

# Guide to basic identity verification:

The basic identity verification process is quick and easy. All we need is for you to upload a piece of photographic identification along with a selfie of yourself. If there is more than one person named on the account, they will need to follow the same process too.



## The basic identity verification process:



### 1. Sign Up

When you sign up for an account you will be prompted to “Verify Identity”, you will then have the option to continue the process on your mobile device or on your computer.



### 2. Upload ID

We will ask you to upload a photo or scan of a **passport**, **driving license\*** or **identity card\***, please ensure all four edges of the document are visible in your submission.



### 3. Take a selfie

We will then prompt you to submit a selfie using either your mobile device or your computer’s webcam.



### 4. We’ll verify

We’ll verify your details and notify you once your account is ready to use. The process usually takes less than 24 hours (Monday to Friday). We’ll let you know if there are any issues with the information you’ve provided.

*\*Automatic verification of your identification is subject to current document library coverage. If your document cannot be found in the library, we may need you to submit another form of photographic ID.*