Frequently Asked Questions

Q: Where can a developer learn more about the ioXt Pledge and the Mobile Application profile?
A: The pledge is available here and the certification details for the Mobile Application Profile are here.

Q: Does a developer need to be a member of ioXt to go through certification?
A: Yes, the developer must be a Contributor and membership is free. See the membership chart for more details.

Q: How does a developer get certified?
A: Developers have the option to choose Self-Certification or Authorized Lab testing to become certified. The process is outlined here and below:

1. Create an account.
2. Choose Self-Certification or Authorized Lab testing. For lab testing, developers can choose from any of ioXt's Authorized Lab Partners.
3. Enter app details into the ioXt certification portal
    a. If choosing Self-Certification, enter your product information and submit for review. If choosing an Authorized Lab, you'll be prompted to complete a brief questionnaire that will be sent to the lab. Once the lab has completed testing and entered your results, you'll be prompted to review / approve your security profile score.
4. Submissions are reviewed and approved if the app meets criteria.

Q: How long is the certificate valid?
A: One year. After one year, the developer must recertify the latest version of their application in order to maintain compliance.

Q: Can the app score change over time?
A: The certification for the app version is valid for a year, however the score may change if a researcher finds an issue, or a new app version changes the security rating of the device (up or down) and the developer decides to retest.

Q: How long does it take to get certified?
A: For developers that go through Authorized Lab testing, timeframes may vary. On average, the process takes anywhere from 2-4 weeks from initiation to completion. This includes time for lab testing and for the developer to take any required corrective action. This time window can be longer depending on your team's ability to implement changes and your release schedule.

Q: How long does it take for the results to show up on the ioXt Certification Portal?

A: Results will not be made public until the developer has reviewed their final security profile score and submitted for publication. Once submitted, the certification results should be posted within two business days.

Q: Who can the developer reach out to if they have any questions about the specific criteria descriptions or the process?
A: appsales@ioxt.com is the program's primary point of contact.

Q: What types of apps are applicable for this program?
A: Any app that communicates to / through a cloud service is in scope for this program. This includes a variety of app categories including IoT, fitness/health, social, comms, VPN, productivity & many more.

Q: What is the scope of assessment?
A: The scope of the assessment consists of client-side security, authentication to the backend/cloud service, and connectivity to the backend/cloud service looking at general security and some privacy best practices, most of which are rooted in the OWASP MASVS principles.

Q: What sort of assurances does ioXt provide for apps that are self attested?
A: Certified apps are monitored on an ongoing basis by ioXt researchers, who are awarded to identify security issues through continuously vetted processes. Each certification listing has options for researchers & the broader community to dispute the certification or report vulnerabilities found in the app.

Q: Why this standard?
A: Most standards are somewhat broad and have a lot of criteria that cannot be objectively tested. ioXt is very focused on providing testable criteria. That being said, ioXt criteria maps to other standards coming from NIST, OWASP, and others.

Q: How does this standard align with (national) legislation?
A: ioXt works closely with standards organizations and government advisory boards, and has received recognition from NCSC & NIST.