



To complete this process, you will need your **Username, Password**, and a valid **Driving Licence or Passport** for verification.

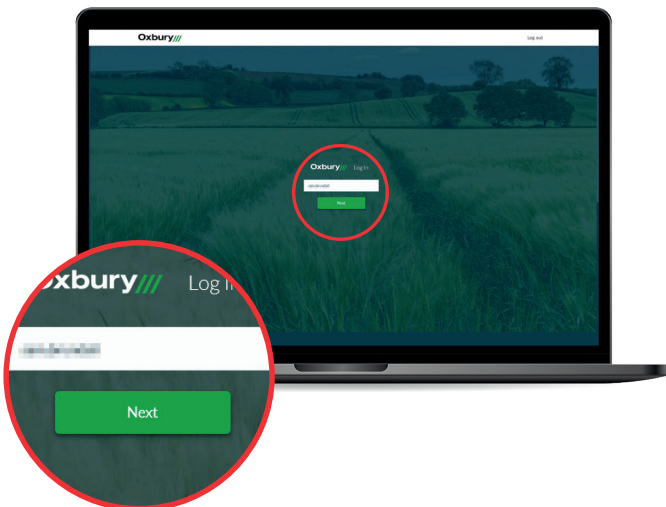
1

ENTER YOUR USERNAME

Access our website www.oxbury.com via a computer/laptop or tablet's web browser and press 'log in' in the top right corner.

On the login page, enter your username into the required field, then press Next.

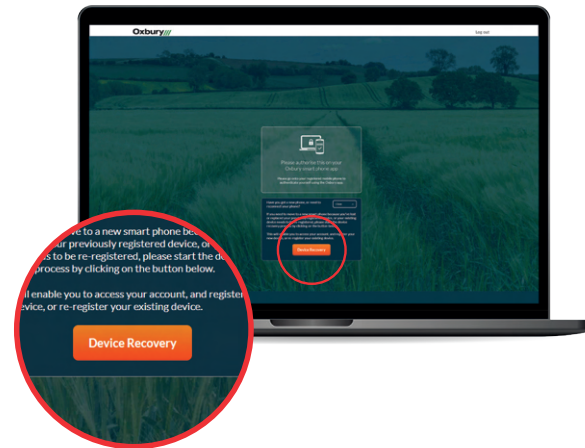
This initial setup cannot be done on the new phone alone.



2

INITIATE DEVICE RECOVERY

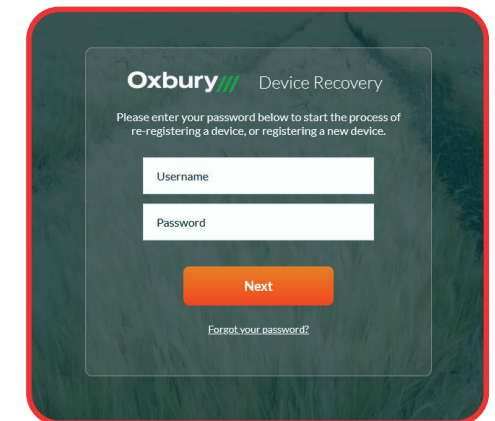
When prompted with the question "Have you got a new phone, or need to reconnect your phone?", click 'Learn More' and then click on the 'Device Recovery' button that appears.



3

RE-ENTER LOGIN DETAILS

You will be asked to re-enter your username and password for revalidation.

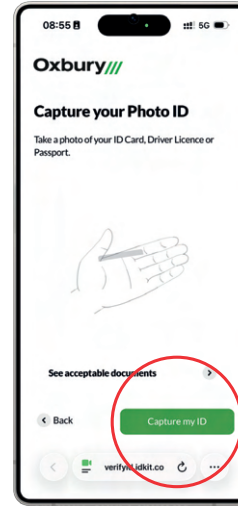
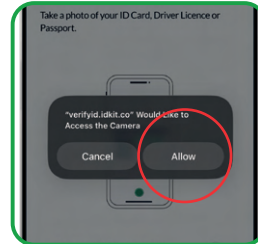
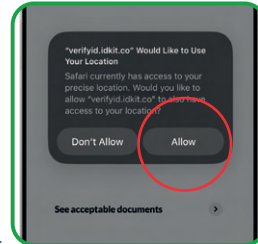
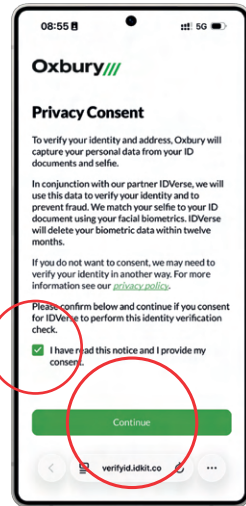


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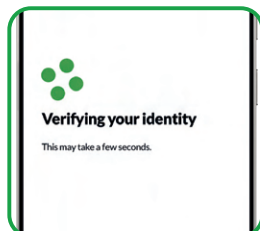
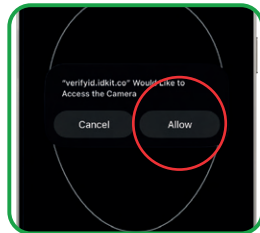
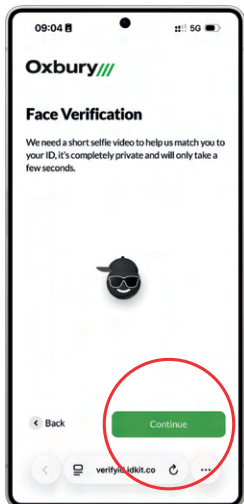
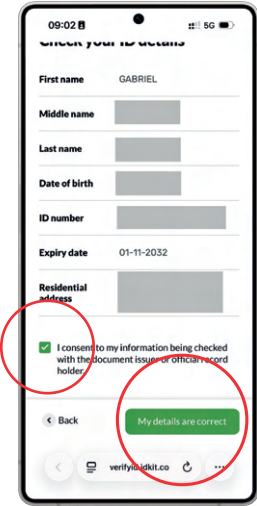
UPLOAD YOUR IDENTIFICATION

Follow the on screen instructions to take a clear photo of your **Passport** or **Driving License**.

You will also need to record a short video selfie so the system can match your face to your ID.



Note: Repeat for the back of the ID.

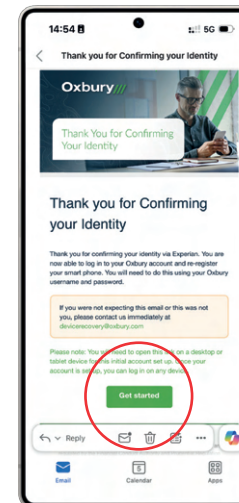


8

COMPLETE SETUP ON A COMPUTER / DESKTOP

Once your ID is approved, you'll receive a "Thank You" email. Click 'Get started' within that email.

You must use a desktop or tablet for this specific step to successfully link your account.



YOU ARE ALL SET

Log in to your new phone.

Now that your account is reset, you can open the Oxbury App on your new phone and log in as normal.



If your checks do not automatically pass our verification checks, you will receive a 'get in touch' email.