



CLIENT GUIDE

How to complete your Safe Harbour 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.

Please note - you will need a valid e-passport for this check.

Who are Credas?

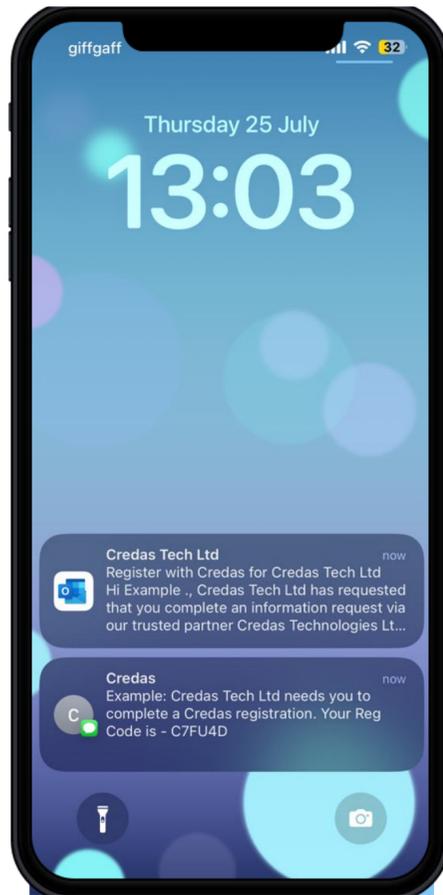
Credas is an award-winning digital identity verification provider with a global reach. We are certified against the UK Government's Digital Identity and Attributes Trust Framework.

Why have you been asked to complete this check?

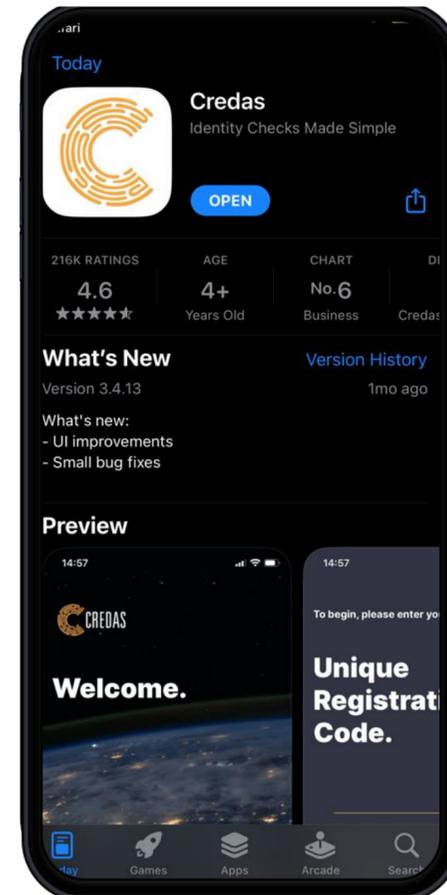
HM Land Registry requires professionals dealing with the disposal and/or acquisition of property/land, where the professional is using identity verification to meet the Safe Harbour standard Identity Check. To meet this standard you will need a passport with a NFC chip.



