

Candidate Guide

UK Identity Verification

Legal Disclaimer

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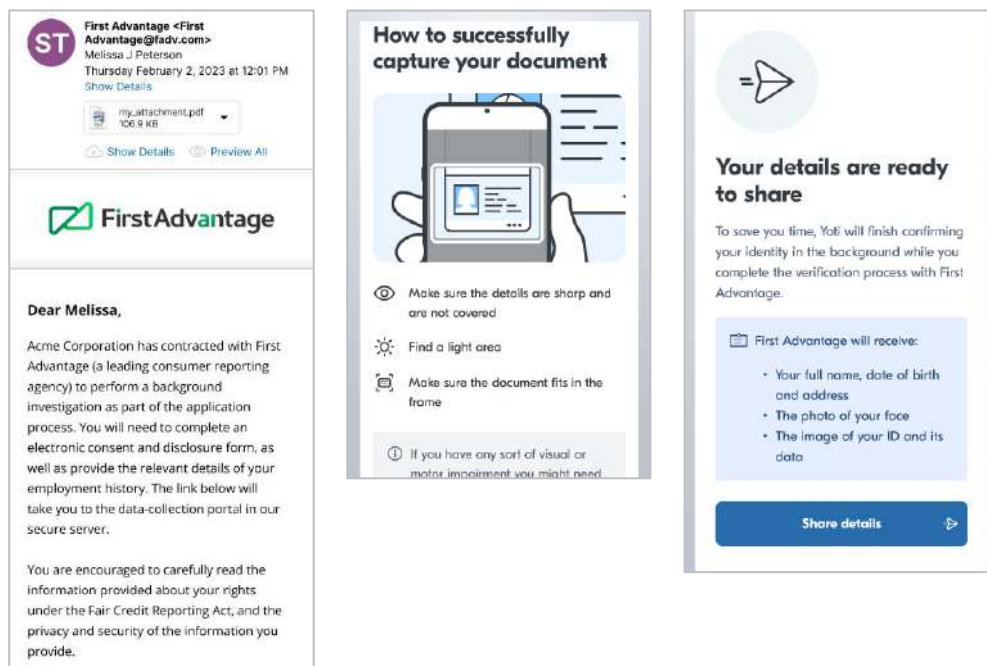
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How Identity Verification Works

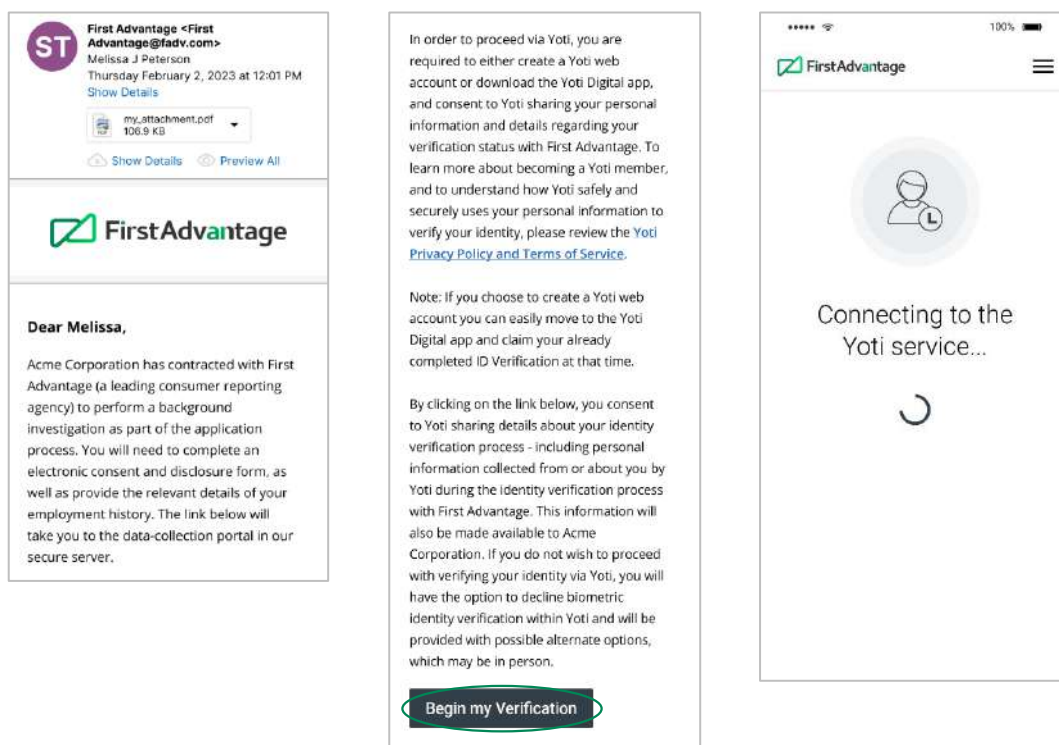
First Advantage makes it easy for you to prove your identity before a background check.

1. You receive an invite to confirm your identity after it is requested. After you click the link in the invite, you will be prompted to prove your identity by signing in or signing up using the Yoti Web or Yoti Digital App.
2. If you have not previously signed up, you will be guided through a few easy steps to verify your identity by uploading government documentation and/or taking selfie.
3. With your consent, First Advantage receives shared verified identity elements that automatically transition and pre-populate into First Advantage's candidate experience as the background check begins.

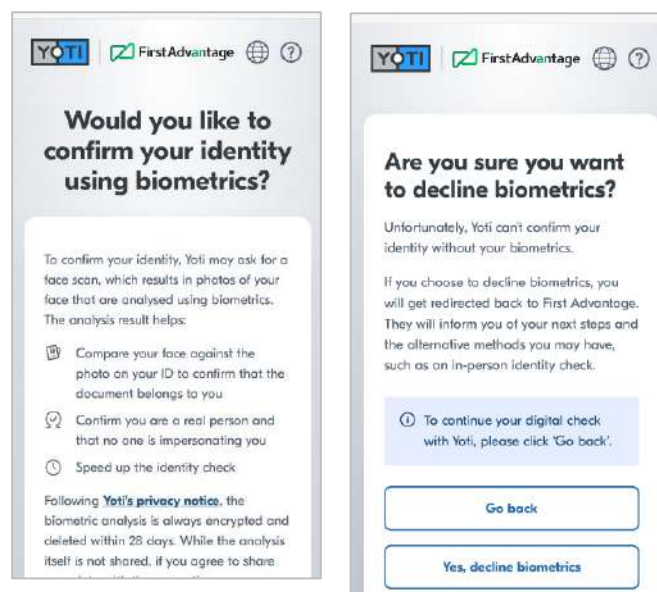


Candidate Experience

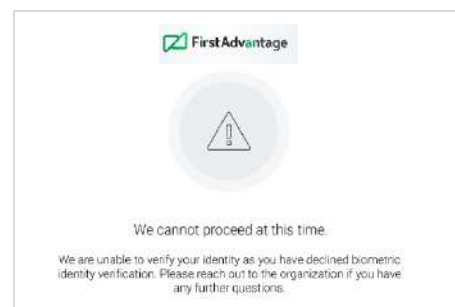
You will receive an email containing an invite link. The email will contain details on the Identity Verification process (via Yoti) that will occur when you begin the process. Your experience will begin when you click on [Begin my Verification](#).



After clicking on the invite link, you are presented with a screen, “Would you like to confirm your identity using biometrics?”. You will select **Yes, proceed with biometrics** or **No, decline biometrics**.



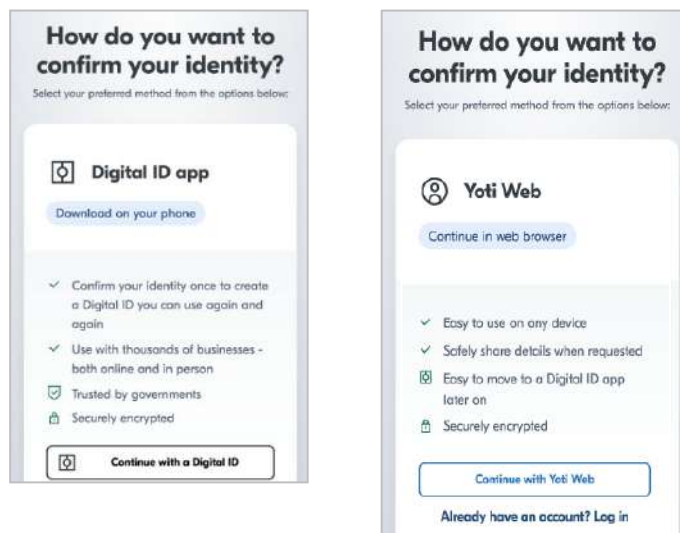
If you decline to use biometrics in the Digital Identity Verification workflow, you will be asked to confirm if you are sure you want to decline biometrics. If you confirm to decline biometrics, you are redirected to First Advantage where you will be notified about being unable to proceed with verifying your identity and the hiring organisation will notify you of next steps.



