

creditsafe[✓]

Real-Time Identity Checks & Document Verification

ID Verification Plus | User Guide

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OVERVIEW

Creditsafe enables your business to speed up and simplify manual ID verification processes in three simple steps:



TAKE A SELFIE

Our software uses biometric facial recognition technology to confirm that the selfie matches the image on the ID document.



LIVENESS TEST

Our passive liveness technology automatically determines whether it is a live and present person. However, if this fails they will be asked to take a second selfie and perform a unique action.



TAKE A PHOTOGRAPH OF ID DOCUMENT

Our system checks to confirm it is a genuine document.

TYPES OF CHECKS

WE PROVIDE THE FOLLOWING CHECKS:

ID Verification	ID validation worldwide, please see link to our document library.
Right to Work	ID validation (UK, Irish Passport or Share Code).
Right to Rent	ID validation (UK, Irish Passport or Share Code).
Standard AML	ID validation, Address, DOB & Mortality.
Enhanced AML	ID validation, Address, DOB & Mortality plus International & Sanction.
Safe Harbour Standard AML	IDV with NFC, 1x POA, Address, DOB & Mortality.
Safe Harbour Enhanced AML	IDV with NFC, 2x POA, Address, DOB & Mortality plus International Sanction and PEP.

DOCUMENT
LIBRARY



TYPES OF CHECKS

WE PROVIDE THE FOLLOWING CHECKS:

- | | |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Address and date of birth | Provides checking of address and date of birth against the UK Electoral Roll and Credit Header. |
| Mortality | Checks the UK deceased database. Provides checking of a first and last name at an address against the registered deceased persons database. |
| International PEP | Provides authentication against Politically Exposed Persons list from across the world. This includes family Politically Exposed Persons. |
| International Sanctions | Provides authentication against multiple sanctions and enforcement lists across the world. |

ADDITIONAL CHECKS

WE PROVIDE THE FOLLOWING ADDITIONAL CHECKS:

Credit Status	Confirms if the individual is a company director and has any current bankruptcy or CCJ entries on their credit file.
Bank Account Check	Confirms that the bank account details are registered against the individual's name, address and DOB.
Ongoing Monitoring	Set the number of times and frequency you want to check your clients and apply the rules globally or for each client individually.
Open Banking	Provides a bank account analysis of any/all accounts authorised by your clients. The analysis can be used for proof of fund, source of funds and/or affordability purposes.
Land Registry	<i>We offer three options:</i>
Proof of Ownership	Confirms whether your client is listed on the Title Register.
Title Register	Provides a copy of the Title Register to determine full ownership details, lease lengths, any restrictions etc.
Title Plan	Provides a plan, including boundaries, of the property/land listed on the Title.

LOGGING IN

The screenshot shows the Creditsafe website interface. On the left is a navigation menu with the following items: Home, Credit & Risk, Payments & Collections, Compliance (highlighted), ID Verification Plus, AML Check, ID Check, Compliance Search, Protect, Trace, Sales & Marketing, and Bank Verification. The main content area is titled "Quick Company Search" and includes a search form with a dropdown for "United Kingdom" and a text input for "Company Name / Safe Number / Company Number". Below the search form are buttons for "Reset" and "Search", and a link for "Go to Advanced Search". A table titled "Recently Monitoring Events" displays the following data:

Country	Company	Event Type	Event Date	Portfolio
	ABC LIMITED	Score	02/03/2023	Default
	ABC LIMITED	Dissolution Notices	02/03/2023	Default
	ABC LIMITED	Confirmation Statement	02/03/2023	Default
	ABC LIMITED	Score	02/03/2023	Default

Below the table is another section titled "Recently Monitoring Events" with the text "No recently viewed companies" and a "Help" button.

To log into ID Verification Plus, open the Creditsafe website and enter your Creditsafe credentials. Select the Compliance section in the left-hand menu and then click on ID Verification Plus.

The screenshot shows the 'creditsafe' portal interface. At the top, there are navigation tabs: 'Portal', 'Individuals' (which is underlined), 'Processes', 'eSign', and 'Settings'. On the right side of the header, there are icons for help, notifications, and a user profile. Below the navigation is a search bar with the placeholder text 'Search by name, phone number or email address'. To the right of the search bar are filter buttons: 'Status', 'Groups', 'ID type', 'All Filters', and '+ Add new'. Below the filters is a table with the following columns: 'Date of invite', 'Name', 'Invite Status', 'Phone number', 'Email', 'Reg Code', 'Invited By', 'Reference', 'Liveness', 'ID Submitted', and 'Actions'. The table contains eight rows of data, each representing an invited individual. The 'Invite Status' column shows 'Invited' in a yellow pill. The 'Liveness' column shows either 'Auto Pass' with a green checkmark or 'Not Performed' with a red X. The 'ID Submitted' column shows either a green checkmark or a red X. At the bottom right of the table area, there is a pagination control showing 'Items per page' set to '20' and '1 - 3 of 3'.

<input type="checkbox"/>	Date of invite ↓	Name	Invite Status	Phone number	Email	Reg Code	Invited By	Reference	Liveness	ID Submitted	Actions
<input type="checkbox"/>	07/02/2023 12:01	Cerys Safe	Invited		cerys.s@services.com	4YV-WPX	Chris H		Auto Pass	✓	⋮
<input type="checkbox"/>	07/02/2023 13:10	Greg Howell	Invited		greg.h@services.com	YM5 H43	Emma J	BIZ123	Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:28	Mary Shoe	Invited	+44 (0) 7564 786523	mary.s@services.com	8GH DSE	Rachel M		Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:01	Kevin Smith	Invited		kevin.s@services.com	PH6 9HG	Nick R		Auto Pass	✓	⋮
<input type="checkbox"/>	07/02/2023 12:01	Julie Madam	Invited		julie.madam@mail.com	7DT 4HG	Nick R		Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 13:10	Allison Trethomas	Invited		trethomas.a@city.com	AW3 OHG	Emma J	BIZ124	Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:28	Claire Hayton	Invited	+44 (0) 7874 098324	claire@123.com	R23 H54	Rachel M		Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:01	Darren Davies	Invited		darren.d@biz.com	XZV 7DD	Nick R		Not Performed	✗	⋮

Items per page: 20 1 - 3 of 3

If you only have a single portal, you will be taken to the individuals' page.