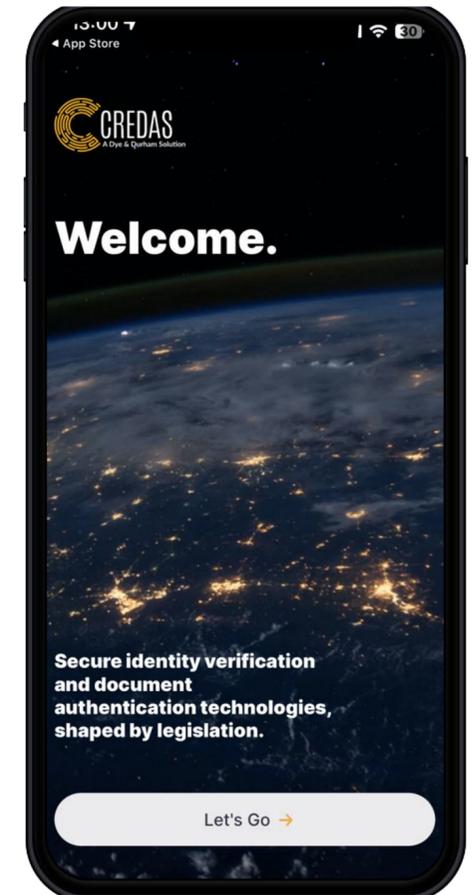
Downloading our App



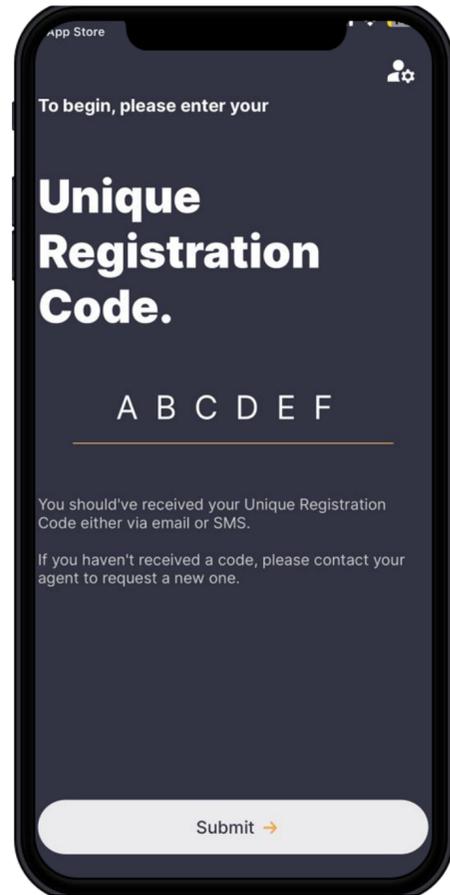
1. You will receive an email/SMS providing you with a link to download the Credas app. You will also be provided with an Unique Registration Code. You will need this to log into the app.



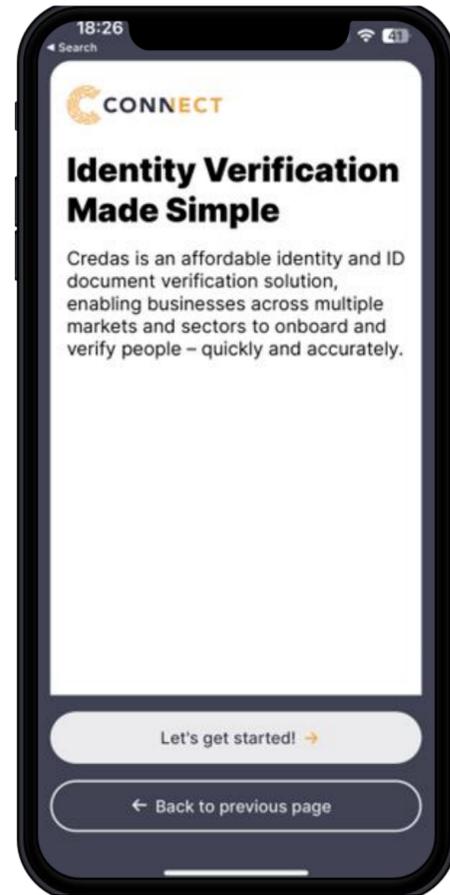
2. The link will bring you to the Apple store/Google play store to download the Credas App.



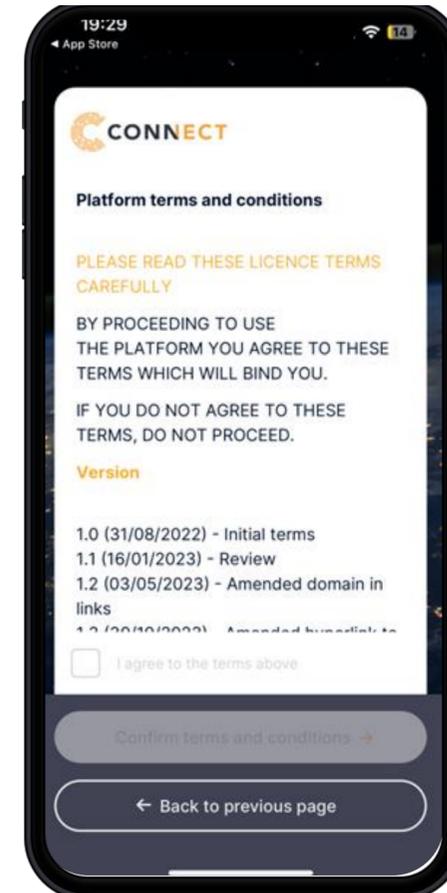
3. Click 'Let's Go'