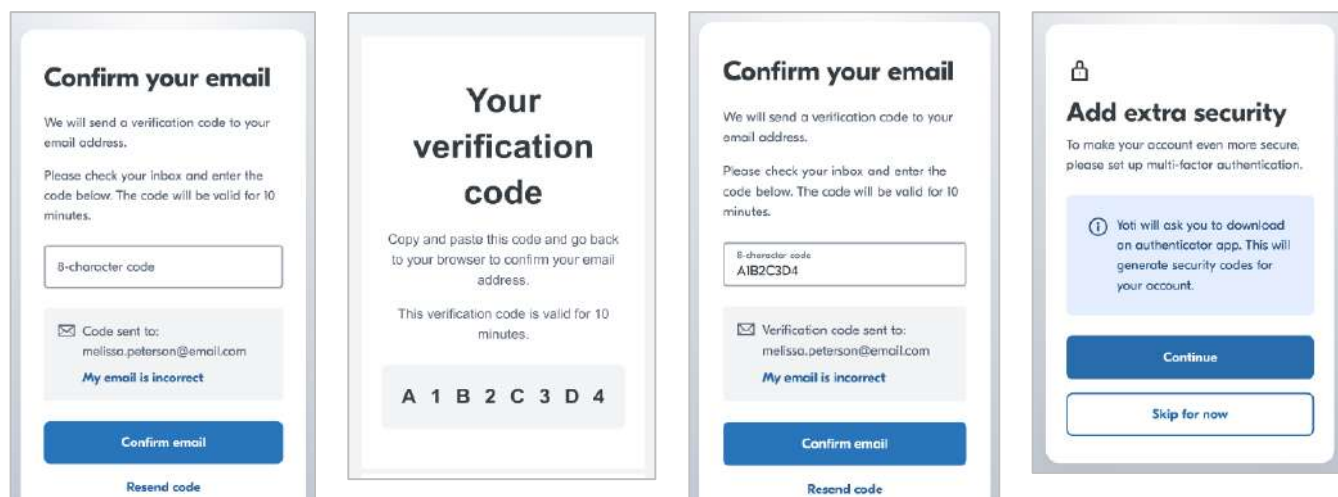
Candidate notification in the First Advantage candidate experience

If you proceed, you will select the method you want to use to confirm your identity, using Yoti's Digital ID app or the Yoti Web account.

If you already have the Yoti App, this will allow you to simply share your previously verified identity. You can also download the App during the journey to verify your identity.

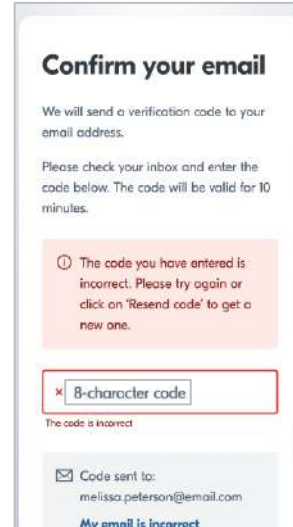


The Yoti Web Account will allow you to easily verify your identity via your current web browser. You will be required to create your account credentials (email and password). Then you will have your email confirmed and validated via an 8-character verification code, and you can log into your new Yoti account. You can then add Multi-Factor Authentication (MFA), for additional account security and recovery in the future.



Once your account is set up, you can complete your identity verification on any device with a camera.

PLEASE NOTE: The email address verification code is valid for 10 minutes. If you receive an incorrect code error message and need to request a new verification code, you must wait 5 minutes to request a new one.



Confirm your email

We will send a verification code to your email address.

Please check your inbox and enter the code below. The code will be valid for 10 minutes.

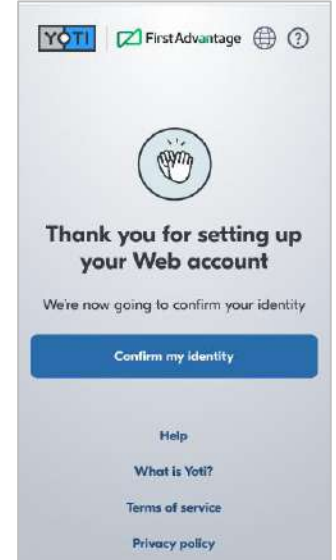
⚠ The code you have entered is incorrect. Please try again or click on 'Resend code' to get a new one.

✖ 8-character code

The code is incorrect

✉ Code sent to:
melissa.peterson@email.com

[My email is incorrect](#)



YOTI FirstAdvantage

Thank you for setting up your Web account

We're now going to confirm your identity

[Confirm my identity](#)

[Help](#)

[What is Yoti?](#)

[Terms of service](#)

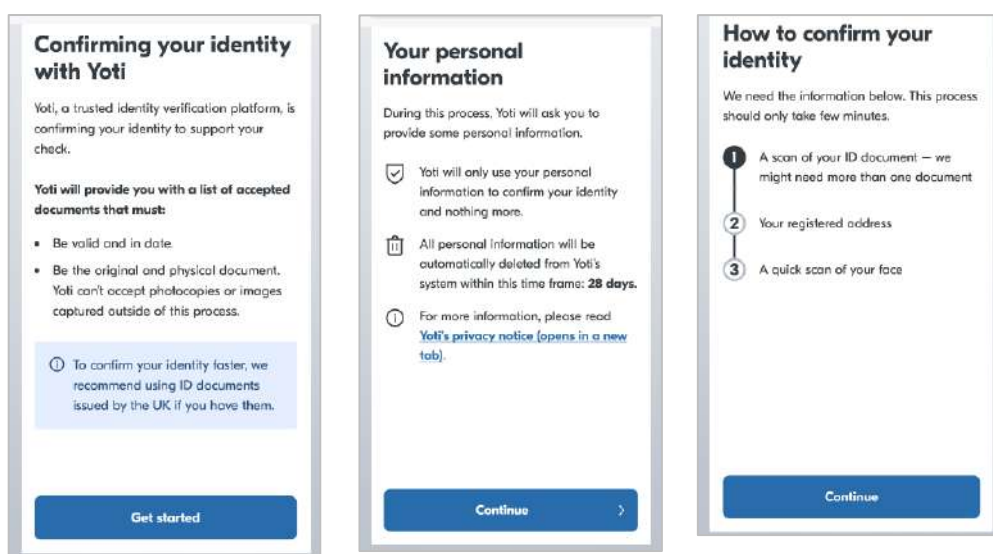
[Privacy policy](#)

Yoti Web Account Approach

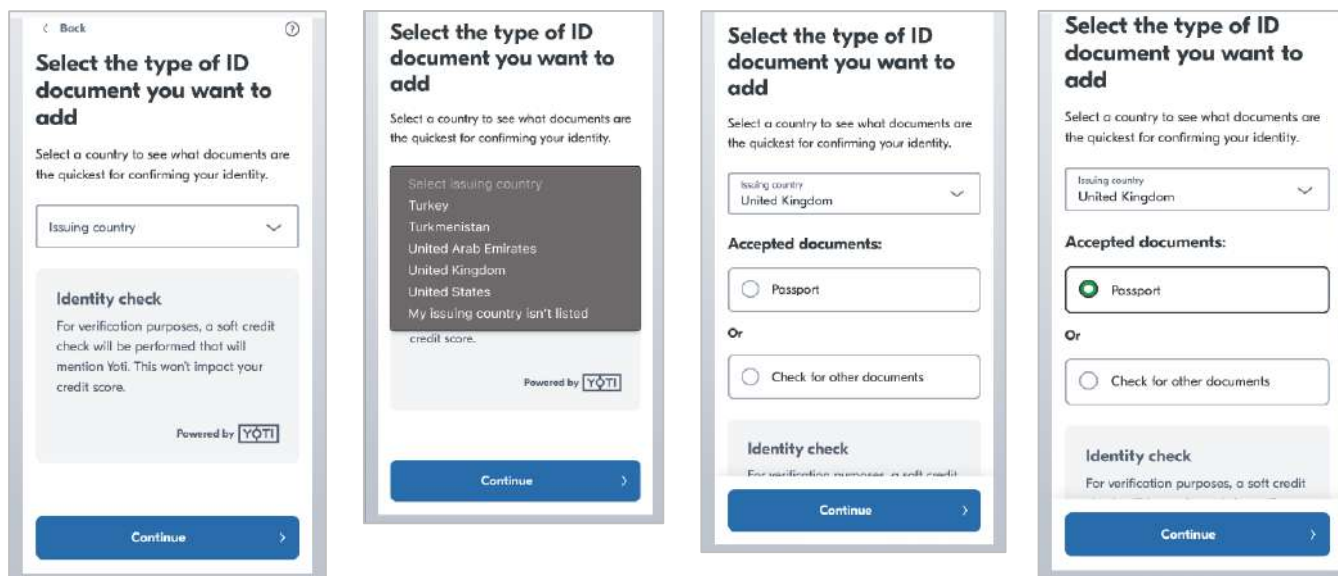
You can complete your identity verification on any device providing it has a camera. If you want to switch to a different device, simply log in from that device and proceed.

