



Facial Recognition

A Step-by-Step Guide

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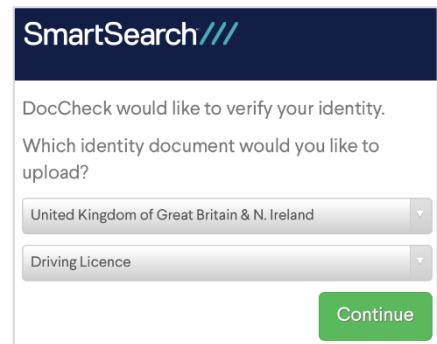
With an algorithmic check on an identity document to confirm it is true and genuine, combined with biometric and liveness detection on a selfie, SmartSearch's facial recognition service provides a quick and convenient additional level of security. If you have been invited to submit an image of your ID document and a selfie by a company, please follow the on-screen instructions on your device.

A step-by-step of this process is outlined here:

1. You will receive an **SMS link** prompting you to submit an image of the requested document and/or a selfie for facial recognition.
2. Simply **click the link** in the text message you receive. This will load a page in your phone's web browser asking which identity document you would like to upload. *Clicking the drop-down arrow will provide other identity documents to upload i.e. passport.* When you have selected your preferred identity document, select 'Continue'.
3. A page in your phone's web browser will load with instructions for uploading an image of your ID document.
4. When you are ready, **select 'Take Photo'**.
5. **Prepare your ID document.** The technology works best when the ID document is placed on a well-lit, flat, dark-coloured surface away from direct light which could cause glare.

Please ensure you:

- Take a **clear picture** of the ID requested
 - Please ensure **good lighting** and that **no reflections** appear on the image
 - Place on a **contrasting plain background**
 - Ensure the document is **flat on a flat surface**
 - **Do not obstruct** or hold the edges of the document
6. When you are happy the above guidance has been met, take an image of your ID document.
 7. Ensure you are satisfied with the image quality before proceeding - if you are satisfied select 'Use Photo'. To retake an image, simply re-select 'Retake'.



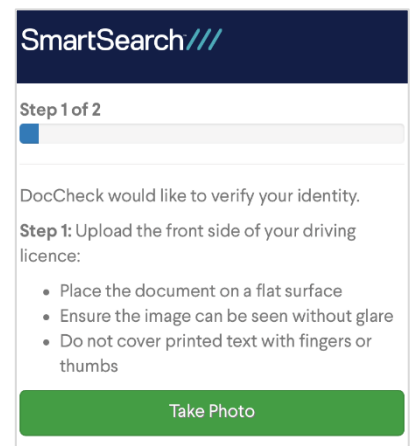
SmartSearch ///

DocCheck would like to verify your identity.
Which identity document would you like to upload?

United Kingdom of Great Britain & N. Ireland

Driving Licence

Continue



SmartSearch ///

Step 1 of 2

DocCheck would like to verify your identity.
Step 1: Upload the front side of your driving licence:

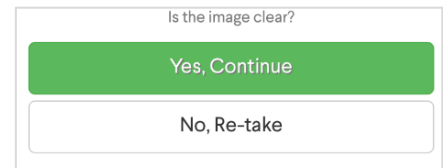
- Place the document on a flat surface
- Ensure the image can be seen without glare
- Do not cover printed text with fingers or thumbs

Take Photo



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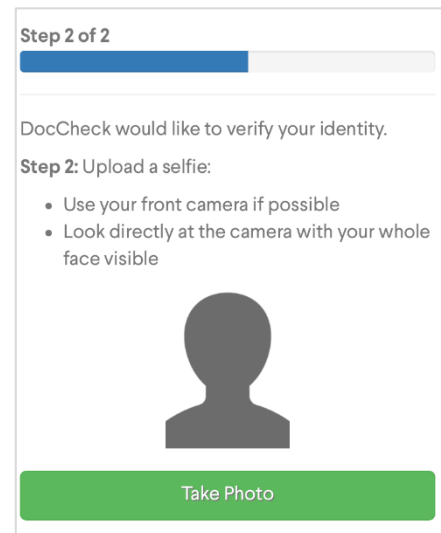
8. Confirm you are happy the image is clear – if you are satisfied select **'Yes, Continue'**. If you think the image could be clearer, simply select **'No, Re-take'** and repeat the image capture.



9. Next, you will be taken to a page providing instructions for taking a selfie to verify your identity. When you are ready, click **'Take Photo'**.

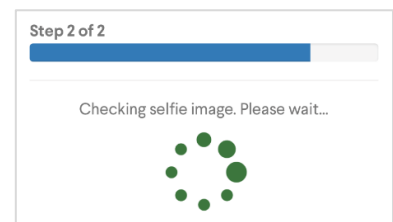
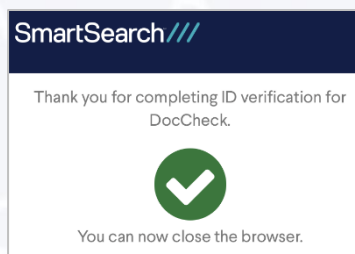
Please ensure you:

- Use your front camera, and look directly at the camera with your whole face visible
- Ensure good lighting so there is no shadow on your face
- Take against a plain background i.e. wall or door
- Remove glasses or hats

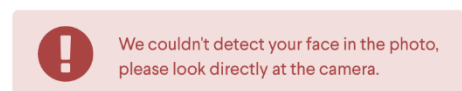


10. When you are happy the above guidance has been met, take a selfie image. As with the document image capture you can also view your selfie and retake if necessary.
11. Confirm you are happy the selfie image is clear – if you are satisfied select **'Yes, Continue'**. If you think the image could be clearer, simply select **'No Re-take'** and repeat the image capture.

12. Your selfie image will then be checked – if the selfie image is of a clear quality, the process is complete, and you will be prompted to close your browser.



13. If your selfie image was not clear, an error message will appear stating **'We couldn't detect your face in the photo, please look directly as the camera'** – if this occurs, you will be prompted to re-take your selfie image.



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Example images of ID Document Images



Good Example of Document Image

- Clear image of the document
- Taken against a plain, contrasting background
- Document is flat
- Good lighting and no reflections on the image
- All corners of the document are visible i.e. the corners are not obstructed



Bad Example of Document Image

- The image is not clear
- Taken against a colorful, confusing background
- Image contains reflections
- All corners of the document are not visible

Further Support

If you have any questions, please do not hesitate to contact your dedicated Customer Success Executive or another member of our Customer Success Team.