

UNITY ONBOARDING + KYC (CREDAS) USER GUIDE

This user guide contains...

- An overview of our products & checks
- How to create a new client and sending an invite
- How to run a manual AML Checks
- How to manage existing clients
 - Walkthrough of the portal
 - Individuals Profile
 - Results
- Support



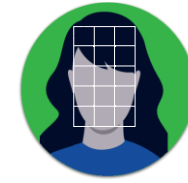
When being **certain** is everything

dyedurham.com

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OUR PRODUCTS



CLIENT PACK
Angela Specimen
Matter ref: XX-XXX-XX



We provide the following checks:

- **Safe Harbour Vendor:** IDV with NFC, 2 x POA, Address, DOB & Mortality, International Sanctions & PEPs, Adverse Media, Safe Harbour.
- **Safe Harbour Purchaser:** IDV with NFC, Address, DOB & Mortality, International Sanctions & PEPs, Adverse Media, Safe Harbour.
- **Biometric ID + AML Check:** IDV with NFC, Address, DOB & Mortality, International Sanctions & PEPs, Adverse Media.
- **Source of Funds:** Smart funds calculator & tracker which allows your client to easily add all their evidence for proof of funds. The client also has the option of connecting to open banking, which provides a bank account analysis of any/all accounts authorised by the client.
- **TA Forms:** Fully digitized and custom-friendly Law Society TA forms.
- **On-going Monitoring:** Automatically re-run PEP & Sanction checks of individuals for six months.
- **Client Care Letters:** eIDAS Level 2 standard E-signable documents with easy-to-use merge field feature for customisable templates.

For more information on what each check contains, please click [here](#).

eSign Client Care Letter



KYC/AML Checks



Source of Funds



Property Information forms



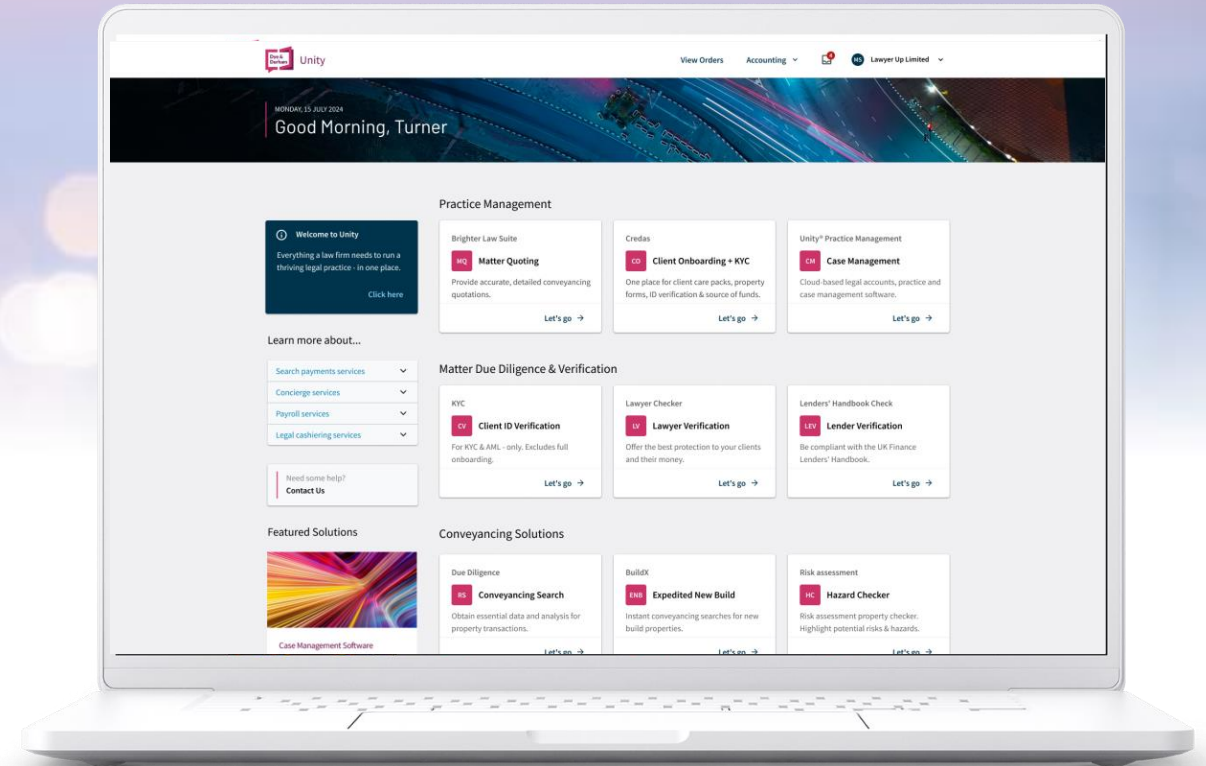
On-going Monitoring



Our checks in more detail

- **ID checks** – Your client will be asked to capture a biometric ID document and liveness to be verified. We will run a range of checks on the Identity Document including name matches, facial matches and if the document is authentic. Our passive liveness technology automatically verifies whether the individual is a live and present person. If we are unable to automatically verify someone's liveness via passive liveness, we will ask them to perform an action.
- **Address & DOB** – Your clients name, address & DOB will be checked against the UK Credit Reference Agency & the UK Electoral Roll.
- **Mortality** – Your clients name & address will be checked against the UK Deceased Person's Record.
- **PEP** – Your clients name & DOB will be checked against International & Domestic PEP databases.
- **International Sanctions** – Your clients name & DOB will be checked against International & Domestic Sanction databases.
- **Adverse Media** – Your clients name & DOB will be check against media such as global newspapers, new sites and if they have been reported to be involved in financial crime, this will be flagged.
- **Safe Harbour** – We will present you with the relevant information from the individuals Identity Document check, so you are able to make an informed decision if the check meets Safe Harbour standards.

