



## TrustID digital ID verification process

### Visual guide to completing your digital identity document check

#### Step 1

10:54  
Camera

Hi! We've been asked to check your identity

Please upload your identity documents

**You will need to provide**

- ✓ A photo of your identity documents
- ✓ A selfie - only if requested

**Get Started**

Your info will be encrypted & stored securely and only ever used to verify your identity

[TrustID Privacy Policy](#)

1 2 3 4 5 6  
Start Choose Upload Selfie Address Finish

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#### Step 2

10:54  
Camera

**Please read carefully!**

To use this service, we need your consent. If you don't want to consent, please stop now and contact the requesting organisation for further help.

Where the requesting organisation has asked, TrustID will be collecting an identity document with your photograph and a selfie and comparing these electronically. Please click "I consent" to give your explicit consent to this processing.

**I consent**

Your information will be encrypted & stored securely and only ever used to verify your identity.

The results of the check will be shared with the requesting organisation. TrustID will keep your data for 7 days, after which it will be deleted permanently, unless the requesting organisation has asked us to keep it for a longer period. If you want to know if your


1 2 3 4 5 6  
Start Choose Upload Selfie Address Finish

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### Step 3

10:54 Camera 68

TRUST ID Restart



**Are you a UK or Irish citizen?**

Yes

No

Start Choose Upload Selfie Address Finish

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cloudapi.trustid.co.uk

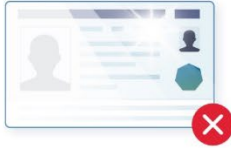
### Step 4

10:55 Camera 68

TRUST ID Restart

**Passport**

IMPORTANT follow these tips to get your identity verified first time.



**Avoid glare**

Make sure the image is free from glare or shadowing

Upload image

Start Choose Upload Selfie Address Finish


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## Step 5

10:56 Camera 68

✕ Get Ready For Your Video Selfie



Frame Your Face in the Oval,  
Press I'm Ready & Move Closer

**I'M READY**

TRUST ID

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## Step 6

10:56 Camera 68

TRUST ID Restart

### Add Address

Postcode

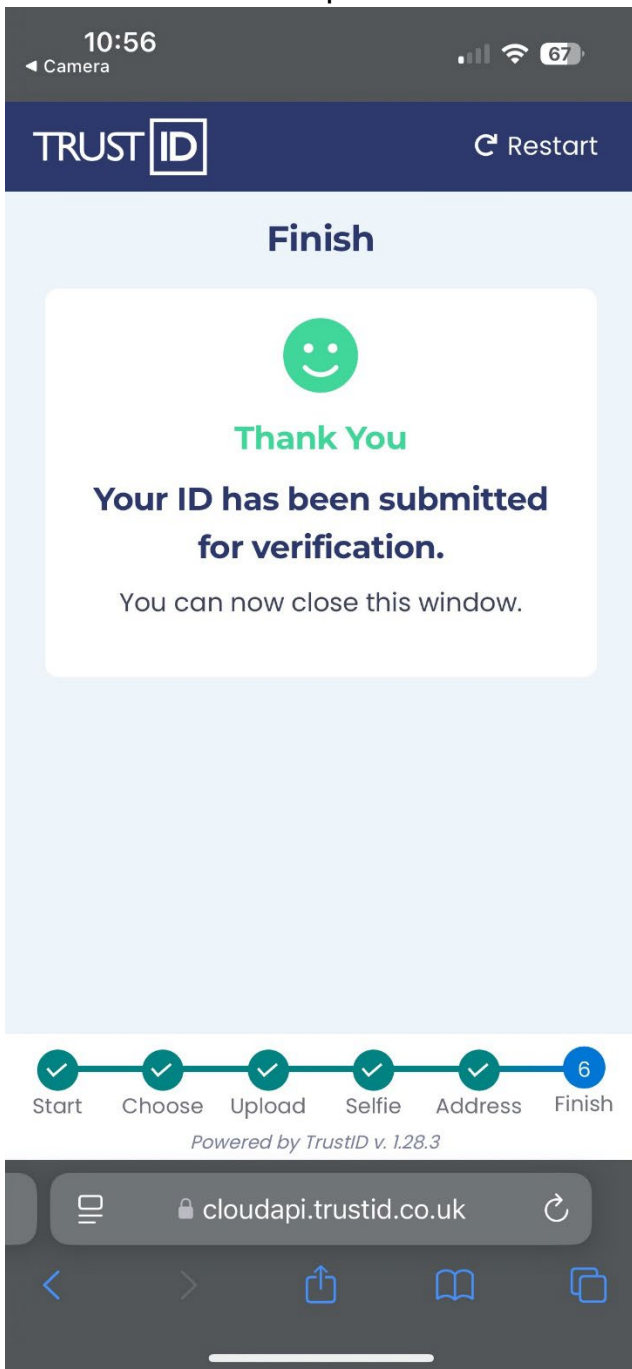
**Find Address**

Start Choose Upload Selfie **Address** Finish

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## Step 7



## Further questions?

If you would like more information about the digital identification verification process, we suggest that you look at TrustID's website that includes helpful guidance and information:

- Candidate support and frequently asked questions: <https://www.trustid.co.uk/contact/candidate-support/>
- How to capture the best document image: <https://www.trustid.co.uk/good-image-guide/>

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