



Incode Workforce Enrollment Guide

This guide is designed to help IT and Security teams roll out **Incode Workforce** to employees. It explains who Incode is, why this rollout matters, and how users can have the smoothest possible verification experience.

Who is Incode

Incode is a global leader in **identity verification and authentication**. Our mission is to make trust simple by helping organizations verify real users with security and ease. Workforce is built to defend companies against modern identity-based attacks such as phishing, social engineering, and deepfakes.

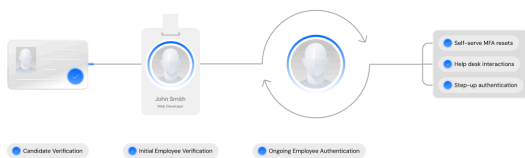
Headquartered in San Francisco with operations across the Americas and Europe, Incode powers solutions for some of the world's most security-conscious industries, including **financial services, healthcare, technology, and government**. Our platform has consistently delivered high-accuracy, low-friction identity verification at scale.



Why Your Company is Partnering with Incode

Cyberattacks increasingly target employees at critical access points like password resets, MFA recovery, and IT support calls. Traditional methods (security questions, SMS OTPs) are vulnerable and often exploited.

By deploying Incode Workforce, your company:



Protects against **deepfake and impersonation attacks**

Strengthens **zero trust security posture**

Ensures **real employees** are behind every IT request

Provides employees with **fast, frictionless help desk support**

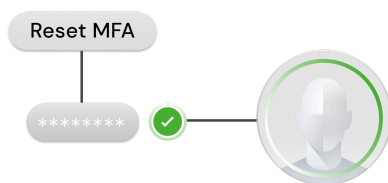
In short, Workforce makes sure that only you—not an attacker pretending

to be you—can gain access when it matters most.



What You Need to Do

Enrollment is a **one-time process** that takes about 60 seconds. Once enrolled, you will be able to:



Reset your password or MFA securely

Confirm your identity when contacting IT

Keep your account protected with biometric-grade verification

You'll receive a prompt from IT with a link or QR code to complete your enrollment. Have your ID ready and follow the on-screen instructions.



How You'll Start Enrollment

Your IT team will share details on how to trigger the Workforce enrollment experience, either from your **Okta account** or through **Slack**. Once you begin, you'll be prompted to scan a QR code as part of your Okta login. This will launch the verification experience on your **phone or desktop**.

Here's what you can expect:

- **From Okta:** When you log in, you'll see a request to set up Incode Workforce as part of your security profile. Clicking "verify with Incode" generates a QR code.
- **From Slack or IT message:** Your IT or Security team may send you a link or a request to complete your enrollment directly.
- **Scanning the QR code:** Once scanned, your verification process begins. Most employees complete enrollment on their **mobile device**, but you can also use a desktop with a camera.

Best practice is to complete enrollment when you have a couple of minutes free, in a space with good lighting and your government-issued ID close at hand. While the process only takes about one minute, being prepared ensures a smooth and frustration-free experience.



Not Everyone Needs to Enroll Immediately

This rollout is designed to be **flexible and minimally disruptive**. Not all employees will need to enroll at the same time. In many cases, you'll only be asked to complete enrollment **when prompted by IT** (for example, during a password reset, MFA recovery, or help desk verification).

In some companies, enrollment is introduced in **waves** to ensure smooth adoption. Your IT team will let you know if you are part of an early wave or if you should wait until you are prompted.



