



CLIENT GUIDE

How to complete your Identity Check with Credas



This guide aims to aid you through your Identity check step-by-step. If you encounter any problems during the process or require any help we have a FAQs page at the end of this guide.

Who are Credas?

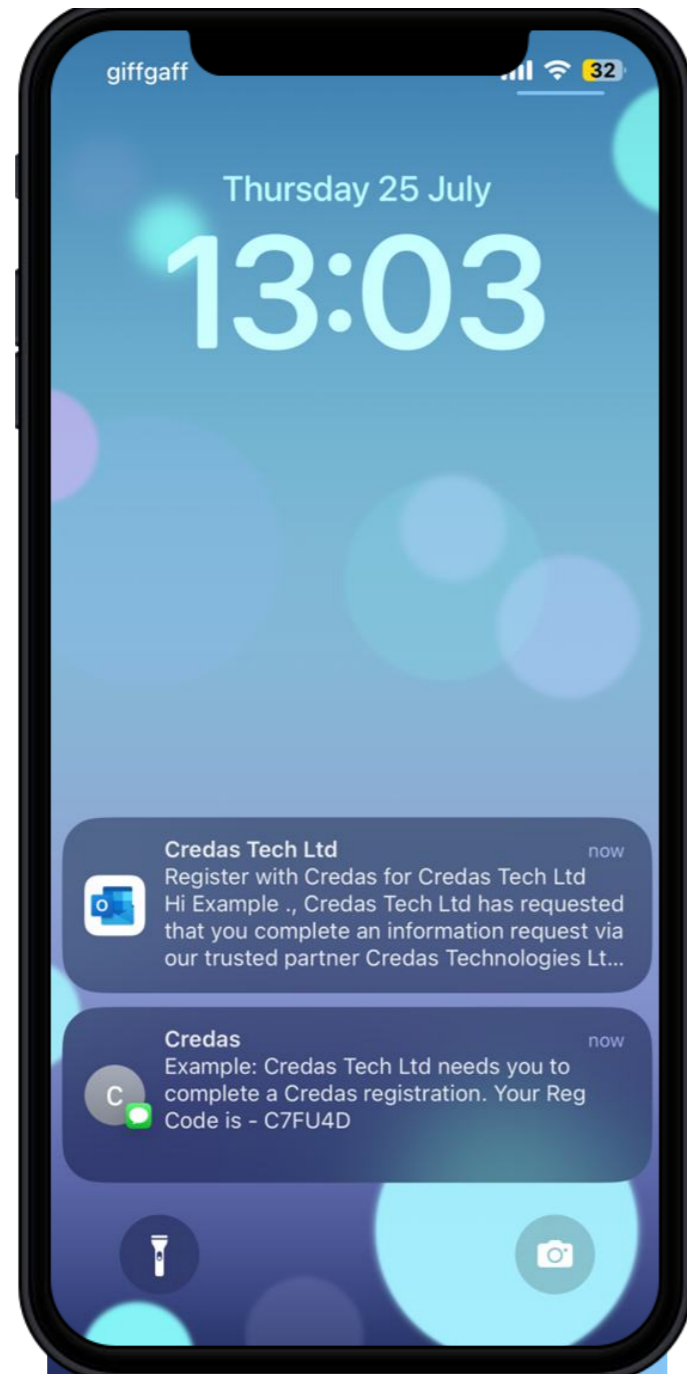
Credas is an award-winning digital identity verification provider with a global reach. We are certified against the UK Government's Digital Identity and Attributes Trust Framework.

Why have you been asked to complete this check?

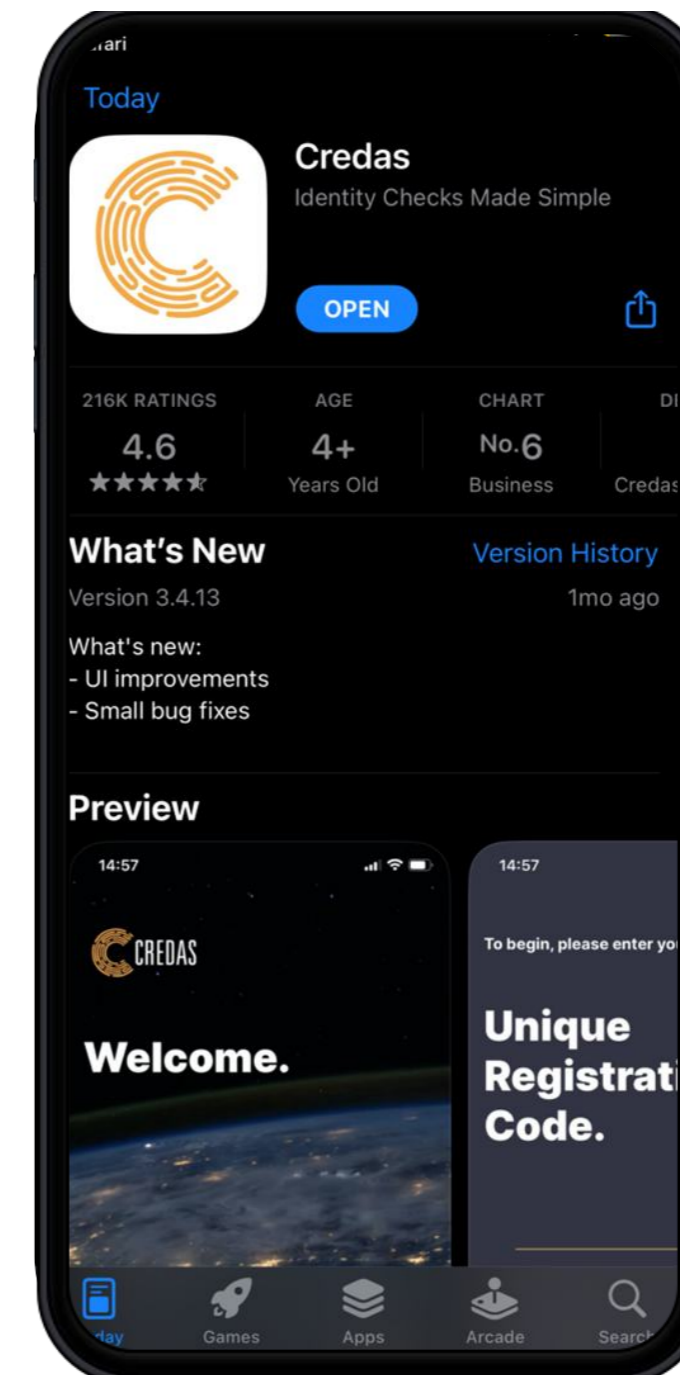
Companies are required to conduct ID and anti-money laundering checks in order to comply with government anti money laundering legislation.