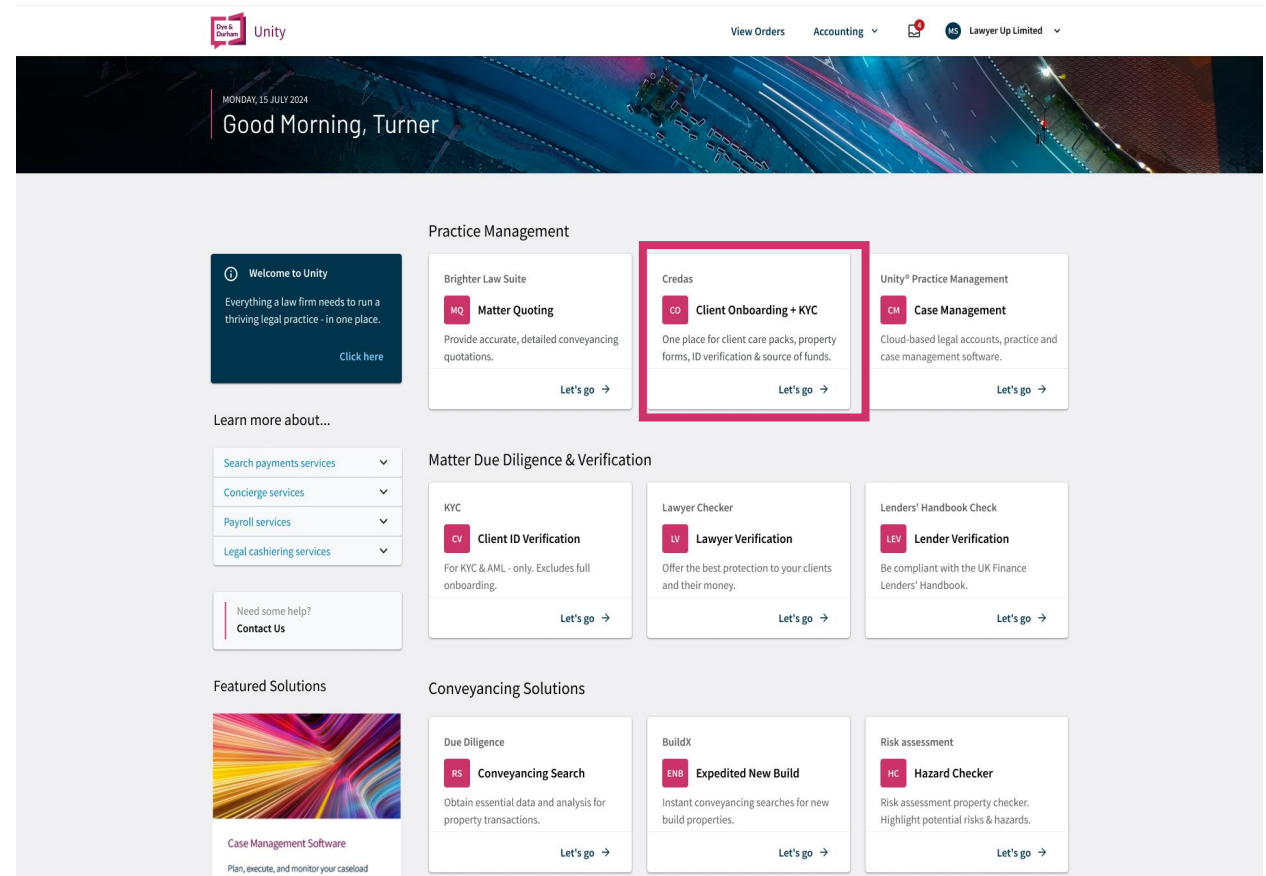
LOGGING IN



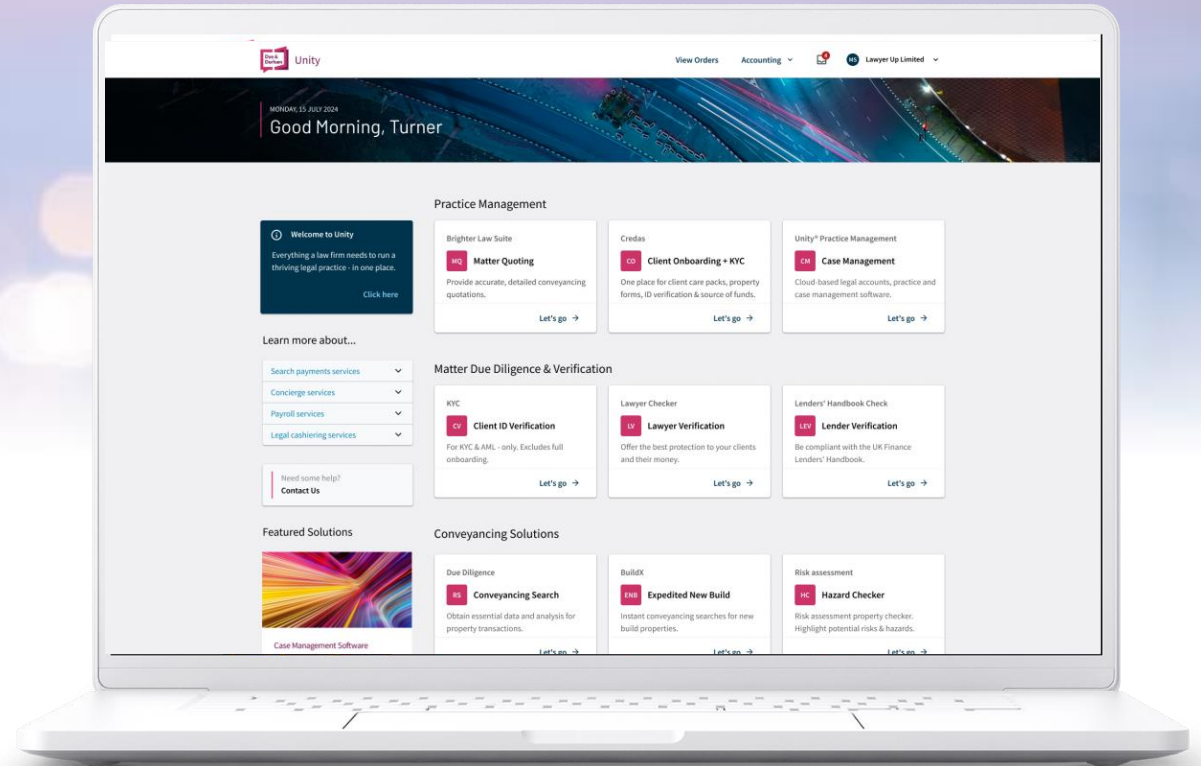
LOGGING IN



- To access the Unity Onboarding + KYC (Credas) product, you will need to sign in via the Unity Platform - <https://dyedurham.co.uk/>
- If you struggle to log in, or have forgotten your password, please contact uk.onboarding@dyedurham.com
- Once you have logged into the Unity platform, you can access Client Onboarding + KYC, by clicking 'Let's go'.



CREATING A NEW INDIVIDUAL



MONDAY, 15 JULY 2024

Good Morning, Turner

Welcome to Unity
Everything a law firm needs to run a thriving legal practice - in one place.
[Click here](#)

Learn more about...

- [Search payments services](#)
- [Concierge services](#)
- [Payroll services](#)
- [Legal cashing services](#)

Need some help?
[Contact Us](#)

Featured Solutions



Case Management Software
Plan, execute, and monitor your caseload with aspa

Practice Management

Brighter Law Suite MQ Matter Quoting Provide accurate, detailed conveyancing quotations. Let's go →	Credas CO Client Onboarding + KYC One place for client care packs, property forms, ID verification & source of funds. Let's go →	Unity® Practice Management CM Case Management Cloud-based legal accounts, practice and case management software. Let's go →
--	---	--

Matter Due Diligence & Verification

KYC CV Client ID Verification For KYC & AML - only. Excludes full onboarding. Let's go →	Lawyer Checker LV Lawyer Verification Offer the best protection to your clients and their money. Let's go →	Lenders' Handbook Check LEV Lender Verification Be compliant with the UK Finance Lenders' Handbook. Let's go →
---	--	---

Conveyancing Solutions

Due Diligence RS Conveyancing Search Obtain essential data and analysis for property transactions. Let's go →	BuildX ENB Expedited New Build Instant conveyancing searches for new build properties. Let's go →	Risk assessment HC Hazard Checker Risk assessment property checker. Highlight potential risks & hazards. Let's go →
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➤ To send a new invitation to a client, click on the 'Client Onboarding + KYC' tab within Unity.

MONDAY, 15 JULY 2024

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Learn more about...

- [Search payments services](#)
- [Concierge services](#)
- [Payroll services](#)
- [Legal cashing services](#)

Need some help?
[Contact Us](#)

Featured Solutions



Case Management Software
Plan, execute, and monitor your caseload with aspa

CO Client Onboarding + KYC

What would you like to do?

- + Add a New Client**
- Manage Existing Clients**

[Close](#)

Brighter Law Suite
MQ Matter Q
Provide accurate quotations.

Matter Due Diligence
KYC
CV Client ID
For KYC & AML - onboarding.

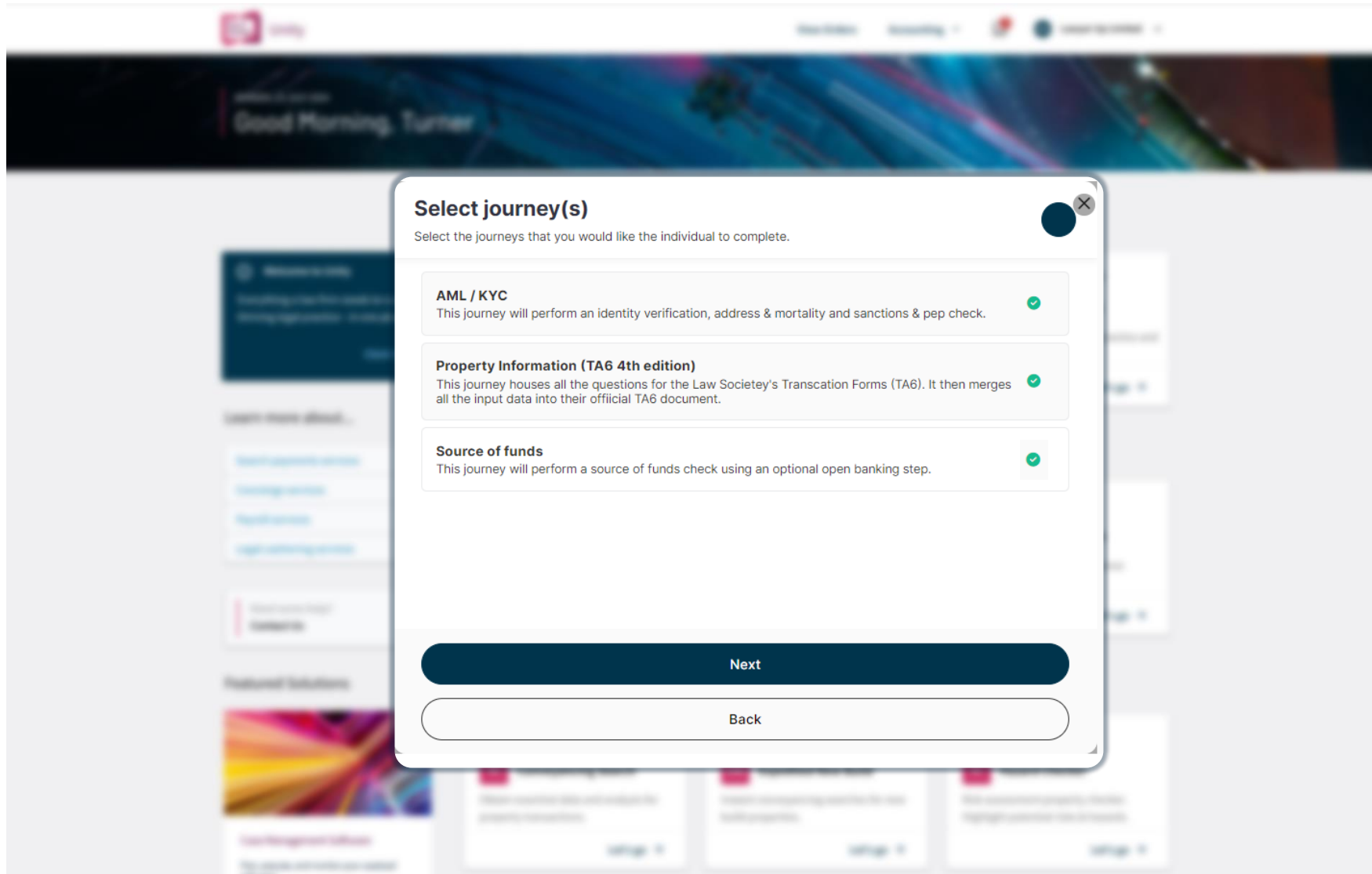
Conveyancing
Due Diligence
RS Convey
Obtain essential data for property transactions.

Practice Management
Case Management
Practice-based legal accounts, practice and management software.
[Let's go →](#)

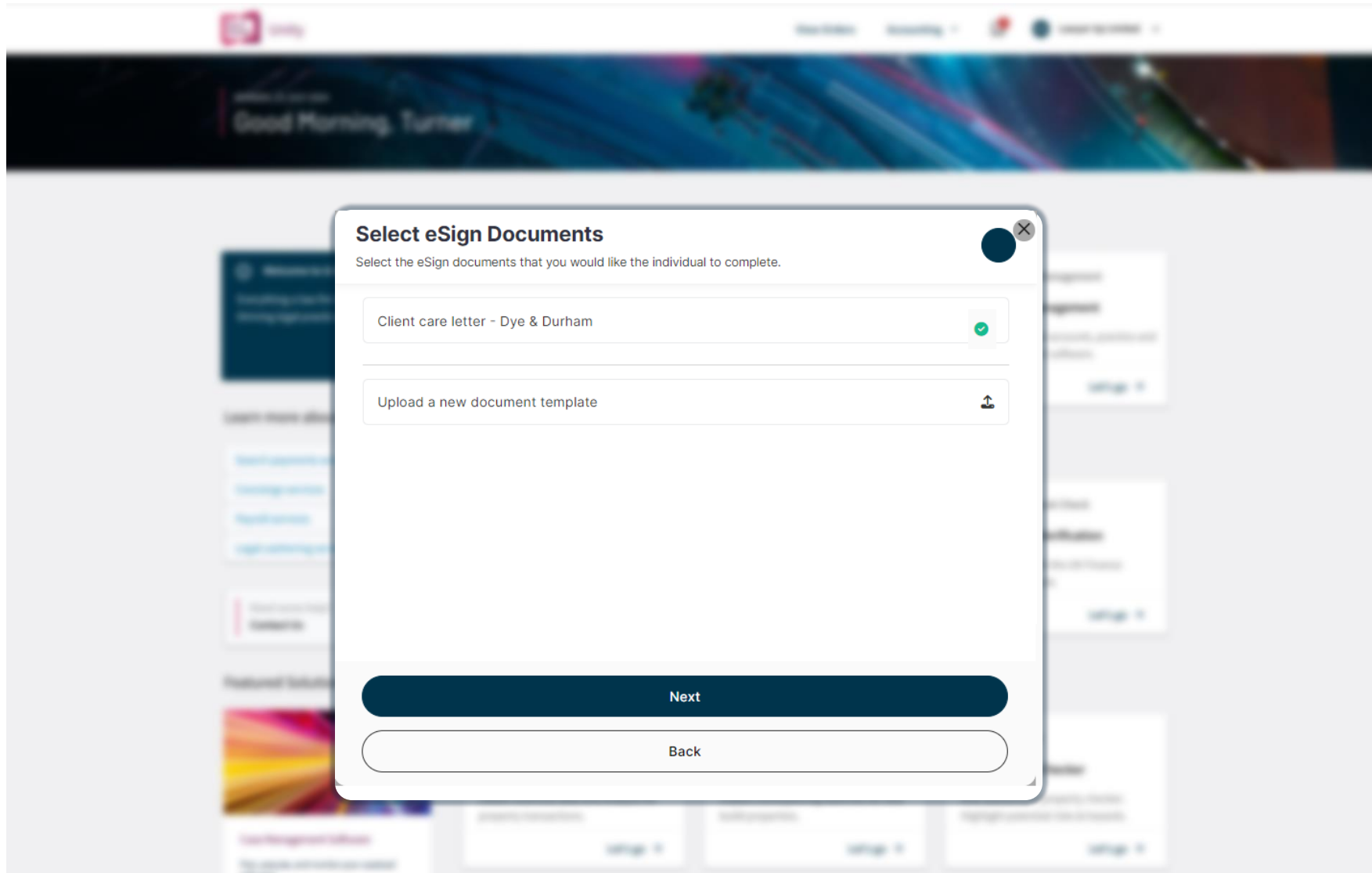
Handbook Check
Lender Verification
Compliant with the UK Finance Handbook.
[Let's go →](#)

