

Articles in this section



CertifID / Get Started: CertifID 101 / CertifID Match

What Will Your Customer See When Asked to Verify Their Identity?



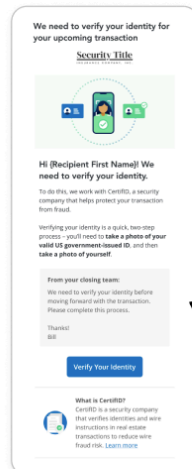
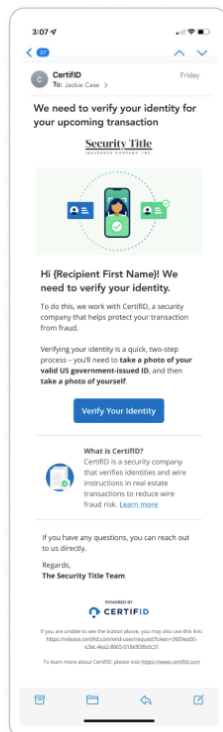
Tim Yokom

Updated 4 months ago

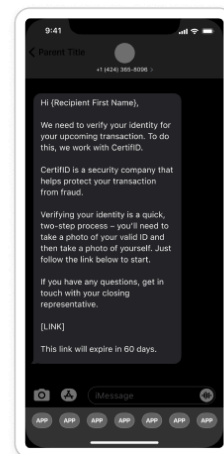
Follow

Once you ask your customer to verify their identity, they will receive an email and/or text. If they open the link on a camera-enabled smartphone, they will see the following steps:

1. First, the customer will receive an email.



If you included a custom message, it will show up here.

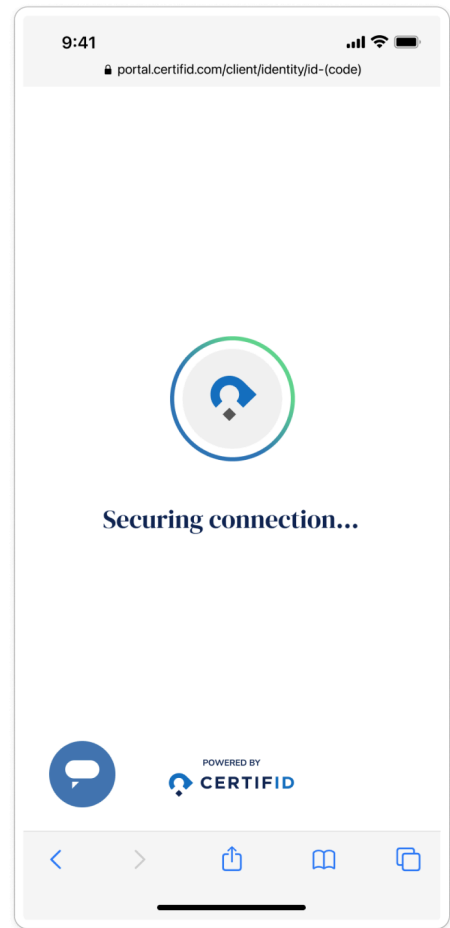
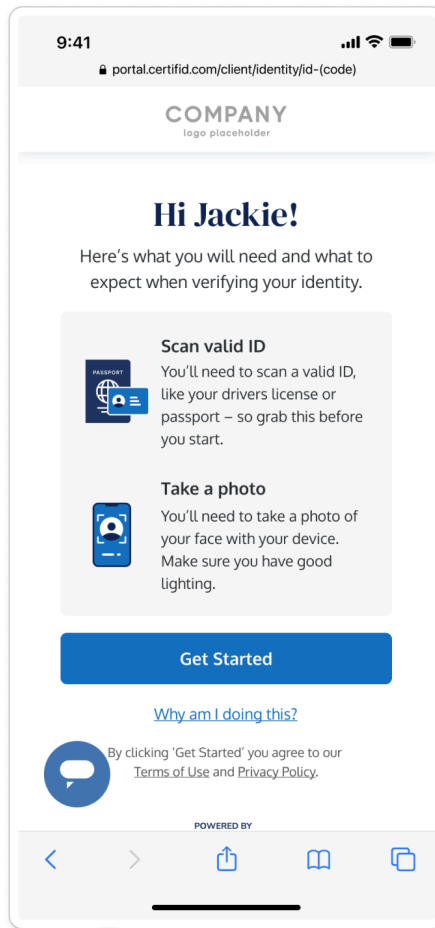


If a phone number is entered, a text will be delivered.

