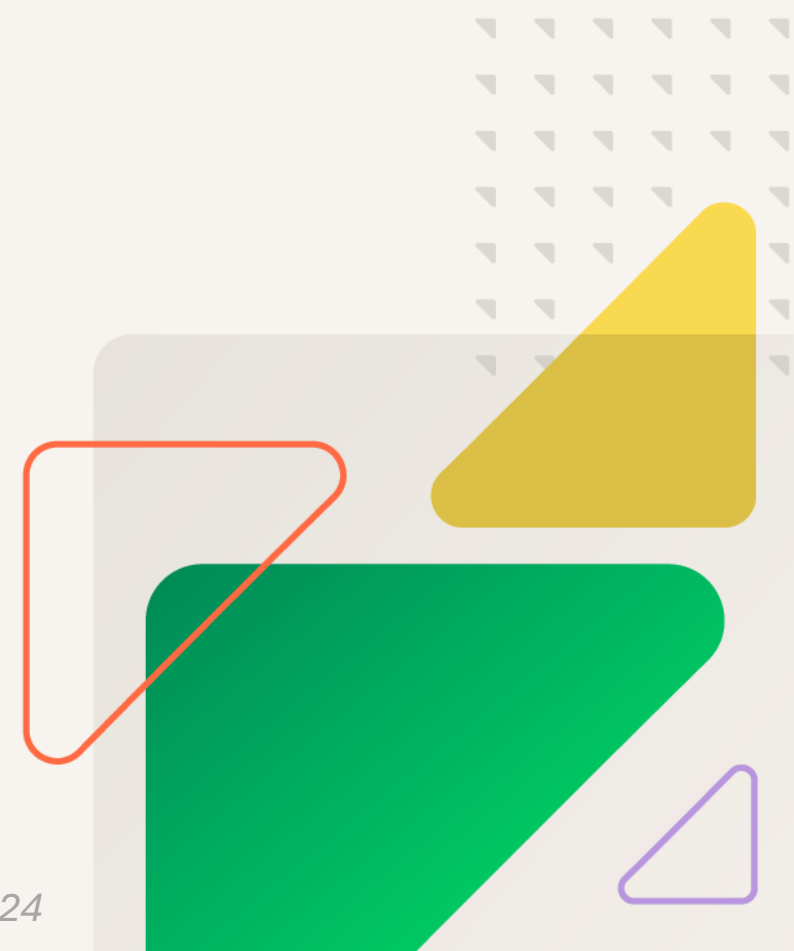




KYP Digital ID process –DBS Checks.

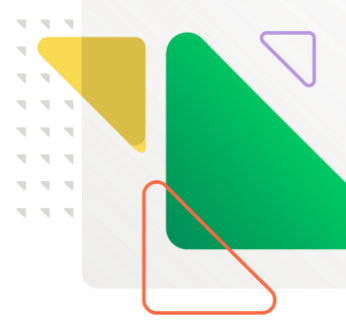
Please note that this guide is for informational purposes and is provided for guidance only.



Case Creation

- KYP Digital DBS Check





Case Creation

The overall case creation process is carried out as normal.

Among your individual options, you will see the 'Digital Identity Check' included as a possible selection

Individual Checks
Please select the checks to be included in this application.

Identity Check Adverse Financial Check National Insurance Number Check Bank Account Check PEP, Sanctions and Enforcement Check

Driving Licence Check Basic Criminal Record Check (DS) Basic Criminal Record Check (DBS) DBS Standard Criminal Record Check

DBS Enhanced Criminal Record Check Digital Identity Check Digital Right to Work Check Social Media Check UK Instant Employment History Check

Digital Identity Check requires one of the following checks to also be selected: Basic Criminal Record Check (DBS), DBS Enhanced Criminal Record Check, DBS Standard Criminal Record Check

Note however that these Digital Identity Checks **must** be used alongside an additional DBS check element –as seen here.

Individual Checks
Please select the checks to be included in this application.

Identity Check Adverse Financial Check National Insurance Number Check Bank Account Check PEP, Sanctions and Enforcement Check

Driving Licence Check Basic Criminal Record Check (DS) Basic Criminal Record Check (DBS) DBS Standard Criminal Record Check

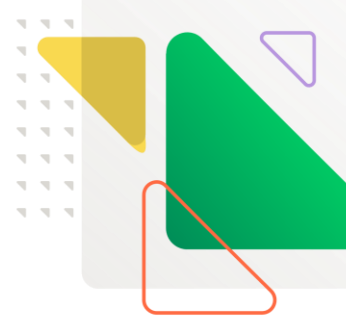
DBS Enhanced Criminal Record Check Digital Identity Check Digital Right to Work Check Social Media Check UK Instant Employment History Check

2 individual checks selected.

