DOCUMENT VERIFICATION RESULTS

September 2024

Understanding Results

This document helps you understand the identity document verification results you may see within your portal and covers the following areas:
- What Identity Documents we can verify
- What each check means
- Results for each check
- How to understand your detailed report

ID Document Verification

We ask the individual to take a photograph of their biometric document and then use sophisticated image analysis to detect any tampering or manipulation.

Requested by	Uploaded by	Uploaded on	Status	Document type	Issuing country
John Smith	Angela Specimen	14 Jul 2023 at 06:58	Pass	Passport	United Kingdom

✅ **Overall result** - Pass
Overall result of the ID document check.

✅ **Facial match result** - Pass
Checks whether the face on the ID matches the face in the selfie.

✅ **Visual analysis** - Pass
Checks whether the document is a valid Government-issued ID document.

✅ **Name match result** - Pass
Checks whether the name on the ID matches the name on the invite.

✅ **DOB match result** - Pass
Checks whether the DOB on the ID matches the DOB on the invite.

✅ **NFC result** - Pass
Indicates whether we were able to complete an NFC read on the passport.

✅ **Age validation result** - Pass
Checks whether the age calculated from the document is equal to or greater than the minimum accepted age.

✅ **Police record** - Pass
Checks whether the document has been identified as lost, stolen or otherwise compromised.

✅ **Compromise alert** - Pass
Asserts whether the document is publicly available as compromised.

✅ **Repeat attempts** - Pass
Asserts whether the document has been reused in a suspicious way.

Government issued documents we check

- Passport
- Driving Licence
- Biometric Residence Permit
- National ID Card
- VISA

Government documents we can currently verify worldwide: (https://onfido.com/supported-documents/)

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Overall result

PASS	The document has passed all checks.
FAIL	The document has failed one or more checks.
REFER	The document has referred one or more checks, and this will need manual review.

Facial match result

This checks whether the face on the Identity Document matches the face in the liveness selfie.

PASS	We have been **able** to verify the person in the document image and the submitted selfie are one and the same.
FAIL	We have been **unable** to verify the person in the document image and the submitted selfie image are one and the same.
REFER	We have been **unable** to verify the person in the document image and the submitted selfie image are one and the same and this needs manual review,

Visual analysis result

This checks whether the document is a valid Government-issued Identity Document. This check is only performed if an NFC scan on a passport **has not** been performed.

PASS	We have been **able** to check and verify the document as valid.
FAIL	We have been **unable** to verify the document as a valid document, reasons for this will appear in the detailed report which is discussed further on page five.
NOT PERFORMED	Visual analysis has **not been performed** as the passport NFC was scanned instead.

Name match result

This checks whether the name on the Identity Document matches the name on the invitation.

PASS	We have been **able** to verify the name on the document matches the name on the invitation.
REFER	We have been **unable** to verify the name on the document matches the name on the invitation and this will need manual review.

Date of birth match result

This checks whether the date of birth on the Identity Document matches the date of birth on the invitation.

PASS	We have been **able** to verify the date of birth on the document matches the date of birth on the invitation.
REFER	We have been **unable** to verify the date of birth on the document matches the date of birth on the invitation.
NOT PERFORMED	This check **has not been performed** as no date of birth was added on the invitation.

NFC Result

This checks whether we were able to complete an NFC read on the passport.

PASS	We have been **able** to check the RFID chip and verify the document as valid.
FAIL	We have been **unable** to check the RFID chip or verify the document as valid for one of the below reasons:
Expired	We have successfully read the chip, but the document has **expired**.
Authentication Failed	We have successfully read the chip, but it has **failed** one or more of our validation checks.
NOT PERFORMED	We have been **unable** to check the RFID chip or verify the document as valid as the user has not performed the check for one of the below reasons:
Skipped	NFC has been attempted but the user **skipped** (available after 3 unsuccessful reading attempts).
Unavailable	The user's device **cannot perform** an NFC read as its hardware or software is not capable.
Not Allowed	The user has **denied** Credas permission for NFC reading. This is only an option on Android devices.

Age Validation Result

This checks whether the date of birth on the Identity Document confirms the holder to be at least 16 years of age. This check is not performed if a passport NFC was scanned.

PASS	We have been able to verify the date of birth confirms the individual **is at least** 16 years of age.
FAIL	We have been able to verify the date of birth confirms the individual **is under** 16 years of age.

Police Record

This checks the Metropolitan Police 'Amberhill' database to determine whether the Identity Document has been recorded as lost, stolen, or compromised. This check is not performed if a passport NFC was scanned.

PASS	We have been able to verify the document **does not** appear on the 'Amberhill' database.
FAIL	We have been able to verify the document **does** appear on the 'Amberhill' database.

Compromise Alert

This checks whether the Identity Document is publicly available as compromised on national databases of reported compromised documents. This check is not performed if a passport NFC was scanned.