The screenshot shows the 'creditsafe' portal interface. At the top, there are navigation tabs: 'Portal', 'Individuals' (which is underlined), 'Processes', 'eSign', and 'Settings'. On the right side of the top navigation, there are icons for help, search, notifications, and a user profile icon. Below the navigation is a search bar with the placeholder text 'Search by name, phone number or email address'. To the right of the search bar are filter buttons: 'Status', 'Groups', 'ID type', and 'All Filters'. A 'My Account' dropdown menu is open, showing options: 'Switch Portal', 'My User Details' (highlighted with a blue border), 'Terms & Conditions', and 'Log out'. Below the search and filters is a table with the following columns: 'Date of invite', 'Name', 'Invite Status', 'Phone number', 'Email', 'Reg Code', 'Invited By', 'Reference', 'Liveness', and a vertical ellipsis for actions. The table contains 8 rows of data. At the bottom right of the table area, there is a pagination control showing 'Items per page' set to '20' and '1 - 3 of 3'.

<input type="checkbox"/>	Date of invite ↓	Name	Invite Status	Phone number	Email	Reg Code	Invited By	Reference	Liveness	
<input type="checkbox"/>	07/02/2023 12:01	Cerys Safe	Invited		cerys.s@services.com	4YV-WPX	Chris H		✔ Auto Pass	✔
<input type="checkbox"/>	07/02/2023 13:10	Greg Howell	Invited		greg.h@services.com	YM5 H43	Emma J	BIZ123	✘ Not Performed	✘
<input type="checkbox"/>	07/02/2023 12:28	Mary Shoe	Invited	+44 (0) 7564 786523	mary.s@services.com	8GH DSE	Rachel M		✘ Not Performed	✘
<input type="checkbox"/>	07/02/2023 12:01	Kevin Smith	Invited		kevin.s@services.com	PH6 9HG	Nick R		✔ Auto Pass	✔
<input type="checkbox"/>	07/02/2023 12:01	Julie Madam	Invited		julie.madam@mail.com	7DT 4HG	Nick R		✘ Not Performed	✘
<input type="checkbox"/>	07/02/2023 13:10	Allison Trethomas	Invited		trethomas.a@city.com	AW3 OHG	Emma J	BIZ124	✘ Not Performed	✘
<input type="checkbox"/>	07/02/2023 12:28	Claire Hayton	Invited	+44 (0) 7874 098324	claire@123.com	R23 H54	Rachel M		✘ Not Performed	✘
<input type="checkbox"/>	07/02/2023 12:01	Darren Davies	Invited		darren.d@biz.com	XZV 7DD	Nick R		✘ Not Performed	✘

To change your password, click on the icon in the top right and choose My User Details.



The screenshot shows the 'creditsafe' portal interface. At the top, there are navigation tabs: 'Portal', 'Individuals' (selected), 'Processes', 'eSign', and 'Settings'. A search bar is located below the navigation. The main content area is partially obscured by a 'My Profile' modal window. The modal contains the following fields:

- Current Password (required for password change)**: A text input field with a strength indicator icon.
- New Password**: A text input field with a strength indicator icon.
- Confirm New Password**: A text input field with a strength indicator icon.
- Current PIN (required for PIN change)**: A PIN input field with four boxes and a separator.

At the bottom of the modal are 'Cancel' and 'Save' buttons. In the background, a table of individuals is visible with columns for 'Date of invite', 'Name', 'Invite Status', and 'Phone'. The table lists several individuals, all with an 'Invited' status. To the right of the modal, another table is partially visible with columns for 'Liveness', 'ID Submitted', and 'Actions', showing various status indicators like 'Auto Pass' and 'Not Performed'.

A window will then open which will allow you to change your password and PIN.

ISSUING A REMOTE INVITATION

The screenshot shows the 'creditsafe' portal interface. At the top, there are navigation tabs: 'Portal', 'Individuals' (which is underlined), 'Processes', 'eSign', and 'Settings'. On the right side of the top navigation, there are icons for help, notifications, and a user profile. Below the navigation is a search bar with the placeholder text 'Search by name, phone number or email address'. To the right of the search bar are filter buttons: 'Status', 'Groups', 'ID type', 'All Filters', and a highlighted '+ Add new' button. Below the filters is a table with the following columns: 'Date of invite', 'Name', 'Invite Status', 'Phone number', 'Email', 'Reg Code', 'Invited By', 'Reference', 'Liveness', 'ID Submitted', and 'Actions'. The table contains eight rows of data, each representing an invited individual. The 'Invite Status' column for all rows shows a yellow 'Invited' button. The 'Liveness' column shows either 'Auto Pass' (with a green checkmark) or 'Not Performed' (with a red X). The 'ID Submitted' column shows either a green checkmark or a red X. At the bottom right of the table area, there is a pagination control showing 'Items per page' set to '20' and '1 - 3 of 3'.

<input type="checkbox"/>	Date of invite ↓	Name	Invite Status	Phone number	Email	Reg Code	Invited By	Reference	Liveness	ID Submitted	Actions
<input type="checkbox"/>	07/02/2023 12:01	Cerys Safe	Invited		cerys.s@services.com	4YV-WPX	Chris H		Auto Pass	✓	⋮
<input type="checkbox"/>	07/02/2023 13:10	Greg Howell	Invited		greg.h@services.com	YM5 H43	Emma J	BIZ123	Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:28	Mary Shoe	Invited	+44 (0) 7564 786523	mary.s@services.com	8GH DSE	Rachel M		Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:01	Kevin Smith	Invited		kevin.s@services.com	PH6 9HG	Nick R		Auto Pass	✓	⋮
<input type="checkbox"/>	07/02/2023 12:01	Julie Madam	Invited		julie.madam@mail.com	7DT 4HG	Nick R		Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 13:10	Allison Trethomas	Invited		trethomas.a@city.com	AW3 OHG	Emma J	BIZ124	Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:28	Claire Hayton	Invited	+44 (0) 7874 098324	claire@123.com	R23 H54	Rachel M		Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:01	Darren Davies	Invited		darren.d@biz.com	XZV 7DD	Nick R		Not Performed	✗	⋮

To issue a remote invitation, simply select 'Add new'.

creditsafe Portal ▾ Individuals Processes eSign Settings

Search by name, phone number or email address

Quick key request
Select the action you would like to perform or create an individual and get taken straight to their profile.