The steps you will need to complete will be tailored to the documents required to fulfill the level of check required for the identity verification. The example below is for UK Right to Work and DBS Basic Criminal Records checks. Instructions and screens may vary depending on identity requirements for different checks ordered.

You will be made aware of Yoti's privacy terms and how your data will be managed. To confirm your identity, simply tap **Get started**. The steps in the process are presented to you before you're invited to **Add document**.



In order to determine which acceptable documents you have access to, you need to select the country your documents were issued in:



Select the type of ID document you want to add

Select a country to see what documents are the quickest for confirming your identity.

Issuing country:

Identity check

For verification purposes, a soft credit check will be performed that will mention Yoti. This won't impact your credit score.

Powered by **YOTI**

Continue

Select the type of ID document you want to add

Select a country to see what documents are the quickest for confirming your identity.

Select issuing country

- Turkey
- Turkmenistan
- United Arab Emirates
- United Kingdom
- United States
- My issuing country isn't listed

credit score.

Powered by **YOTI**

Continue

Select the type of ID document you want to add

Select a country to see what documents are the quickest for confirming your identity.

Issuing country:

Accepted documents:

☒ Passport

Or

☐ Check for other documents

Identity check

For verification purposes, a soft credit check will be performed that will mention Yoti. This won't impact your credit score.

Powered by **YOTI**

Continue

Select the type of ID document you want to add

Select a country to see what documents are the quickest for confirming your identity.

Issuing country:

Accepted documents:

☒ Passport

Or

☐ Check for other documents

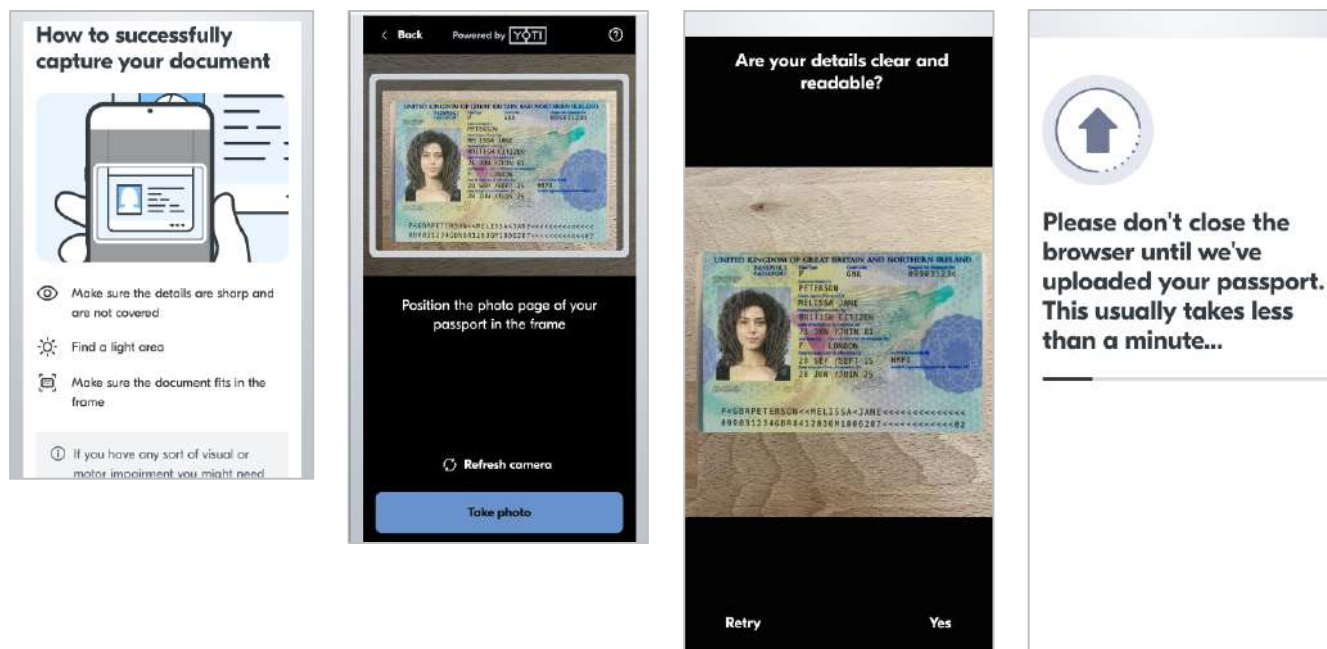
Identity check

For verification purposes, a soft credit check will be performed that will mention Yoti. This won't impact your credit score.

Powered by **YOTI**

Continue

You are provided with visual guidance on how to position your document correctly for the image to be acceptable. To capture an image you tap **Take photo**. The image captured is presented with the option to **Yes, upload** or **No, retake**.



How to successfully capture your document

- Make sure the details are sharp and are not covered
- Find a light area
- Make sure the document fits in the frame
- If you have any sort of visual or motor impairment you might need

Take photo

Are your details clear and readable?

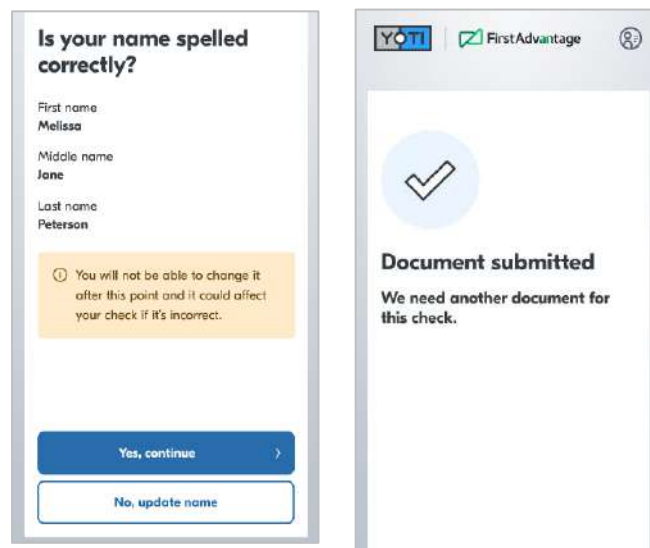
Take photo

Please don't close the browser until we've uploaded your passport. This usually takes less than a minute...

Retry **Yes**

If the image uploaded is unacceptable, you get two (2) more chances to upload an acceptable image before you'll be moved to the next stage in the process.

Once the image is uploaded, you will be asked to confirm the biographical data that was extracted from the document image you submitted. If you want to edit your name information you can select **No, update name**. The updated name will be checked against the ID again to confirm it is a valid option.



Is your name spelled correctly?

First name
Melissa

Middle name
Jane

Last name
Peterson

⚠ You will not be able to change it after this point and it could affect your check if it's incorrect.