With a valid combination in place, the process can move forwards.

Case Creation

Note that even with Digital ID options in place, the system will still require standard verification options to be selected.



Verification Method for Criminal Record Check

Which options would you like available to the applicant?

Please tick at least one verification method

- Organisation
- Post Office In-Branch

Digital Identity will be used to verify the applicant's identity. If this is not possible then the applicant will be offered **Organisation or PostOffice**.

As noted here, this will act as a backup in the event Digital ID fails for any reason.

System Comparison

A quick comparison of the default first look candidates would have of the previous and current systems.

PROFILE
ADVANTAGE

Already have a Profile? - [Sign in](#)

EMAIL

CREATE PASSWORD

CONFIRM PASSWORD

SECRET QUESTION

SECRET ANSWER



KnowYourPeople

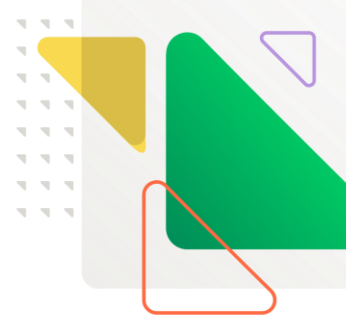
Welcome!

To access KnowYourPeople you need to activate your user account. Please enter your username below and click 'submit'.

Your username is the email address that the activation link was sent to.



Candidate Profile Creation



Using the link in their invite email, your candidates will be taken through the standard KYP profile setup steps:

Welcome!

To access KnowYourPeople you need to activate your user account. Please enter your username below and click 'submit'.

Your username is the email address that the activation link was sent to.

1: Confirm their email address.

Create Your Password

Carefully enter your new password using the form below.

2: Create a valid Password for their account.

Account Activated

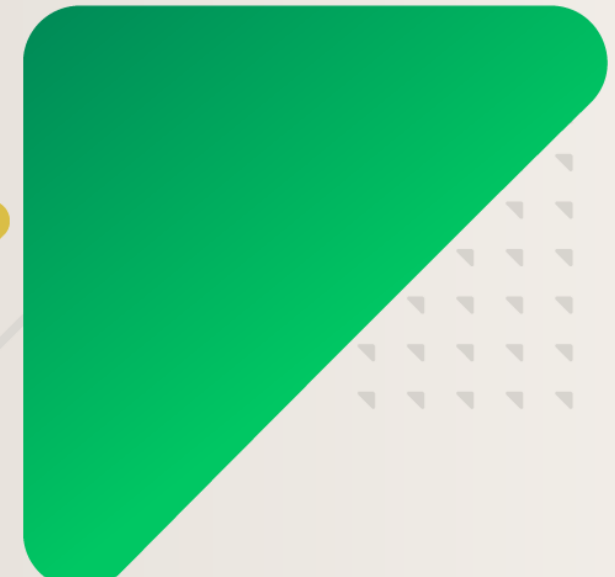
Your account has been successfully activated. Please click below and use the username (your registered email address) and your new password to access the system.

You will receive an email confirming that your account has now been activated.

3: Use the 'Login here' button to transition to the sign-in page.

