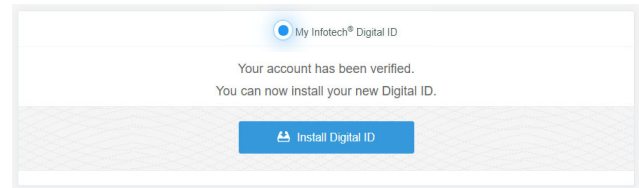# Infotech® Multi–Browser Digital ID Installation

Once you've applied for an Infotech® multi–browser Digital ID and had your identity verified by a member of the Infotech customer support team, your ID will need to be installed before it can be used.


Before you begin

- When installing the ID, log in to the Infotech service from the same device and use the same browser as when you created the ID.

- Create the backup ID when prompted and save it to an external media, such as a flash drive. You'll need it if you use a different computer or if you experience data loss. If you create the ID on a laptop using Chrome, you can't use it on a laptop using Edge or Desktop using Chrome unless you import it. The service will let you know if you have to import your ID.

- The service does not keep a copy of your ID file.

- If you haven't yet deleted the backup file of your old Digital ID, now's a good time to do it.

Ready to install your Digital ID?

Once your business information has been checked, you'll receive an email with a link to install your ID.

1. Click the link, or log in to your account. You can manage the installation of your Digital ID from the Digital ID tab of the My Account page.

2. Click **Install Digital ID**.

3. Create your backup ID by clicking **Back Up Your Digital ID**.

4. Click **Back Up**.

5. If you see a Save As window, navigate to the flash drive or other external media where you will save your backup Digital ID. If you don't see the window, your backup ID was saved in your Downloads folder. Copy the backup to the flash drive or other external media.
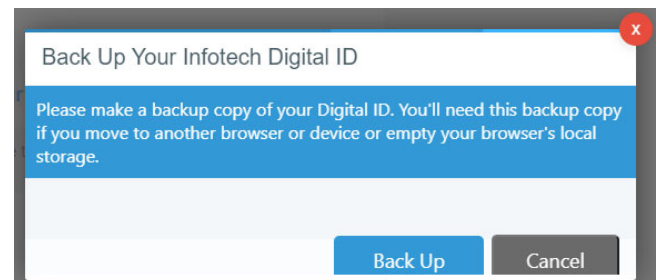
Test or import your Digital ID

Once you've applied for, installed, and made a backup copy of your multi-browser Digital ID, test it out to make sure there will be no problems when bidding. Use a different browser or computer and import your backup ID. If you can import it without any problems, your ID was successfully created.

Before you begin

If you didn't backup your ID when it was installed, please do it now. Use the same computer and browser from when you created the Digital ID, and click **Back Up** on the Digital ID page. If you see a Save As window, navigate to the flash drive or other external media where you will save your backup Digital ID. If you don't see the window, your backup ID was saved in your Downloads folder. Copy the backup to the flash drive or other external media.

Ready to test or import your Digital ID?

1. Log in to the service using a different browser than the one where your Digital ID was created. For example, if you created the ID using Chrome, log in to the service using Edge.

2. Go to your account pages by selecting **My Account** from the **three lines** in the upper left corner. Click **Digital ID** from the sidebar menu.

3. If you see a message that the service couldn't find your Digital ID, then you're using a good browser to test your ID. If you don't see the message, use a different browser.

4. Click **Import my Digital ID**.

5. Click **Select backup file**.

6. Navigate to and select your backup ID file. It will be named **FIRST LAST Digital ID.json**. Click **Open**.
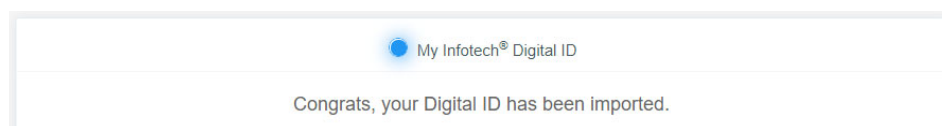
If your ID didn't import, please contact customer support: support@bidexpress.com. A member of our customer support team will be happy to assist you.