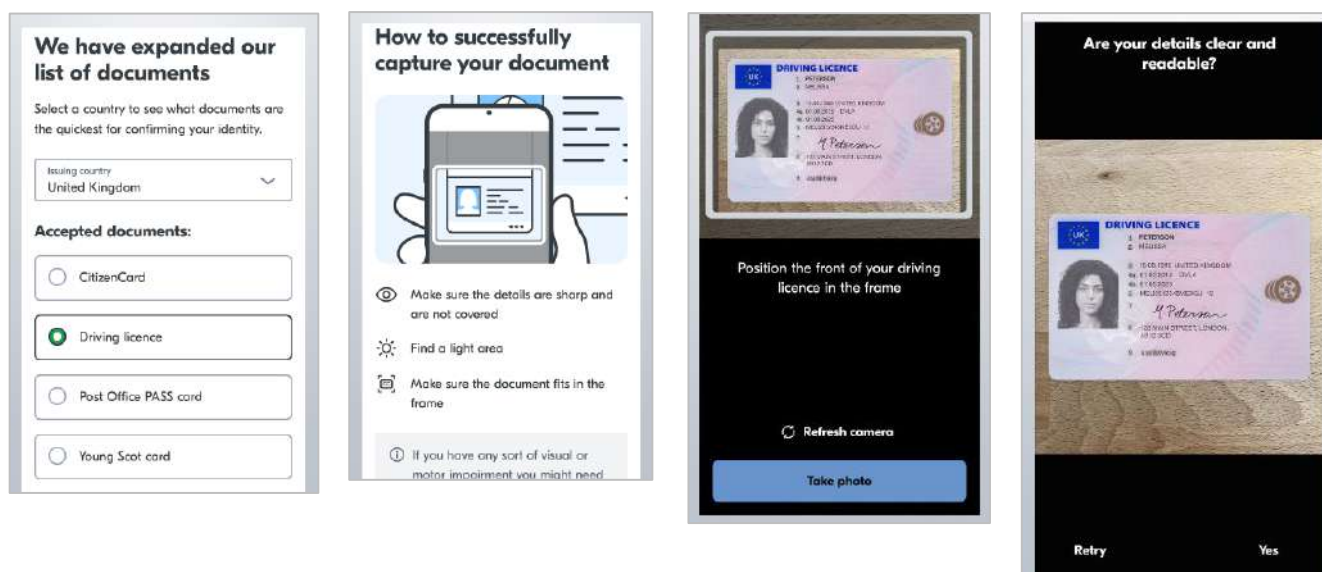
Yes, continue

No, update name

Document submitted

We need another document for this check.

Next, you may be required to submit additional documents depending on the types of checks that have been ordered.



We have expanded our list of documents

Select a country to see what documents are the quickest for confirming your identity.

Issuing country
United Kingdom

Accepted documents:

☐ CitizenCard

☒ Driving licence

☐ Post Office PASS card

☐ Young Scot card

How to successfully capture your document

Make sure the details are sharp and are not covered

Find a light area

Make sure the document fits in the frame

⚠ If you have any sort of visual or motor impairment you might need

DRIVING LICENCE

Position the front of your driving licence in the frame

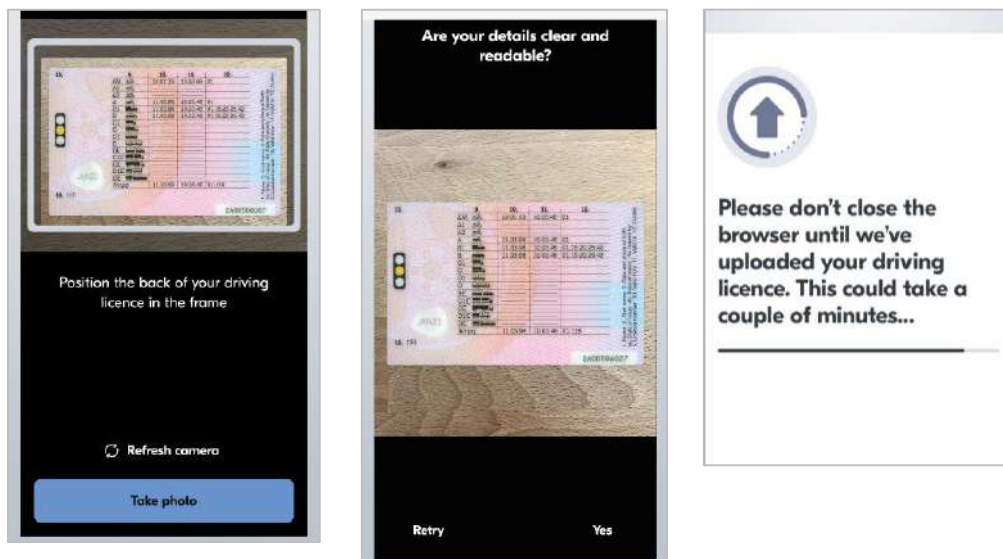
Refresh camera

Take photo

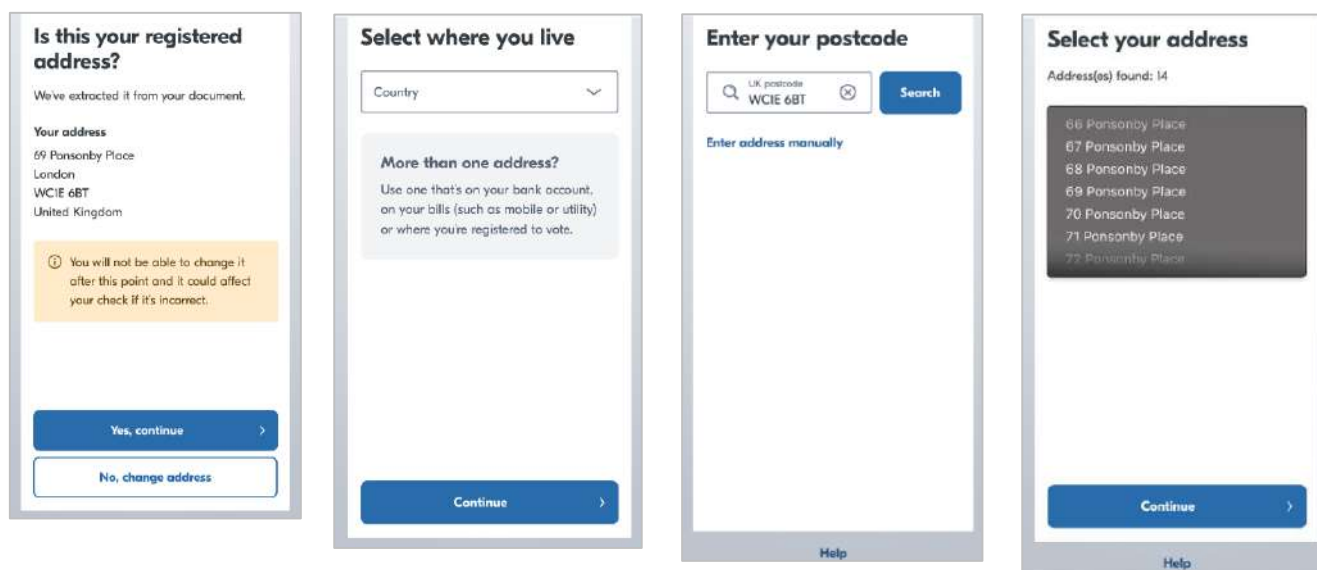
Are your details clear and readable?