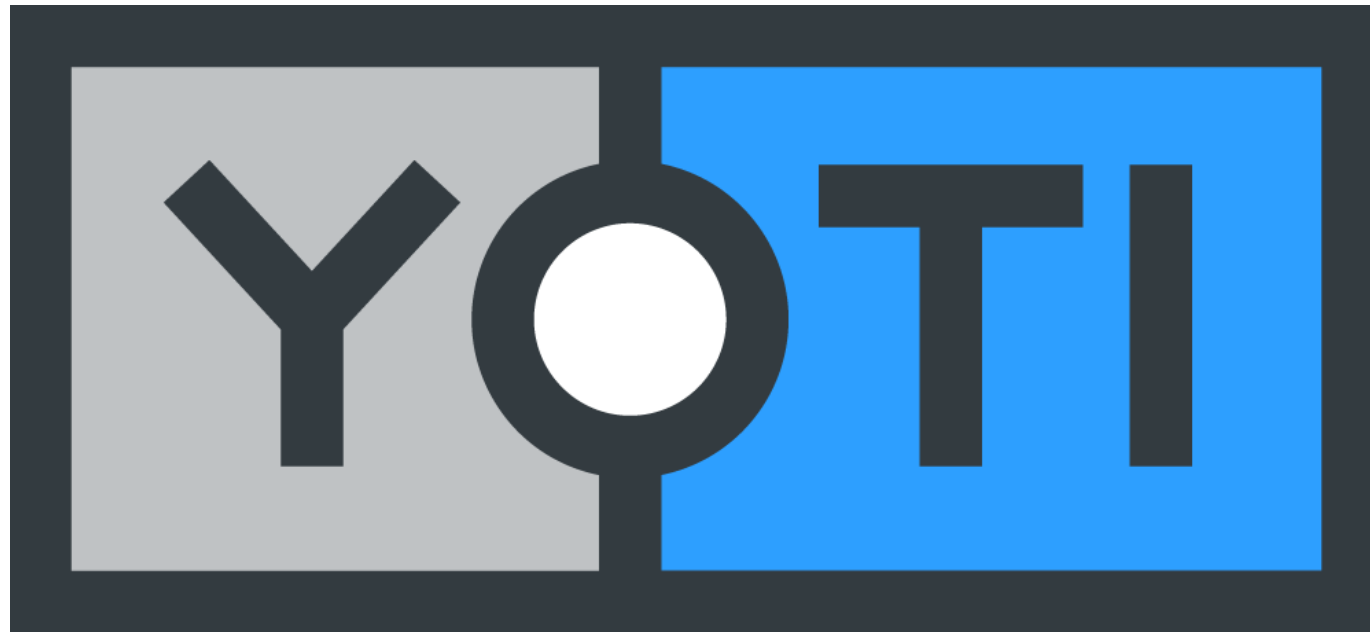
Candidate Digital ID Steps

- Initial Application Process & Digital Steps



The Digital ID Steps

When carrying out the Digital ID process, the application will make use of the services provided by Yoti.



Yoti is a certified Digital Identity Service Provider, operating under the UK Digital Identity and Attributes Trust Framework.



The Digital ID Steps

The candidate will be required to accept the Statement of Fair Processing before any Digital Steps will be presented.

Biometric data

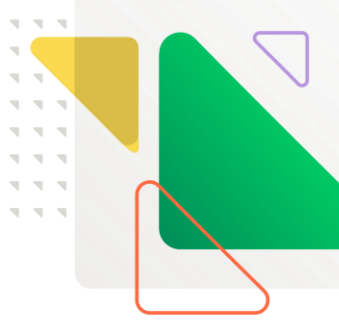
Where Requestor, your employer or potential employer, has asked First Advantage to carry out Electronic ID checks, your biometric data will be processed in order to provide this service. This will typically be provided by a third-party ID check partner, who may seek a separate acknowledgement from you. This form explains how such biometric data is used by these partners, but you should carefully read any separate notice provided.

You acknowledge that biometric data will be collected, disclosed, and used for employment screening requested by the Requestor (Employer) as a condition of receiving or being considered for employment or otherwise for employment purposes with the Requestor. You further acknowledge that a separate consent may be obtained later by a third-party ID check partner.

In order to meet processing requirements from certain sources (DBS, etc.), you acknowledge that special characters from the data provided may be removed if required to fulfill one or more checks.

I hereby confirm that I am of legal age to confirm the above statements. If not, I confirm this has been approved by my parent / guardian.

For Digital ID applications, this statement will include a section regarding Biometric Data (Seen above in full). Further details on data usage will also be provided as the application moves forward.



The Digital ID Steps


The new digital process is functionally identical to our previous version—simply redesigned to fit within the KYP layout.

Confirming your identity with Yoti

Yoti, a trusted identity verification platform, is confirming your identity to support your check.

Yoti will provide you with a list of accepted documents that must:

- Be valid and in date.
- Be the original and physical document. Yoti can't accept photocopies or images captured outside of this process.

 To confirm your identity faster, we recommend using ID documents issued by the UK if you have them.