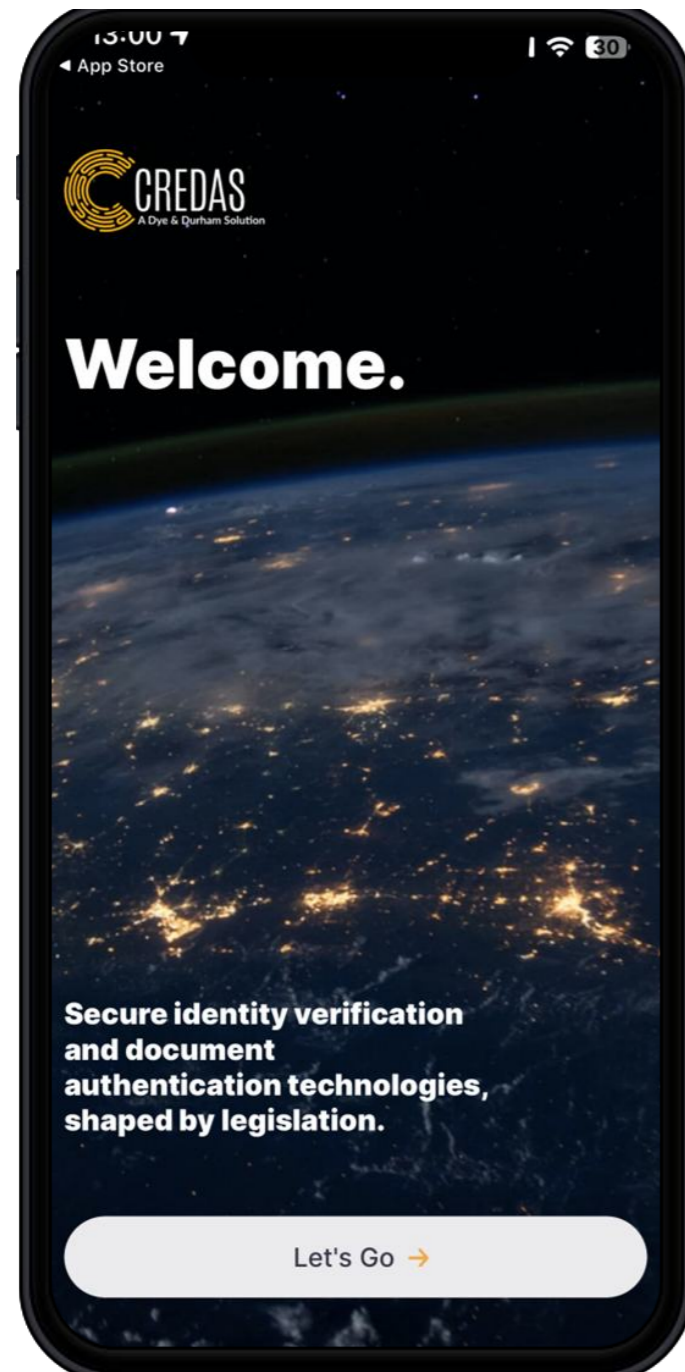
Downloading our App



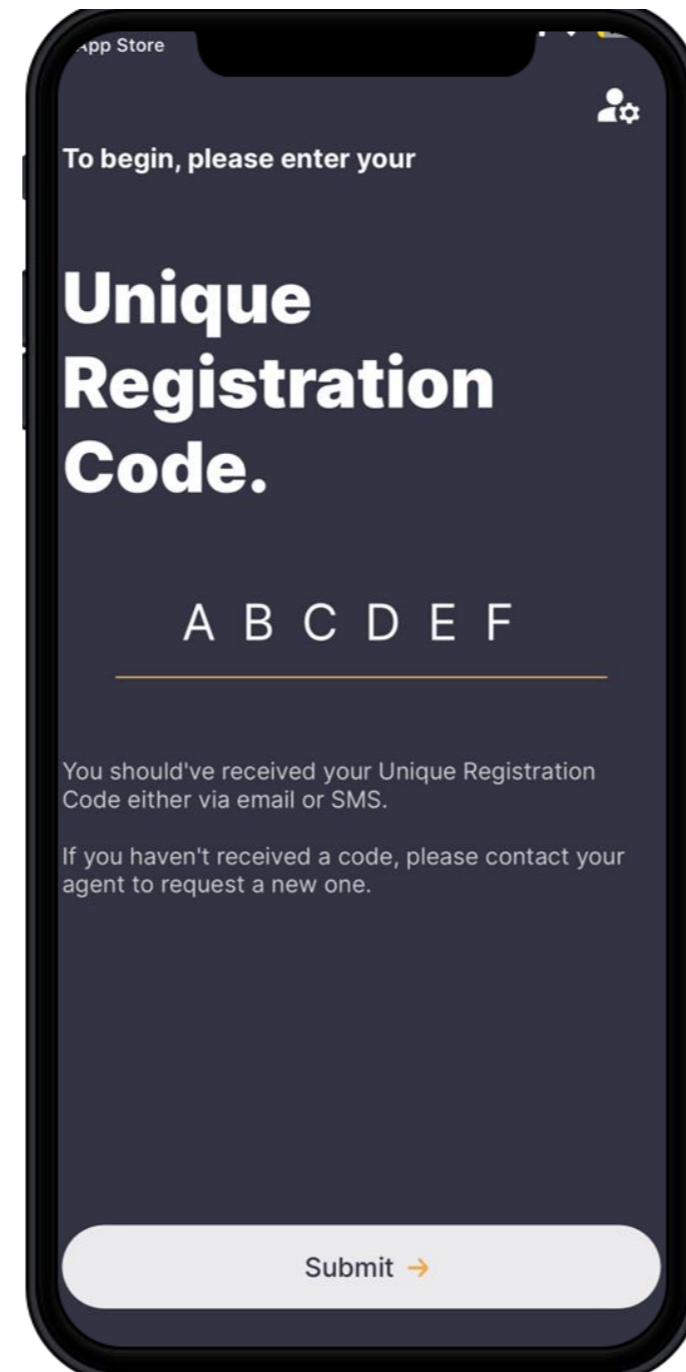
1. You will receive an email/SMS providing you with a link to download the Credas app. You will also be provided with an Unique Registration Code. You will need this to log into the app