Assessment
Hazard Checker
Assessment property checker. Highlight potential risks & hazards.
[Let's go →](#)

➤ Click on 'Add a New Client'.



➤ Select which journey (s) you wish to send to your client.



- Select which Client Care Letter(s) you wish to send to your client. This option will only appear if you have Client Care Letter (s) as part of your set up.

Create an individual

Create a new individual to add to a journey.

First name


John

Middle name (optional)

Surname

Smith

Date of birth (optional)

DOB (optional) 

Reference

Create individual

Back

➤ Input your clients name as well as any additional information you wish.

Contact methods
Select the contact methods for each of the individuals.

Individuals
ⓘ In person invitations have been disabled, this option is only available when inviting for a single journey.

Set the contact preferences for the individuals

John Smith

Contact preference
Send an email

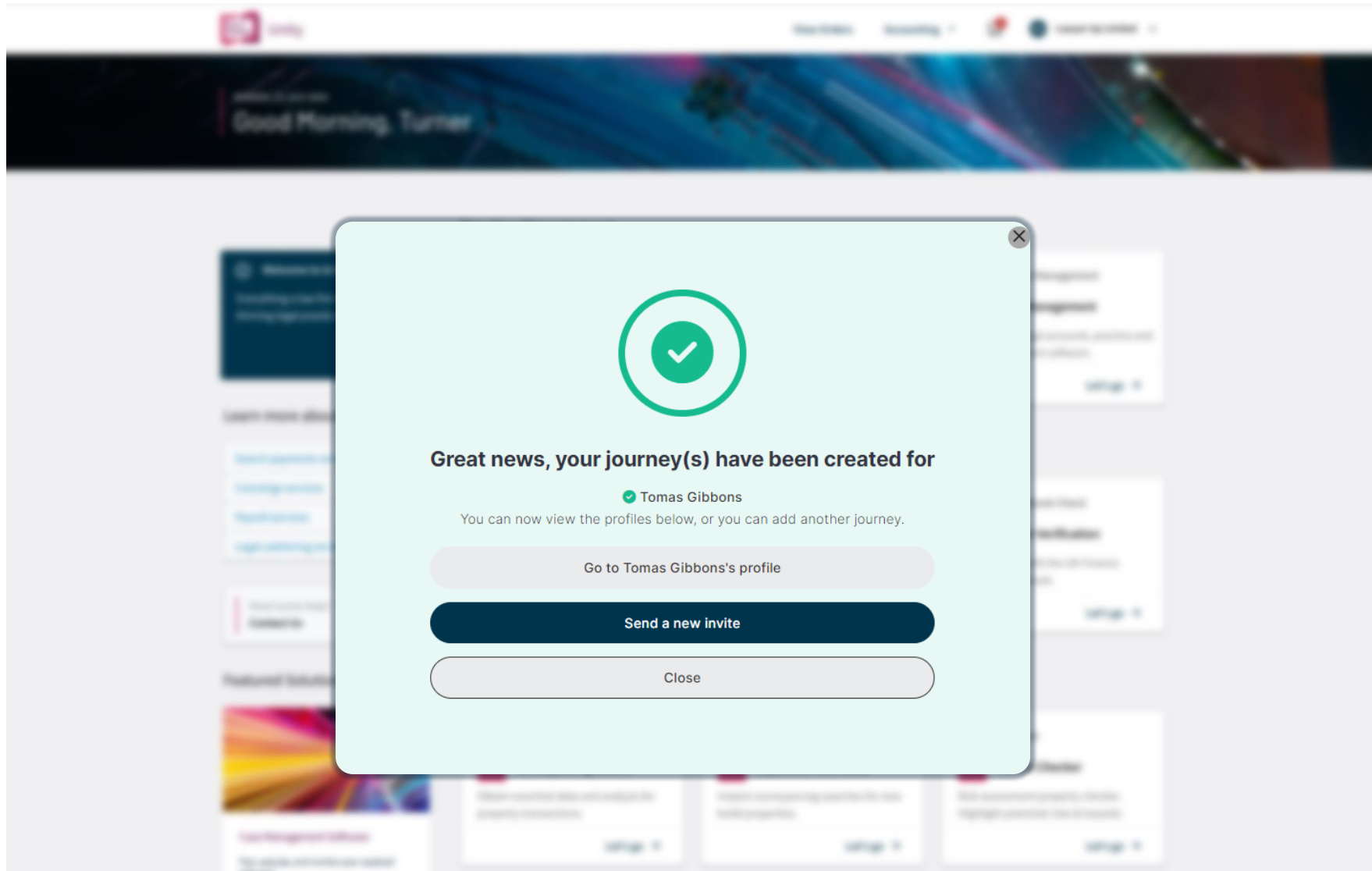
Email address
John.smith@gmail.com

Mobile number (optional)
Select a dialling code | Enter a mobile number

Create invite

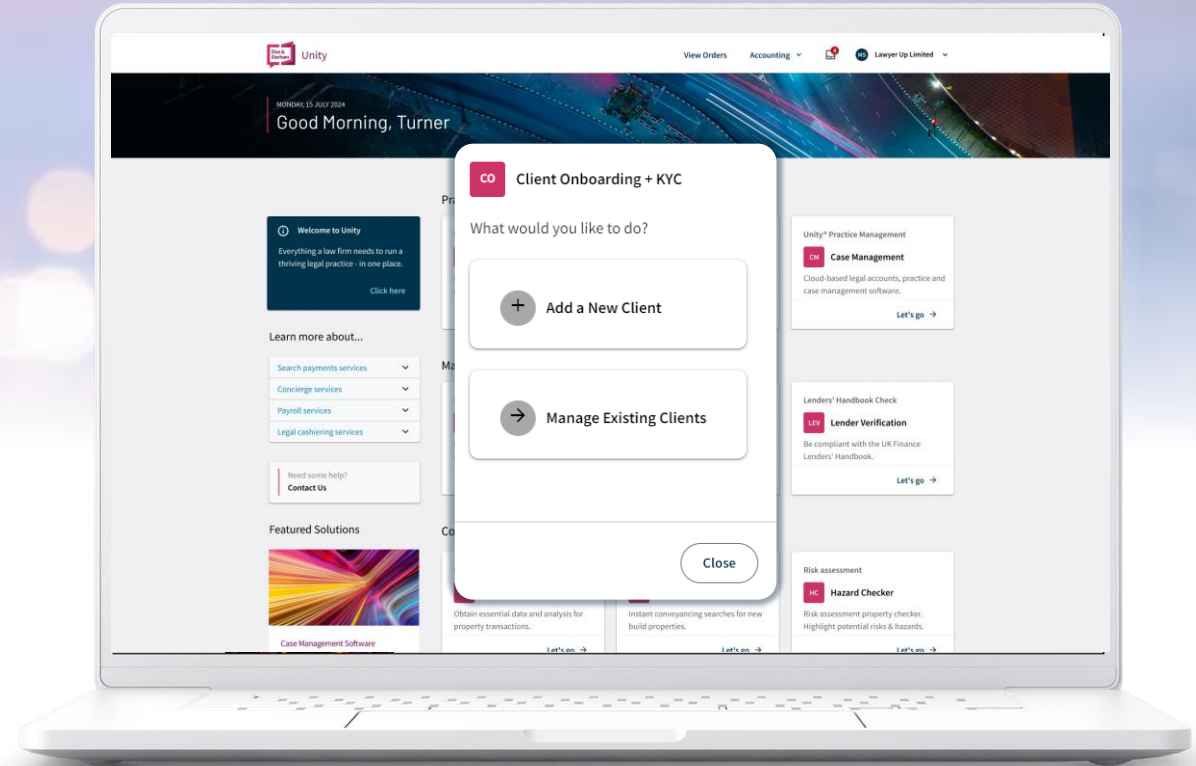
Back

- Input your clients' contact details and choose a contact method. If your client lives overseas, we recommend only sending them an email invitation.



- The invite has now been sent.
- You can send a new invitation to a new client, manage existing clients or close the onboarding tab.