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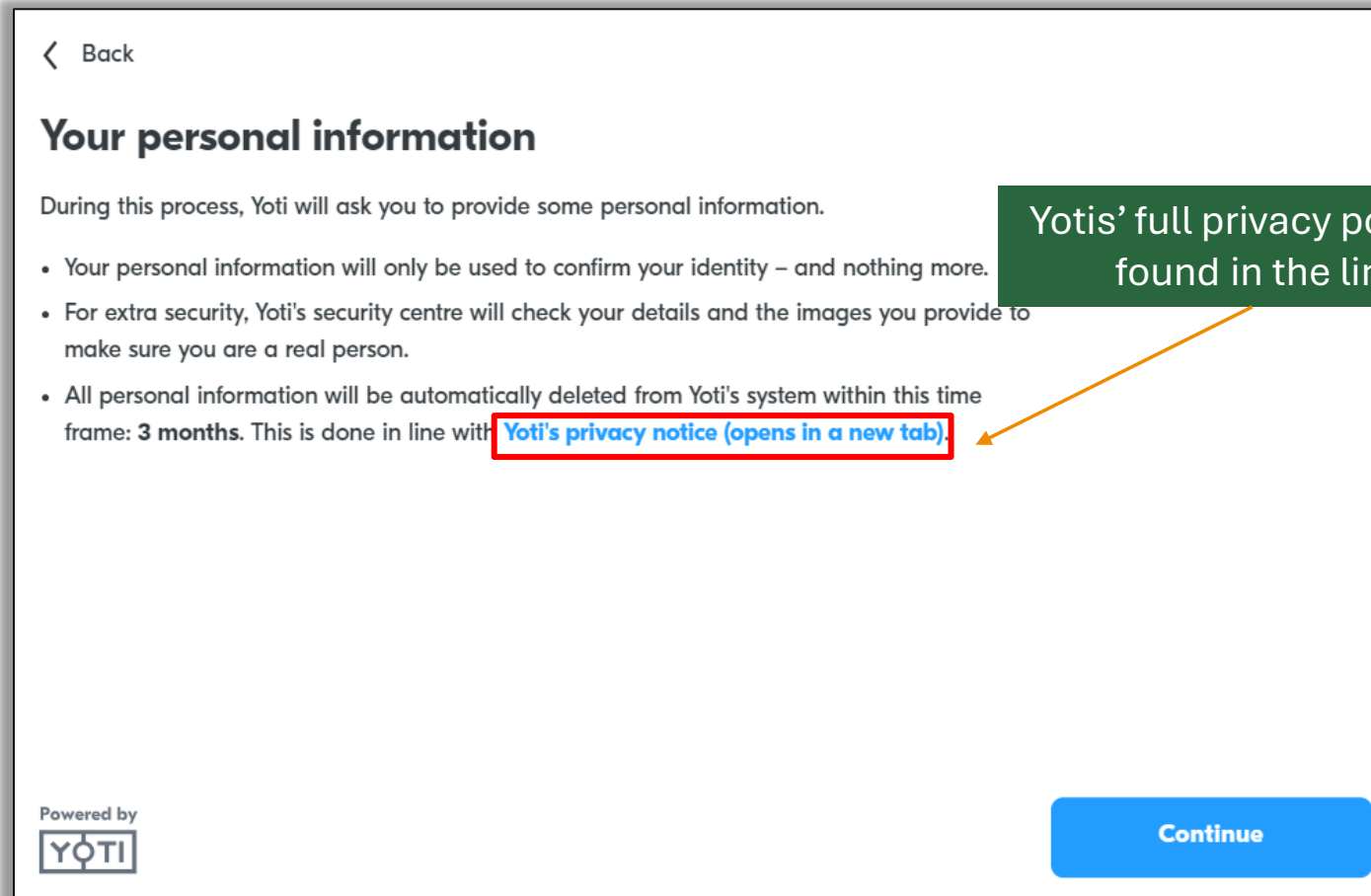

Get started

Note that candidates can access our Live Chat service throughout the application process if any direct support is needed.

 Chat with an Expert

The Digital ID Steps

Candidates are provided with details about what information will be gathered by Yoti –and how it will be handled.