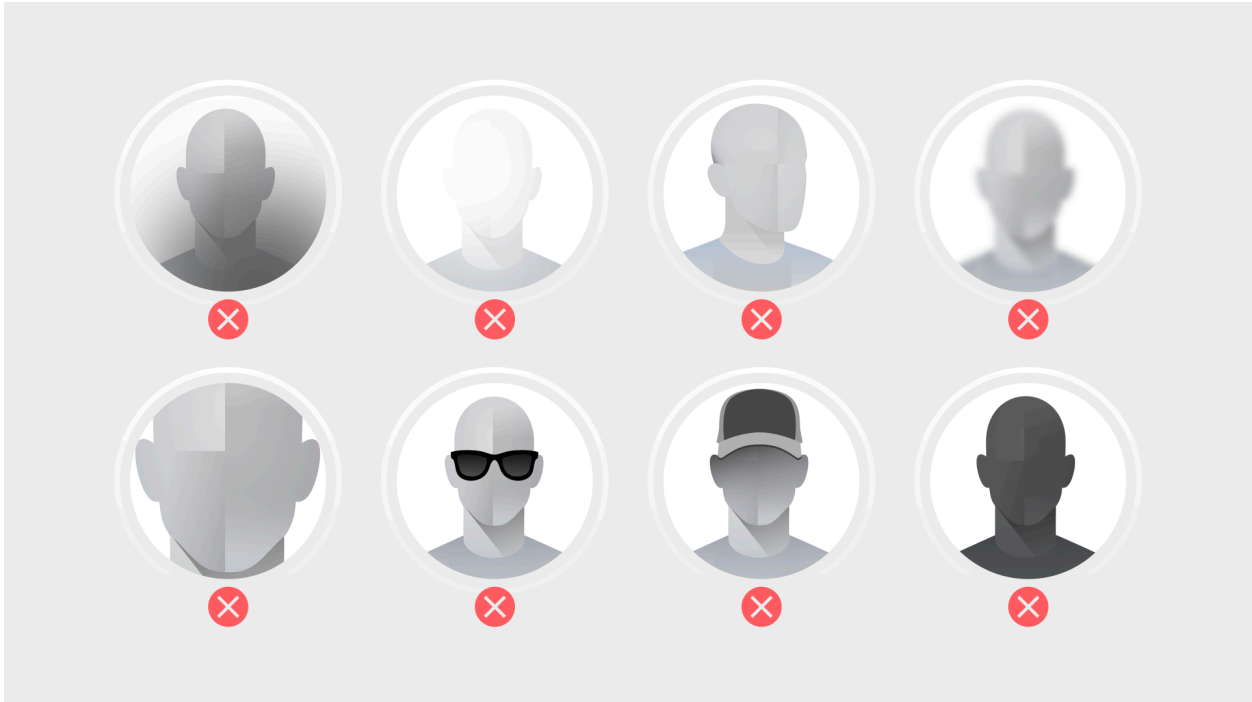
Best Practices for a Smooth Verification

To ensure successful verification, please follow these tips:

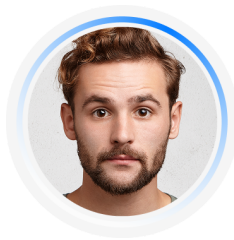
For Selfie Capture

- Choose a **well-lit area** with even lighting and minimal shadows.
- Face the camera directly, keeping your full face inside the frame.
- Remove hats, masks, or tinted glasses to avoid rejection.
- No need to move your face / head, the capture will be taken automatically.

The system will check for things like correct face size, angle, expression, and lighting conditions:

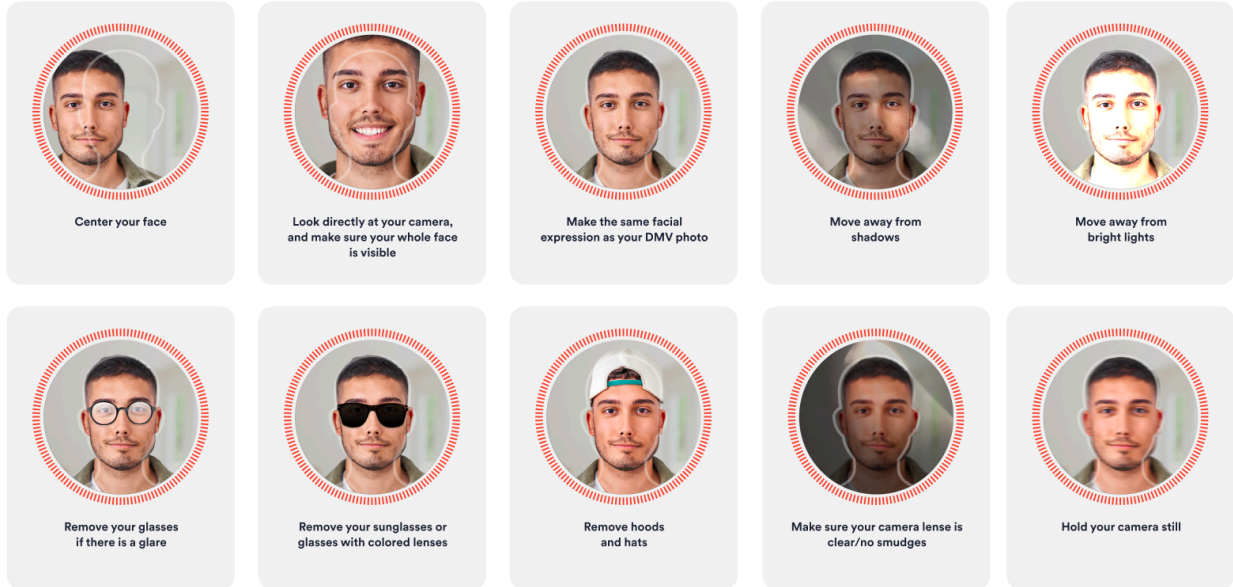


Requirements for a successful verification:



- Correct face angle
- Face angle
- 1 face
- No glasses
- No hats
- Balanced light
- Neutral expression

If your selfie doesn't meet the requirements, Incode provides instant feedback so you can adjust. Below are some common issues to avoid:



Additional checks also ensure that only **one face** is detected and that no accessories interfere with the capture.

