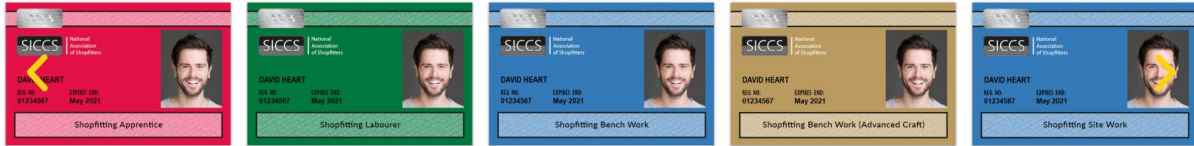




A Simple Guide to Accessing your Digital SICCS Card



Follow the easy steps below and you are good to go!

Step 1: Download the Vircarda app

- Search for "Vircarda" in the [Google Play Store](#) (for Android) or the [Apple App Store](#) (for iPhone).
- Select and install the app. It is free to download.

Step 2: Sign in with your registration code and PIN

- Open the Vircarda app. You will be prompted to sign in with details from an SMS or email you received.
- If you received a link in the SMS, click it first. This will provide the registration code and PIN needed for the app.
- Enter the registration code and PIN into the app and continue.

Step 3: Create your account

- Confirm your email address and create a new password for your Vircarda account.
- You may also be asked to enter your mobile number for account recovery purposes.
- Accept the terms and conditions and create your account.

Step 4: Access your card

- Once your account is set up, your virtual card will be displayed on the main screen.
- You can view the QR code by selecting "Read Card" and see your core details under "Core Data".

If you need to transfer your digital SICCS card to a new phone the process is straightforward and here's how.

Sometimes we upgrade our phones, or we can lose them, transferring your SICCS digital card to a new device is easy, just follow the simple steps below.

Step 1: Download the Vircarda App from your relevant app store and install it onto your new device.



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Step 2: Launch Vircarda

- When you first Vircarda on your new device, the login button is shown in the middle of the registration screen, click the "Login" button and enter your email address and password credentials that were used when you first registered with Vircarda.
- Click on the "Add Card" button and select the relevant card from the list.
- When the card has downloaded to the new device, it will automatically remove the old one (provided the old one is still online).

What if you forget your password?

If you forget your password, don't worry it is recoverable and we can have you back to accessing your digital SICCS card easily.

- Please select the "Forgotten Password or Email Address" option on the login screen within the Vircarda App.
- You will be prompted to provide the email address that you have used when first created your Vircarda account.
- Vircarda will then ask you to select the email address or mobile number (if one was provided), which will enable you to have the reset password PIN sent to you.
- Once you have received your PIN, enter the number as instructed within the Vircarda App (note: this must be entered within 10 minutes, or the PIN will expire).
- Enter a new password and re-enter to confirm. You will now be able to log back into your Vircarda and view your card.

Note: It is highly recommended that you add your personal mobile number for account recovery purposes (if you have not already done so) under "Account Management".

If you opted not to provide a mobile number when you created your account, your account details may not be recoverable. You will **NEED** to create a new Vircarda Account and contact your card issuing organisation for more assistance enquiries@shopfitters.org