Create an individual

- Send new invite to an individual
- Create and go to profile
- Create and ask to sign a document

Create individual and run a check

- Address & Mortality
- Sanctions & PEPs
- Bank Account
- Open Banking & Affordability
- Proof of Ownership
- Right to Rent
- Safe Harbour
- Right to work

Confirm details

Cancel

Date of invite ↓	Name	Invite Status	Ph
07/02/2023 12:01	Cerys Safe	Invited	
07/02/2023 13:10	Greg Howell	Invited	
07/02/2023 12:28	Mary Shoe	Invited	+4
07/02/2023 12:01	Kevin Smith	Invited	
07/02/2023 12:01	Julie Madam	Invited	
07/02/2023 13:10	Allison Trethomas	Invited	
07/02/2023 12:28	Claire Hayton	Invited	+4
07/02/2023 12:01	Darren Davies	Invited	

Liveness	ID Submitted	Actions
Auto Pass	✓	⋮
Not Performed	✗	⋮
Not Performed	✗	⋮
Auto Pass	✓	⋮
Not Performed	✗	⋮
Not Performed	✗	⋮
Not Performed	✗	⋮
Not Performed	✗	⋮

Items per page 20 ▾ 1 - 3 of 3


You can then choose the relevant option. In most cases this will be 'Send new invite to an individual'.

Quick key request


✕

Select the action you would like to perform or create an individual and get taken straight to their profile.


Create an individual



Send new invite to an individual




Create and go to profile




Create and ask to sign a document


Create individual and run a check




Address & Mortality




Sanctions & PEPs




Bank Account




Open Banking & Affordability




Proof of Ownership



Right to Rent



Safe Harbour



Right to work

Confirm details

Cancel

Send new invite to an individual

Choose this option when you want your user to complete a new journey, such as an advanced AML check. Journeys are pre-built processes that include a combination of checks, data capture forms and logic.

Create and go to profile

Choose this option when you want to create a user and invite or run a data check at a later date.

Create and ask to sign a document

Choose this option when you want to send a eSign to an individual and not run any checks.

Create an individual and run a check

Choose this option when you want to run a check on someone without issuing an invite or one of our pre-built journeys.

The screenshot shows the 'creditsafe' portal interface. At the top, there is a navigation bar with 'Portal', 'Individuals' (underlined), 'Processes', 'eSign', and 'Settings'. A search bar is located below the navigation. The main content area displays a table of invited individuals. A modal window titled 'Personal information' is open, allowing the user to enter details for a selected individual. The modal includes fields for 'Name' (First name* and Surname*), 'Date of birth' (DOB (Optional) with a calendar icon), and 'Your reference' (Reference (optional)). At the bottom of the modal are two buttons: 'Confirm contact details' and 'Back'. The background table lists individuals with their invite dates, names, and 'Invited' status. A table below the modal shows 'Liveness' and 'ID Submitted' status for each individual, with 'Auto Pass' and 'Not Performed' entries. The bottom right of the page shows 'Items per page' set to 20 and '1 - 3 of 3'.

Date of invite ↓	Name	Invite Status
07/02/2023 12:01	Cerys Safe	Invited
07/02/2023 13:10	Greg Howell	Invited
07/02/2023 12:28	Mary Shoe	Invited
07/02/2023 12:01	Kevin Smith	Invited
07/02/2023 12:01	Julie Madam	Invited
07/02/2023 13:10	Allison Trethomas	Invited
07/02/2023 12:28	Claire Hayton	Invited
07/02/2023 12:01	Darren Davies	Invited

Liveness	ID Submitted	Actions
Auto Pass	✓	⋮
Not Performed	✗	⋮
Not Performed	✗	⋮
Auto Pass	✓	⋮
Not Performed	✗	⋮
Not Performed	✗	⋮
Not Performed	✗	⋮
Not Performed	✗	⋮

Next, enter the customer's personal information.



The screenshot shows the 'creditsafe' portal interface. At the top, there is a navigation bar with 'Portal', 'Individuals' (underlined), 'Processes', 'eSign', and 'Settings'. A search bar is located below the navigation, with the text 'Search by name, phone number or email address'. Below the search bar is a table of individuals. A modal window titled 'Contact information' is open in the foreground, containing the following sections:

- Email:** A text input field labeled 'Email'.
- Telephone:** A dropdown menu labeled 'Dialling code' and a text input field labeled 'Mobile number (optional)'.
- Address:** A text input field labeled 'Search using a postcode', a 'Search' button, and an 'Enter Manually' button.

At the bottom of the modal, there are two buttons: 'Create profile' (dark blue) and 'Back' (white with dark border). The background table shows columns for 'Date of invite', 'Name', 'Invite Status', 'Liveness', 'ID Submitted', and 'Actions'. The 'Invite Status' column shows 'Invited' for several individuals. The 'Liveness' column shows 'Auto Pass' (green checkmark) and 'Not Performed' (red X). The 'ID Submitted' column shows 'Auto Pass' (green checkmark) and 'Not Performed' (red X). The 'Actions' column shows a vertical ellipsis for each row. At the bottom right of the table, there is a pagination control: 'Items per page 20 1 - 3 of 3'.

Then enter the customer's contact information.



🔍 Search by name, phone number or email address

Status Groups ID type All Filters + Add new ⚙️ 🗨

<input type="checkbox"/>	Date of invite ↓	Name	Invite Status
<input type="checkbox"/>	07/02/2023 12:01	Cerys Safe	Invited
<input type="checkbox"/>	07/02/2023 13:10	Greg Howell	Invited
<input type="checkbox"/>	07/02/2023 12:28	Mary Shoe	Invited
<input type="checkbox"/>	07/02/2023 12:01	Kevin Smith	Invited
<input type="checkbox"/>	07/02/2023 12:01	Julie Madam	Invited
<input type="checkbox"/>	07/02/2023 13:10	Allison Trethomas	Invited
<input type="checkbox"/>	07/02/2023 12:28	Claire Hayton	Invited
<input type="checkbox"/>	07/02/2023 12:01	Darren Davies	Invited

Step 1 - Select your journey

This is the journey you would like the individual to complete.