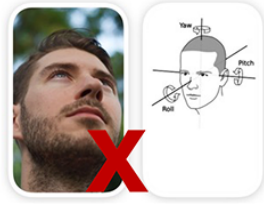


Additional faces in background

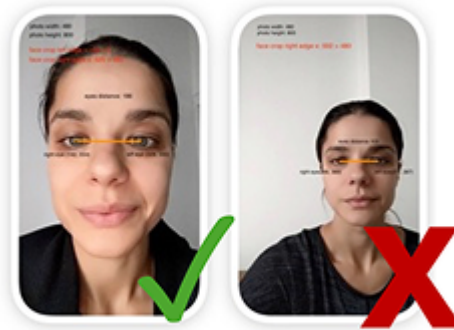


Additional accessories

Face angle needs to be centered in the middle of the frame. User is provided "instant" feedback to help with best image capture.



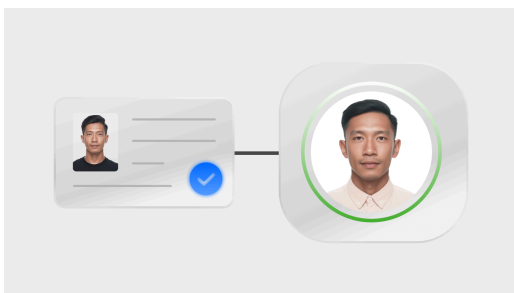
Face angle



Face size



For ID Capture



Use a **valid, non-expired government-issued ID** (driver's license or passport recommended).

Ensure the ID is **clean, undamaged, and fully visible**.

Avoid glare or direct reflection—natural lighting works best.

Hold the ID steady within the on-screen frame; do not cover any details with fingers.



After Enrollment

Your **daily login process remains unchanged**.

For sensitive actions (e.g., password resets, MFA recovery, or help desk support requests), you may be asked to quickly verify with Workforce using a selfie (and occasionally your ID).

This gives IT confidence that every request is genuine and protects you from impersonation threats.



Privacy and Data

Your privacy matters. Incode Workforce only collects and processes the minimum information required to verify your identity, according to your company's security and compliance policies. All data is encrypted and securely processed. For more details, visit: [Incode Privacy Policy](#).



FAQs

1 Do I need to enroll right away?

Not necessarily. Enrollment may happen in waves or only when you are prompted for specific actions like resetting MFA or contacting the help desk.

2 What IDs can I use?

A valid, non-expired government-issued ID such as a driver's license or passport is recommended. Check with your IT team for specific accepted IDs by your organization.

3 How long does enrollment take?

Usually less than one minute if you have your ID and a well-lit space ready.

4 Can I enroll on my computer instead of my phone?

Yes. Most employees prefer using their phone, but you can check with your IT team if desktops with cameras are supported by your organization's policies.

5 What happens if my selfie or ID is rejected?

You'll get instant feedback on what needs to be adjusted (lighting, angle, etc.) so follow those prompts (see best practices above). If you verification is unsuccessful your IT team should provide specific details so you can go through the verification process again. Common reasons for verification rejection are: Blurry ID or selfie, misaligned ID or selfie, environment is too dark or too light, ID document type expired or not accepted by your organization.

6 Will this change how I log in every day?

No. Daily login stays the same. Workforce is used only for higher-risk events like password resets or IT requests.

7 How is my personal data handled?

Your data is encrypted, processed securely, and used only for identity verification in line with company security policies.

8 Is this mandatory?

No, enrollment in Workforce is not mandatory. If you choose not to verify with Incode, your organization should provide an **alternative process** for identity verification in scenarios like password resets or help desk requests. However, using Workforce is the fastest and most secure way to complete these actions.



Final Note

Rolling out Workforce is a key step in making sure **security and employee experience work together**. By enrolling, you help keep your organization safe from evolving threats while ensuring faster, more reliable IT support.