Retry Yes

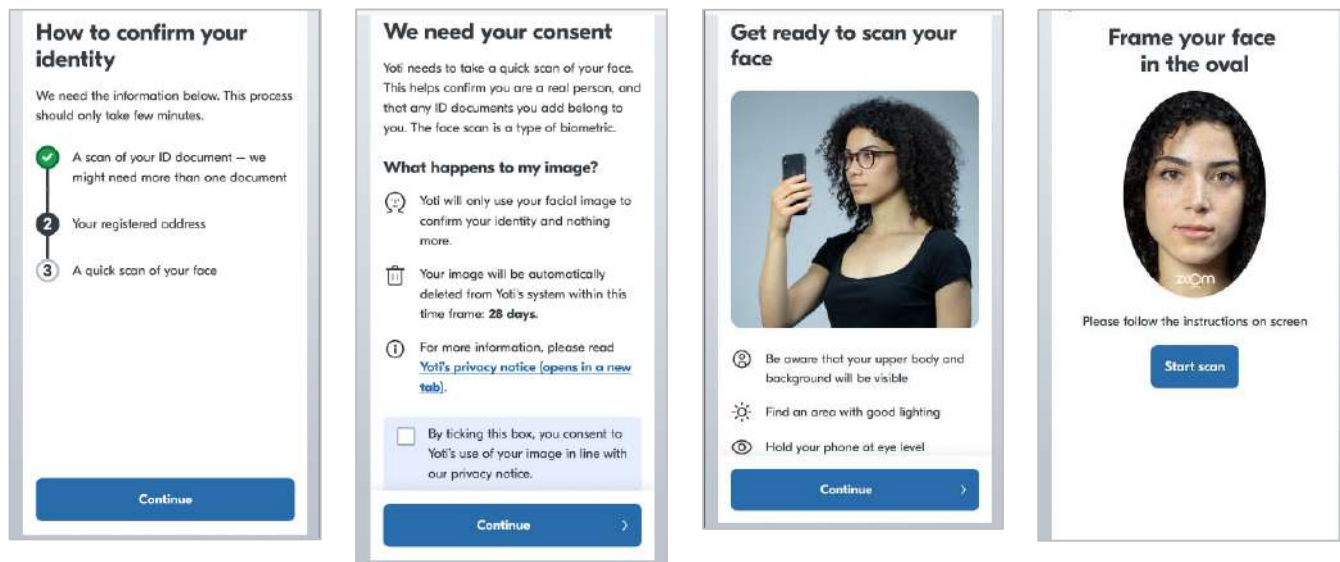
You are provided three (3) total attempts to capture and upload the required image. The workflow will indicate if images of both the front and back of a document are required:



When your address is required for the check, it may be extracted from the document, depending on which documents were provided. Where an address has been extracted from the document, you are required to confirm that it is your current registered address. If an address cannot be extracted, you will be required to enter your address manually. You will also have the option to update your address information by clicking **No, change address**, before being guided to provide your current address information:



Next, you are asked to 1) consent to your face being scanned, 2) advised on how to complete the scan successfully, and 3) guided to position your face correctly prior to the scan:



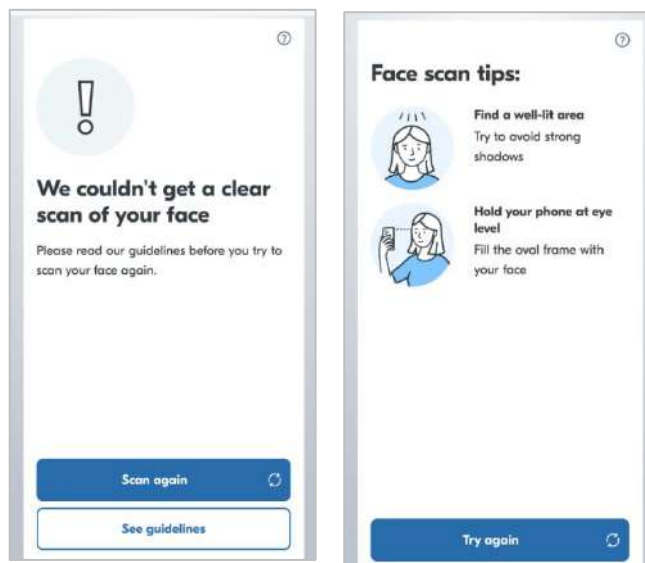
The first screen, titled "How to confirm your identity", lists three steps: 1. A scan of your ID document, 2. Your registered address, and 3. A quick scan of your face. A "Continue" button is at the bottom.

The second screen, titled "We need your consent", explains that Yoti needs a quick scan of the user's face to confirm they are a real person. It includes a section "What happens to my image?" with three points: 1. Yoti will only use the facial image for identity confirmation. 2. The image will be deleted from Yoti's system within 28 days. 3. A link to Yoti's privacy notice. A checkbox for consent is at the bottom, followed by a "Continue" button.

The third screen, titled "Get ready to scan your face", shows a woman holding a phone. It includes three instructions: 1. Be aware that your upper body and background will be visible. 2. Find an area with good lighting. 3. Hold your phone at eye level. A "Continue" button is at the bottom.

The fourth screen, titled "Frame your face in the oval", shows a woman's face within an oval frame. It says "Please follow the instructions on screen" and has a "Start scan" button.

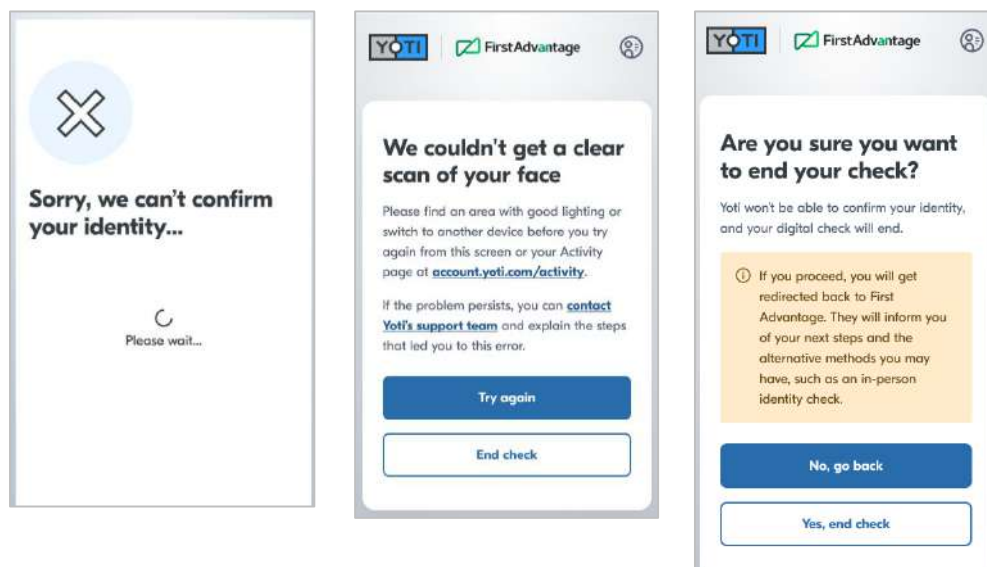
If the image uploaded is not acceptable, you will be informed, and further guidance will be provided:



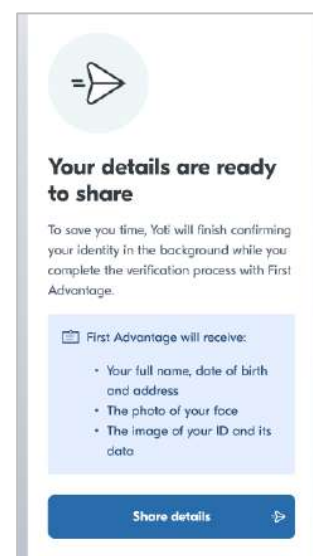
The first screen, titled "We couldn't get a clear scan of your face", features a large exclamation mark icon. It instructs the user to read the guidelines before trying again. It has two buttons: "Scan again" and "See guidelines".

The second screen, titled "Face scan tips:", provides two tips with illustrations: 1. "Find a well-lit area. Try to avoid strong shadows." 2. "Hold your phone at eye level. Fill the oval frame with your face." It has a "Try again" button at the bottom.

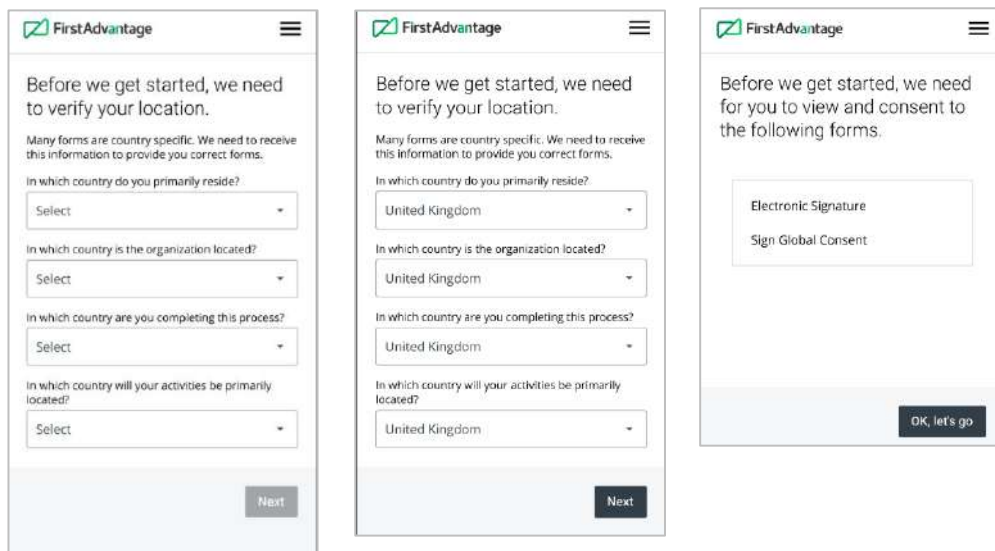
If after three (3) upload attempts an acceptable image has not been uploaded, you will have the option to **Try again** or **End check**. If you choose **End Check**, you will be informed of what will happen if you proceed and given the option to either go back to the Yoti process, by selecting **No, go back**, or confirm that you wish to end the check, by clicking **Yes, end check**, when you will be redirected to First Advantage to complete the remainder of the process.



