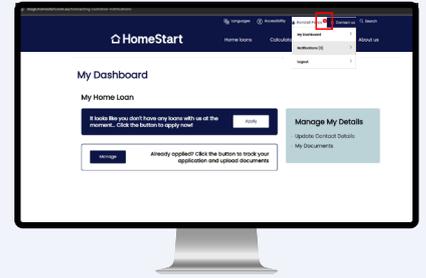# Verification of Identity (VOI) Guide - Desktop

If you're new to HomeStart Online, check your email to verify your address and begin your registration.
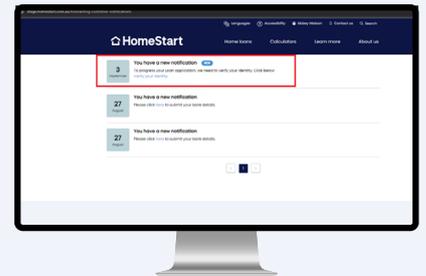If you need help registering, <u>click here</u>.

### Step 1

Log into HomeStart Online with your username and password, then complete the multi-factor authentication (MFA).

### Step 2

Go to Notifications and click on the 'Verify your identity' notification.
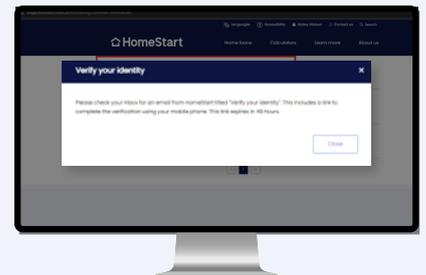
### Step 3

A pop-up will appear; click 'Verify your identity'.

### Step 4

Another pop-up will remind you to check your email for a link to finish the verification on your mobile device.

### Step 5

You'll receive either an email or SMS (based on your preferences) with a link to start the verification process.
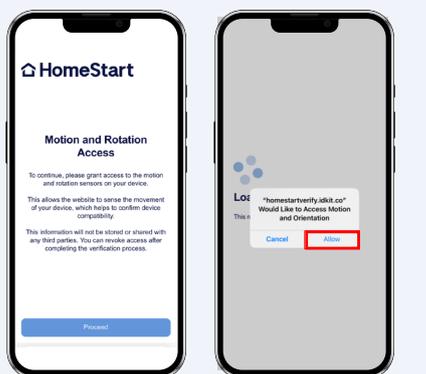
**On desktop:** Click the link in the email to go to a page with a QR code. Scan the code with your smartphone or tablet.

**On mobile:** If you open the email on mobile or tap the link in the SMS, it will take you directly to the Motion Rotation Access screen.

### Step 6

The Motion Rotation Access screen will appear.
Select 'Allow' to proceed.

### Step 7

Read and acknowledge the Privacy Consent and follow the prompts to complete the process.