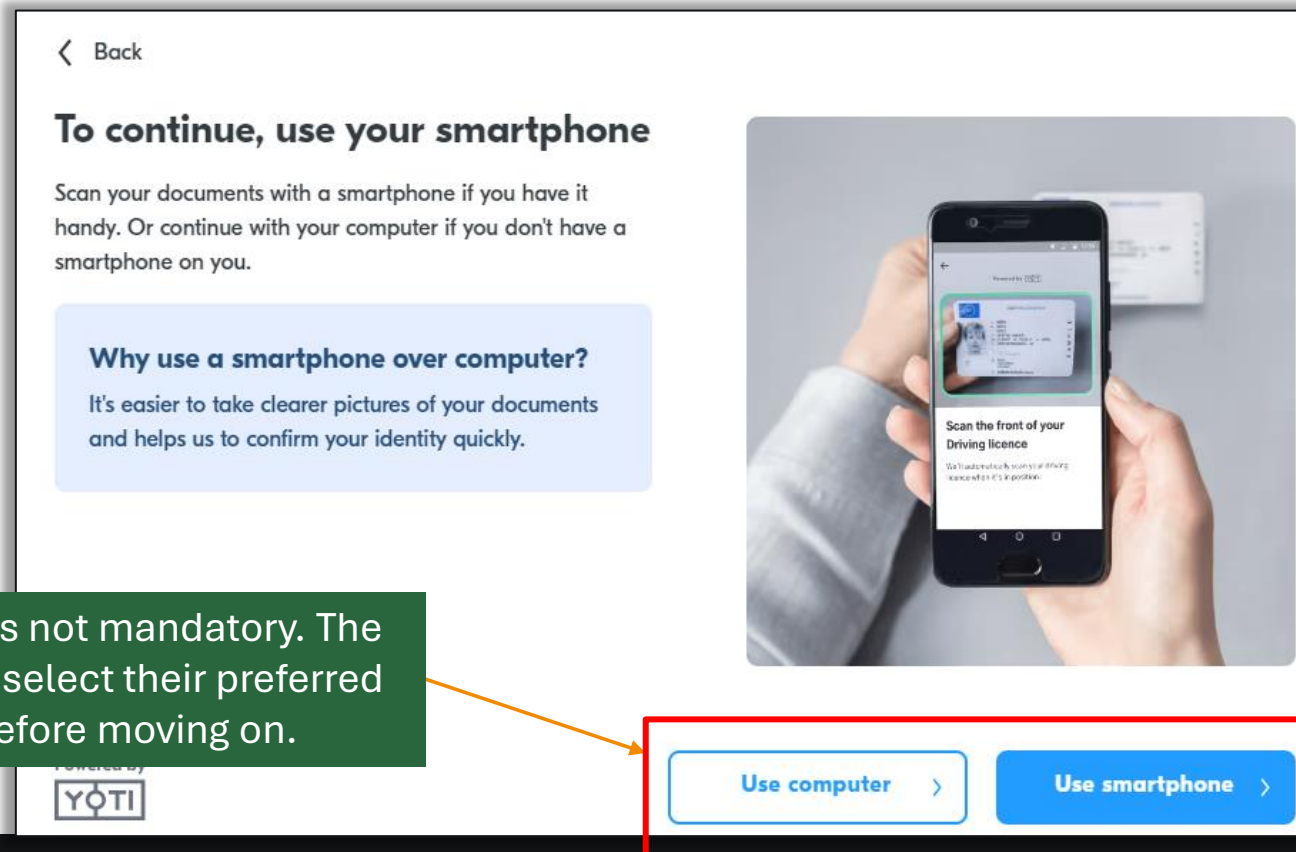


Yotis' full privacy policy can be found in the link here

Yoti's privacy notice (opens in a new tab)

The Digital ID Steps

As candidates will be required to upload clear pictures as a part of this process, a smartphone is recommended.



However, this is not mandatory. The candidate can select their preferred method before moving on.

Note: When using a mobile device to capture your ID image, it is recommended that you keep your hands clear of the picture to avoid possible obstructions.



The Digital ID Steps

Document selection is a 2-step process:

< Back

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 ▾

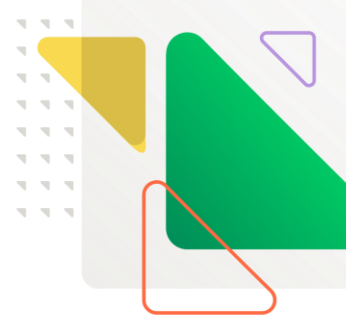
Identity check
We are going to check your details with an identity verification provider.
[More about verification](#)

Powered by YOTI

Continue >

Step 1: Candidates select their issuing country from the dropdown list

The Digital ID Steps



Step 2: Candidates must then confirm their preferred Digital ID document from the provided list.

