



### 1. What is VeriMark™ Companion?

VeriMark™ Companion is a mobile app (iOS / Android) that provides a secure backup login method for VeriMark™ Access. When your VeriMark™ NFC+ Security Key is unavailable, it generates an 8-digit TOTP security code for login.

### 2. Why do I need VeriMark™ Companion if I already have a VeriMark™ NFC+ Security Key?

VeriMark™ NFC+ Security Key is the primary login method. VeriMark™ Companion acts as a recovery login option when the VeriMark™ NFC+ Security Key is not available.

### 3. How does VeriMark™ Companion generate the backup login code?

VeriMark™ Companion generates an 8-digit time-based one-time password (TOTP) that refreshes periodically. It can be used to log in if your VeriMark™ NFC+ Security Key is unavailable.

### 4. Can I use VeriMark™ Access without installing VeriMark™ Companion?

No. VeriMark™ Companion is required during initial setup to complete backup login binding and generate recovery codes.

### 5. Can I bind more than one phone to VeriMark™ Access?

No. A VeriMark™ Access account can be bound to only one mobile device.

### 6. Can I bind VeriMark™ Companion to multiple computers?

Yes. The app can pair with multiple computers and display each one in the Paired Computers list.

### 7. Does VeriMark™ Companion require an internet connection?

No. The app works offline and generates codes without network access.

### 8. What information does VeriMark™ Companion display for each paired computer?

It shows the computer name, username, and the corresponding 8-digit TOTP code.

### 9. Can the TOTP security code be used on any computer?

No. Each TOTP code is tied to a specific paired computer.



### 10. What happens if I uninstall VeriMark™ Companion?

Uninstalling VeriMark™ Companion removes all paired records. You will need to rebind the app through VeriMark™ Access.

### 11. What should I do if I lose my phone with VeriMark™ Companion installed?

Log in using VeriMark™ NFC+ Security Key or a backup code, remove the lost phone in VeriMark™ Access, and bind a new one.

### 12. How do I change or reset the phone bound to VeriMark™ Access?

Go to VeriMark™ Access > Settings > Reset Backup Phone, then bind the new phone.

### 13. Does changing phones affect my VeriMark™ NFC+ Security Key?

No. Mobile binding is independent of NFC+ Security Key registration.

### 14. Is the TOTP code unique for each computer?

Yes. Each paired computer has its own TOTP seed and code.

### 15. Can I use the TOTP code to log in if my VeriMark™ NFC+ Security Key PIN is locked?

Yes. You can use VeriMark™ Companion's 8-digit TOTP code as a way to login when your VeriMark™ NFC+ Security Key is unavailable.

### 16. How secure is VeriMark™ Companion?

All data is stored locally and encrypted. No cloud sync is used.

### 17. Does VeriMark™ Companion sync any data to cloud services?

No. All data remains local to your device.

### 18. Can I use VeriMark™ Companion to delete or manage VeriMark™ NFC+ Security Keys?

No. Key management must be done in VeriMark™ Access on your computer.