

When you're asked to complete an identity check as part of your background screening, you'll go through a simple four-step process. This guide walks you through exactly what to expect.

Before you start — things to keep in mind:

- Scans and photocopies are not accepted — use the original document
- Show all details, including the bottom two lines of a passport
- Avoid glare — move away from direct light
- All details must be clear and nothing blurry

1**Select the issuing country for your document**

The first thing you'll be asked to do is select the country that issued your identity document. This determines which documents are available to you.

Generally, accepted documents include a passport and a national identity card, though this can vary by country.

2**Choose your document type**

After selecting your country, you'll see the available document types. Click the option that matches your document. You may then be shown on-screen guidance for how to photograph it.

Once you've read the guidance, click Continue on phone to move to the photo stage.

3**Take your document photos on your smartphone**

The photo process happens on your smartphone. Here's how it works:

- Click Get secure link on your computer screen.
- Scan the QR code with your smartphone camera — or copy the link and send it to yourself.
- Keep your computer window open while you complete the process on your phone.
- On your phone, press Continue and allow camera access when prompted.
- Position your document inside the frame. For passports, show the photo page. For driving licences, national ID cards, and residence permits, you'll need to photograph both sides.
- Review your photo — check it's clear, shows all details, and has no glare. Press Redo if needed, or Upload when happy.

4

Take a selfie

After your document photos, you'll be asked to take a selfie. This is used to confirm that the face in the document matches the person completing the check.

- Remove your glasses if you wear them.
- Face forward with your eyes clearly visible.
- Make sure your whole face fills the frame — your employer will be able to see this image.
- Press Redo if you want to retake it, or Upload when you're happy.

Once you've finished on your phone, head back to your computer. You should see Identity check submitted on screen.

If there are any issues, our support team will be in touch by email.

Questions? Contact your recruiter or reach out to us via live chat.

help.zincwork.com