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
United Kingdom

Accepted documents:

- Passport
- Biometric residence permit


Or

- Check for other documents

Identity check

We are going to check your details with an identity verification provider.

[More about verification](#)

Powered by 

Continue >


The Digital ID Steps

This process will also require a clear picture of the candidates' selected ID document(s), which can be reviewed before submission.

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 some assistance with this step.



Take photo

Powered by YOTI

Are your details clear & readable?



No, retry

Yes, it's clear

Powered by YOTI

Is your name spelled correctly?

First name
Jane

Middle name
N/A

Last name
Doe

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

No, update name

Yes, continue

Powered by YOTI

Note: When using a mobile device to capture your ID image, it is recommended that you place the document on a flat, well-lit surface.

The Digital ID Steps

A Face Scan will also be requested –for which the candidate will be asked to provide additional consent.

< Back

We need your consent

Yoti needs to take a quick scan of your face. This helps confirm you are a real person, and that any ID documents you add belong to you. The face scan is a type of biometric.

What happens to my image?

- Yoti will only use your face scan to confirm your identity – and nothing more.
- Most of the time, this process is automated and no-one sees your image. However, members of Yoti's security centre may check it for extra security.
- This image will be automatically deleted from Yoti's system within this time frame: **28 days**. This is done in line with [Yoti's biometric information policy \(opens in a new tab\)](#).
- For more information, please read [Yoti's privacy notice \(opens in a new tab\)](#).

By ticking this box, you consent to let Yoti use your image in line with our privacy notice.

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YOTI

< Back


Confirm it's you

In the next step, we'll ask you to take a quick scan of your face.

For the best scan results

- ☀️ Find an area with good lighting
- 👁️ Make sure your camera is at eye level

[More about verification](#)