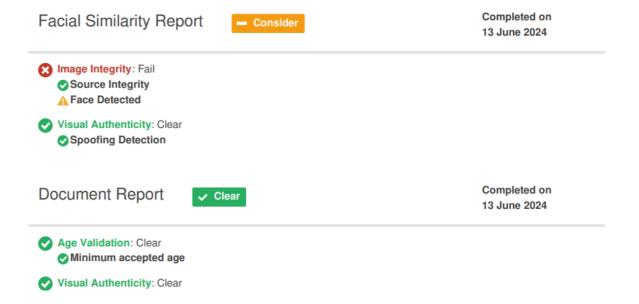|	
PASS	We have been able to verify the document **has not** been reported as compromised.
FAIL	We have been able to verify the document **has** been reported as compromised.

Repeated Attempts Alert

This checks whether the document has been submitted before but with different information. For example, if the document has the same face and passport number but a different date of birth. This check is not performed if a passport NFC was scanned.

PASS	We have been able to verify the document **has not** been reported as compromised.
FAIL	We have been able to verify the document **has** been reported as compromised.

Detailed Reports

When an Identity Document has failed or referred, you will be presented with an detailed report outlining why the check has flagged in more detail. This report is split into two sections (facial similarity & document report) with each section presenting with an overall result and sub breakdowns of these results. The overall results are explained below:

Detailed Report Overall Results	
CONSIDER	If any of the checks fail, but they **do not necessarily** point to a fraudulent document (for example the name provided by the applicant does not match the one on the document).
CLEAR	This means that all the verifications have **passed**.
REJECTED	This means that the report has returned information where the check **cannot be processed further** (for example poor image quality, no document in image or unsupported document)
SUSPECTED	This means that the analysed document is suspected to be **fraudulent**.

An example of the detailed report sections with the sub-breakdowns can be seen below.

The sub-breakdowns relate to specific checks associated with that area such as 'Face Detection' being checked under 'Visual Authenticity' area.

These sub-breakdowns are explained on the next page further, as well as examples of 'considers' you may see on the report.

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Detailed Report Results	
Sub-Breakdowns	
Age Validation	Asserts whether the age calculated from the document's date of birth is greater than or equal to the minimum accepted age of 16 years.
Image Integrity	Asserts whether the document was of sufficient quality to verify. This will include specific checks such as if the document is supported, the image quality and colour.
Visual Authenticity	Asserts whether visual elements are correct given the document type such as fonts or the image of the person and that the original document was present when the photo was taken.
Data Consistency	Asserts whether data represented in multiple places on the document is consistent, for example the space between the MRZ lines or the OCR extracted text on passports.
Police Record	Asserts whether the document has been identified as lost, stolen or otherwise comprised.
Compromised Document	Asserts whether the image of the document has been found as publicly available as comprised or whether the document has been reused in a suspicious way.
Data Validation	Asserts whether the format and length of the fields are correct for that document type for example the MRZ and expiry date.
Issuing Authority	Asserts whether data on the document matches the issuing authority data. This is only checked with NFC checks.
Examples	
screenshot: consider	This refers to when the applicant has used their mobile phone, tablet, or computer to take a photo within the device, e.g. when software applications are seen, the time and mobile provider are visible, or any digitally added component that wouldn't be seen on a physical document, such as an upload icon.
scan: consider	This refers to when the document has clearly been captured using a scanner and there are visible indicators of this.
abnormal_document_features: consider	This refers to when something other than obscuration of data points and security features makes the document insufficient to be assessed (i.e. poor image resolution, bad lighting, distortions due to capturing devices, misalignment due to cracks, visual alterations due to cases/laminates, some stickers etc.)
missing_back: consider	This refers to when the back of a document is needed for processing (e.g. for key data points to extract), but is not available (e.g. if the same front was uploaded twice).
blurred_photo: consider	This refers to when data points are blurred and no reference can be made elsewhere in the document or if the data points are too blurry and 'they could be something else' (e.g. "I" could be "1", "B" could be "8").
Dark_photo:consider	This refers to when an image of the document is too dark to be able to see data points.
Glare_on_photo:consider	This refers to when there is light reflecting on the document causing glare to obstruct data points.
Onfido_supported_document:consider	This refers to when we are unable to verify the document as it is not an Identity Document we support. A full list of our supported documents can be accessed here - https://onfido.com/supported-documents/
issuing_country_subject_to_sanctions:consider	This refers to when a document is issued by a country subject to comprehensive sanctions and therefore it cannot be verified.
Document_expiration:consider	This refers to when the document has expired.

For a full list of every possible detailed report result, please visit our Knowledge Base here –

Need help? You can contact our support here team by logging a ticket here - Solutions : Partner Support (credas.com)