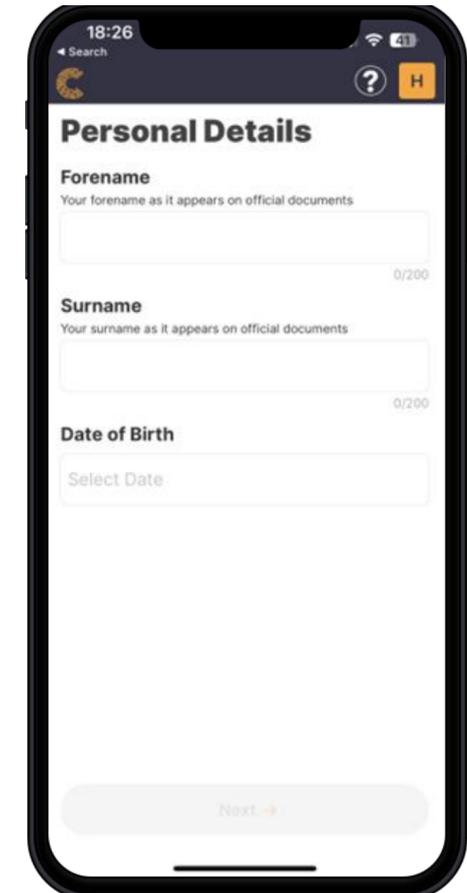
4. Enter your Unique Registration Code you were given in the email/SMS.



5. Click 'Let's get started!'



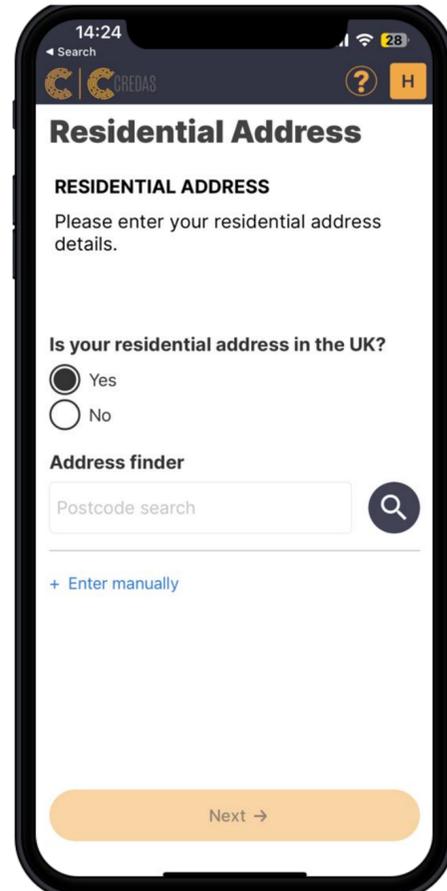
6. Please read through and accept the T & C's.



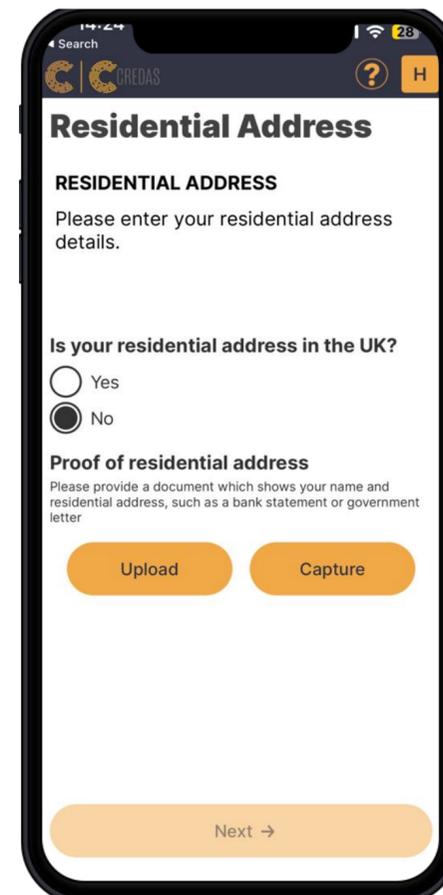
7. Input your personal details.



