

UR

ПОШАГОВАЯ
РАЗБЛОКИРОВКА
ПРОФИЛЯ
UPWROK

upworkrelocate.com



ШАГ ПЕРВЫЙ

Процесс разблокировки мы начинаем с **отправки заявки UpWork** с просьбой о снятии ограничений в связи с **переездом**. Оставляем **заявку** на их сайте по **специальной ссылке**

<https://support.upwork.com/hc/en-us/articles/5313574196627-Appealing-an-Account-Suspension>

По ссылке можно перейти с **обычного VPN**, так как там не требуется вход в **аккаунт**



ДАЛЕЕ

После этого нажимаете кнопку **Оставить заявку**
И там указываете текст:

*Good evening !
My name is and I have an account on your platform. Last years I was living in Russia, but due to my location I got a restriction to work on your platform. I have already relocated to Poland and I would like to continue working on Upwork. Can you help me to remove restrictions from my account?
Best regards,*

Также указываете **почту**, на которую зарегистрирован
аккаунт **UpWork**



ДАЛЕЕ

После этого вы можете наткнуться на **баг UpWork** и вам придет сообщение на **почту**, что вашего аккаунта **не существует**.

Переживать не нужно - отвечаем на это письмо, утверждая, что у нас **есть аккаунт** и прикрепляем **скриншот**, что на эту почту нам приходили письма от **UpWork**

upwork

Dear Alexandr Ivanov,

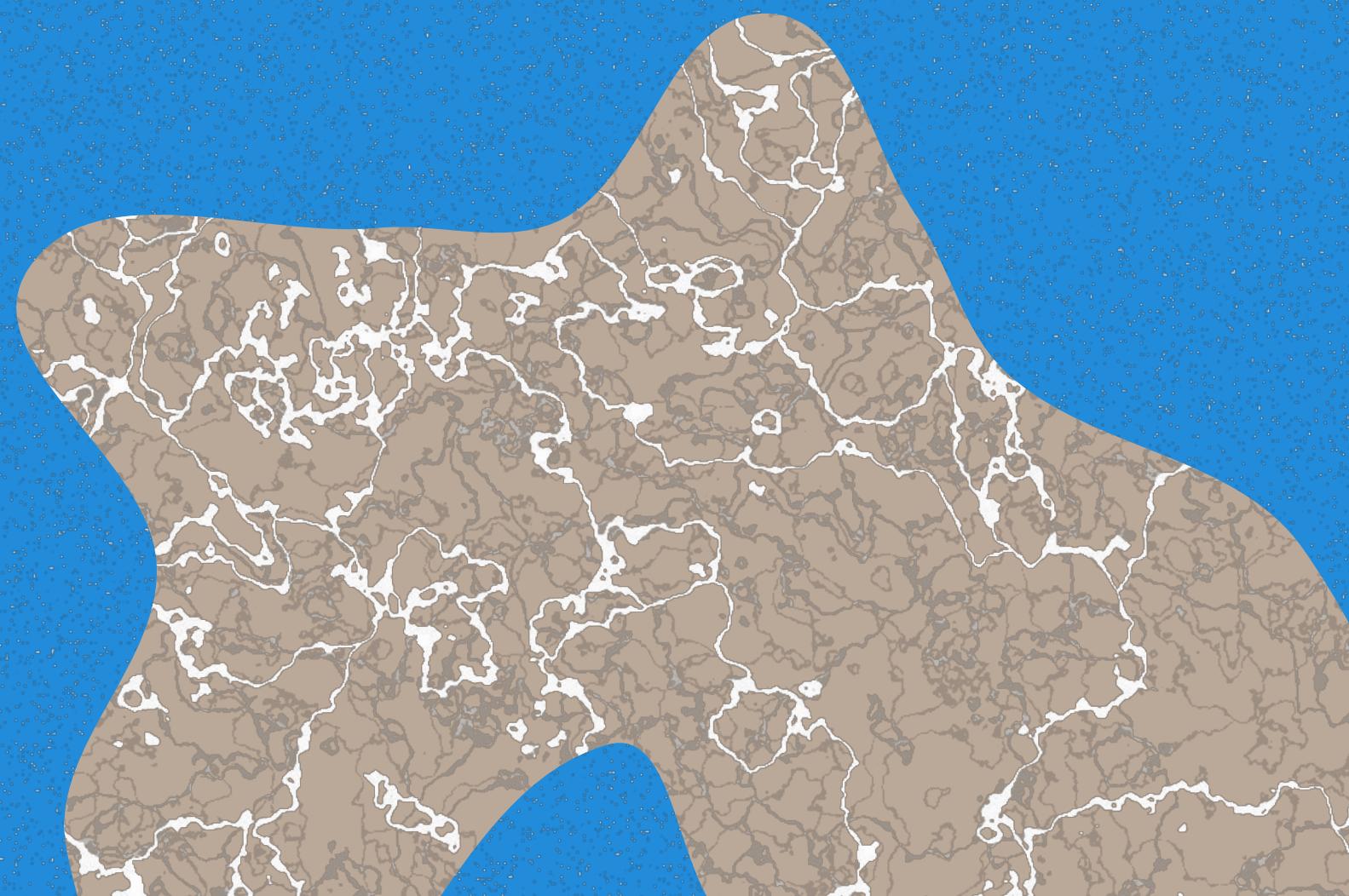
We appreciate you reaching out to us with your appeal concerning the suspension of your Upwork account. Upon diligent review of your case, we have determined that the account you referenced is either not found within our database or is active without any suspensions noted. This discrepancy might be due to inadvertent errors in the account details provided or a misapprehension regarding the account's current standing.