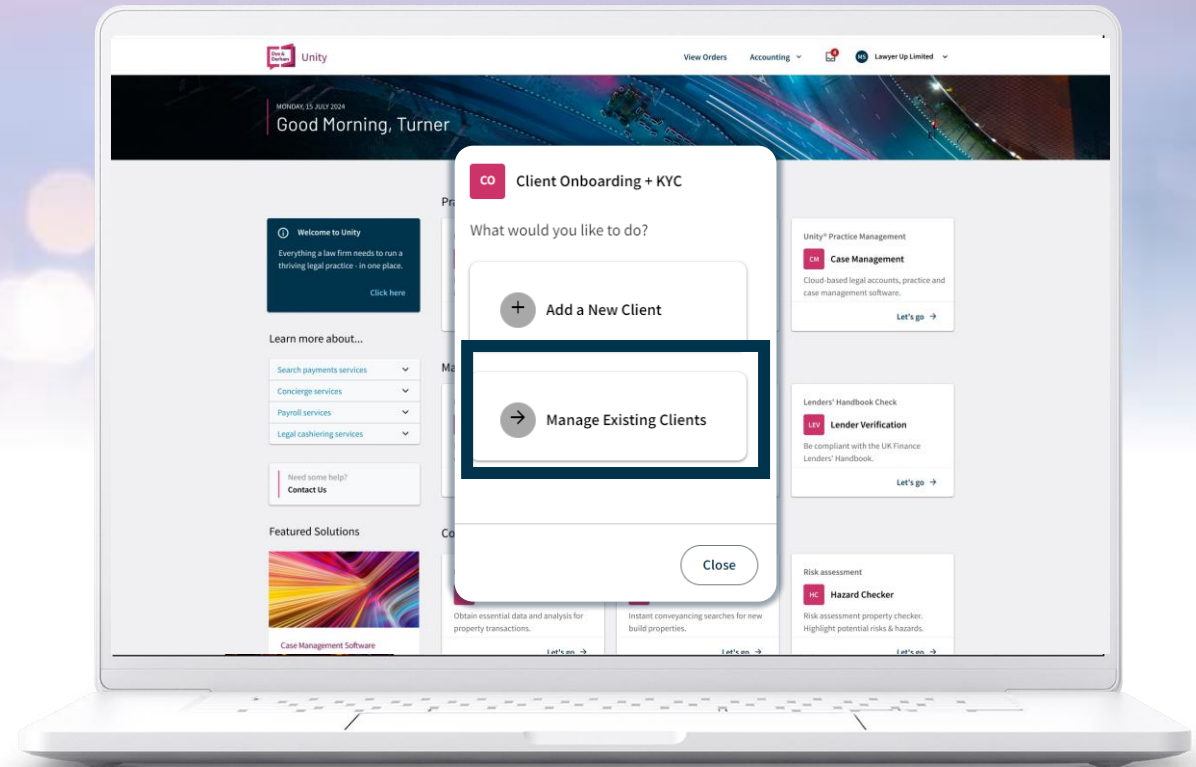
MANUALLY RUNNING AN AML CHECK

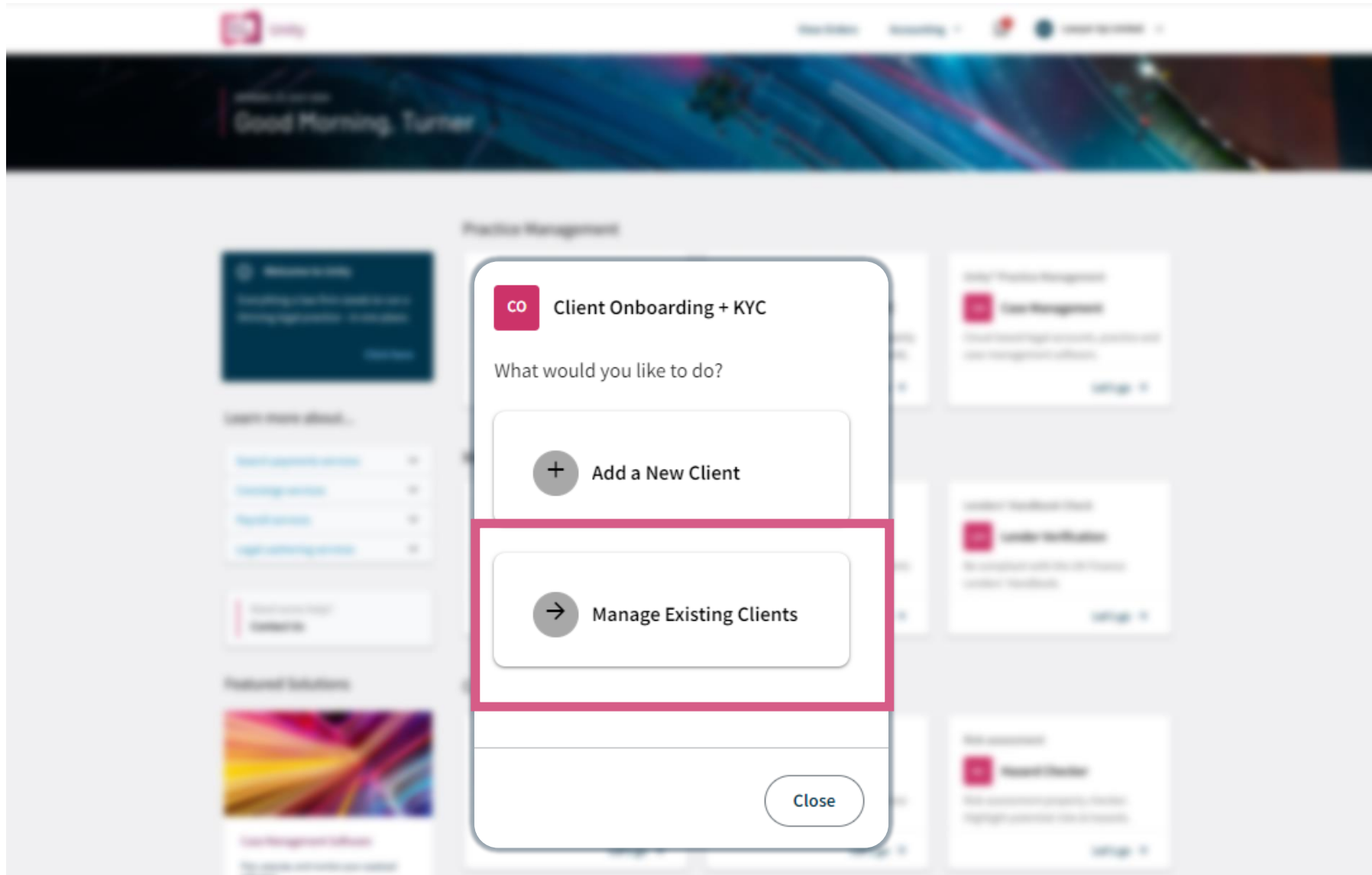


| MANUALLY RUNNING AML CHECKS

- You can manually run an AML check on your clients by following these steps [here](#).
- You can manually complete KYC/AML checks on your clients in-person by following these steps [here](#).

MANAGING EXISTING USERS (Walkthrough of the Portal)





- To access your existing clients checks, click 'Manage Existing Clients' from the Client Onboarding + KYC tab

WALKTHROUGH OF THE PORTAL

➤ You will arrive on the individual's page. This is the main page you will use which lists all the checks and individuals you have sent out.

The screenshot shows the 'Individuals' page in the Dye & Durham portal. At the top, there are navigation tabs: Portal, Individuals (selected), Processes, and eSign. Below the navigation is a search bar with the placeholder text 'Search by name, phone number or email address'. To the right of the search bar are filter buttons for Status, Tags, and ID type, along with an 'Add new' button and a settings gear icon. A table below displays a list of individuals with columns for Date of invite, Name, Invite Status, % Complete, Phone number, Email, Reg Code, Invited By, Reference, Liveness, ID Submitted, and Actions. Three callout boxes provide details: one points to the 'Reg Code' column, another to the 'Invite Status' column, and a third to the 'Liveness' and 'ID Submitted' columns. A fourth callout points to the settings gear icon.

You can find your clients unique registration code here. You will need to quote this if you need support

You can search by tags here, if you have chosen to add tags to individuals

The settings toggle allows you to customise the table view, export the table to CSV and more

You will be able to see your clients name and the date of the individual here

You can see here the status of a clients check e.g. invited means they have been invited but not started the check yet

You can see who has requested the check here

This area of the table is customisable (the settings toggle above) and you can set it to view different area of the checks such as has the ID submitted

<input type="checkbox"/>	Date of invite ↓	Name	Invite Status	% Complete	Phone number	Email	Reg Code	Invited By	Reference	Liveness	ID Submitted	Actions
<input type="checkbox"/>	11/07/2024 12:37	Jane Doe	Invited	0%	-	hannah.rowe@Credas.com	NKS-XKY	Test User		Requested	×	⋮
<input type="checkbox"/>	11/07/2024 12:36	John Smith	Not invited	0%	-	-	827-J9Z	Test User		Requested	×	⋮
<input type="checkbox"/>	27/06/2024 09:25	Archie Barnett	Invited	0%	-	-	J8R-2TA	Test User		Requested	×	⋮

WALKTHROUGH OF THE PORTAL



You will be able to access any CCL sent out and their status's by clicking here

You can search for individuals and their results here

You can filter individuals and their results via these tabs

You can send out a new check here as well as through the Unity platform

If you have requested notifications to be turned on, these can be viewed here



Portal ▾ Individuals Processes eSign

Search by name, phone number or email address

Status ▾

Tags ▾

ID type ▾

All filters ⋮

Add new



TU

<input type="checkbox"/>	Date of invite ↓	Name	Invite Status	% Complete	Phone number	Email	Reg Code	Invited By	Reference	Liveness	ID Submitted	Actions
<input type="checkbox"/>	11/07/2024 12:37	Jane Doe	Invited	0%	-	hannah.rose@Credas.com	NKS-XKY	Test User		Requested	✗	⋮
<input type="checkbox"/>	11/07/2024 12:36	John Smith	Not invited	0%	-	-	827-J9Z	Test User		Requested	✗	⋮
<input type="checkbox"/>	27/06/2024 09:25	Archie Barnett	Invited	0%	-	-	J8R-2TA	Test User		Requested	✗	⋮

