



Proof of Identity Documents

IMPORTANT NOTE:

A Migration Agent CANNOT complete the ID verification on an applicant's behalf.

Document requirements

You will need your **actual physical passport**. Your passport must be currently valid (not expired, cancelled or invalid).

The identity verification page will prompt you to capture an image of your passport and upload it in real time using your smartphone camera.

ID verification process

- 1. Scan the QR code** on the Applicant Portal using your smartphone camera to launch the identity verification process.
- You will be prompted to **capture an image of the details/photo page** of your passport.
- You will then be prompted to **take a selfie to capture your face** using your smartphone. This will help us to match you to your passport.

IMPORTANT TIPS:

- ID Verification will only accept **CURRENTLY VALID, ORIGINAL, PHYSICAL passport**. Please do not use scanned copies, expired, cancelled, invalid or unofficial documents.
- Please ensure that you **capture the full and clear image of the document**. If you cut-off the document image, it may not pass the verification step.
- During face verification, **remove any headwear or face covering** and position face within the camera's oval frame during the face verification.
- DO NOT use photocopies/scanned copies, marked, or damaged id documents**. If there are stickers or marks on the documents, they may not be accepted as valid.