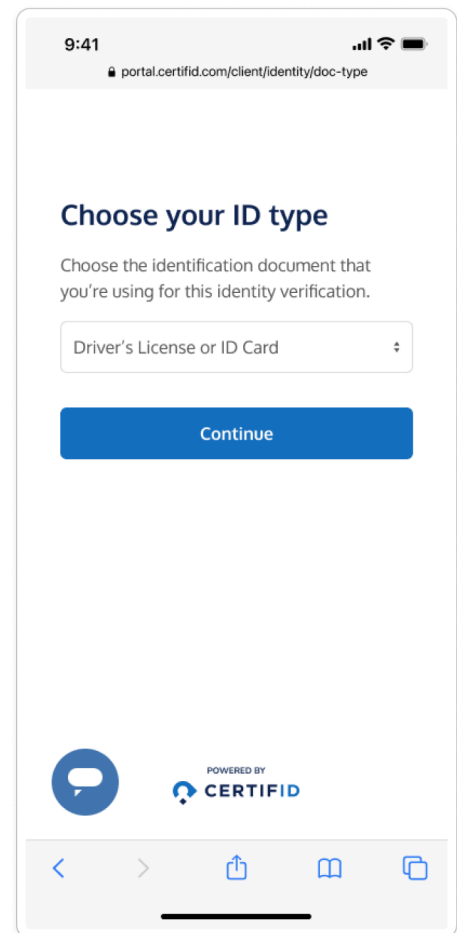
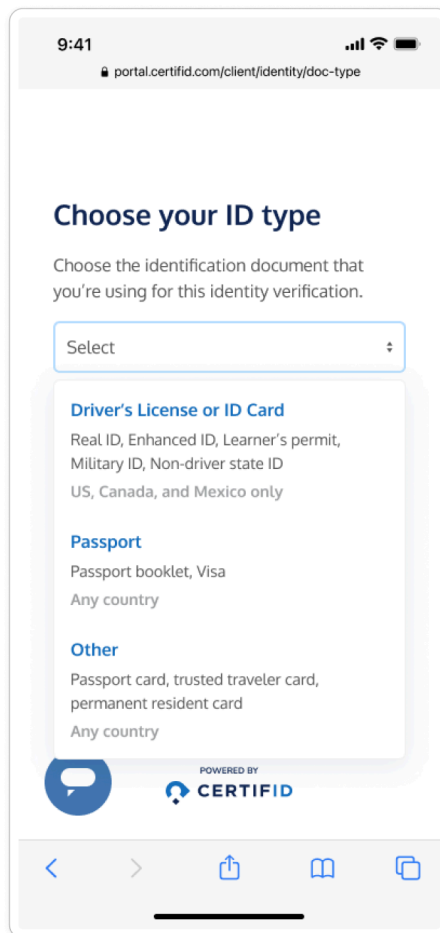
If your customer opens the email on a desktop computer, they will be presented with a QR code. They will need to scan this code with a camera-enabled smartphone in order to complete the steps on a mobile browser.



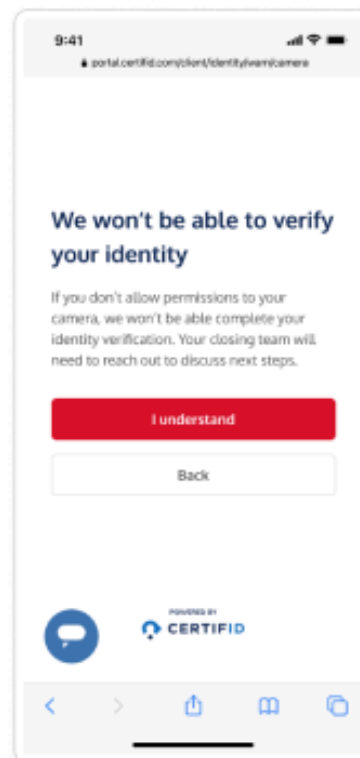
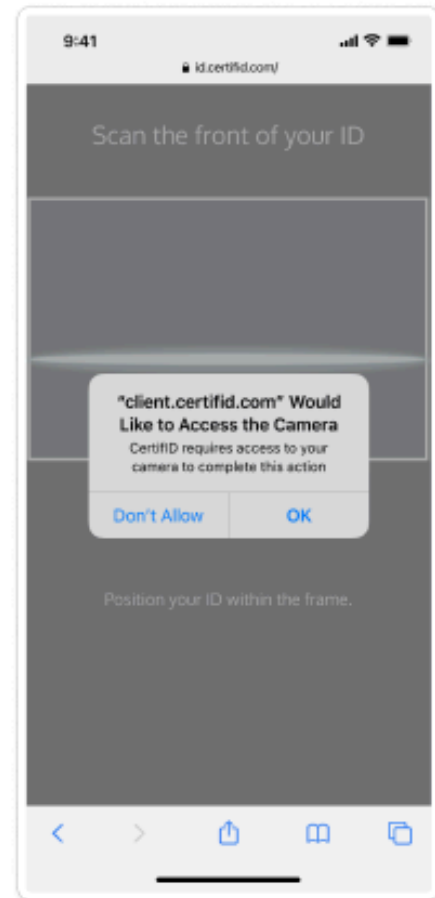
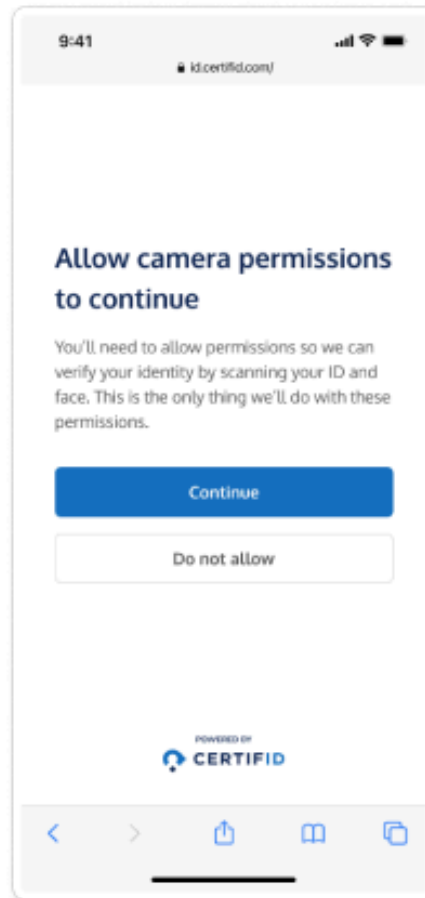
2. After clicking the emailed link, this screen will open in their browser.