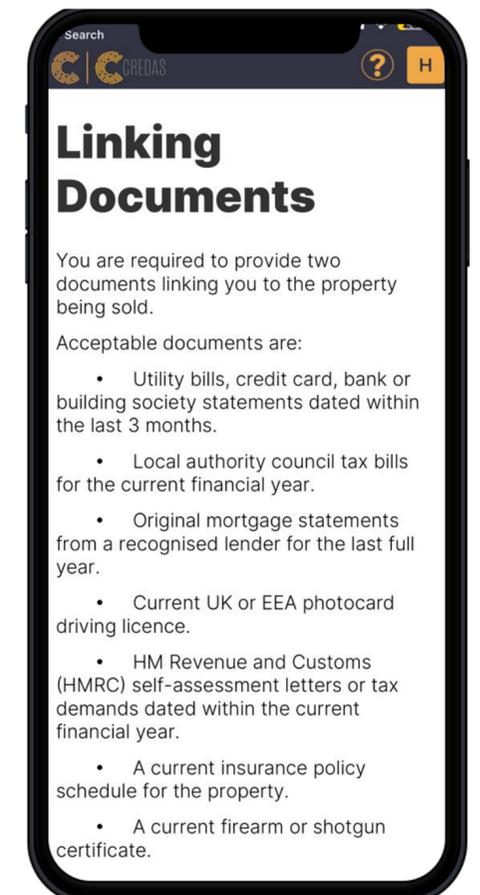
8. You will now be asked to input your address.



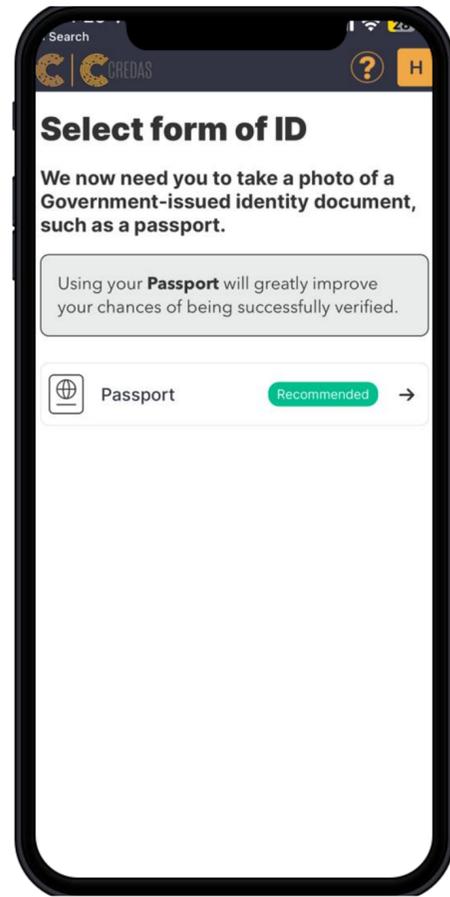
If you live in the UK, you can use the postcode lookup.



