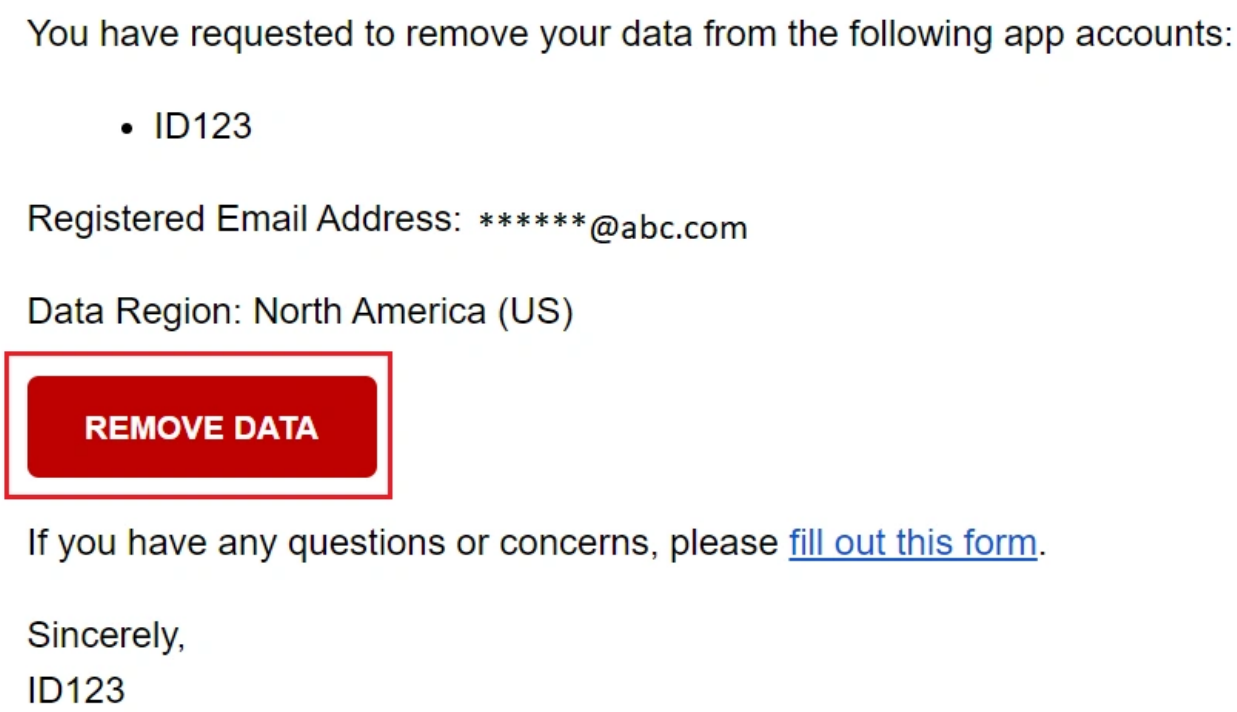


Step 6: Final Email Confirmation

You will receive an email confirmation with instructions to finalize the deletion.

- Open the email and follow the provided steps.

- The confirmation link will expire after 24 hours.
- If expired, you'll need to restart the process.



Important Information About Account Deletion

- Your digital ID cards, account data, and app access will be permanently removed.
- If you change your mind, make sure not to confirm the final deletion link in the email.
- Need help? Contact ID123 Support for assistance.