Apple/iOS Devices

Touch ID

To make sure it is enabled on an iPhone or iPad, go to Settings/Touch ID & Passcode. Here you can enable the feature and add a fingerprint or thumbprint.

To make sure it is enabled within the DSB App, open/sign in to the app, click Profile in the bottom blue menu bar, and check TouchID.

Face ID

To make sure it is enabled on an iPhone or iPad, go into Settings/Face ID & Passcode. Here you can enable the feature and add a Face ID. Then, click on Other Apps and make sure the toggle for DSB Mobile is turned On (green).

To make sure it is enabled in the DSB App, open the app, click Profile in the bottom blue menu bar, and check FaceID.