Select a journey

- Right to Rent
- Right to Work
- Safe Harbour
- Enhanced AML

Confirm my journey

Cancel

Liveness	ID Submitted	Actions
✔️ Auto Pass	✔️	⋮
⊗ Not Performed	❌	⋮
⊗ Not Performed	❌	⋮
✔️ Auto Pass	✔️	⋮
⊗ Not Performed	❌	⋮
⊗ Not Performed	❌	⋮
⊗ Not Performed	❌	⋮
⊗ Not Performed	❌	⋮
⊗ Not Performed	❌	⋮

Items per page 20 ▾ 1 - 3 of 3

Select the journey required, such as Right to Work, Right to Rent or Enhanced AML.

The screenshot shows the 'creditsafe' portal interface. At the top, there are navigation links: Portal, Individuals, Processes, eSign, and Settings. A search bar is present with the text 'Search by name, phone number or email address'. Below the search bar, there are filter buttons for Status, Groups, ID type, and All Filters, along with an '+ Add new' button. The main content area displays a table of invited individuals. A modal window titled 'Step 2 - Personal details for Applicant' is open, containing the following fields:

- Applicant details:**
 - First name*
 - Surname*
 - Reference
- Date of birth:**
 - DOB (Optional) with a calendar icon

At the bottom of the modal, there are two buttons: 'Confirm personal details' and 'Back'. The background table shows columns for 'Date of invite', 'Name', 'Invite Status', 'Liveness', 'ID Submitted', and 'Actions'. The 'Invite Status' column shows 'Invited' for all listed individuals. The 'Liveness' column shows 'Auto Pass' or 'Not Performed' with corresponding status icons. The 'ID Submitted' column shows '✓' or '✗'.

Then confirm the individual's contact details.

The screenshot shows the 'creditsafe' portal interface. At the top, there are navigation tabs: Portal, Individuals (selected), Processes, eSign, and Settings. A search bar is present with the text 'Search by name, phone number or email address'. Below the search bar, there are filter buttons for Status, Groups, ID type, and All Filters, along with an '+ Add new' button. The main content area is a table of applicants, with columns for Date of invite, Name, Invite Status, Liveness, ID Submitted, and Actions. A modal window titled 'Step 3 - Contact details for Applicant' is overlaid on the table. The modal contains the following text and form elements:

Step 3 - Contact details for Applicant
These are the personal details of the individual that you would like to send the invite to.

How would you like to send your invitation to the applicant?

Contact details

At the bottom right of the modal, there is a pagination control: 'Items per page 20 1 - 3 of 3'.

Then choose what method of invite you would prefer: Email, SMS or both.



Search by name, phone number or email address

Status

Groups

ID type

All Filters

+ Add new

<input type="checkbox"/>	Date of invite ↓	Name	Invite Status
<input type="checkbox"/>	07/02/2023 12:01	Cerys Safe	Invited
<input type="checkbox"/>	07/02/2023 13:10	Greg Howell	Invited
<input type="checkbox"/>	07/02/2023 12:28	Mary Shoe	Invited
<input type="checkbox"/>	07/02/2023 12:01	Kevin Smith	Invited
<input type="checkbox"/>	07/02/2023 12:01	Julie Madam	Invited
<input type="checkbox"/>	07/02/2023 13:10	Allison Trethomas	Invited
<input type="checkbox"/>	07/02/2023 12:28	Claire Hayton	Invited
<input type="checkbox"/>	07/02/2023 12:01	Darren Davies	Invited

Step 4 - Confirm your invite details are correct

We recommend that you review your invite details before sending your invitation.

Invitation details

Selected journey
Client Setup

Applicant contact details

First name
Cerys

Surname
Safe

Invitation type
Send an email

Email address
cerys.safe@email.com

Mobile number

Confirm my journey

Cancel

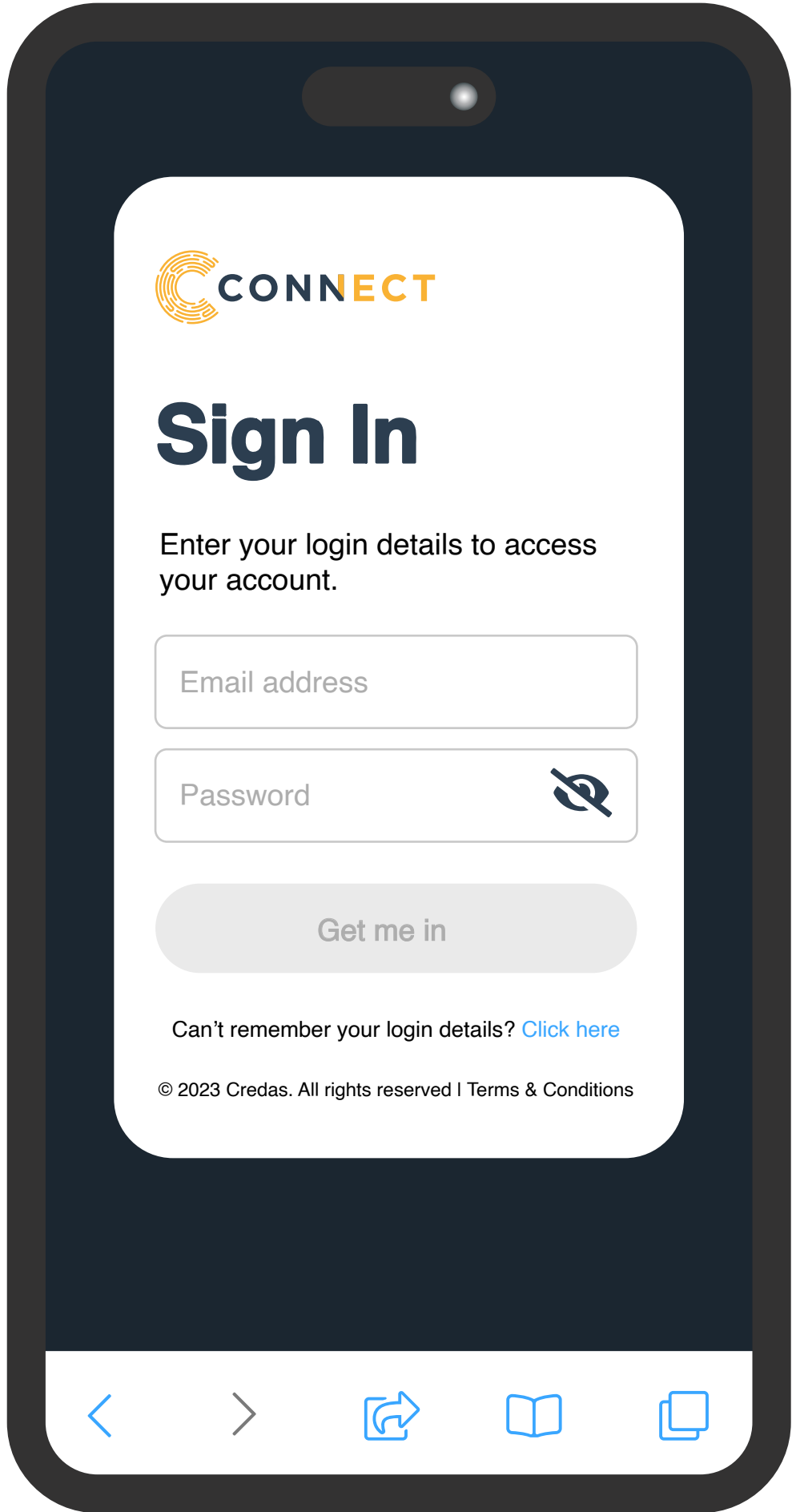
Liveness	ID Submitted	Actions
Auto Pass	✓	⋮
Not Performed	✗	⋮
Not Performed	✗	⋮
Auto Pass	✓	⋮
Not Performed	✗	⋮
Not Performed	✗	⋮
Not Performed	✗	⋮
Not Performed	✗	⋮