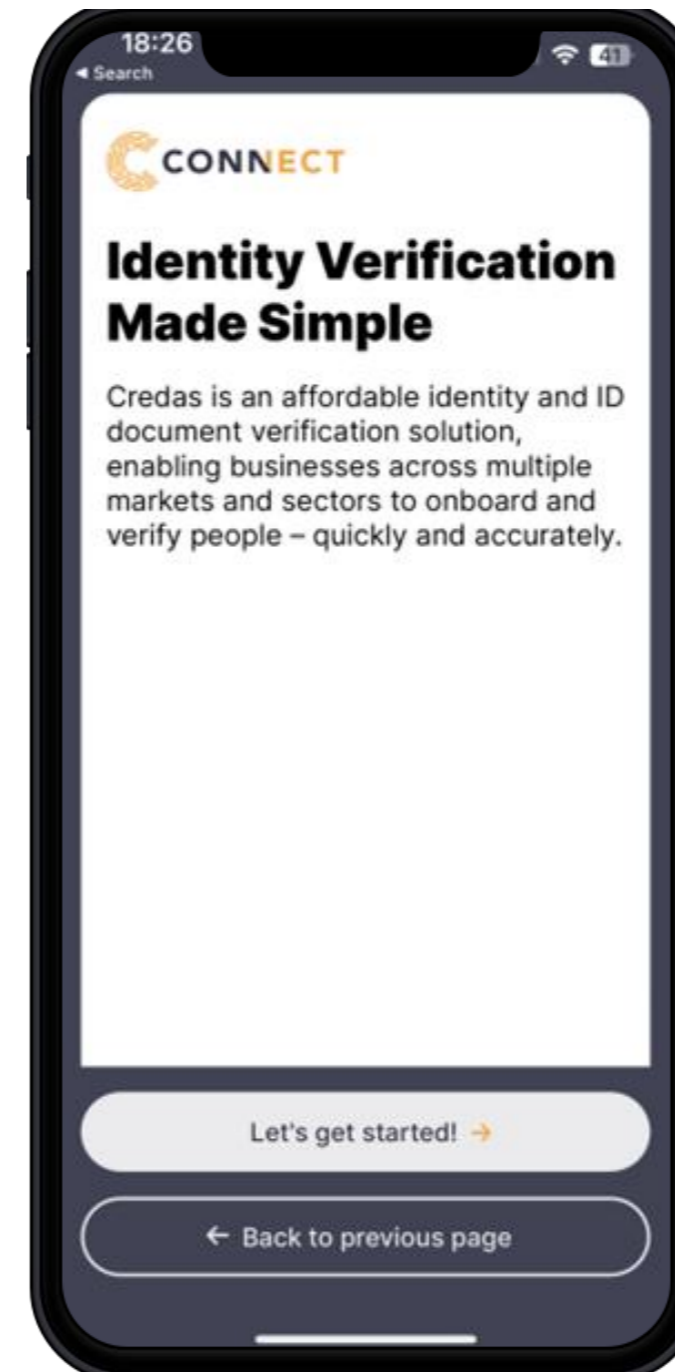
2. The link will bring you to the Apple store/ Goggle play store to download the Credas App



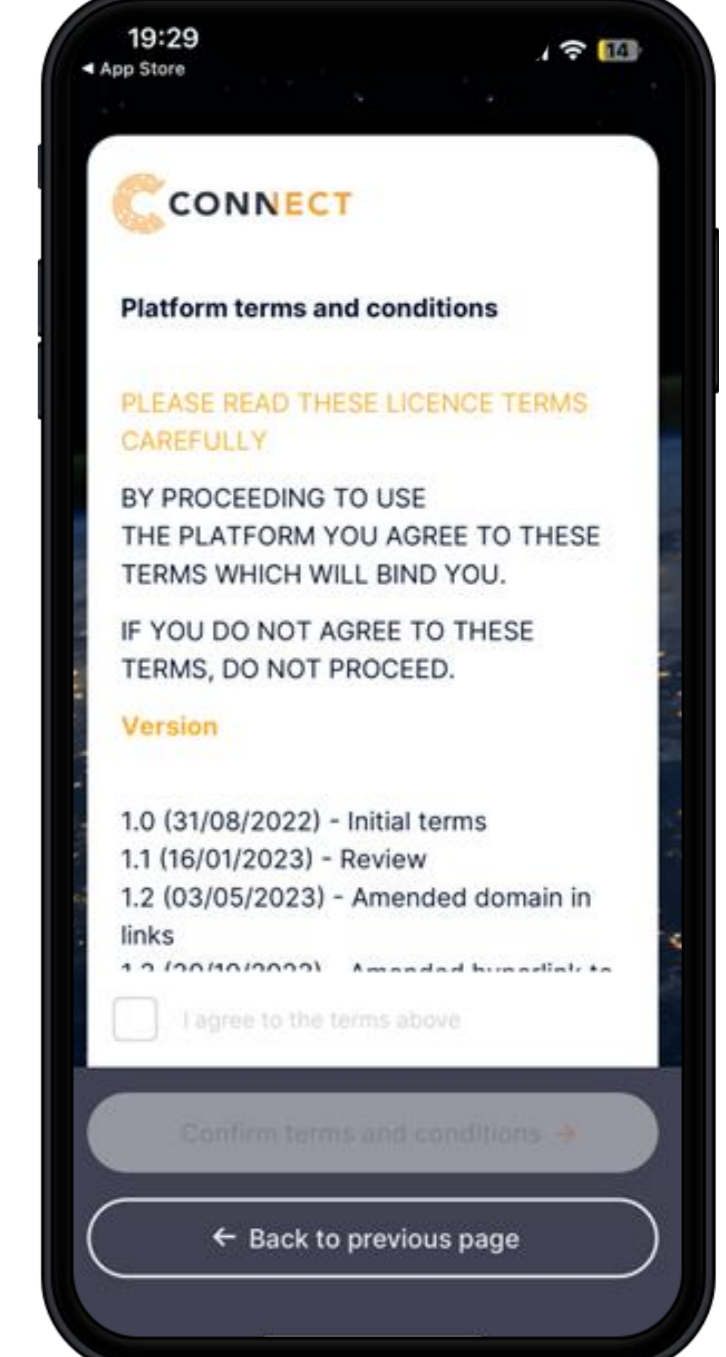
3. Click 'Let's Go'