3. Once they click Get Started, they will be prompted to choose an ID type.

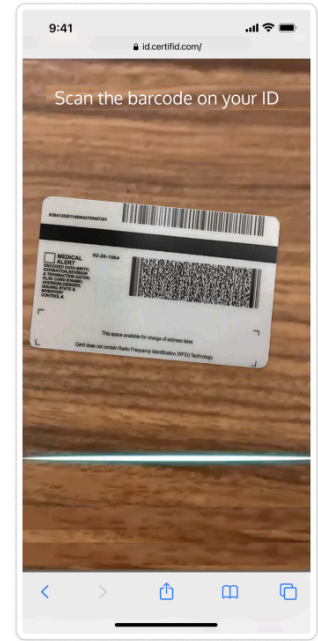
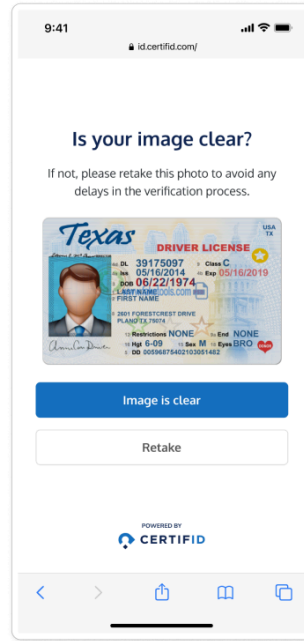
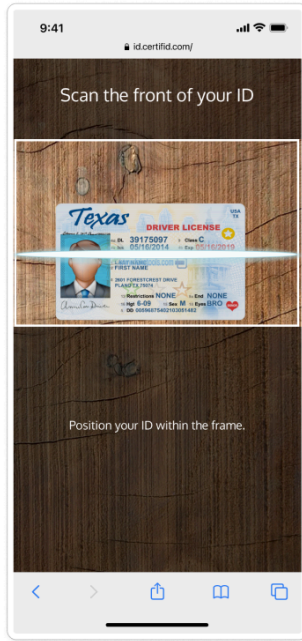