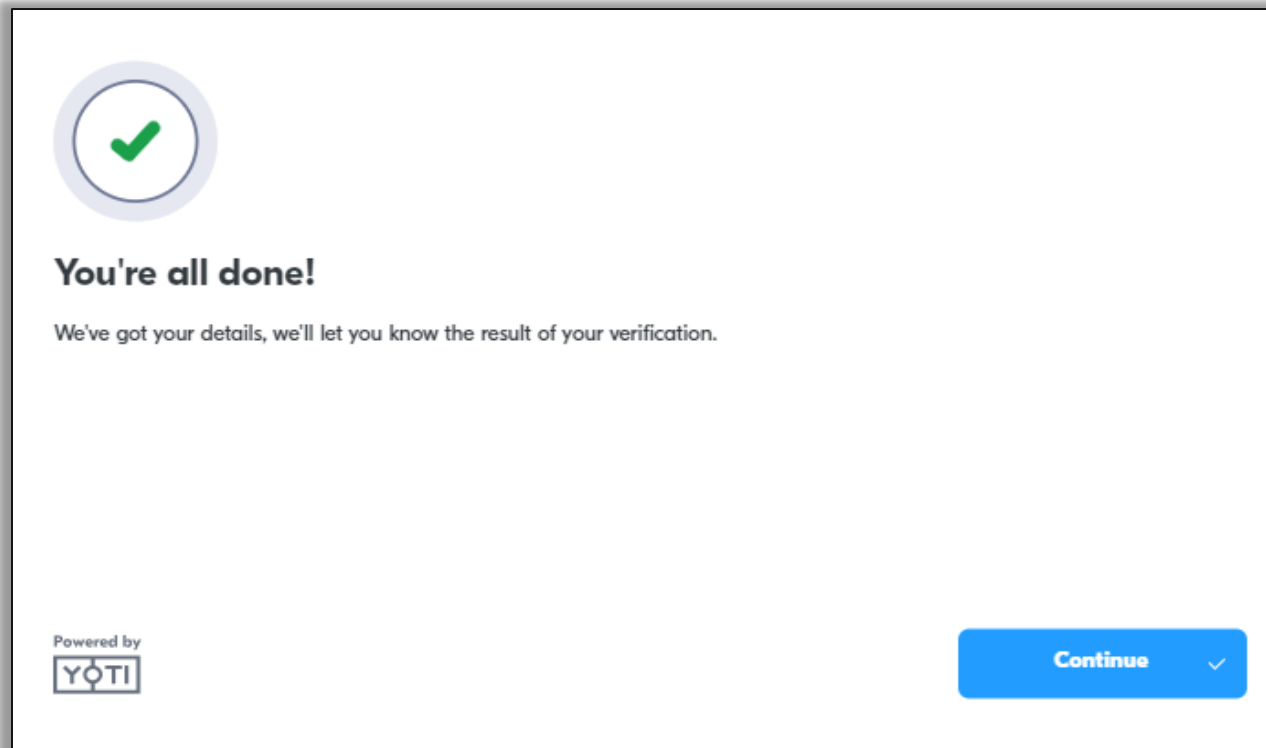


Start scan >

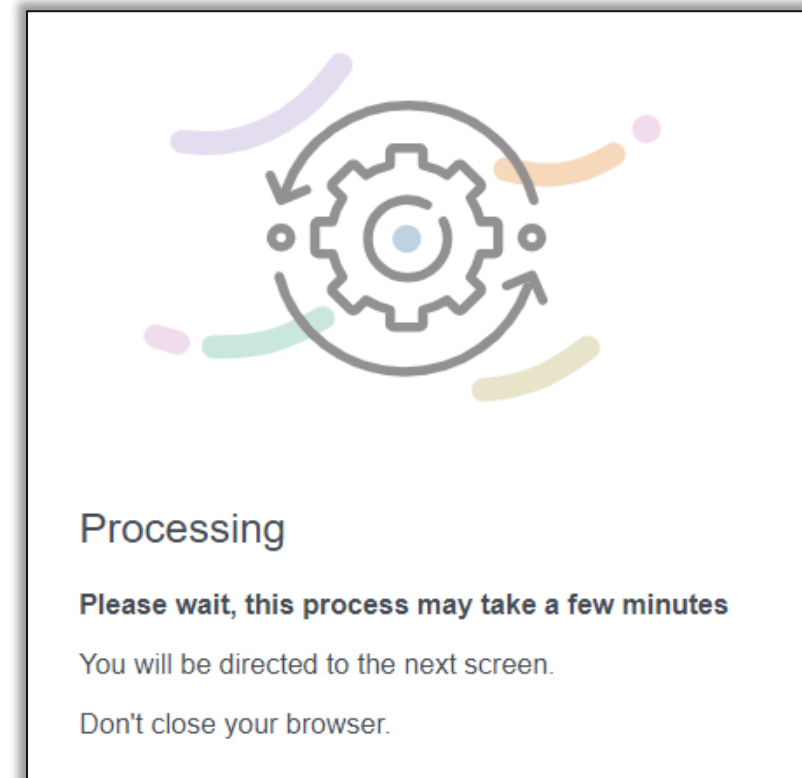
This consent box must be ticked before proceeding with the Face Scan.

The Digital ID Steps

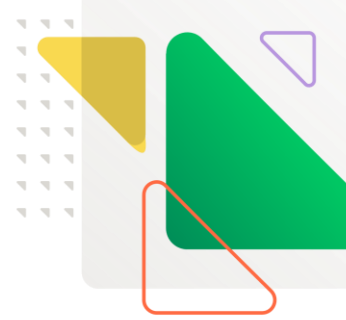
If the candidates ID document and face scan were successful, these messages will be seen before the application form launches:



A screenshot of a success message screen. At the top left is a circular icon with a green checkmark. Below it, the text reads "You're all done!" followed by "We've got your details, we'll let you know the result of your verification." At the bottom left is the "Powered by YOTI" logo. At the bottom right is a blue button labeled "Continue" with a small checkmark icon.

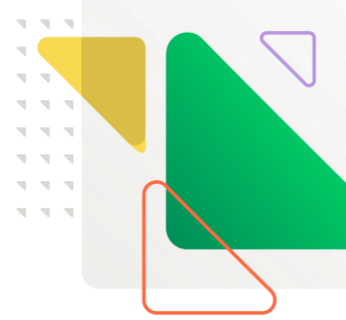


A screenshot of a processing message screen. At the top center is a gear icon with colorful curved lines around it. Below it, the text reads "Processing" followed by "Please wait, this process may take a few minutes" and "You will be directed to the next screen." At the bottom is the text "Don't close your browser."



Remaining Application Steps

Application Data pulled from provided digital ID will be automatically added onto the form.



First name
Example

Middle names
Middle name

Surname
Applicant

Date of Birth
01 / 01 / 1960

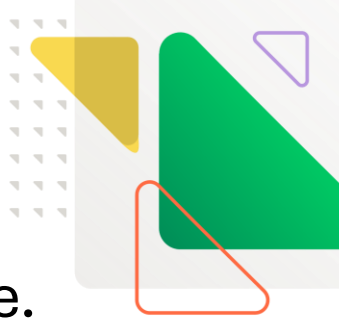
In this case, Name and Date of Birth were digitally captured from a Passport and will be filled in directly.