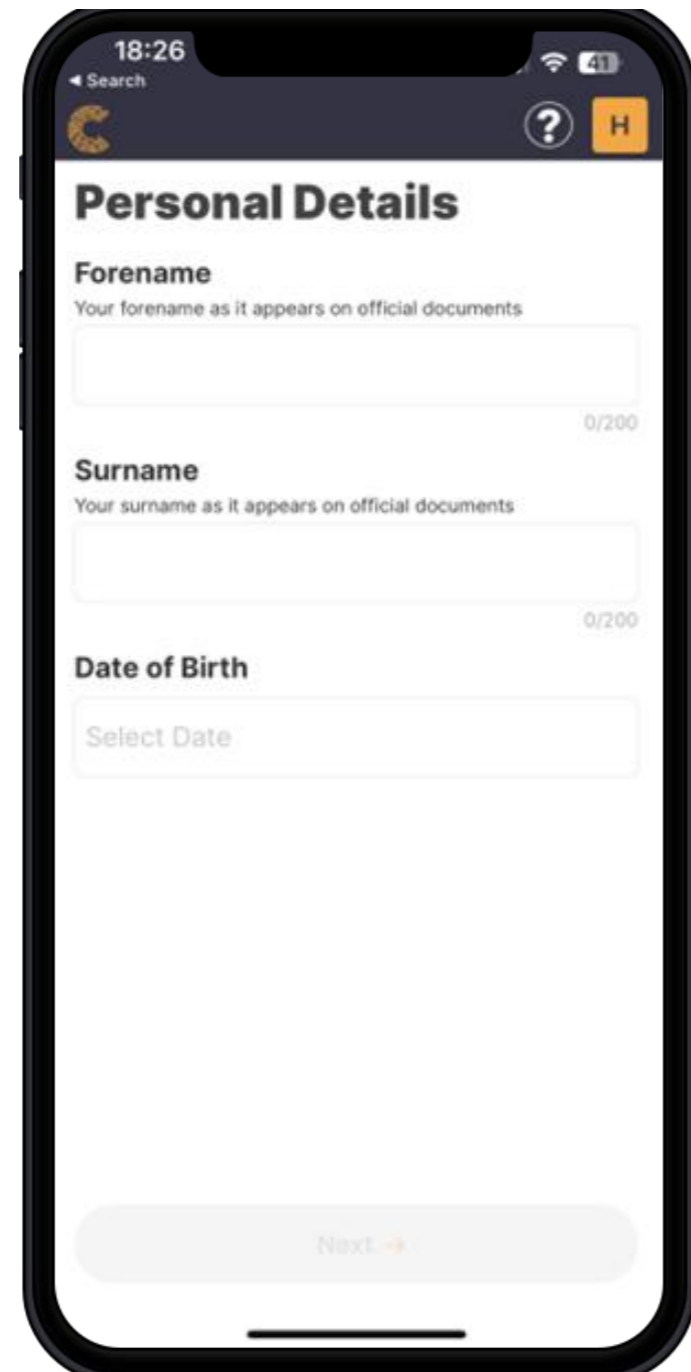
4. Enter your Unique Registration Code you were given in the email/SMS



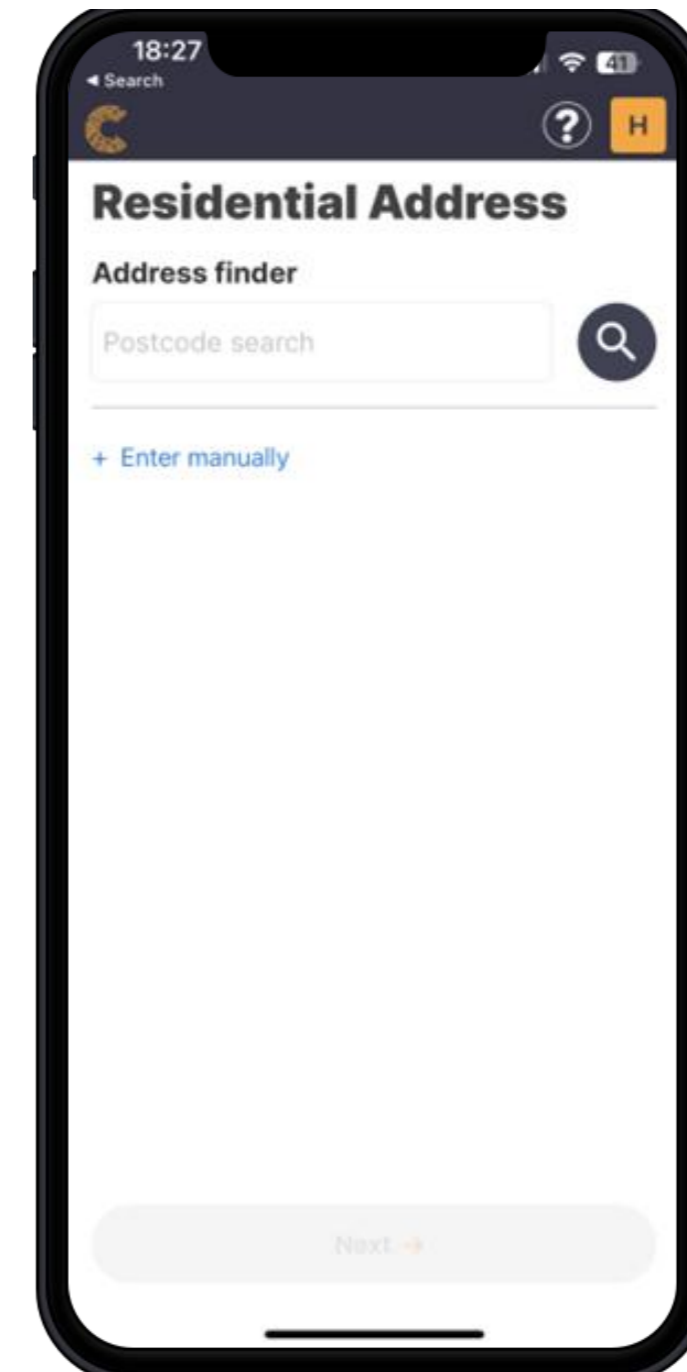
5. Click 'Let's get started!'