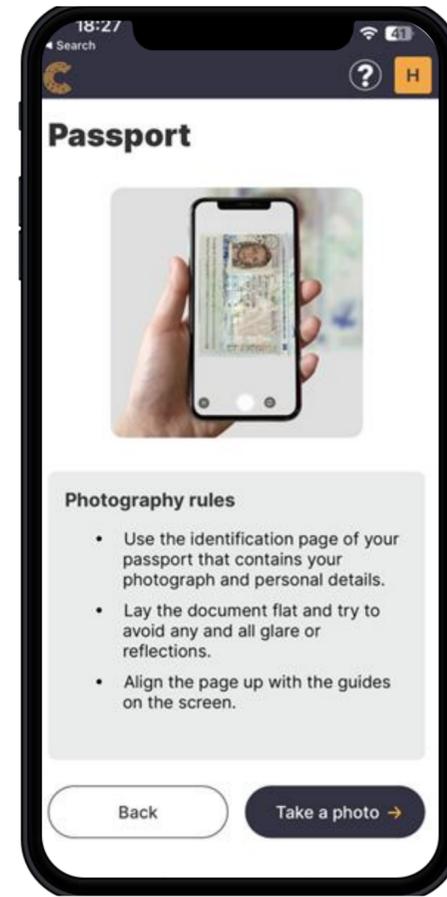
If you live outside of the UK, you will be asked to provide a Proof of Address document.



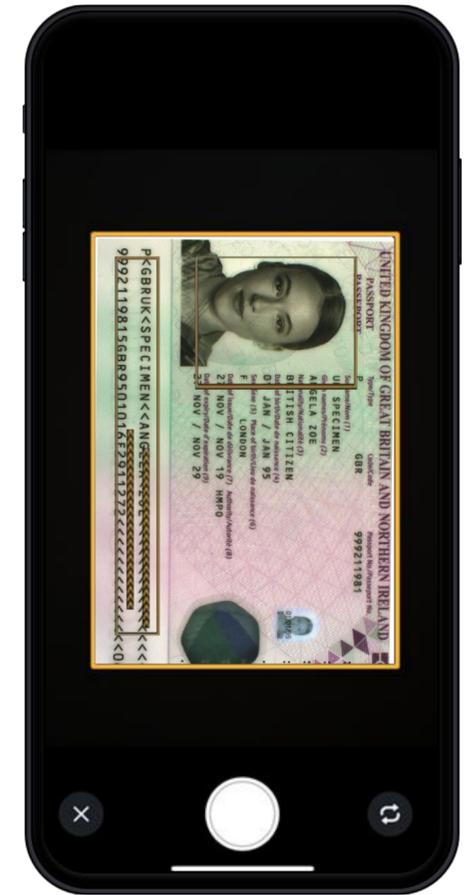
9. If you are selling a property, you will be asked to provide 2 linking documents from this list. Please get these ready now.



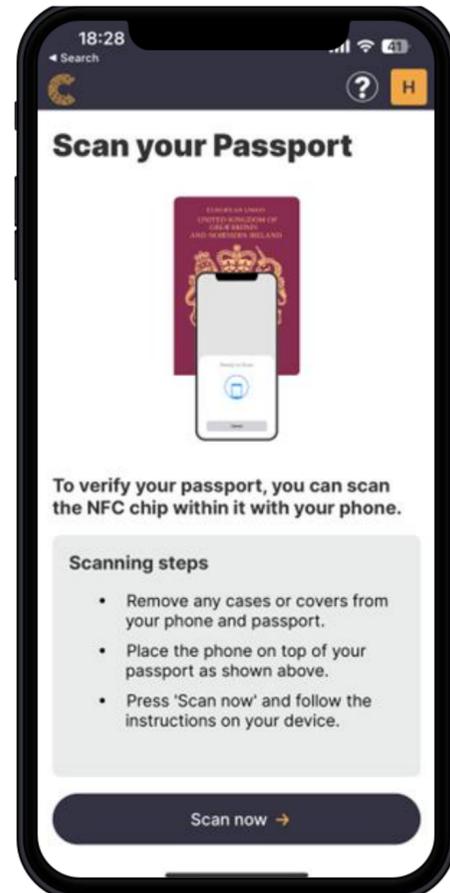
10. Please click on the Passport option.