Items per page 20 1 - 3 of 3

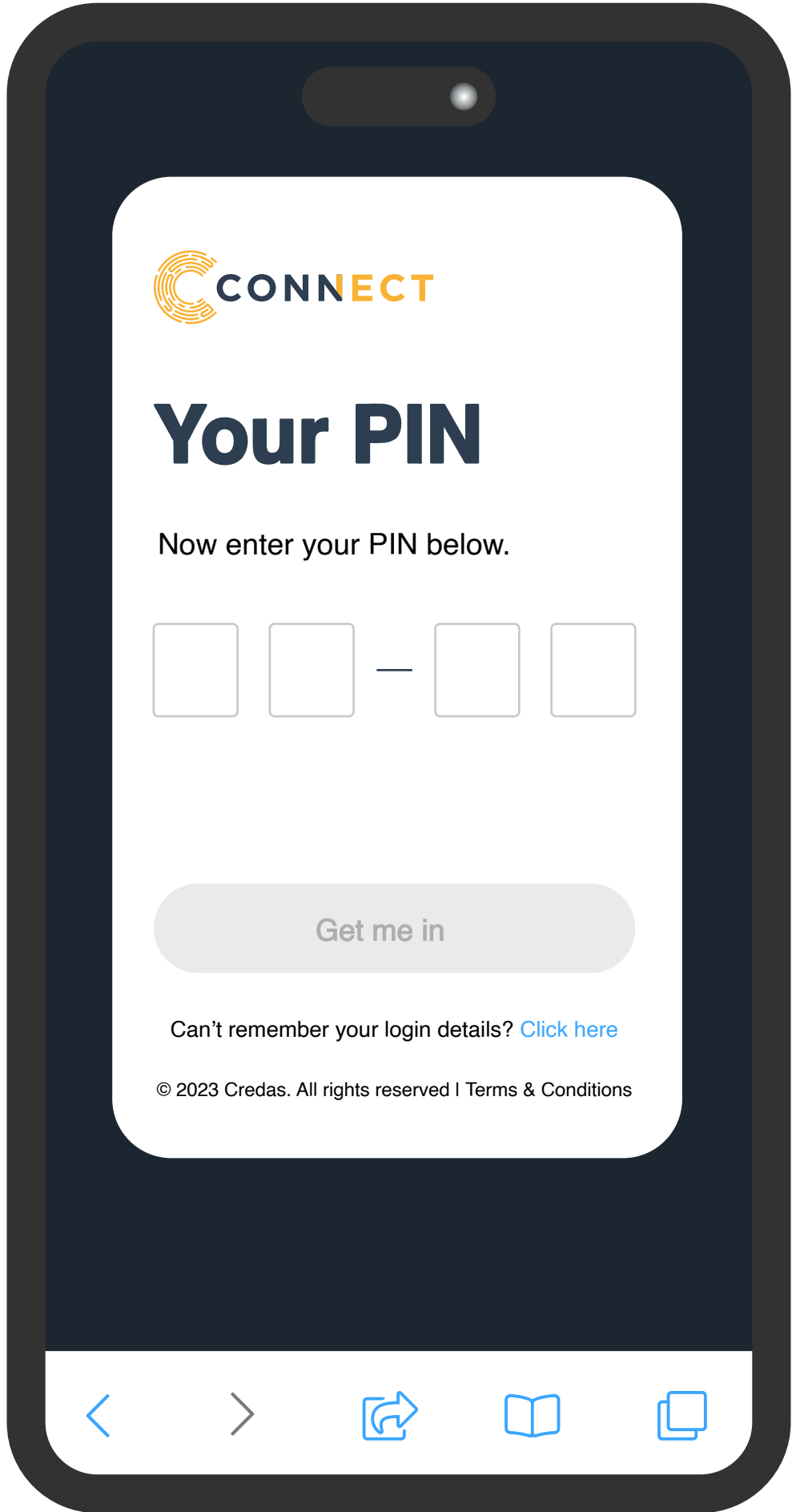
Finally, confirm the details.