Once the scan is completed, you will see the final screen confirming that everything needed to verify your identity has been received. After tapping **Exit**, you are required to agree to share your data with First Advantage by clicking **Send details**.



You are then redirected to First Advantage to complete the rest of the data collection workflow required for your background check.



The first two screenshots show a location verification form with the following questions and options:

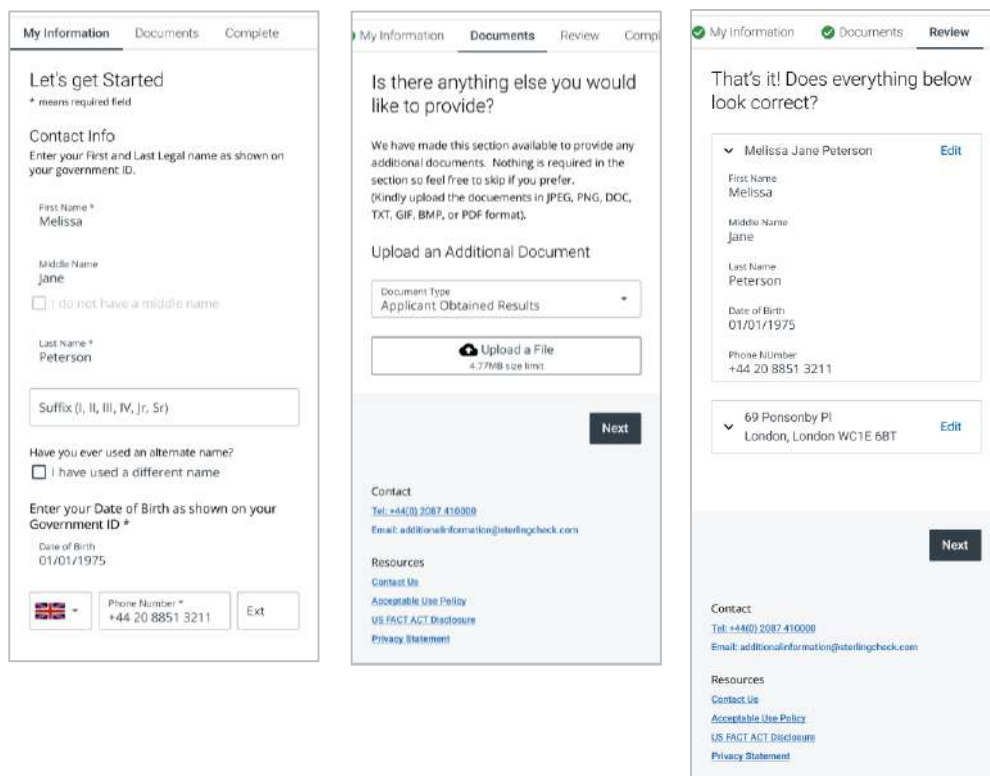
- In which country do you primarily reside? (Select)
- In which country is the organization located? (Select)
- In which country are you completing this process? (Select)
- In which country will your activities be primarily located? (Select)

The third screenshot shows the final step with the following options:

- Electronic Signature
- Sign Global Consent

All three screenshots have a "Next" button at the bottom right.

All verified data collected during the identity verification workflow is pre-populated in the First Advantage candidate experience. You are required to add additional data necessary to complete the background check and submit.



The first screenshot shows the "My Information" tab with the following fields:

- Let's get Started
- Contact Info
- First Name * (Melissa)
- Middle Name (Jane)
- Last Name * (Peterson)
- Suffix (I, II, III, IV, Jr, Sr)
- Have you ever used an alternate name? (I have used a different name)
- Enter your Date of Birth as shown on your Government ID * (01/01/1975)
- Phone Number * (+44 20 8851 3211)

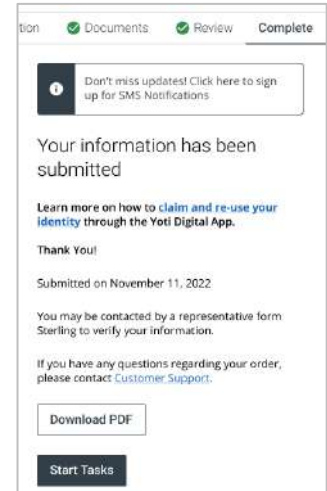
The second screenshot shows the "Documents" tab with the following fields:

- Is there anything else you would like to provide?
- Upload an Additional Document
- Document Type (Applicant Obtained Results)
- Upload a File (4.77MB size limit)
- Contact (Tel: +44(0) 2087 410000, Email: additionalinformation@sterlingcheck.com)
- Resources (Contact Us, Acceptable Use Policy, US FACT ACT Disclosure, Privacy Statement)

The third screenshot shows the "Review" tab with the following fields:

- That's it! Does everything below look correct?
- Melissa Jane Peterson (Edit)
- First Name (Melissa)
- Middle Name (Jane)
- Last Name (Peterson)
- Date of Birth (01/01/1975)
- Phone Number (+44 20 8851 3211)
- 69 Ponsonby Pl (Edit)
- London, London WC1E 6BT
- Contact (Tel: +44(0) 2087 410000, Email: additionalinformation@sterlingcheck.com)
- Resources (Contact Us, Acceptable Use Policy, US FACT ACT Disclosure, Privacy Statement)

You will be provided with a link to claim your identity through the Yoti Digital App for future reuse if you wish to do so.



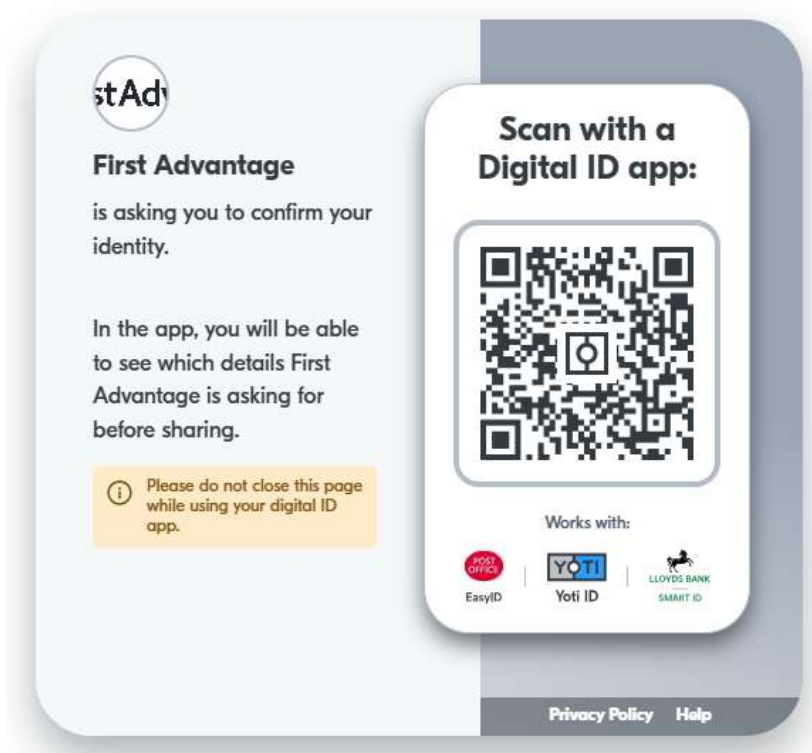
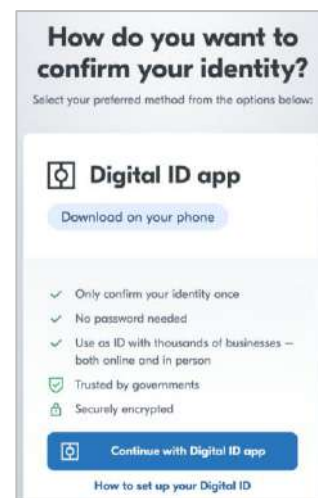
The screenshot shows a web interface for identity verification. At the top, there is a progress bar with four steps: 'tion', 'Documents', 'Review', and 'Complete'. The 'Complete' step is highlighted. Below the progress bar, there is a notification box that says 'Don't miss updates! Click here to sign up for SMS Notifications'. The main heading reads 'Your information has been submitted'. Below this, there is a link to 'Learn more on how to claim and re-use your identity through the Yoti Digital App.' followed by a 'Thank You!' message. The submission date is 'Submitted on November 11, 2022'. A note states 'You may be contacted by a representative from Sterling to verify your information.' and another note says 'If you have any questions regarding your order, please contact Customer Support.' At the bottom, there are two buttons: 'Download PDF' and 'Start Tasks'.

