

Verifying Your Identity

Our system uses an automated identity verification technology to ensure you are who you claim to be.

This is done in two steps:

- **Capturing images of your Government issued ID**
- **Capturing an image of yourself**

When capturing images of your government issued ID and yourself, it is important to get clear and high-quality pictures. The capture process will guide you in real time on how to capture your images, but here are some useful tips and tricks.



Government Issued ID Image Capture – Tips and Tricks

Preparation Tips

1. Ensure your camera lens is clean and unobstructed.
2. If you have a protective case which covers your camera lens, please remove it before proceeding.

Image capture process

1. Lay your government issued ID on a flat surface.
2. Hold your camera 4 to 6 inches straight over your document.
3. Follow the onscreen directions to capture your images.
4. Refer to the following examples for best results.

Acceptable image

Entire image captured, with all 4 corners, nothing blocking the image, no blur, and no glare.



Must show all four corners of card

Ensure the full document is in the frame – extra background is fine, as long as you get all 4 corners.



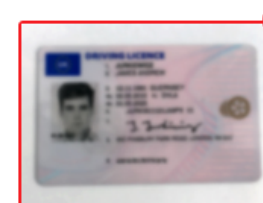
Must not be covered in any way

Ensure there is nothing obstructing the image. Avoid holding in your hands for this reason.



Must not be blurry

Do not move the camera while taking the picture.
Consider cleaning your phone's camera lens with your shirt before capture.



Must not have glare from direct light

Avoid using a flash when capturing the image.
Avoid harsh overhead lights – natural light is best.



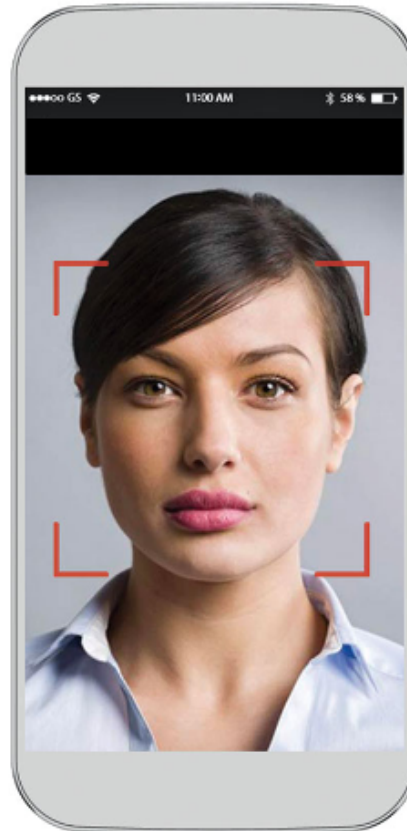
Selfie Capture – Tips and Tricks

To confirm your identity, you will next take a picture of yourself. Our solution will use AI to compare your face to the headshot from your government issued ID, ensuring that you are who you claim to be, and protecting your account.

Remove your glasses, hat and mask.

Hold your camera 7 to 10 inches straight out from your face.

Hold the camera steady to avoid blur.



Ensure your hair is not blocking your face.

Avoid sharp light on your face – natural light is best.

Ensure your face takes up the majority of the photo.