Note: Digitally captured details *cannot* be amended by the candidate. This 'Stop' sign will be seen instead, blocking any amendments.

Date of Birth
01 / 01 / 1960

Application completion.

Once any remaining steps are completed, the process draws to a close.





Thank you

Your application has been submitted

What happens next?

Your application will now be processed and your organisation will be informed once it is complete.

Digital ID Failure

- Candidate side digital failure scenarios



Digital ID failure




There are a number of possible scenarios which would lead to a failure of the Digital ID process. Some examples are seen on the following slides.




Digital ID failure

Note that this will not terminate the application –in the event of a digital process failure, the application will fall back to manual verification and proceed.




Post Office In-Branch

Take your identity documents to a Post Office branch when they can verify your identity




This will involve directing the applicant down one of the verification routes we selected as a backup during the initial setup steps.



Organisation

Take your identity documents to an approved 'Verifier' in your organisation



Digital ID failure

Repeatedly selecting 'Check for other Documents' from the available lists.

Yoti will need the candidate to confirm their ID selection, (after choosing the issuing country), by clicking here.

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
United Kingdom

Accepted documents:

Passport

Biometric residence permit


Or

Check for other documents

Identity check

We are going to check your details with an identity verification provider.

[More about verification](#)

Powered by 

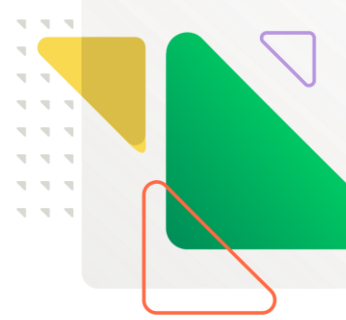
[Continue](#)

If the candidate instead clicks here, indicating they have no valid document, the application cannot continue digitally.

This will instead push the application down the non-Digital route.

Digital ID failure

Taking invalid / unclear photographs of the Document



We couldn't detect the correct document

Passport
United Kingdom

Before you try again, please be sure to:

- Use the document you chose earlier
- Capture the whole document
- Check your ID photo and details aren't covered

We also recommend using a smartphone. It's easier to take clearer photos, which will help us confirm your identity faster.

[Switch to smartphone](#)

[See our guidelines](#)

Powered by

[Change document](#) [Try again](#)

Yoti will advise if the document could not be clearly detected in the picture.

[Back](#)

We've shown all accepted documents

Don't own any of the documents?
Please press 'Continue' and we'll give you further instructions on the next step.

Don't have your ID with you?
Please press 'Back' to return to the previous screen and continue this process once you have access to your documents.

Powered by

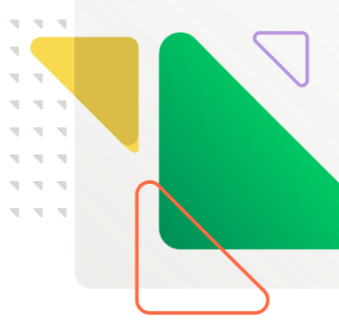
[Continue](#)

If the picture fails three times in a row, the document will be considered invalid.

This will push the application down the non-Digital route.

Digital ID failure

Declining consent for a face scan



< Back


We need your consent

Yoti needs to take a quick scan of your face. This helps confirm you are a real person, and that any ID documents you add belong to you. The face scan is a type of biometric.

What happens to my image?

- Yoti will only use your face scan to confirm your identity – and nothing more.
- Most of the time, this process is automated and no-one sees your image. However, members of Yoti's security centre may check it for extra security.
- This image will be automatically deleted from Yoti's system within this time frame: **28 days**. This is done in line with [Yoti's biometric information policy \(opens in a new tab\)](#).
- For more information, please read [Yoti's privacy notice \(opens in a new tab\)](#).

By ticking this box, you consent to let Yoti use your image in line with our privacy notice.

Powered by 

Continue >

If consent is not provided by ticking this box, the digital ID process cannot proceed.

Candidates will instead need to go down the non-Digital route.

Yoti **must** receive candidates consent for their face to be scanned as part of this process.

Any additional questions?

- Use our real-time chat channel available via <https://help.fadv.com>