Yoti Digital App Approach

If you have the Yoti Digital App and wish to reuse previously verified information, simply tap **Continue with Digital ID app** which will take you straight to the app on your device.

**PLEASE
NOTE:**

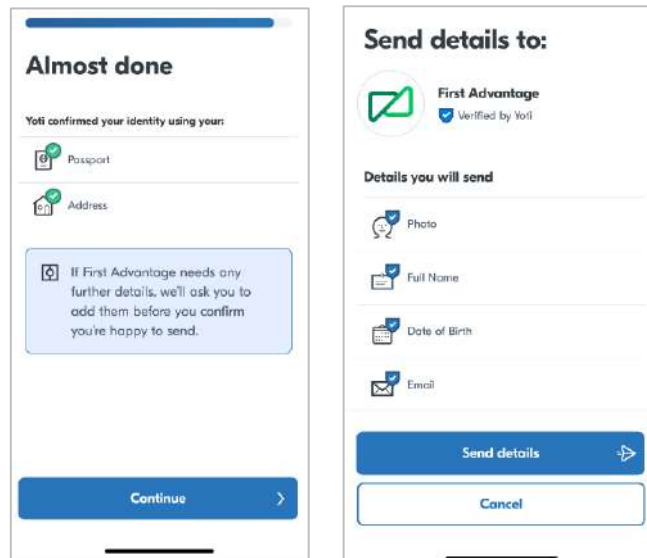
You should not close your web browser window while using the Yoti Digital ID App. This original web browser window must be kept open as you will need to return to it to be seamlessly redirected to First Advantage once you have completed your identity verification.



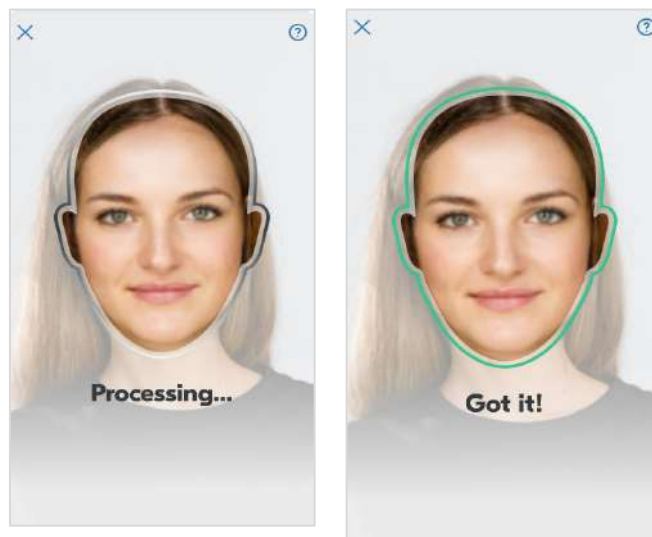
QR Code is in the Web Desktop Browser View

You are informed which previously verified information will be used to verify identity based on the checks required as part of the background check.

The data that will be shared with First Advantage is confirmed and you will need to agree to share by tapping **Send details**.

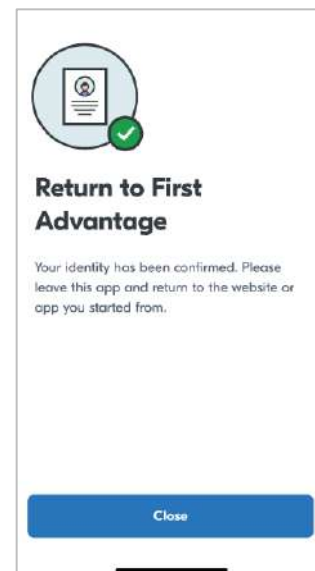


When you tap **Send details**, you will be guided to quickly provide a scan of your face:

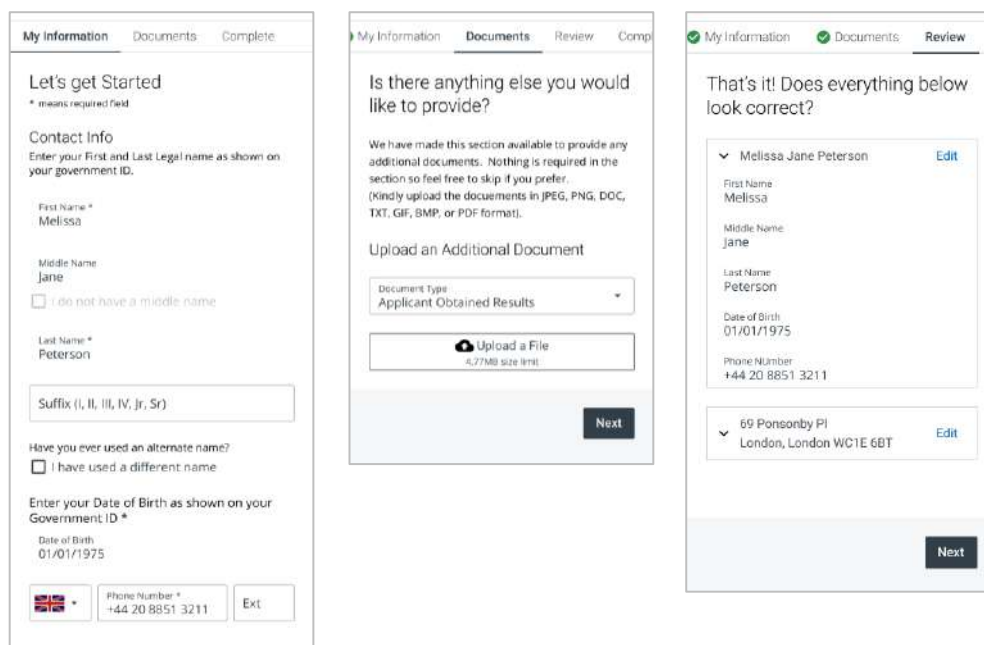


Once you complete your face scan, and your identity has been confirmed, you will leave the app and return to the original web browser you started from after clicking on the invite link.

PLEASE NOTE: You will leave the app and must return to the original web browser you started from to be seamlessly redirected to First Advantage.



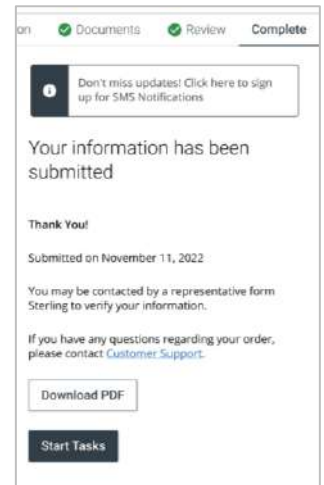
All verified data collected during the identity verification workflow is pre-populated into First Advantage's candidate experience. You are required to add additional data necessary to complete the background check and submit.



The screenshots show the following steps:

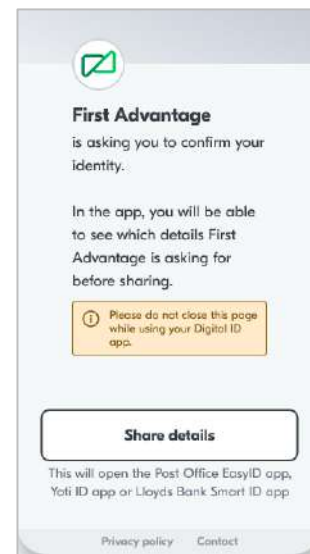
- My Information**: A form titled "Let's get Started" with fields for Contact Info (First Name, Middle Name, Last Name, Suffix), Date of Birth, and Phone Number. It includes a checkbox for "Have you ever used an alternate name?" and a "Next" button.
- Documents**: A screen asking "Is there anything else you would like to provide?" with an option to "Upload an Additional Document" (Applicant Obtained Results) and a "Next" button.
- Review**: A screen titled "That's it! Does everything below look correct?" showing a summary of the candidate's information (Melissa Jane Peterson, 01/01/1975, +44 20 8851 3211) and a "Next" button.