Should you believe that there has been a miscommunication, or if you have further inquiries or concerns, we are at your service for additional support. For detailed guidance on the appeal process or to engage



ДАЛЕЕ

Вы получите
автоматический ответ от
бота **UpWork**, что они
приняли вашу заявку.



Jhoana V (Upwork Help)

Oct 25, 2022, 4:49 PM GMT+3

Hello Andray,

Thank you for contacting the Upwork Support Team.

We wanted to let you know that we have received your request and are currently looking into this for you. Please feel free to update this request at any time with any additional information that you feel would be useful.

If you do not get a response after 24-48 hours, please feel free to follow up with us.

Thank you!

Regards,

Jhoana

Upwork Support | support.upwork.com



СПУСТЯ НЕСКОЛЬКО ДНЕЙ

Менеджер **UpWork** пришлет вам письмо со списком документов и ссылкой для **разблокировки**, как показано внизу на скриншоте

1. Bank or Credit Card Statement
2. Utility Bills (electric, water, refuse, telephone land/cell, cable, or gas)
3. Current Insurance Policy
4. Insurance Billing Statement (Medical, Auto, or Home)
5. Current Vehicle Registration Card
6. Current Property Tax Bill

Note that in order to be acceptable, any property or rental agreements (both short and long-term), should clearly display the name of the property owner.

Please be sure that we can see all four corners of your document. Providing additional documents will assist in our review. Also, altered or misleading documentation will prohibit our ability to consider a continuation of services.

Please submit all documents through this secure link:

https://www.upwork.com/ab/fivs/compliance/8E56d5_RgD-cg32PTit6s2QI2EI=



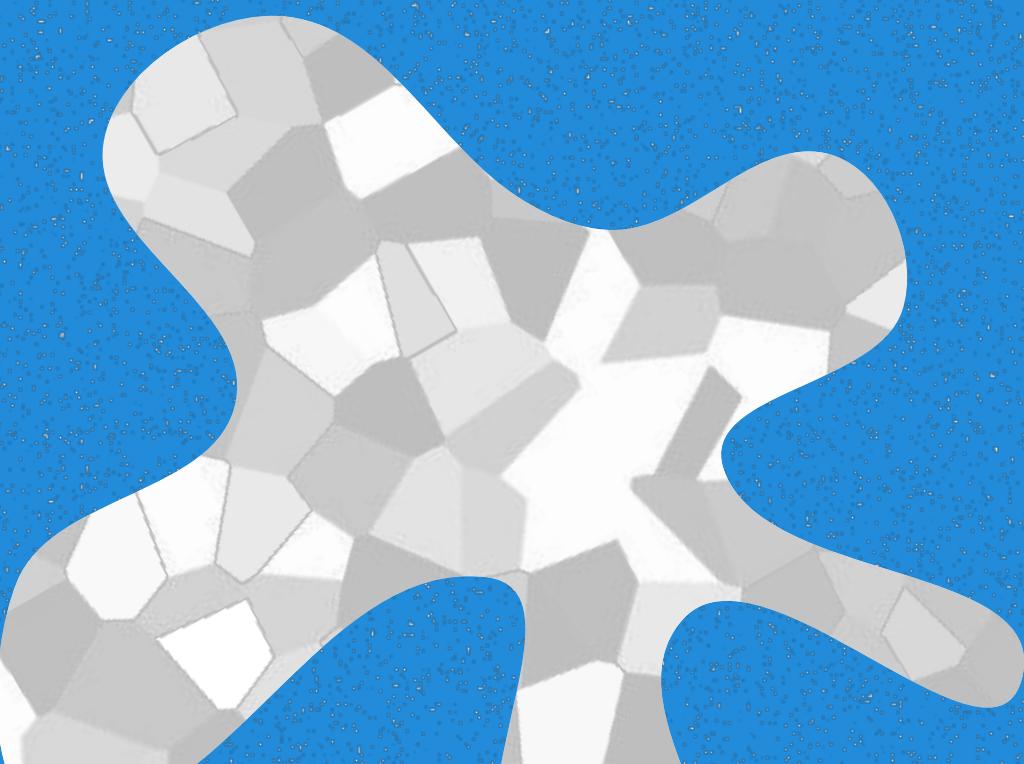
ШАГ ВТОРОЙ

Связаться с **менеджером Upwork Relocate** для приобретения и получения доступа к польскому серверу и документам.

ВАЖНО!

Переходить по ссылке, которая вам пришла на почту, или просто заходить в профиль **UpWork** можно только с использованием сервера!

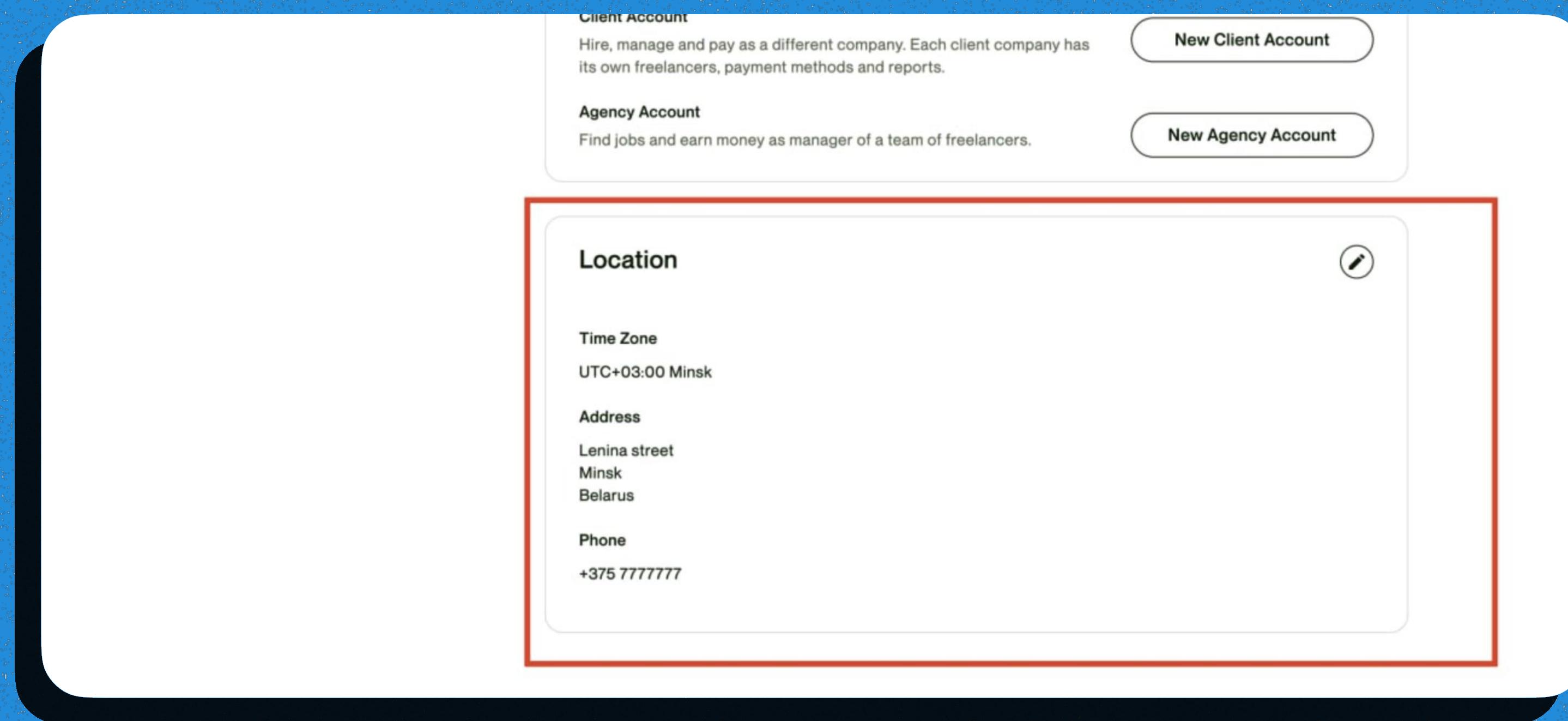
Ни в коем случае **нельзя заходить** с российского или белорусского IP.