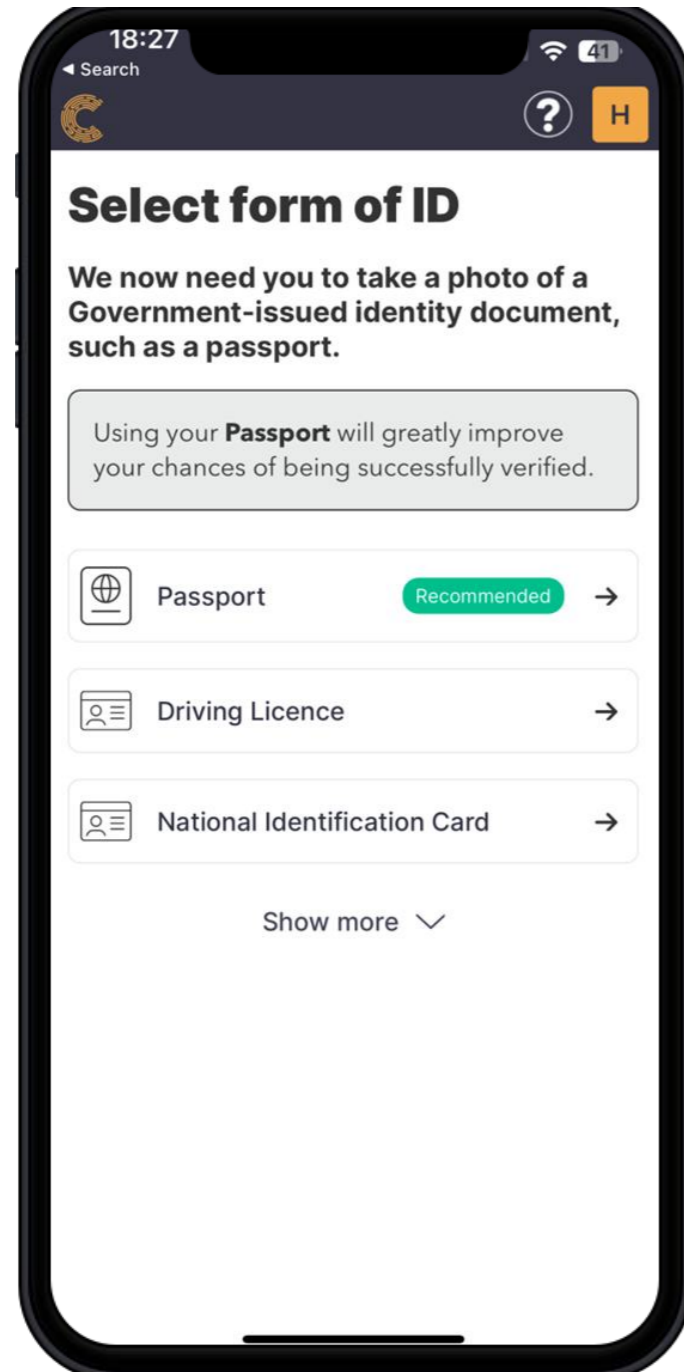
6. Please read through and accept the T & C's



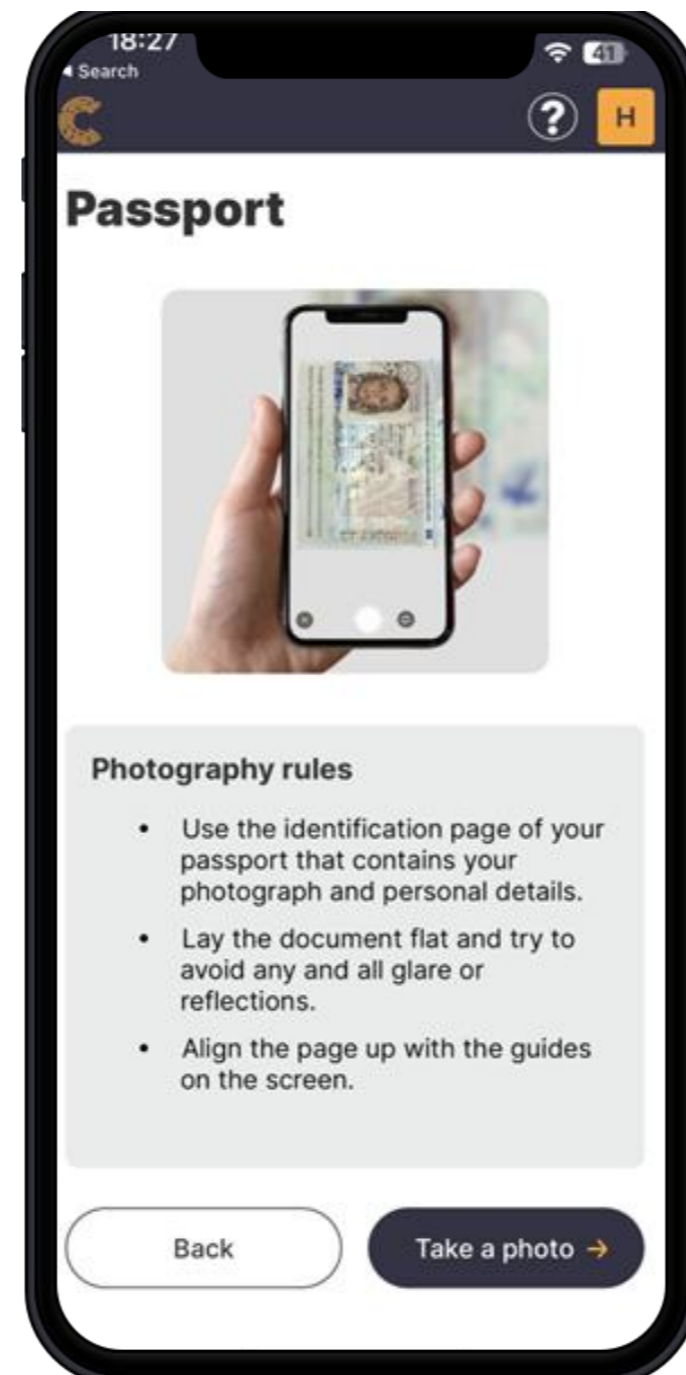
7. Input your personal details.
If you have a middle name please do not include this unless specified