You can click anywhere on the individual to access their profile

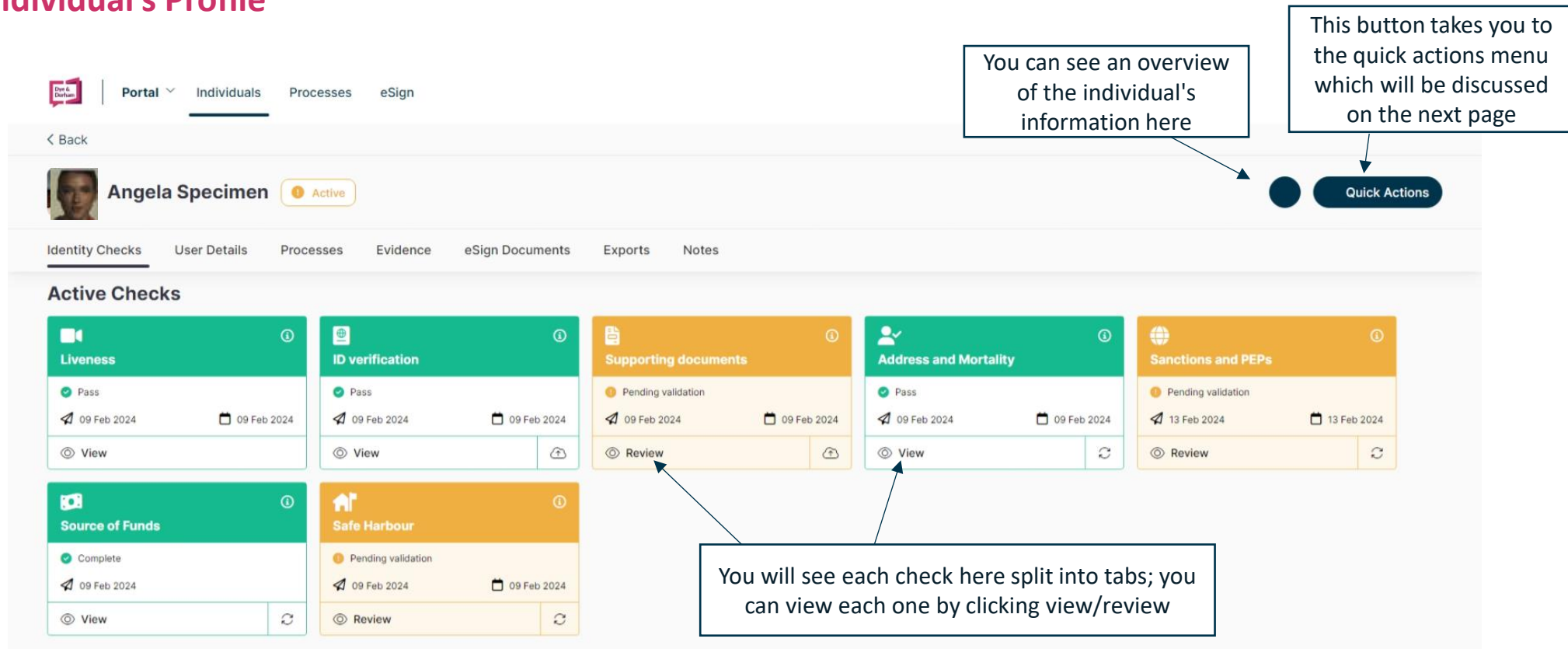
You can see how far along an individual is in their check here

The individuals contact details can be found here, if applicable

The actions tab here will give you a range of options such as adding tags, resending a check, approving/rejecting an individual. These will be discussed later in the guide


WALKTHROUGH OF THE PORTAL

An Individual's Profile



Portal ▾ Individuals Processes eSign

< Back

 **Angela Specimen** Active

Identity Checks User Details Processes Evidence eSign Documents Exports Notes

Active Checks

Liveness Pass 09 Feb 2024 - 09 Feb 2024 View	ID verification Pass 09 Feb 2024 - 09 Feb 2024 View	Supporting documents Pending validation 09 Feb 2024 - 09 Feb 2024 Review	Address and Mortality Pass 09 Feb 2024 - 09 Feb 2024 View	Sanctions and PEPs Pending validation 13 Feb 2024 - 13 Feb 2024 Review
Source of Funds Complete 09 Feb 2024 View	Safe Harbour Pending validation 09 Feb 2024 - 09 Feb 2024 Review			

Callout boxes:

- You can see an overview of the individual's information here
- This button takes you to the quick actions menu which will be discussed on the next page
- You will see each check here split into tabs; you can view each one by clicking view/review

- This is an individual's profile, you will be able to access everything related to that individual here including viewing their CCLs, viewing checks, and remediating results.
- The next page will show you the quick actions menu which can be accessed from the button in the top right-hand corner

WALKTHROUGH OF THE PORTAL

An Individual's Profile - Quick Actions Menu

The screenshot shows the 'Individuals' profile page for 'ANGELA ZOE UK SPECIMEN'. The page includes a navigation bar with 'Portal', 'Individuals', 'Masterlist', 'Processes', and 'eSign'. Below the profile name, there are tabs for 'Identity Checks', 'User Details', 'Processes', 'Evidence', and 'eSign Documents'. The 'Active Checks' section contains four cards: 'Liveness' (Pass, 13 Feb 2024), 'ID verification' (Pass, 13 Feb 2024), 'Source of Funds' (Complete, 13 Feb 2024), and 'Safe Harbour' (Pending validation, 13 Feb 2024). The 'Evidence' tab is highlighted, and a callout box points to it. To the right, a 'What would you like to do?' menu lists several actions: 'Create a journey', 'Run a data check', 'Export Identity Check Report', 'Add evidence', and 'Add an eSign document'. Callout boxes provide instructions for each of these actions.

If you had not sent the individual every check you wished for them to complete, you can send it here

If you need to re-run the Address & Mortality or the International Screening, you can do so here

You can view, download and print a PDF of the individuals full report here

If the client has sent you an image/PDF separately and you wish to add it to the PDF, you can add it here as 'Evidence'. The image/PDF will appear in the 'Evidence' tab of the individual's profile

You can send another CCL to the individual here

If you scroll down, you will also see options to resend an invite, if your client did not receive the original email/SMS and to add a note to the individual's profile

WALKTHROUGH OF THE PORTAL

An Individual's Profile - User details



Portal ▾ Individuals Masterlist Processes eSign Dashboard Companies Settings

Info Bell HR

< Back

ANGELA ZOE UK SPECIMEN Active Quick Actions

Identity Checks User Details Processes Evidence eSign Documents Exports Notes

Personal Details

Registered email: angela.uk.specimen@credas.com Phone number: [Redacted]

Correspondence address: N/A

Account

Approval status: Pending Registration code: 2XP-99M Copy

Sent on: 13 Feb 2024 Added by: [Redacted]

Client reference: N/A

You can edit aspects of the individuals details here, such as their name


You can either approve/reject the individual here depending on your internal processes

WALKTHROUGH OF THE PORTAL

An Individual's Profile - Processes



< Back

 **ANGELA ZOE UK SPECIMEN** Active Quick Actions

Identity Checks User Details Processes Evidence eSign Documents Exports Notes

Process name	Contact type	Status	Devices	Invited by	Completed	Score	Score %	Locked
Tuesday, 13 February 2024								
TA6 (4th edition)	Email	Complete		Archie Barnett	100%	0/0	0%	→
Source of Funds	Email	Complete		Archie Barnett	100%	0/0	0%	→
KYC / AML - Vendor	Email	Complete		Archie Barnett	100%	0/0	0%	→

Items per page: 5 1 - 3 of 3 |< < > >|

- In this tab you will be able to see the different checks (processes) that were sent to the client
- By clicking in each process, you can get a more in-depth look into the information the individual gave

WALKTHROUGH OF THE PORTAL

An Individual's Profile - Evidence



A screenshot of a web application interface showing the 'Evidence' tab for a user profile. The user's name is 'ANGELA ZOE UK SPECIMEN' and their status is 'Active'. The interface includes a navigation menu with options like 'Identity Checks', 'User Details', 'Processes', 'Evidence', 'eSign Documents', 'Exports', and 'Notes'. The 'Evidence' tab is selected, displaying a table with one row of evidence. The table has columns for 'Title', 'File type', 'Created by', and 'Options'. The row contains 'Example Evidence', a PDF icon, 'Client', and icons for viewing and downloading. At the bottom right, there is a pagination control showing 'Items per page: 20', '1 - 1 of 1', and navigation arrows.

- You will see any extra evidence that has been uploaded to the individual's profile here
- Evidence is added through the 'Quick Actions' Menu explained [here](#)
- The PDF/Image will appear on the individuals PDF


WALKTHROUGH OF THE PORTAL

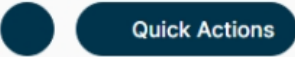
An Individual's Profile - E-Sign Documents

< Back















Angela Specimen

 Active

 Quick Actions

Identity Checks User Details Processes Evidence eSign Documents Exports Notes

Document title	Created by	Type	Settings	Options
Turner & Turner Care Letter	 Client	 eSign	 	 
TA6 (4th edition)	 User	 Task	 	 

Items per page: 20 1 - 2 of 2 


➤ You can view/download the individuals Client Care Letters in this tab

TA6 (4th edition)

1 of 20

Automatic Zoom

www.lawsociety.org.uk



Law Society Property Information Form (4th edition)

Address of the property 1 123 Test Street, Verifier Road, CF24 5EA

Full names of the seller 1 Angela Zoe Specimen

Seller's solicitor JW Law
Name of solicitor's firm

Turner & Turner LLP

Signed

Angela Specimen


Signatory type
Vendor

Email address
-

Phone number
-

Required to sign
Yes

Signature



Angela Specimen
02-Feb-2024 13:27:26

IP Address
147.243.230.169

Download PDF

- This is an example of what the Client Care Letters will look like for you
- You will be able to see all the information inputted by your client as well as their signature and IP address

WALKTHROUGH OF THE PORTAL

An Individual's Profile - Notes



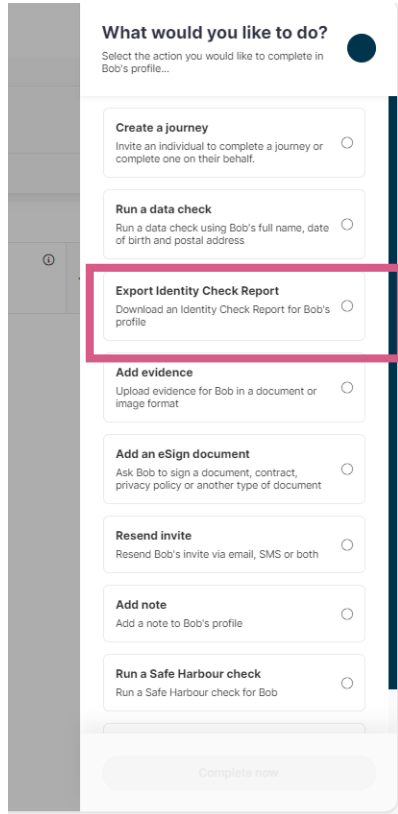
Identity Checks	User Details	Processes	Evidence	eSign Documents	Exports	Notes
Date created	Note type	Title	Description	Status	Added by	
11/07/2024 15:50	Liveness	Liveness	fail	▲ Fail	Hannah Rowe	

