disclosure services
Expert Support. Informed Clients. Clear Decisions.

IDENTITY VERIFICATION VIA VIDEO CALL/EMAIL

If you cannot perform the ID check in person, you can schedule a video call with the applicant and ask them to email copies/ scans of the ID that has been used on the 'Evidence' tab. This is on the understanding that the original documents are going to be checked on the first date of their employment/volunteering.

There are two options for validating an applicant's ID using a Video Call/Email:

1. ID has been received via email and the video call can take place when reviewing the application (please see **Route 1**)
2. Video call and viewing of ID via email will take place at a later date (please see **Route 2**)

ROUTE 1 - ID has been received via email and the video call can take place whilst reviewing the application

- Check the '**Evidence of Identity'** section ensuring that the documents are genuine and have no sign of tampering. Also check that the information provided on the application is correct and matches the documents i.e. **date of issue**, **expiry date** and the **document number.**
- If the information is correct, accept the application by clicking the **'Accept**' button.
  *(If the information is incorrect, click the '**Return to Pre-Certify**' button. The application will return to the '**Awaiting Review**' pool where it can either be edited by the organisation or sent back to the applicant)*
- Read and tick the declarations relevant to the application and click **'Accept and Certify Application'.**

The application has been sent to Disclosure Services for verification

ROUTE 2 - Video call and viewing of ID via email will take place at a later date

- Navigate to the **'Awaiting Internal Certify'** pool. Those that require a video call with the applicant will have '**InternalRemote'** in the '**Certification Type**' field.
- Check the '**Evidence of Identity'** section ensuring that the documents are genuine and have no sign of tampering, also check that the information provided on the application is correct and matches the documents i.e. **date of issue**, **expiry date** and the **document number.**
- If the information is correct, accept the application by clicking the '**Accept**' button.
  *(If the information is incorrect, click the '**Return to Pre-Certify**' button. The application will return to the '**Awaiting Review**' pool where it can be edited or sent back to the applicant)*
- Read and tick the declarations relevant to the application and click **'Certify and submit to Disclosure Services'.**

The application has been sent to Disclosure Services for verification