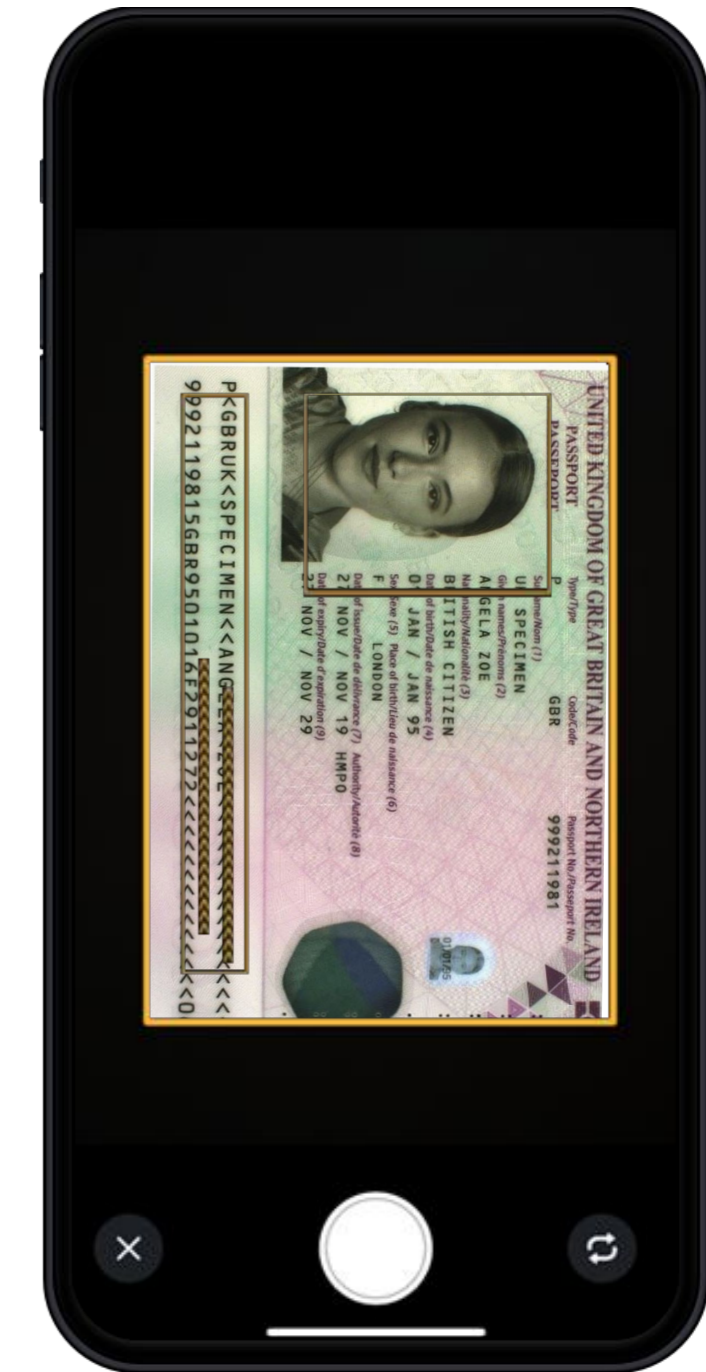
8. Find your address using either the postcode lookup, or you can enter it manually