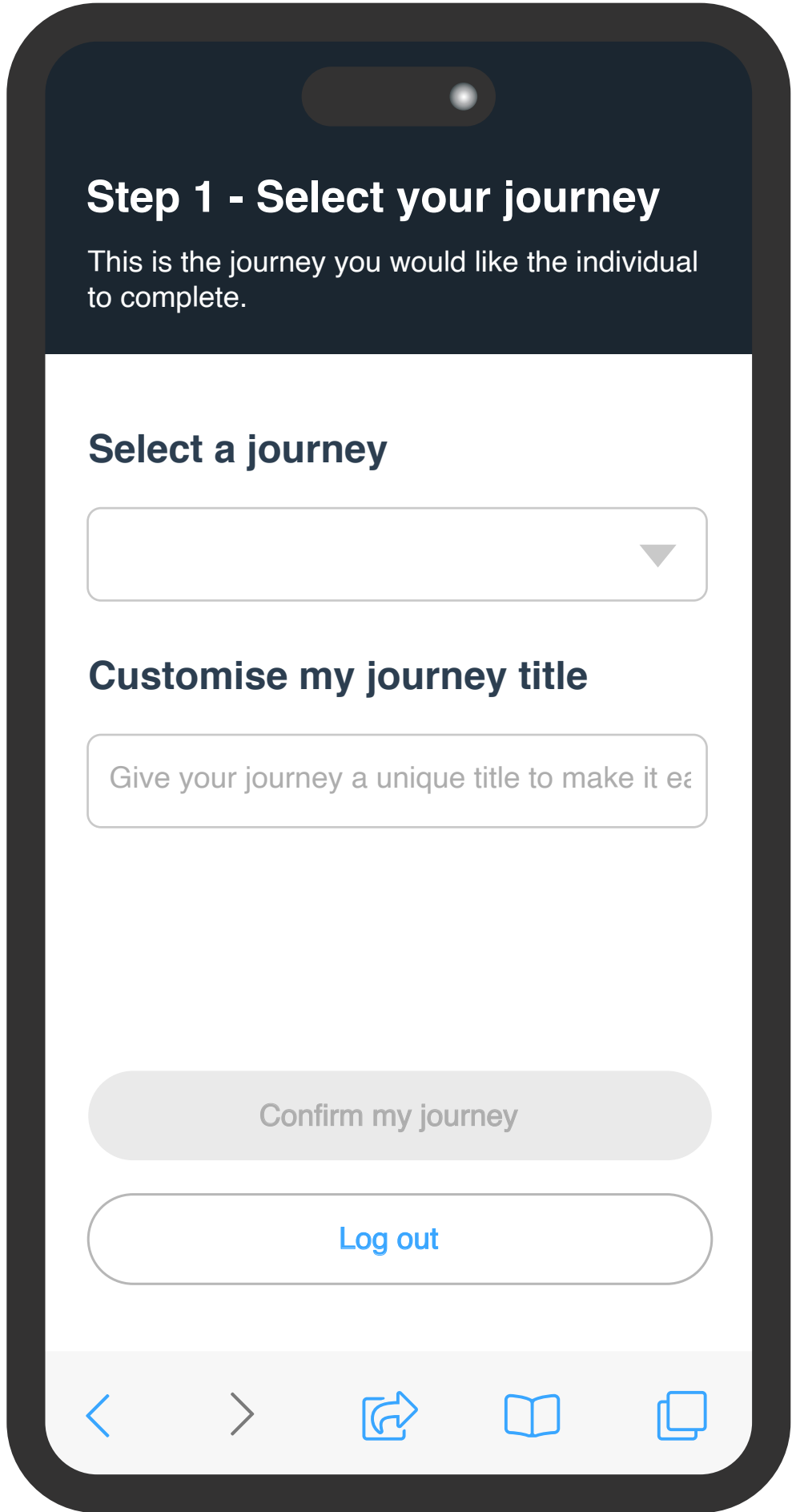
VERIFYING IN-PERSON VIA **THE APP**



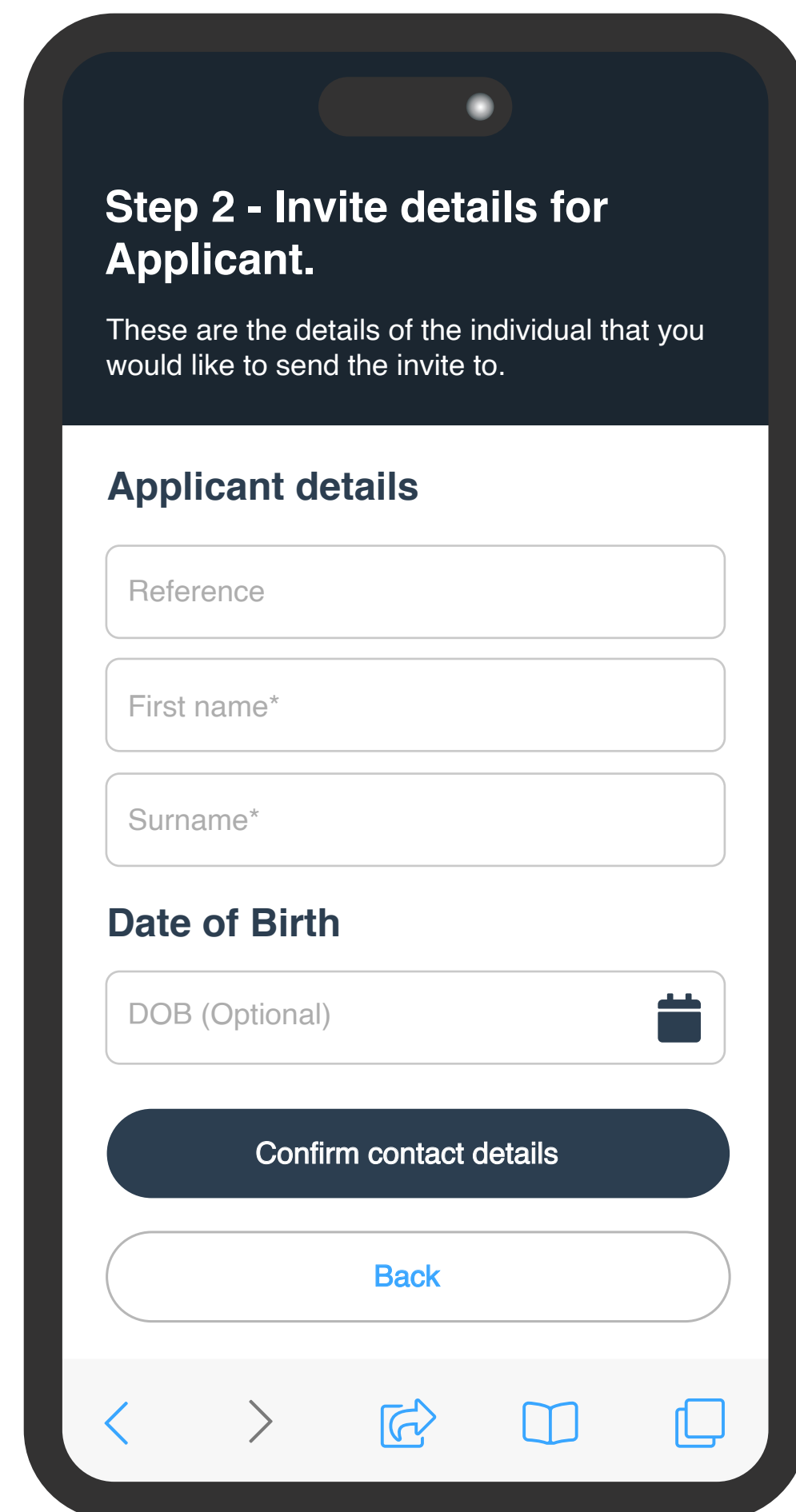
Enter your login details (the details you use to login to the portal).



