



## half-half plus ID verification fail



For users experiencing a failed ID verification for the Thai government's "Half-Half Plus" subsidy, the primary cause is a discrepancy between the information entered and government records or poor quality face scans. The verification process for the scheme is handled through the Pao Tang mobile application and Krungthai Bank. [🔗](#)

### Reasons for ID verification failure

- **Information mismatch:** The name, ID card number, or other personal details entered during registration do not match the official records of the Department of Provincial Administration (DOPA).
- **Failed facial recognition:** The face scan does not match the photo on the national ID card. This can be caused by poor lighting, wearing glasses or a hat, or attempting to verify in a public area.
- **Expired ID card:** The submitted ID card has already expired.
- **System overload:** High user traffic can overwhelm the system, causing errors during peak registration times.
- **Application issues:** Problems with the Pao Tang app itself can cause verification to fail. [🔗](#)

### How to resolve a failed ID verification

You can attempt to verify your identity in three primary ways. If the app-based method fails, it is highly recommended to use one of the physical verification options.

#### 1. Re-verify in the Pao Tang app

- **Improve your photo:** Attempt the face scan again in a well-lit area with a neutral background, and remove any accessories like glasses or a hat.
- **Correct personal data:** Double-check that all information, including your 13-digit ID number, is entered exactly as it appears on your card.
- **Reinstall the app:** In some cases, deleting and reinstalling the Pao Tang app can resolve technical glitches. [🔗](#)

#### 2. Verify at a Krungthai Bank ATM

This method is reliable if the face scan fails multiple times.

- **Find a gray ATM:** Go to a gray Krungthai Bank ATM with a "Confirm ID" sticker.
- **Start verification:** Select the "Verify Identity" menu without using an ATM card.
- **Insert your ID card:** Insert your national ID card into the designated slot.
- **Complete the process:** Follow the on-screen instructions. The system will process your information with the government's DOPA database. Once finished, return to the Pao Tang app to complete your registration. [🔗](#)

#### 3. Visit a Krungthai Bank branch

Ask anything



17 sites

ยืนยันตัวตน "คนละครึ่งพลัส" บนแอปเป่า  
ดัง มีช่องทาง เช็กรหัสยืนยันตัวตนได้ที่นี่  
Oct 19, 2568 BE — ยืนยันตัวตน "คนละครึ่งพลัส" บนแอปเป่าดัง มีช่องทาง เช็ก...



AI can make mistakes, so double-check responses





Aug 09, 2000 BE เรื่องหลอกลวง  
ญี่ปุ่น \* ยืนยันตัวคนไทยพาณิชยที่ตู้atm. ... 

 TikTok 

People rush to contact banks after being unable t...  
Oct 19, 2568 BE — People rush to contact banks after...



 YouTube · ThaiPBSNe... 

Show all