4. After selecting Continue, they will be prompted to allow camera permissions.



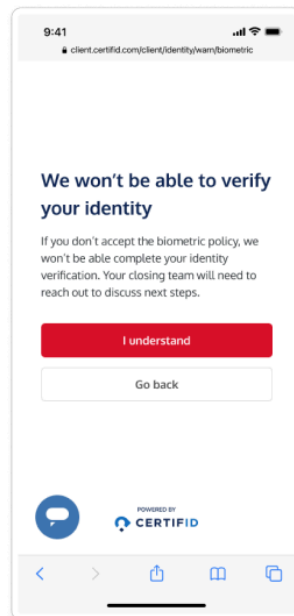
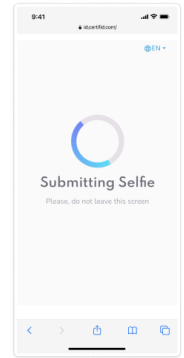
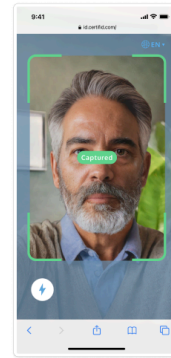
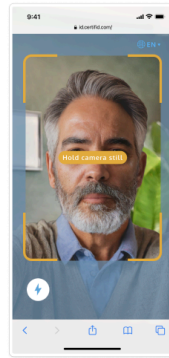
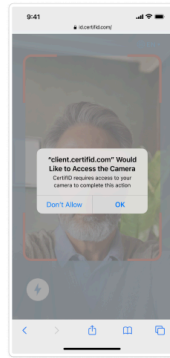
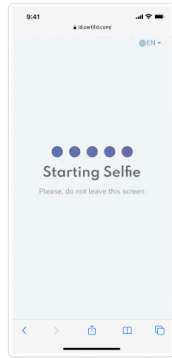
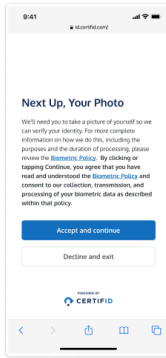
If they do not allow camera permissions, the verification process will end.

5. They will be prompted to scan and submit their ID front and back.



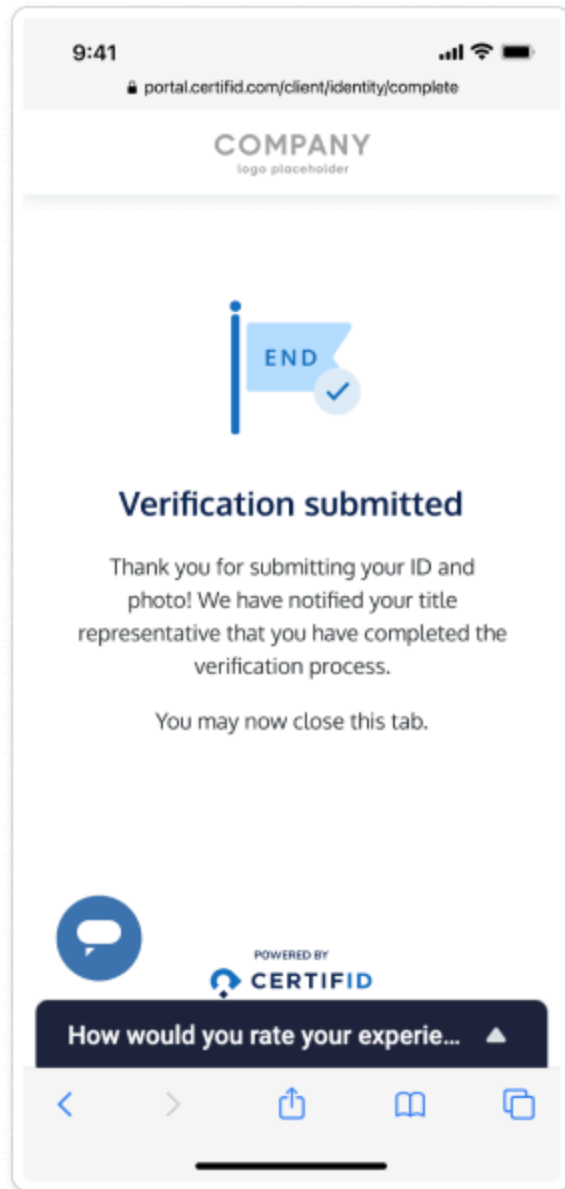
6. Finally, they will take a photo of themselves.

They will need to accept the biometric policy to begin.



If they decline, the verification process will end.

7. They will see a completion screen once the process is complete.



Retrying Match in Same Session

In the case where we are unable to process or successfully capture content on the ID, end users will be able to redo the capture process a second time on the same request. The customer will be presented with the following screen:

9:41



portal.certifid.com/client/identity/complete



We couldn't read the details on your ID

To avoid any delays, please redo the verification, making sure that:

- The photo is clear, and not blurry
- The details on your ID are easy to read
- The photo is free of any glare
- The entire ID is visible in the photo, and no details are cut off

Redo Verification



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Once the client taps on the 'Redo Verification' button, they will be taken back to the ID section screen to begin the capture process again.

Clients will only be able to redo the verification once. In the portal, you will be provided with the status from the second try as the final status.

For example, if the first attempt failed, and the second attempt also failed, we will provide an "Unable to Verify" with the corresponding status.

Still have questions about identity verification? Feel free to reach out to our Support team at support@certifid.com with any additional questions!

 [idv-1-8.webp](#) 20 KB

 [idv1-2.webp](#) 100 KB

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