ТРЕТИЙ ШАГ

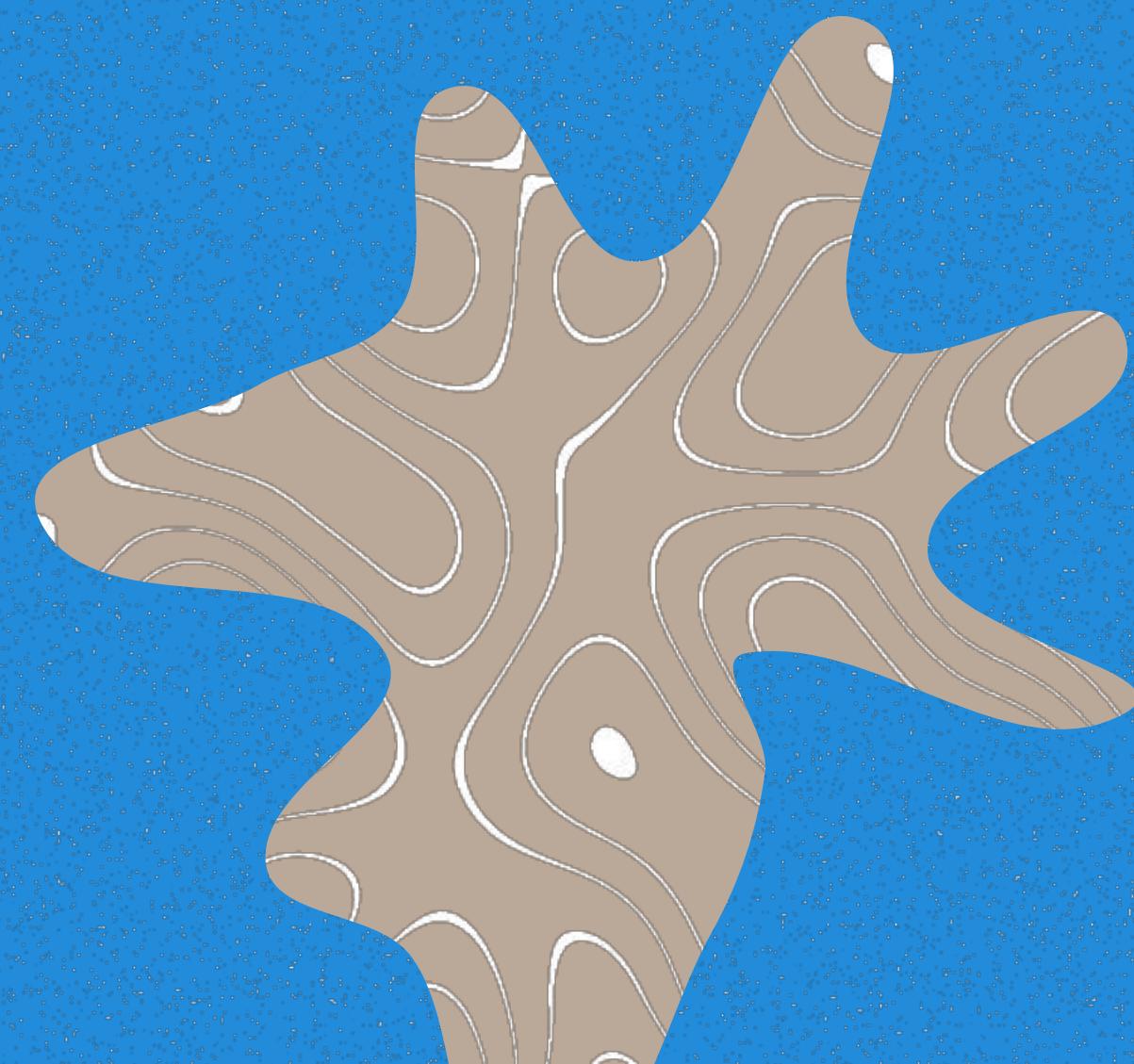
После получения письма со ссылкой вам необходимо зайти в свой аккаунт **UpWork** в раздел **Settings, Contact Info** и сменить ваш российский/белорусский адрес на **польский**, предоставленный менеджером **Upwork Relocate**.