Items per page: 10 1 - 1 of 1 << < > >>

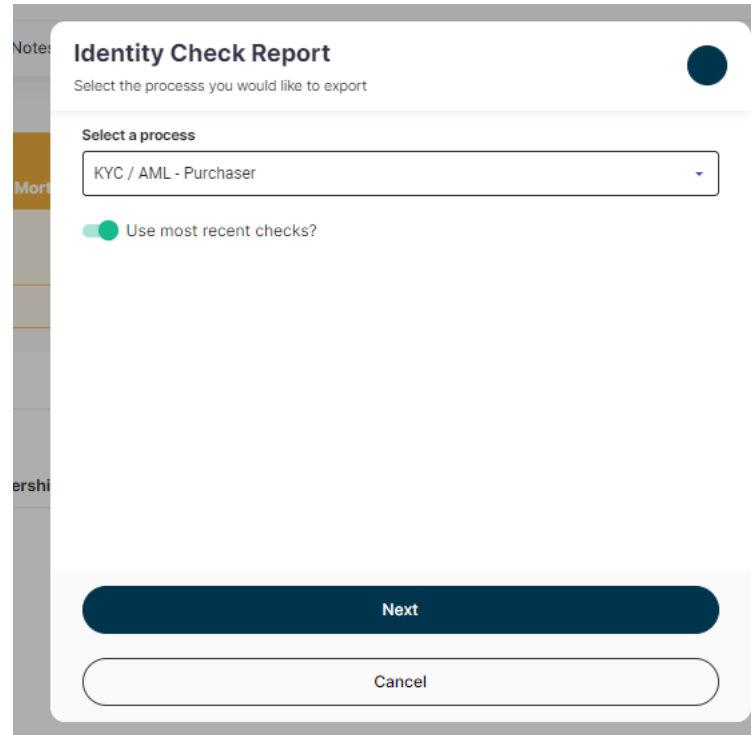
- In the notes tab, you will see any notes that have either been added through the Quick Actions menu explained [here](#) or any notes added during the results review stage

DOWNLOADING PDFS

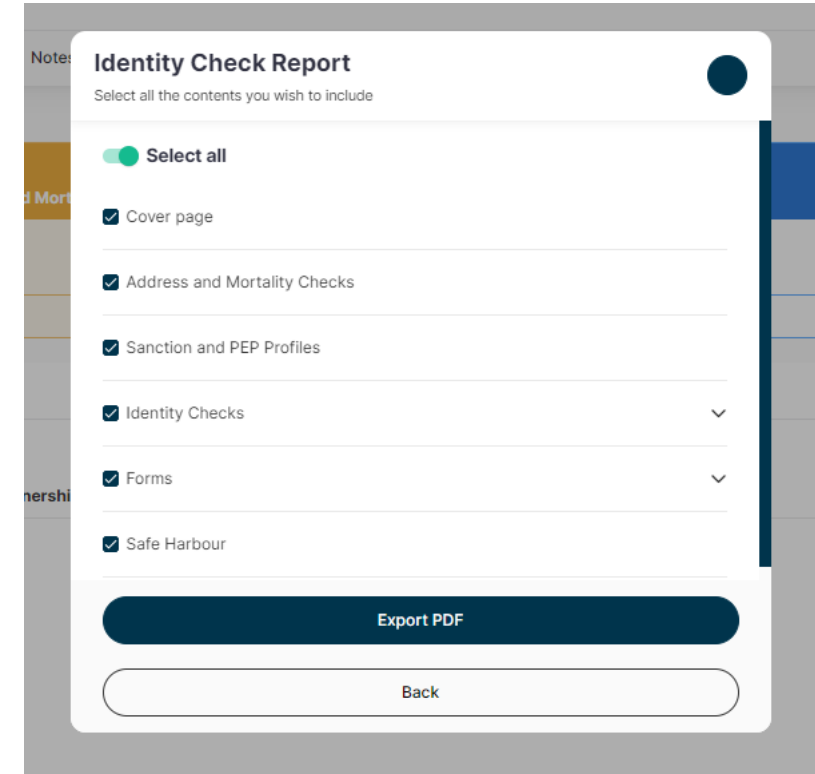
How to download PDFs when a client has completed a check



1. Click 'Export Identity Check Report' within the quick action's menu



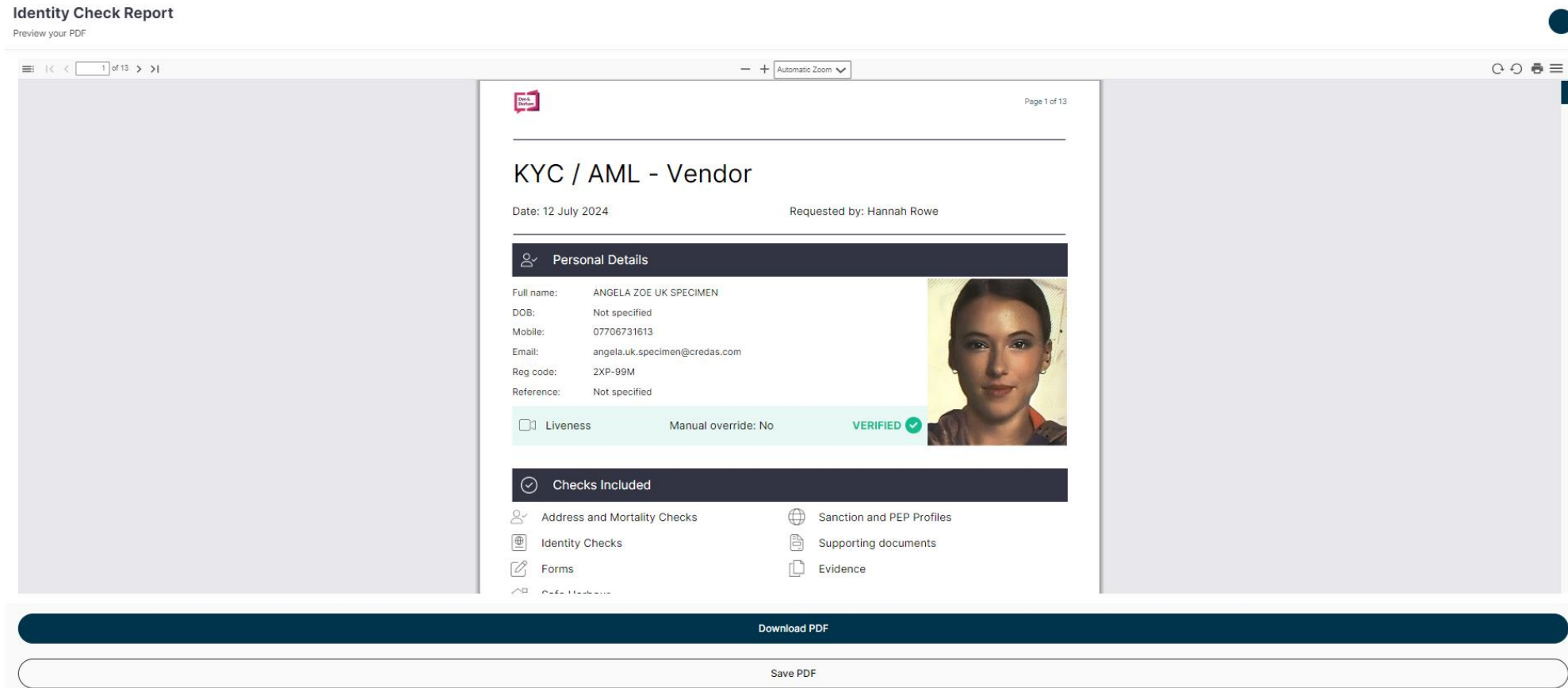
2. Choose which process you want to download a report for



3. Confirm which areas you wish to include

DOWNLOADING PDFS

How to download PDFs when a client has completed a check



Identity Check Report
Preview your PDF

Page 1 of 13

KYC / AML - Vendor

Date: 12 July 2024 Requested by: Hannah Rowe

Personal Details

Full name: ANGELA ZOE UK SPECIMEN
DOB: Not specified
Mobile: 07706731613
Email: angela.uk.specimen@credas.com
Reg code: ZXP-99M
Reference: Not specified

Liveness Manual override: No **VERIFIED** ✓

Checks Included

- Address and Mortality Checks
- Sanction and PEP Profiles
- Identity Checks
- Supporting documents
- Forms
- Evidence

[Download PDF](#)

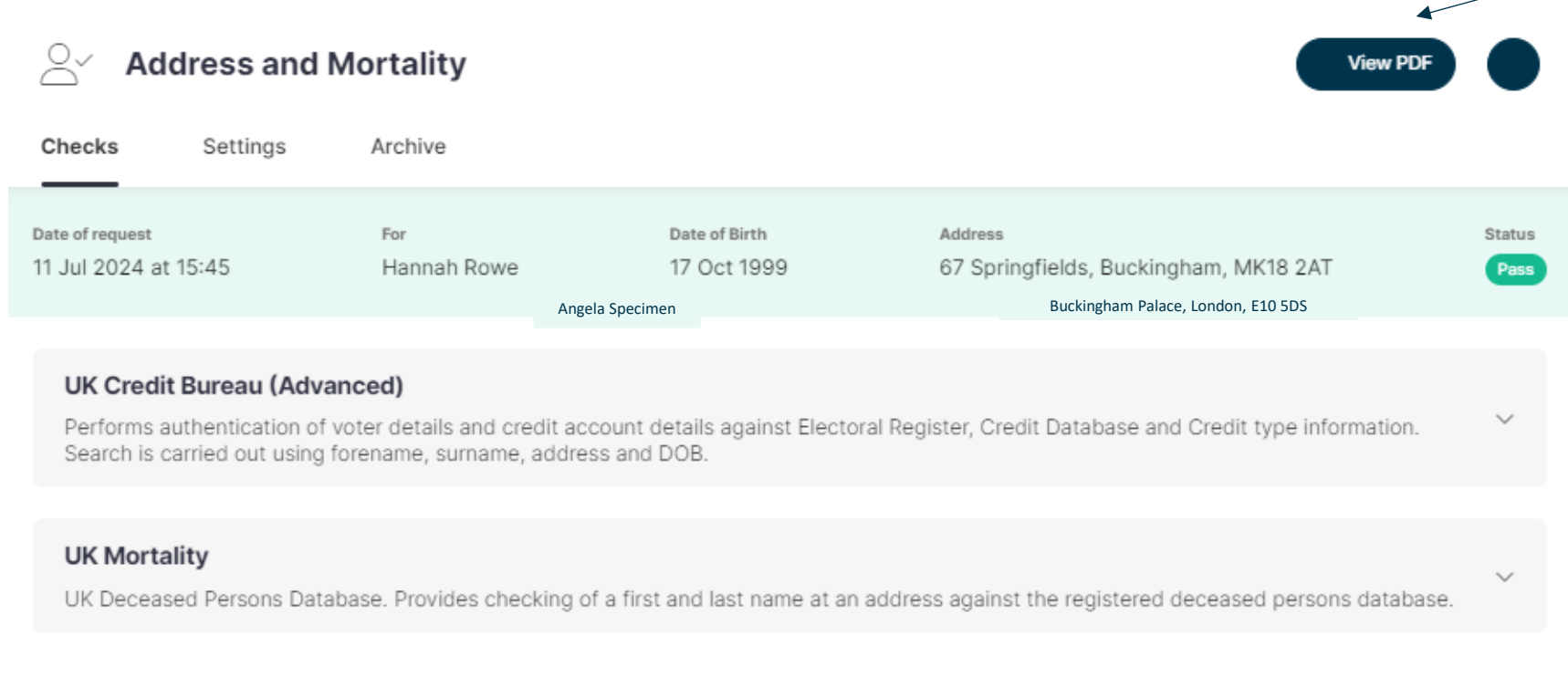
[Save PDF](#)

