

Verification of Identity (VOI) Guide – Mobile

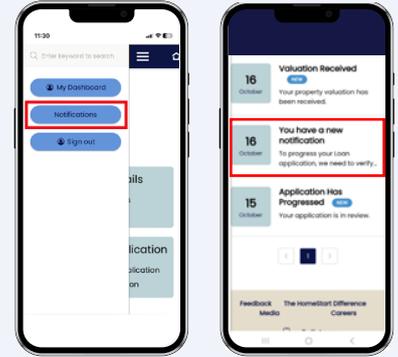
If you're new to HomeStart Online, check your email to verify your address and begin your registration. If you need help registering, [click here](#).

Step 1

On the HomeStart Online website, tap the three-line icon in the top-left corner. Select Customer Login. Enter your username and password, then complete the multi-factor authentication (MFA).

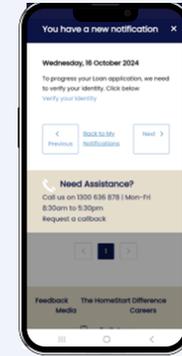
Step 2

Go to Notifications and tap on the 'Verify Your Identity' notification.



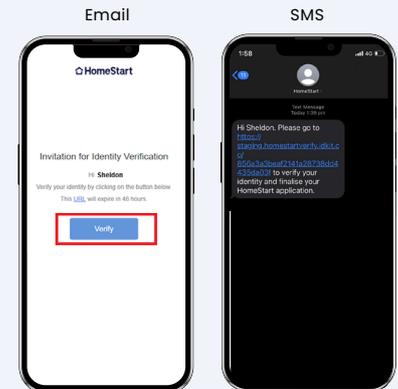
Step 3

A pop-up message will appear. Tap on the link that says, 'Verify your identity.'



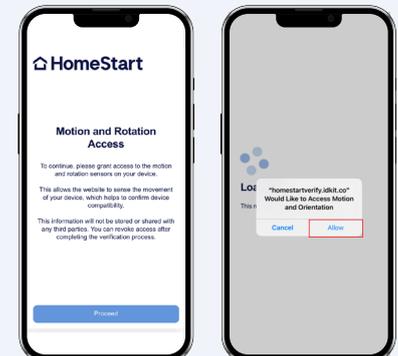
Step 4

You'll receive either an email or SMS (based on your preferences) with a link to start the verification process. Tap the link to begin.



Step 5

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



Step 6

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