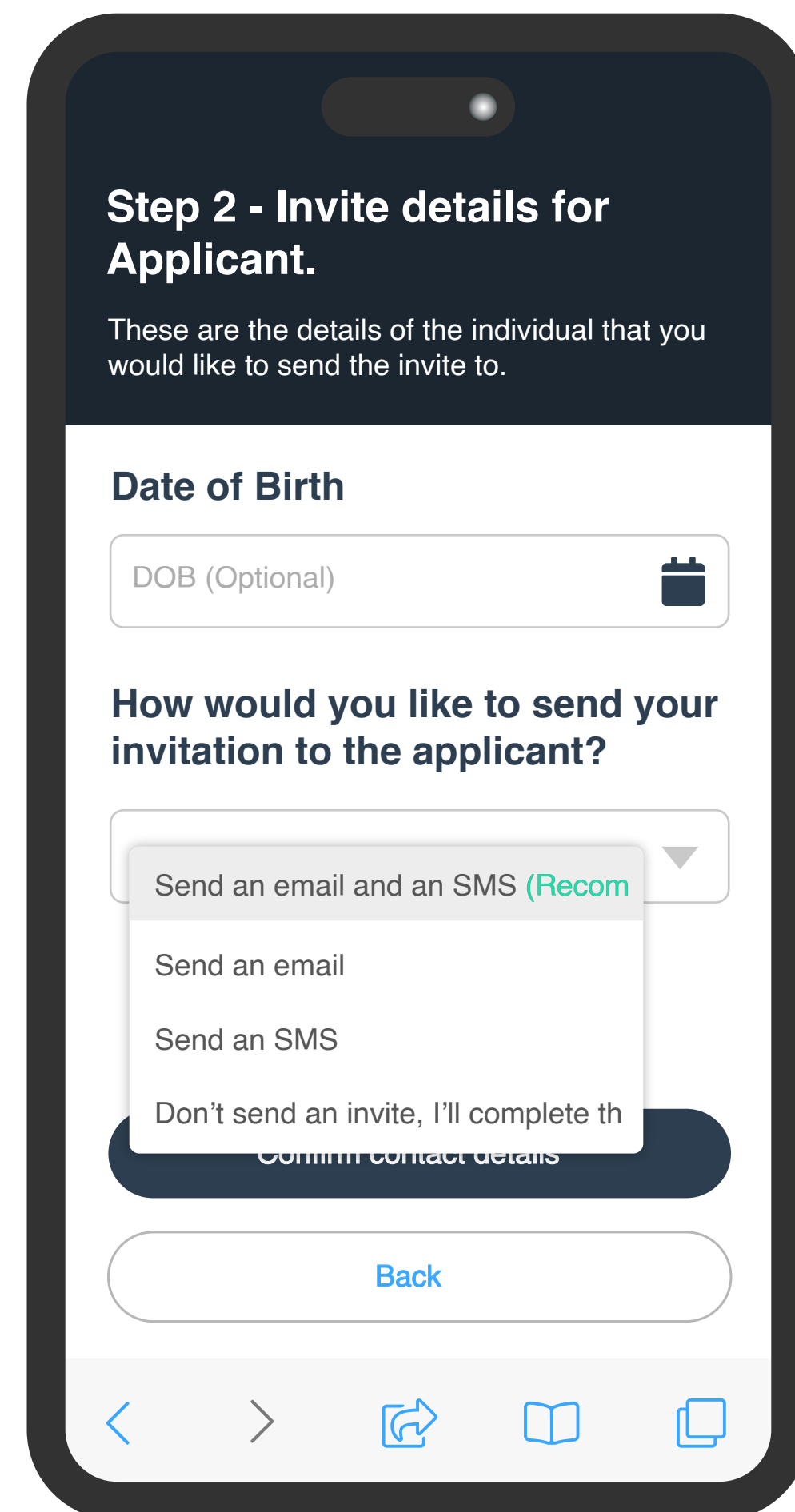
Enter your pin.