You will see confirmation that your information has been submitted:

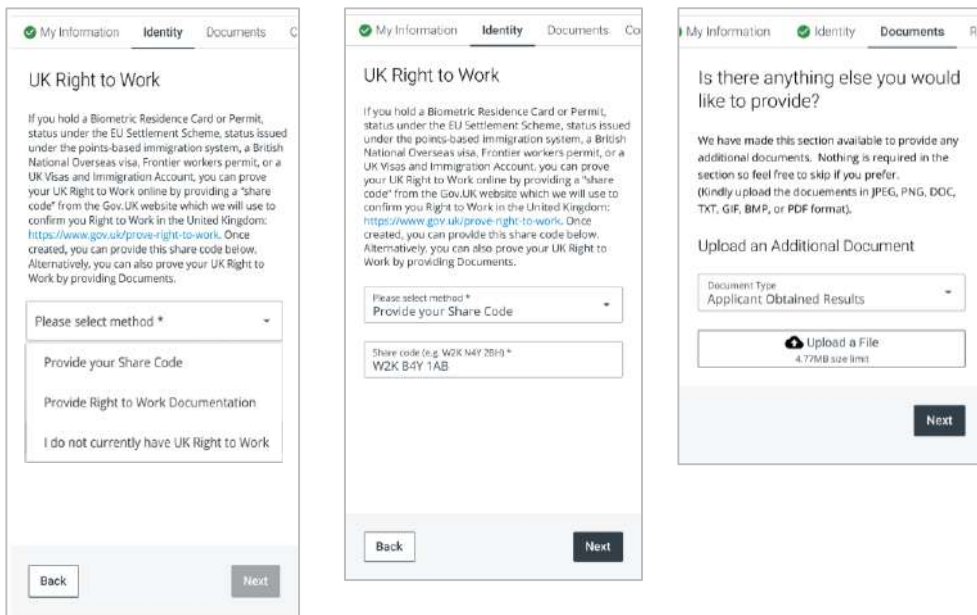


Alternative Route to Prove UK Right to Work

If you do not have the required documents to prove your UK Right to Work, they will be presented with further options. Depending on whether other products have been ordered through Yoti, you may be asked to provide additional details to fulfil the needs for the other identity verifications (such as UK Criminal Record checks). If only Right to Work is requested, then you may see a message indicating that Yoti is unable to verify the identity. In these cases, you should click on **Share result** to proceed with the process.



When you are redirected to First Advantage, you will be invited to submit either a Share Code or alternative documentation. If you do not have the right to work in the UK, you can select the 'I do not currently have UK Right to Work' option from the dropdown to proceed to the Review tab.



UK Right to Work

If you hold a Biometric Residence Card or Permit, status under the EU Settlement Scheme, status issued under the points-based immigration system, a British National Overseas visa, Frontier workers permit, or a UK Visas and Immigration Account, you can prove your UK Right to Work online by providing a "share code" from the Gov.UK website which we will use to confirm you Right to Work in the United Kingdom: <https://www.gov.uk/prove-right-to-work>. Once created, you can provide this share code below. Alternatively, you can also prove your UK Right to Work by providing Documents.

Please select method *

Provide your Share Code

Provide Right to Work Documentation

I do not currently have UK Right to Work

Back Next

UK Right to Work

If you hold a Biometric Residence Card or Permit, status under the EU Settlement Scheme, status issued under the points-based immigration system, a British National Overseas visa, Frontier workers permit, or a UK Visas and Immigration Account, you can prove your UK Right to Work online by providing a "share code" from the Gov.UK website which we will use to confirm you Right to Work in the United Kingdom: <https://www.gov.uk/prove-right-to-work>. Once created, you can provide this share code below. Alternatively, you can also prove your UK Right to Work by providing Documents.

Please select method *

Provide your Share Code

Share code (e.g. W2K N4Y 2B19) *

W2K B4Y 1AB

Back Next

UK Right to Work

Is there anything else you would like to provide?

We have made this section available to provide any additional documents. Nothing is required in the section so feel free to skip if you prefer. (Kindly upload the documents in JPEG, PNG, DOC, TXT, GIF, BMP, or PDF format).

Upload an Additional Document

Document Type

Applicant Obtained Results

Upload a File

4.77MB size limit

Next

If you wish to prove your right to work by submitting documentation you are presented with four (4) options to select from depending on your nationality. The documents you are required to submit depend on your nationality and are listed against each of the 4 options.

My Information
Identity
Documents
Co

UK Right to Work

If you hold a Biometric Residence Card or Permit, status under the EU Settlement Scheme, status issued under the points-based immigration system, a British National Overseas visa, Frontier workers permit, or a UK Visas and Immigration Account, you can prove your UK Right to Work online by providing a "share code" from the Gov.UK website which we will use to confirm you Right to Work in the United Kingdom: <https://www.gov.uk/proof-right-to-work>. Once created, you can provide this share code below. Alternatively, you can also prove your UK Right to Work by providing Documents.

Please select method *
Provide Right to Work Documentation

Please read the below options and provide the required document(s) for one of the options below. Please note that not providing these documents may delay the processing of the background check.

☐ Option 1 - UK/Irish National - One (1) Document Required

1. Passport (can be expired) showing that the holder is a UK or Irish national
2. Passport card (can be expired) showing that the holder is a national of the Republic of Ireland

☐ Option 2 - UK/Irish National (Without Passport) - Two (2) Documents Required

1. A birth certificate (long or short), adoption certificate issued in the UK, Channel Islands, the Isle of Man or Ireland or a certificate of registration or naturalisation as a British citizen
2. A document issued by a government agency or previous employer showing a permanent national insurance number

☐ Option 3 - Non UK/Irish National - One (1) Document Required

1. A current passport endorsed to show that the holder is allowed to stay and work in the UK
2. A document verified as valid by the Home Office Employer Checking Service which has been issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man showing that the holder has been granted leave to enter or remain
3. A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay and work in the UK

☐ Option 4 - Non UK/Irish National (Proof of Immigration Status) - Two (2) Documents Required

1. A current immigration status document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the holder may stay and work in the UK
2. A document issued by a government agency or previous employer showing a permanent national insurance number

Back
Next

You are then guided to upload files containing images of the required documents.

My InformationIdentityDocuments

Documents

Please read the below options and provide the required document(s) for one of the options below. Please note that not providing these documents may delay the processing of the background check.

The information you previously provided requires us to ask for the following form(s). Kindly upload the documents in JPEG, JPG, PNG, DOC, DOCX, TXT, GIF, TIF, TIFF, BMP, or PDF format.

Required Forms

1. A birth certificate (long or short), adoption certificate issued in the UK, Channel Islands, the Isle of Man or Ireland or a certificate of registration or naturalization as a British citizen

Upload a File
4.27MB size limit

2. A document issued by a government agency or previous employer showing a permanent national insurance number

Upload a File
4.27MB size limit

BackNext

My InformationIdentityDocuments

Documents

Please read the below options and provide the required document(s) for one of the options below. Please note that not providing these documents may delay the processing of the background check.

The information you previously provided requires us to ask for the following form(s). Kindly upload the documents in JPEG, JPG, PNG, DOC, DOCX, TXT, GIF, TIF, TIFF, BMP, or PDF format.

Required Forms

1. A birth certificate (long or short), adoption certificate issued in the UK, Channel Islands, the Isle of Man or Ireland or a certificate of registration or naturalization as a British citizen

My Birth Certificate.pdf

2. A document issued by a government agency or previous employer showing a permanent national insurance number

My Insurance Number Doc.pdf

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My InformationIdentityDocumentsReview

That's it! Does everything below look correct?

▼ Melissa Jane Peterson

First Name
Melissa

Middle Name
Jane

Last Name
Peterson

Date of Birth
01/01/1975

Phone Number
+44 20 8851 3211

▼ 69 Ponsonby Pl
London, London WC1E 6BT

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