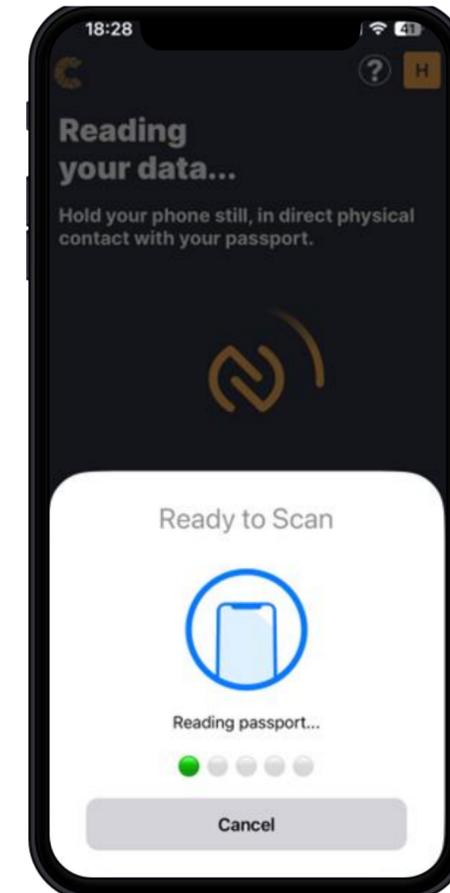
11. Review the instructions given on how to take the best photograph of your document.



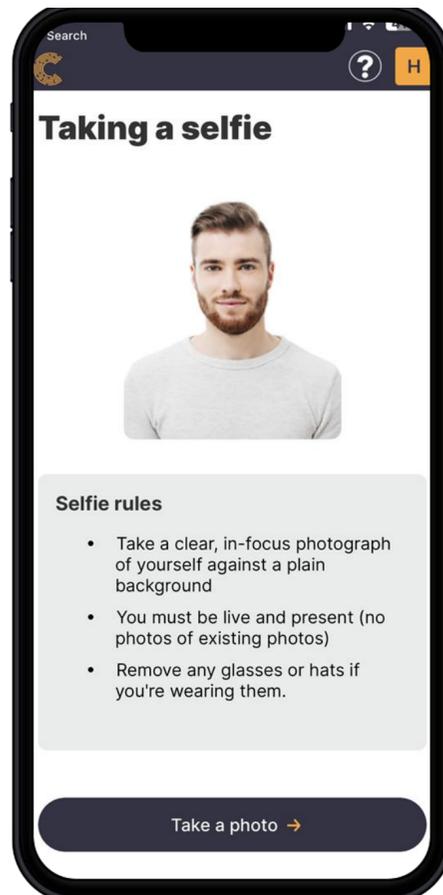
12. Now take a photograph of your passport using the outlines provided as guidance.



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



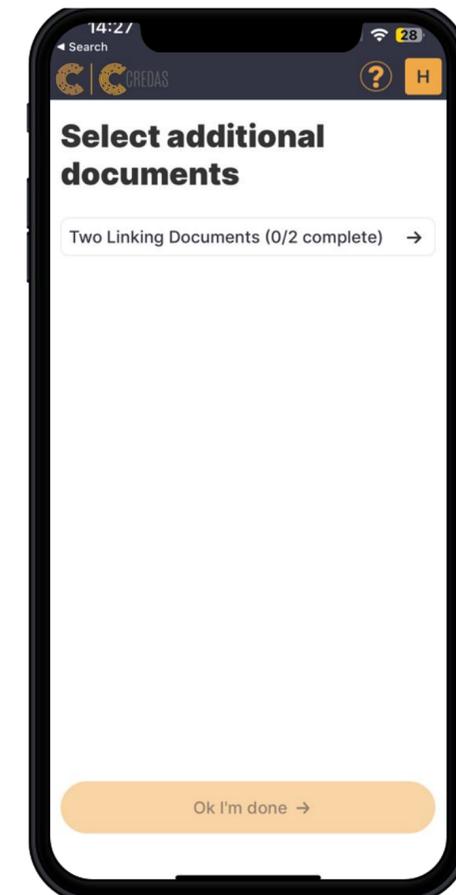
14. Hold your phone in physical contact with your passport, with your phone on top of the passport just as you would when completing a contactless payment.



