Device Requirements for the ID123 Apps

Mobile Application · https://www.id123.io/knowledgebase/what-are-the-device-requirements-for-the-id123-apps/

Ensure your mobile device meets the necessary requirements to install and use the ID123 digital ID card app. This article outlines supported operating systems, security restrictions, and region-based limitations to help you get started quickly and securely.

Supported Operating Systems

To install and run the ID123 mobile apps, your device must meet the following minimum operating system (OS) requirements:

- iOS Devices: Requires iOS 12.0 or later
- Android Devices: Requires Android 6.0 or later

Tip: Keeping your device updated with the latest OS version ensures optimal app performance and security.

Rooted or Jailbroken Device Restrictions

What is a rooted or jailbroken device?

A rooted (Android) or jailbroken (iOS) device has been modified to bypass manufacturer restrictions. These alterations allow unauthorized access to system files and settings, which can introduce major security vulnerabilities.

Why ID123 Blocks Rooted or Jailbroken Devices

To protect your digital ID cards and personal data, ID123 blocks installations on rooted or jailbroken devices by default. These modified devices are more susceptible to:

- Malware infections
- Unauthorized data access

- Compromised security protocols

Can I Use ID123 on a Rooted Device?

Yes, but only with special authorization. If your mobile device is rooted or jailbroken and you need access to your institution-issued digital ID card, you must request approval directly from your institution.

Note: ID123 Support cannot approve this access. Only your issuing institution can authorize digital ID installation on a rooted device.

Country and Region-Based App Store Restrictions

The ID123 apps are available for download in most countries worldwide. However, due to regional restrictions, our app is not accessible in the following countries via the Google Play Store or Apple App Store:

1. Belarus
2. China
3. Cuba
4. Iran
5. Iraq
6. Nicaragua
7. North Korea
8. Pakistan
9. Russia
10. Sudan
11. Syria
12. Ukraine
13. Venezuela
14. Vietnam

If you're unable to find or download the app, please verify that your app store region is not set to one of these restricted countries.

Need Help?

If you have questions about device compatibility or access issues, please contact ID123 Support. Our team is here to assist you.