4. You now have the option to view, save, download or print the PDF

DOWNLOADING PDFS

How to download PDFs for individual checks

Alternatively, if you wish to download individual PDFs for each check such as Address & Mortality, you can click 'View PDF' within the check



Address and Mortality

Checks Settings Archive

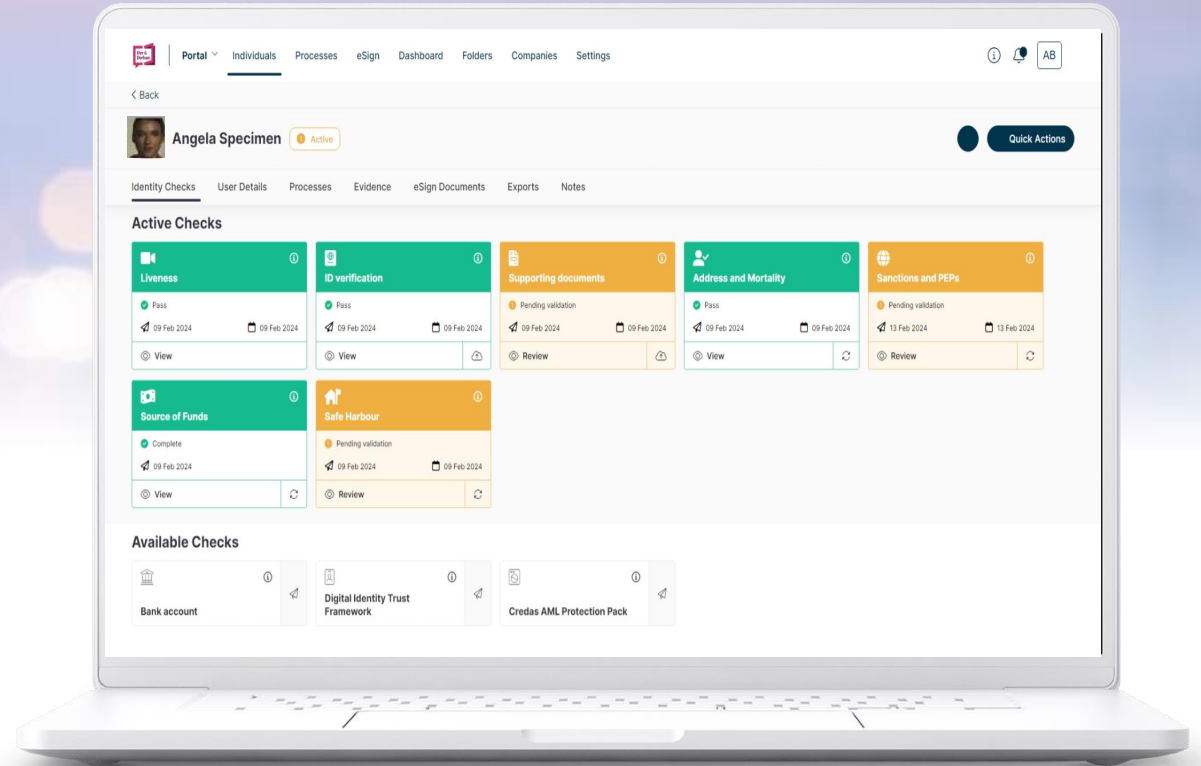
Date of request	For	Date of Birth	Address	Status
11 Jul 2024 at 15:45	Hannah Rowe	17 Oct 1999	67 Springfields, Buckingham, MK18 2AT	Pass

Angela Specimen Buckingham Palace, London, E10 5DS

UK Credit Bureau (Advanced)
Performs authentication of voter details and credit account details against Electoral Register, Credit Database and Credit type information. Search is carried out using forename, surname, address and DOB.

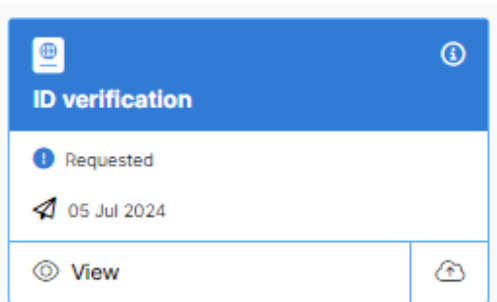
UK Mortality
UK Deceased Persons Database. Provides checking of a first and last name at an address against the registered deceased persons database.

RESULTS

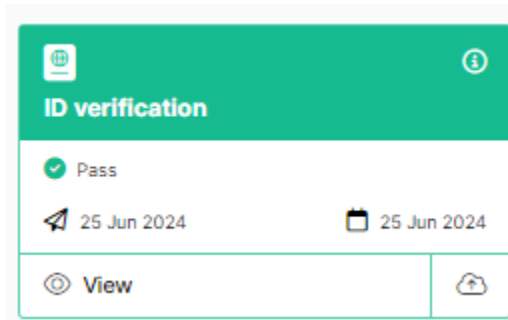


REVIEWING RESULTS

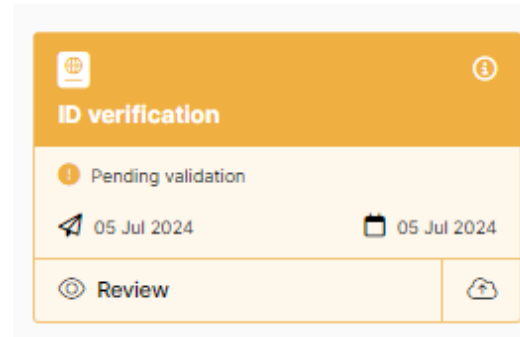
Understanding your results



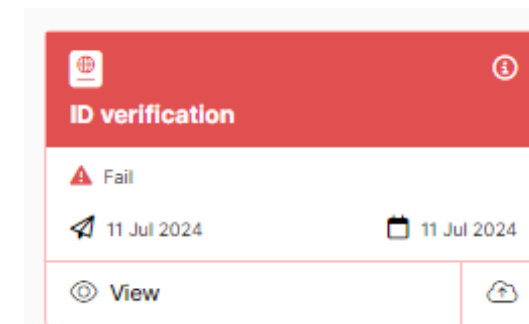
- If a check appears as blue, your client has not yet completed the check.



- If a check appears as green, the check has passed.
- You can click 'View' if you wish to see the information/document provided by your client as well as the reason why it passed.



- If a check appears as orange, the check will need manually reviewing by yourselves.
- You can click 'review' to review the check and either pass/fail it.



- If a check appears as red, the check has failed.
- You can click 'view' if you wish to see the information/document provided by the client as well as the reason for the failure.

| REVIEWING RESULTS

To understand the results, you may see in more detail, please click [here](#). The below checks are covered in these guides with examples:

- **Safe Harbour Vendor**
- **Safe Harbour Purchaser**
- **Biometric ID + AML Check**
- **Source of Funds**
- **TA Forms**
- **On-going Monitoring**
- **Client Care Letters**

| REVIEWING RESULTS

What to do if a Check Fails?

If a check fails, you can follow one of the below methods depending on your company's internal compliance policies:

- Resubmitting the check back to the client to try again
- Re-running a check manually
- Completing more due-diligence
- Manually overriding the results

The next few slides discuss these options in detail

RESUBMITTING A CHECK

If an individual has failed their checks because of one of the below reasons, you can resubmit elements of the check back to the client:

- Their Liveness failed
- Their Identity Document failed
- They did not upload a passport or scan their NFC to meet safe harbour standards
- The supporting documents they uploaded were not sufficient

To resubmit the check, please follow the instructions [here](#).

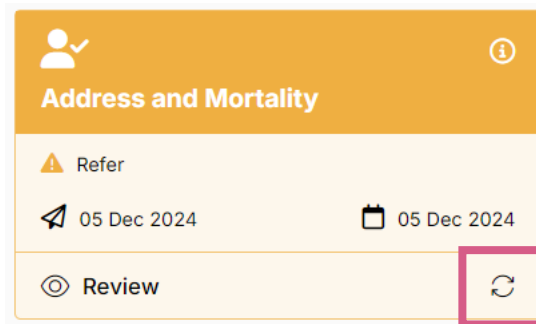
If the individual has not met your requirements and not produced the correct Source of Funds information you require, you can send them a new Source of Funds journey by following the instructions [here](#).

RE-RUNNING A CHECK

If an individual has failed the Address & Mortality or PEPs & Sanctions checks, you can manually re-run the checks yourselves.

To manually re-run the checks, click the button highlighted below, you can then edit the clients name, date of birth or address to try and get that pass result.

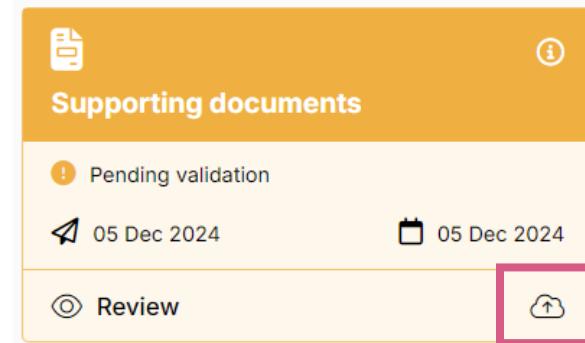
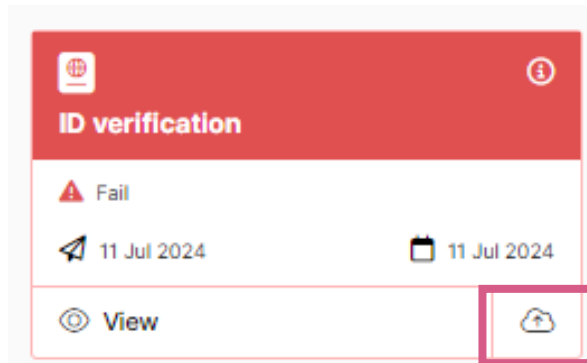
For more information, please read the guidance [here](#).