ДАЛЕЕ

Номер телефона, который
был указан ранее, можно
оставить. Часовой пояс
необходимо сменить на
варшавский



Location

Time Zone

UTC+01:00 Prague, Warsaw

Country

Poland

We take your privacy seriously. Only your city and country will be shared with clients. [Learn more](#)

Street Address

This field is required.

Apt/Suite

City

Warsaw

State/Province

Mazovia

ZIP/Postal code

Phone

+48 7777777



ШАГ ЧЕТВЕРТЫЙ

После смены адреса на
вашу почту придет письмо с
просьбой подтвердить
текущую **локацию**.

Перейдите по
прикрепленной к письму
кнопке **Verify Location**



Verify your location within 7 days to keep your account active

Hi Gala,

Thanks for being an active freelancer on Upwork!

We need to verify your location in order to keep Upwork a safe and secure marketplace.

To verify your location we need you to either:

- Provide a supported document that matches your country profile OR
- Update your profile country to match your ID

[Verify Your Location](#)

Find out more about [Location Verification](#).

If you don't complete the verification process in the next 7 days, we will place a temporary hold on your Upwork account until you complete it. This hold will prevent you from obtaining new work (existing proposals will be canceled, and you can't submit new ones) and withdrawing funds. It will not affect your ability to work on your active contracts.

Thanks for helping to keep Upwork secure!

ДАЛЕЕ

Вам
необходимо
нажать
кнопку
Continue

Verify your identity

Continue

For your security, we need you to verify your identity again.

1. ID document verification

 Successfully verified on 2019-10-08

2. Location verification

 Your ID document location does not match with your profile location. Please change your profile country or upload some extra documents to verify your location. Your document will never be shared with clients.

3. Visual verification

 Successfully verified on 2019-10-08

ДАЛЕЕ

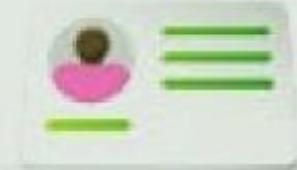
Выбрать вариант:
Upload Documents

How would you like to verify your location?

2/3

**Change profile location**

You can change your profile country to match the country on your ID.

**Upload documents**

You can provide documents that match the location on your profile.

Continue

ДАЛЕЕ

убедитесь, что у
вас выбрана
страна **Польша**

Upload documents

— 2/3 X

All data is encrypted and securely processed.

Country ?

Poland

Select a country in the EU.

Supporting Documents To Verify Your Location

Select Document Type

The document needs to be issued in Poland.
[What other supporting documents work?](#)

First Name

First name as it appears on your document

Requirements

- Show all four corners of your uploaded file in color and at least 200 dpi resolution.
- Image must be one of these file types: PNG, JPEG, PDF or BMP.

Here's [how to best photograph your supporting documents](#).

