Troubleshooting Guide: Digital ID Card Not Loading in the ID123 App

Mobile Application · https://www.id123.io/knowledgebase/troubleshooting/

If your digital ID card is not loading properly in the ID123 mobile app, whether online or offline, follow the troubleshooting steps below to resolve the issue. This guide covers two common problems related to card loading and helps ensure your mobile ID card loads correctly every time.

Problem 1: ID Card Loads Online but Not Offline

If your card appears when you're connected to the internet but disappears when offline, you likely need to refresh your card cache. Follow these steps to fix offline card loading issues.

- **Step 1: Clear Your Card Cache**
  - Make sure your device is connected to the internet (Wi-Fi or mobile data).
  - Open the ID123 app and log into your account.
  - Tap the Settings icon in the top-right corner.
  - Select Clear Card Cache from the settings menu.
- **Step 2: Reload Your Card**
  - Go back to the app dashboard and check if your ID card has reloaded.
  - If not, tap Add Card, search for your institution’s name, and follow the prompts to re-add your digital ID card.
- **Step 3: Test Offline Access**
  - Disconnect your device from the internet.
  - Reopen the ID123 app.
  - Your digital ID card should now load successfully offline.

Problem 2: ID Card Not Loading While Online

If you're connected to the internet but your card still won’t load, try the following steps.

- **Step 1: Test Your Internet Connection**
  - Open your device’s internet browser and go to id123.io.
  - If the website loads successfully, proceed to the next step.
  - If the site does not load:
  - Enable cellular data or switch to a different Wi-Fi network.
  - Then retry the steps listed below.
- **Step 2: Clear the Card Cache in the App**
  - While connected to the internet, log into the ID123 app.
  - Tap the Settings icon in the top-right corner.
  - Select Clear Card Cache.
- **Step 3: Reload or Reinstall Your Card**
  - Go back to the dashboard to check if your digital card is now visible.
  - If not, tap Add Card, search for your institution, and reinstall your ID card.

Still Experiencing Card Loading Issues?

If you’ve followed the steps above and your mobile ID card still won’t load, our support team can help. Request App Support here.