

# GSD. Global – Mobile Phone - Touch ID on iOS device

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**Author:** {'link':

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General Information:

Possible symptoms/errors:

User wants to know how to set up Touch ID on iOS device

Alternative names of the system:

Touch IDUnlock device

**IMPORTANT NOTICE:**

This article is relevant for iOS users!

Solution:

Users can unlock their phone easily and safely by setting up Touch ID. A sensor in the home screen button of their iOS mobile device recognizes their fingerprint and unlocks the screen. Provide with user how to set up Touch ID by following this step-by-step guide which also contains a video tutorial after the last step.

Details:

NOTE: Also see the video after the last step to see a demonstration of the set up.

User device's home button and their finger should be clean and dryAdvise them to open Settings and tap Touch ID & PasscodeUser must enter their passcodeTap Add a FingerprintAdvise user to place their finger on the home button (don't press the button). Inform user to lift their finger and place it on the home but again for a few times.The instructions on screen tell user exactly when to lift and rest their finger on the home button.In the next screen they are asked to adjust your grip. That means they should place the outer part of their finger on the home button. Just as they would when holding the device normally.Advise user to lift and rest the edge of their finger again.When they are finished, they will see a screen saying Complete.Their Touch ID is ready and can now be used to unlock their phone.

Video demonstration of the set up:

Preview

Assignment Group:

Ext\_WW\_Mobile-Workplace\_SLS\_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

Video demonstration of the set up:

[https://fnc.service-now.com/sys\\_attachment.do?sys\\_id=8b6ee82bdb60b7c0040fff371d961962&view=true](https://fnc.service-now.com/sys_attachment.do?sys_id=8b6ee82bdb60b7c0040fff371d961962&view=true)