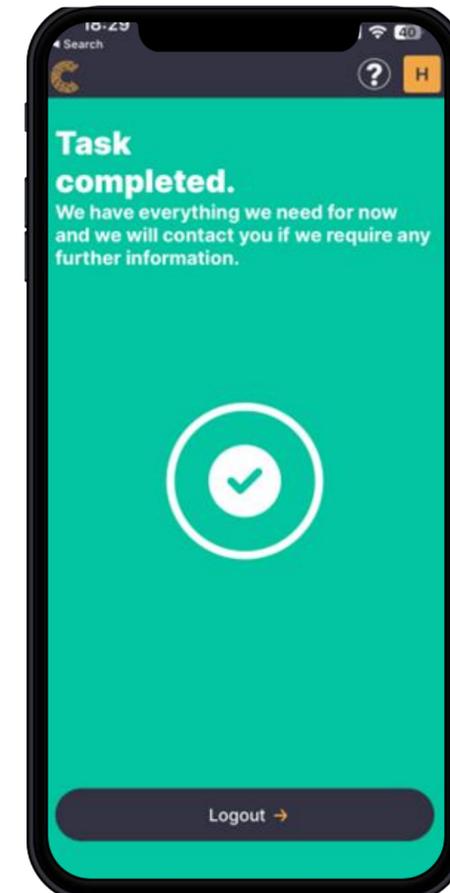
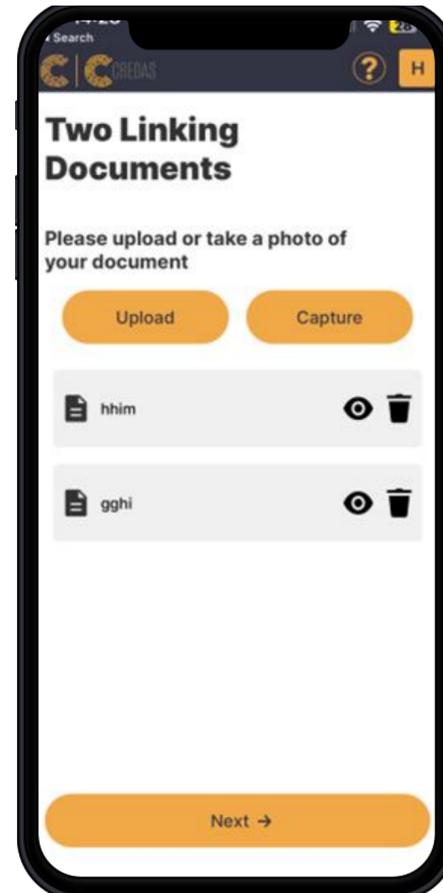
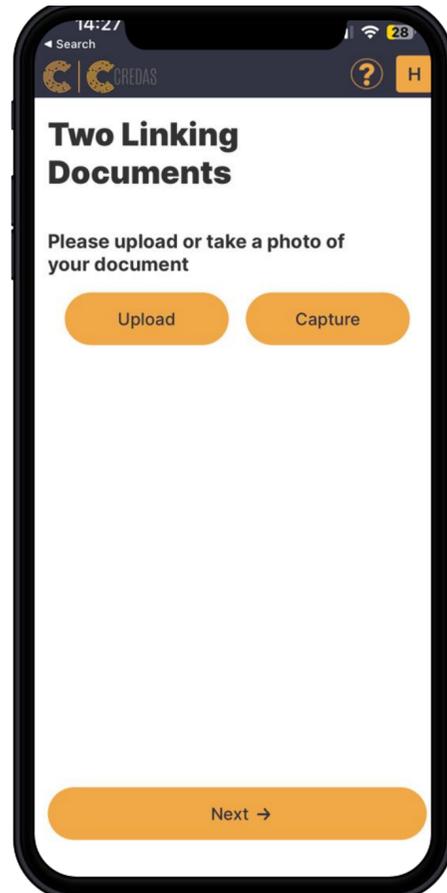
15. You will now be asked to take a selfie to confirm you are live and present.



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



17. If you are selling your property, you will now be asked to provide your two linking documents.



18. You can upload these two linking documents, either by uploading the or taking a photograph of them.

19. 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 do not have a Passport?

- As per Safe Harbour legislation, a passport is required to complete this check. If you do not have a passport please contact the company who issued you your check.

Why can't I upload a scan of my passport?

- 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.

I have completed the check, what happens next?

- Once you have completed your check, the company who issued the check will be in contact to clarify any next steps.