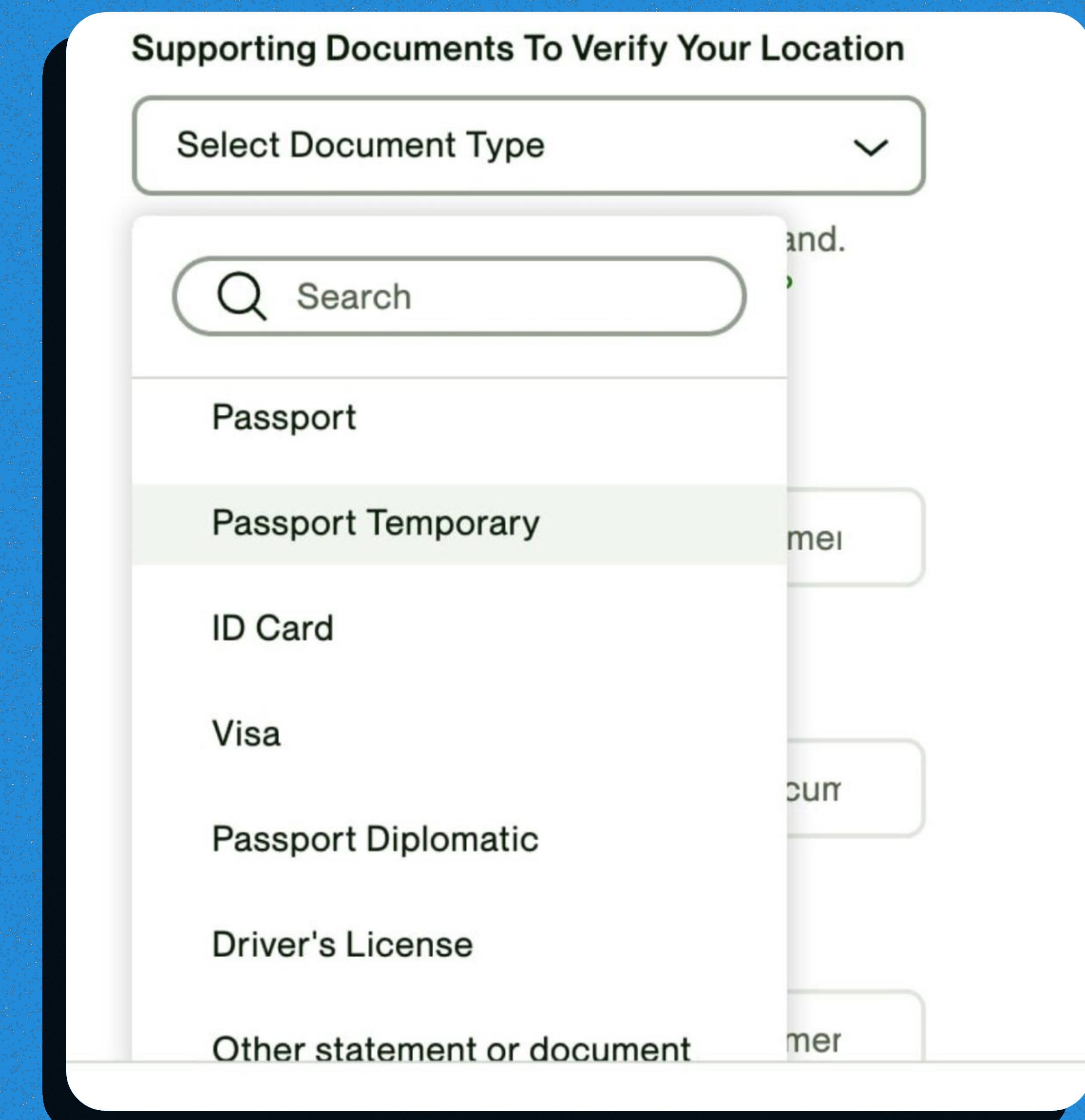
Back Continue



ПОТОМ

Из списка документов
выберете ***Other Statement***.

В появившееся диалоговое
окно впишите **название**
документа, который
прислал вам **менеджер**
Upwork Relocate.





ПОСЛЕ ЭТОГО

Вы прикрепляете **фото документа** и заполняете остальные данные о вас.

В случае, если у вас не получается добавить **дату рождения** и выдает ошибку (как на представленном **скриншоте**), зайдите через режим **инкогнито браузера** и заполните все заново.

The screenshot shows a user interface element for entering a date of birth. The input field contains the text "Dec 01, 1999". To the right of the input field is a small calendar icon. Below the input field, a red exclamation mark icon is followed by the text "Invalid date format".

Date of Birth

Dec 01, 1999

! Invalid date format

ДАЛЕЕ

После успешной отправки у
вас будет **следующее**
уведомление:

Identity verification

We're reviewing your information.
We will email you when verified.

1. ID verification

Successfully verified on 9/23/2019

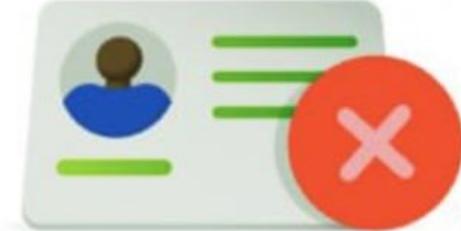
2. Location verification

Customer Support is reviewing your document which could take up to 1 business day.
 [Learn more](#) about location verification.