RE-RUNNING A CHECK

For the Identity Document or supporting documents, you can manually upload a document to override the previous check, please note, this will not update the Safe Harbour Result.

To do this, click the upload button highlighted below, you can then upload a PNG/JPEG image. Please note if you are uploading an Identity Document this way, it cannot be a scan or a copy of an Identity Document.



MANUALLY OVERRIDING A RESULT

For all the checks, you are able to override results by clicking the 'status' button which is highlighted in the image on the right.

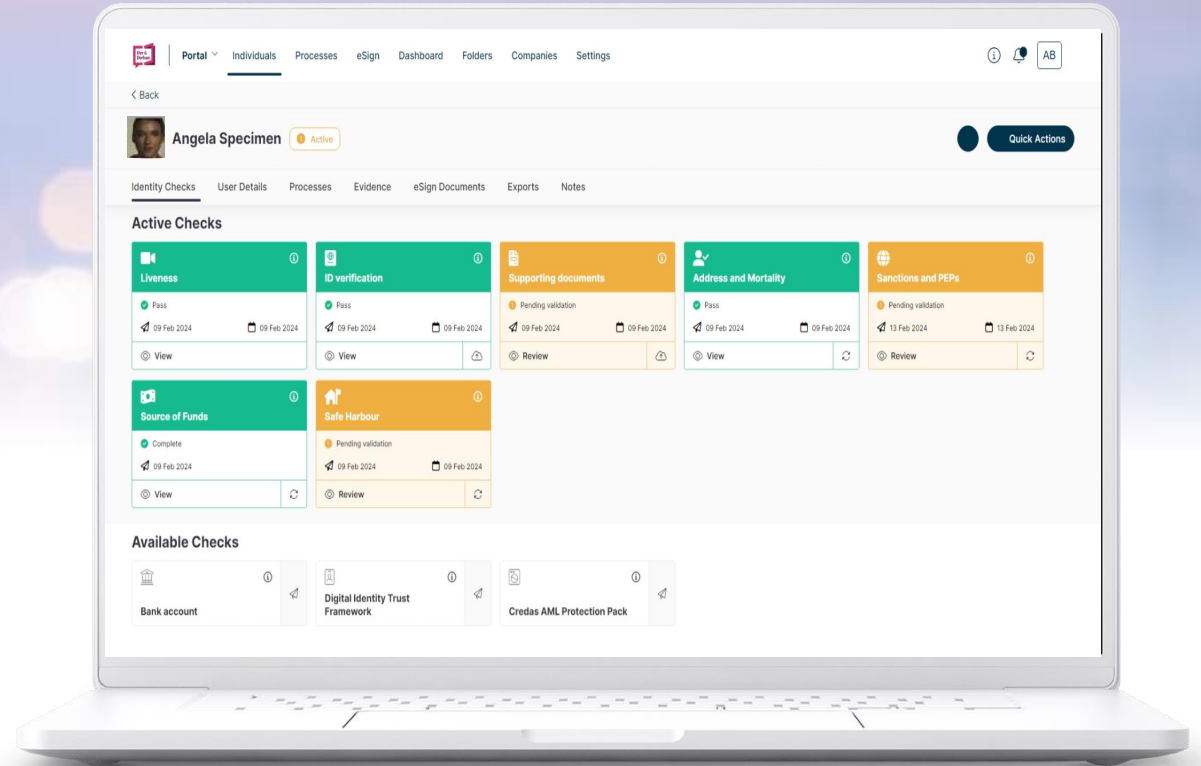
You will need to add a comment explaining why you have overridden this check which will appear in the portal and on the PDF.

We recommend always completing more due diligence before overriding results and reading the reasons for the failure first.

Each check will explain the reason for the failure and the Identity Document will come with a detailed report, which is highlighted in the image.

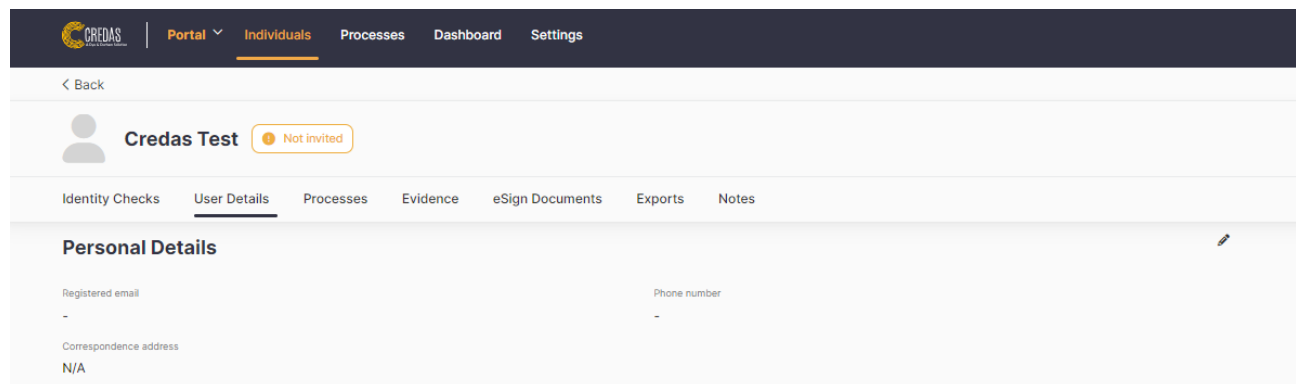
The screenshot shows the 'ID verification' interface. At the top, there are tabs for 'Checks', 'Info', 'Settings', and 'Archive'. A 'View PDF' button is visible in the top right. The main content area is titled 'ID Document Verification' and includes a description: 'We ask the individual to take a photograph of their biometric document and then use sophisticated image analysis to detect any tampering or manipulation.' Below this, there is a table with columns for 'Requested by', 'Uploaded by', 'Uploaded on', and 'Status'. The 'Status' column for the current entry is highlighted with a red circle and contains the word 'Fail'. Below the table, there is a list of checks. The first check, 'Passport (United Kingdom) - Fail', is highlighted with a yellow box and has a 'View detailed report' link. To the right of this check is a 'Passport (United Kingdom)' image showing a woman's face and passport details. Other checks include 'Overall result - Fail', 'Facial match result - Fail', 'Visual analysis - Pass', 'Name match result - Pass', 'NFC result - Not performed', 'Age validation result - Pass', 'Police record - Pass', 'Compromise alert - Pass', and 'Repeat attempts - Pass'. A 'Notes' section at the bottom indicates 'No notes have been added yet.' and has an '+ Add note' button.

TIPS & TRICKS

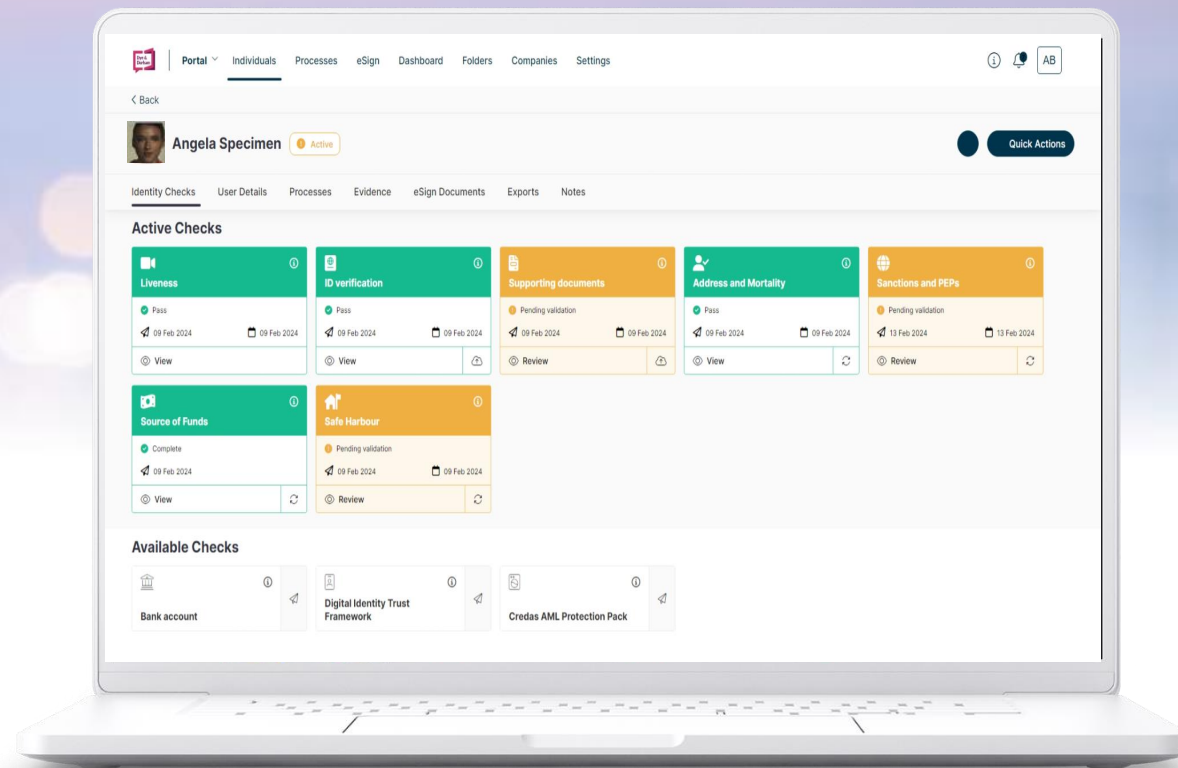


TIPS & TRICKS

- Did you know that you can customise your main individual's table so you can see the results of data checks without having to go in and check every individual's result? You can find out more information [here](#).
- When running manual AML checks, some clients add notes to an individual's profile (which will also appear in the PDF) to confirm they have met the individual and confirmed their liveness in person. For more information on adding notes, click [here](#).
- To help your clients with their queries and understand what they see when completing their checks, you can view guides & videos [here](#)
- You can book in for a training session on using the platform by logging a support ticket directly to Credas [here](#)
- If you or the individual has inputted their information incorrectly such as their name, contact details or date of birth. You can change them within the 'User Details' section below and re-run any checks with the new information



SUPPORT



WHERE TO GO IF YOU NEED MORE SUPPORT?

- We have a variety of support resources available to you and your clients including:
 - A support portal for your clients with step-by-step guides, videos and more. Your clients can also contact our team directly by logging a ticket: [Click Here](#)
 - Our knowledge base and support portal for you with specific guides on how to use Unity Onboarding.



Call us on:
[029 2010 2555](tel:02920102555)



Submit a Ticket:
[Support : Dye & Durham](#)



Visit our Knowledge Base:
[Solutions : Dye & Durham](#)



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