9. Please choose which ID you would like to submit

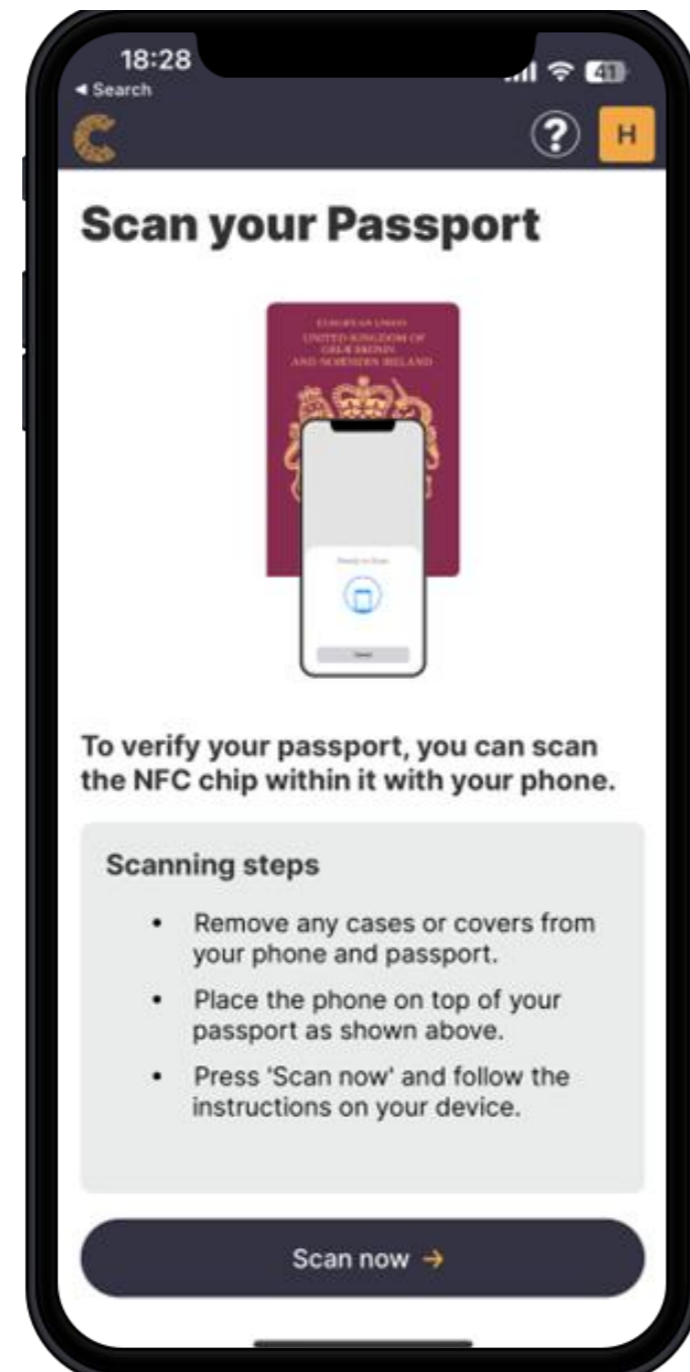


10. Please review the instructions given on how to take the best photograph of your document

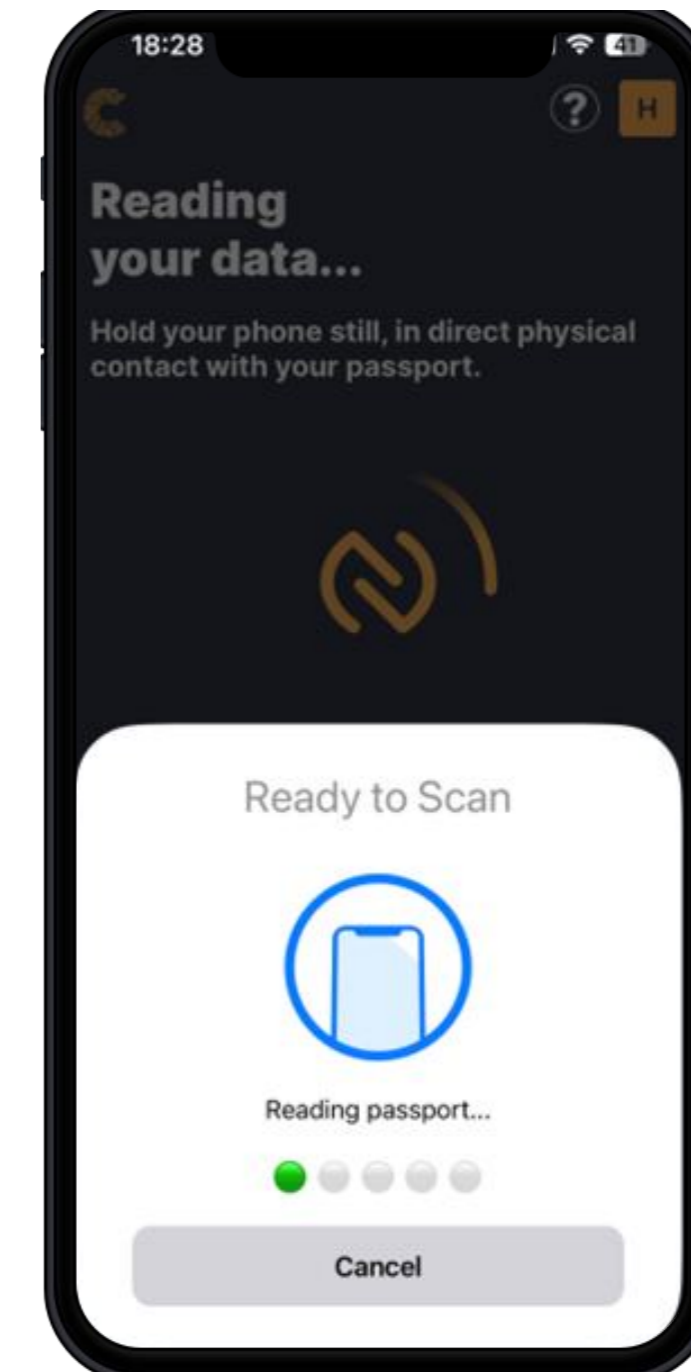


11. Now take a photograph of the document using the outlines provided as guidance

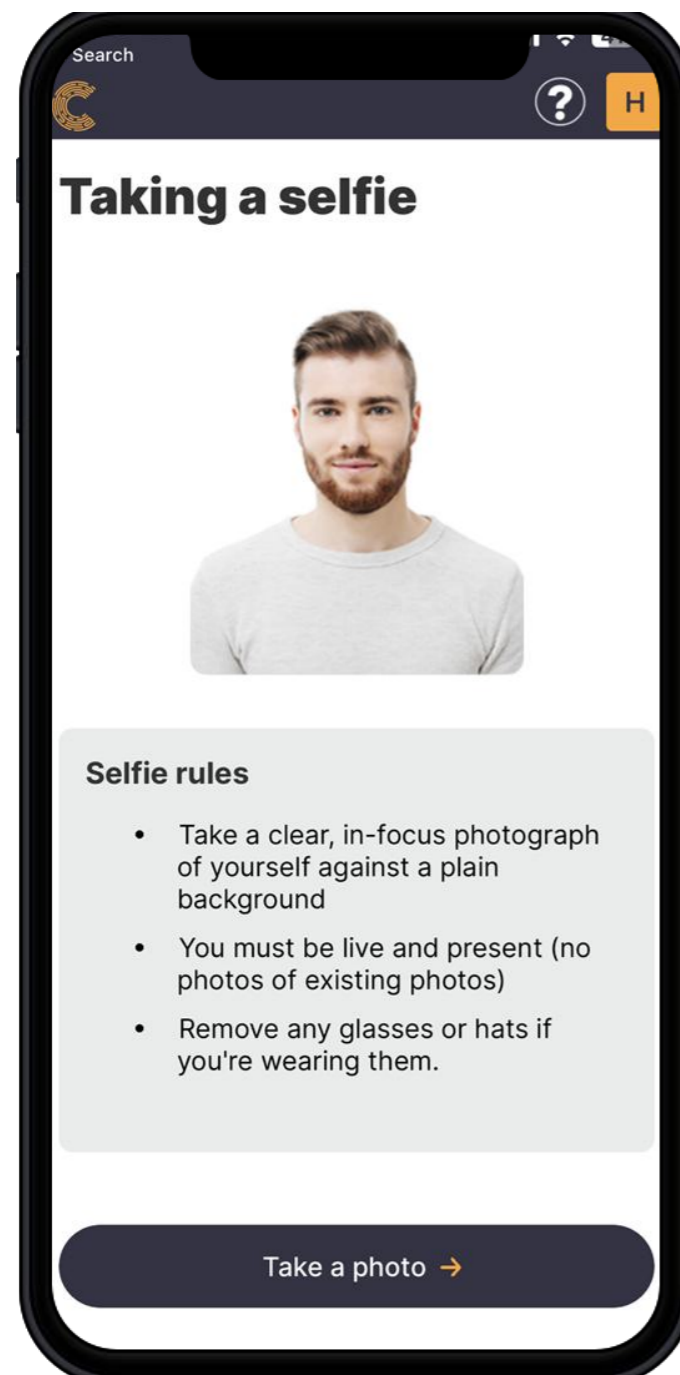
*This page is only relevant if you are using your passport



12. You will now be asked to scan your NFC chip in your passport using contactless technology



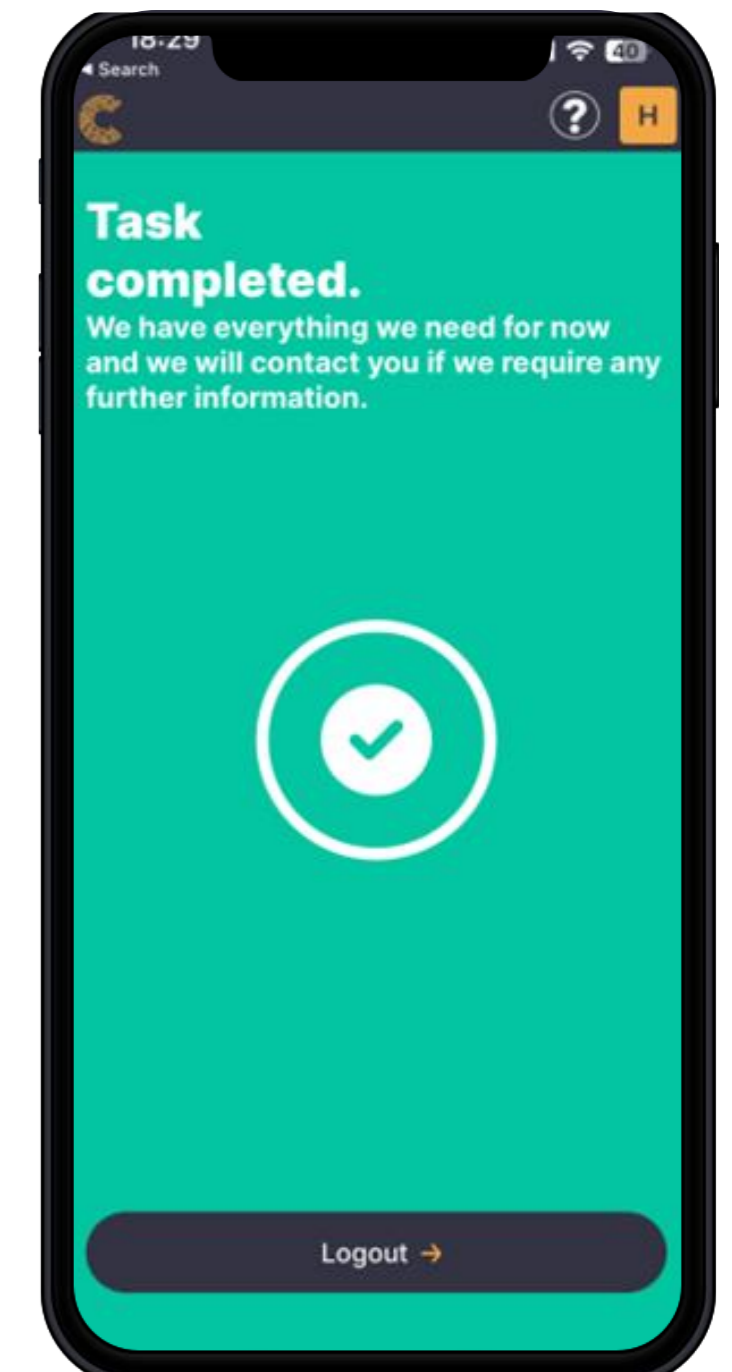
13. Hold your phone in physical contact with your passport, with your phone on top of the passport just as you would when completing a contactless payment



14. You will now be asked to take a selfie to confirm you are live and present



15. Please follow the guidance on the screen, ensuring your eyes and face line up with the gridlines to take the best picture possible



16. You are now finished with your check and you can close the app.

FAQs

I need help, what do I do?

- If you need any help with any of the process, please contact the company who issued your check.

I do not have a UK address?

- If you do not have a UK address, please click 'enter your address manually' and input your address this way on the address page.

I don't have an ID document from the list provided

- If you do not have an ID document on the list provided, please contact the company who issued you your checks in order to find another way to verify yourself.

Why can't I upload a scan of my ID document?

- UK Government standards require you to capture your selfie and your ID document(s) in real-time. To follow these standards and protect against fraud we do not allow for scanned ID documents.

I do not have a smart phone?

- If you do not have a smart phone, we recommend you use a close friend/family members smart phone to complete the check. No information will be saved onto the app or the device. If you cannot find a smartphone to use please contact the company who issued you your check in order to find another way to verify yourself.