3. Visual verification

Successfully verified on 11/7/2019

Close





ПЯТЫЙ ШАГ

Возвращайтесь к **письму UpWork** со ссылкой на отправку
документов

1. Bank or Credit Card Statement
2. Utility Bills (electric, water, refuse, telephone land/cell, cable, or gas)
3. Current Insurance Policy
4. Insurance Billing Statement (Medical, Auto, or Home)
5. Current Vehicle Registration Card
6. Current Property Tax Bill

Note that in order to be acceptable, any property or rental agreements (both short and long-term), should clearly display the na

Please be sure that we can see all four corners of your document. Providing additional documents will assist in our review. Also, altered or misleading documentation will prohibit our ability to consider a continuation of services.

Please submit all documents through this secure link:

https://www.upwork.com/ab/fivs/compliance/8E56d5_RgD-cg32PTit6s2QI2EI=



НА ПЕРВОЙ СТРАНИЦЕ

Вы выбираете страну
Польша и тот город,
и также **вписываете индекс,**
который вам выслал
менеджер Upwork Relocate.

Identity Verification

Personal Information

We noticed your name has changed on your account, so we need to verify that you are the owner of this account.

Full Name

Name as it appears on your ID

Date of Birth

YYYY-MM-DD

Country

Select the country you reside in

City

City you reside in

Postal Code

Postal code you reside in

Required documents needed

At least 2 documents are required. Learn about [acceptable documents](#).



Government-issued ID card or passport

ID must include photo, name, address, DOB, and signature.



Additional verification documents

Documents can range from bank statements to utility bills.

Next

НА ВТОРОЙ СТРАНИЦЕ

Вы выбираете:

1. ***Passport***

2. ***Страну***, выдавшую вам паспорт (Беларусь или Россия)

3. Остальные ***паспортные данные***

Если у вас в паспорте нет даты истечения –
укажите случайную, это никак ***нельзя проверить***.

Дальше вы прикрепляете фото вашего ***паспорта***.
Подойдет как ***загран***, так и ***внутренний*** паспорт
страны. Главное сфотографировать так,
чтобы были видны все 4 угла документа.

Government-issued ID card or passport

Select one of the following forms of ID:

Passport

Driver's License

National ID Card (NIC/CNIC)

NBI Clearance (Philippines Only)

PAN Card (India Only)

Country Issuing ID

Select the country you reside in

ID Number

ID Number on your card or passport

Expiration Date

YYYY-MM-DD

ID Files

Select Images



НА ТРЕТЬЕЙ СТРАНИЦЕ

Вы выбираете тот **тип документа**, который выслал вам менеджер **Upwork Relocate** и прикрепляете его фото. Важно чтобы были видны все **4 угла документа**.

Identity Verification

Additional verification documents

Select one of the following forms of ID:

- Bank Statement
- Utility Bill
- Municipal Bill
- Residency Statement
- Credit Card Statement
- Other Statement

Date Issued

YYYY-MM-DD

Document Files

Select Images

Your documents must meet the following requirements:

- Check your verification request – You may have specific instructions about this document.
- If there are no specific instructions – This document can be a credit card or bank statement, or financial billing statement (such as a utility, Internet, rent, insurance, or mortgage statement) from the last 6 months.
- Review acceptable docs – Before attaching your files, please review [acceptable document](#) list to ensure your document meets our minimum requirement.
- Required content – The statement must include the name and address of the account holder, issuing institution, and the last 4 digits of the account number.
- Only the main page – You only need to submit the main page, not the entire bill.

Back

Submit



ШЕСТОЙ ШАГ

Ожидаем ответ
менеджеров Upwork.

После успешной
разблокировки вам придет
следующее **письмо на**
почту:

Your request ([#37666310](#)) has been updated. You may reply directly to this email or by opening the link below:
<https://support.upwork.com/hc/requests/37666310>

Kate Z (Upwork Help)

Nov 17, 2022, 5:56 AM GMT+1

Hi Andray,

I'm happy to let you know we have completed our review and reactivated your Upwork account.

Your access to your account is fully restored and you are once again able to submit proposals for jobs.

We appreciate your understanding and patience as we reviewed your account.

Regards,

Upwork Identity Operations