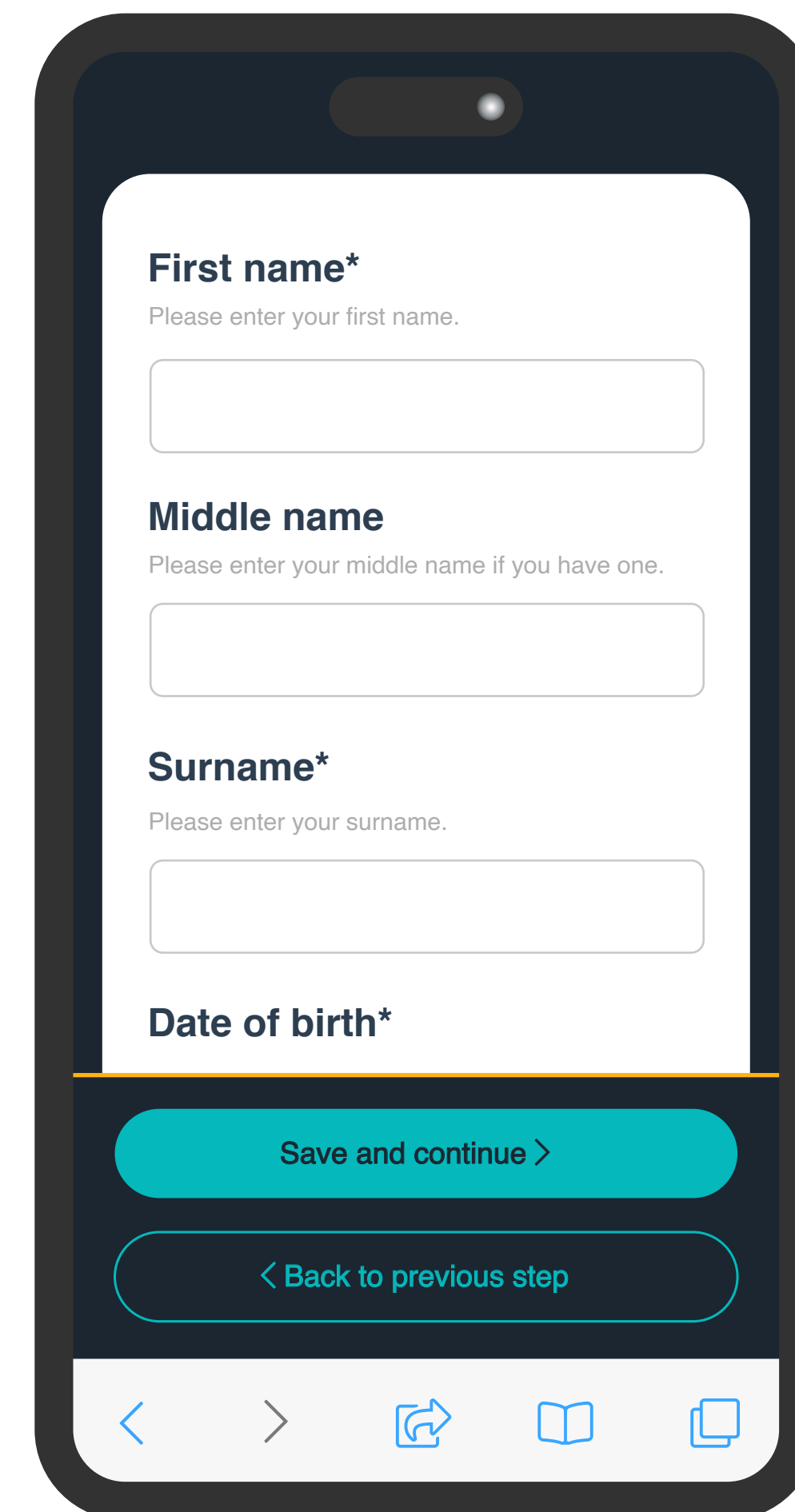
Select your journey.



Input individual's details.



Choose Don't send an invite, complete in person.



Continue to input the individual's detail then Save and continue to complete.

VERIFYING IN-PERSON VIA THE PORTAL

The screenshot shows the 'creditsafe' portal interface. At the top, there are navigation tabs: 'Portal', 'Individuals' (which is underlined), 'Processes', 'eSign', and 'Settings'. On the right side of the header, there are icons for help, notifications, and a user profile. Below the navigation is a search bar with the placeholder text 'Search by name, phone number or email address'. To the right of the search bar are several filter buttons: 'Status', 'Groups', 'ID type', 'All Filters', and a '+ Add new' button. Below the filters is a table with the following columns: 'Date of invite', 'Name', 'Invite Status', 'Phone number', 'Email', 'Reg Code', 'Invited By', 'Reference', 'Liveness', 'ID Submitted', and 'Actions'. The table contains eight rows of data, each representing an invited individual. The 'Invite Status' column for all rows shows 'Invited' in a yellow pill. The 'Liveness' column shows either 'Auto Pass' with a green checkmark or 'Not Performed' with a red X. The 'ID Submitted' column shows either a green checkmark or a red X. At the bottom right of the table area, there is a pagination control showing 'Items per page 20' and '1 - 3 of 3'.

<input type="checkbox"/>	Date of invite ↓	Name	Invite Status	Phone number	Email	Reg Code	Invited By	Reference	Liveness	ID Submitted	Actions
<input type="checkbox"/>	07/02/2023 12:01	Cerys Safe	Invited		cerys.s@services.com	4YV-WPX	Chris H		Auto Pass	✓	⋮
<input type="checkbox"/>	07/02/2023 13:10	Greg Howell	Invited		greg.h@services.com	YM5 H43	Emma J	BIZ123	Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:28	Mary Shoe	Invited	+44 (0) 7564 786523	mary.s@services.com	8GH DSE	Rachel M		Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:01	Kevin Smith	Invited		kevin.s@services.com	PH6 9HG	Nick R		Auto Pass	✓	⋮
<input type="checkbox"/>	07/02/2023 12:01	Julie Madam	Invited		julie.madam@mail.com	7DT 4HG	Nick R		Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 13:10	Allison Trethomas	Invited		trethomas.a@city.com	AW3 OHG	Emma J	BIZ124	Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:28	Claire Hayton	Invited	+44 (0) 7874 098324	claire@123.com	R23 H54	Rachel M		Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:01	Darren Davies	Invited		darren.d@biz.com	XZV 7DD	Nick R		Not Performed	✗	⋮

To complete a manual verification via the portal, simply select 'Add new'.



The screenshot shows the 'creditsafe' portal interface. At the top, there are navigation tabs: Portal, Individuals (selected), Processes, eSign, and Settings. A search bar is present with the text 'Search by name, phone number or email address'. Below the search bar are filter buttons for Status, Groups, ID type, and All Filters, along with an '+ Add new' button. The main content area displays a table of invited individuals. A modal dialog titled 'Step 1 - Select your journey' is overlaid on the table. The dialog contains a list of journey options: Enhanced AML, Right to Rent, Right to Work, Safe Harbour, and Enhanced AML. Below the list are two buttons: 'Confirm my journey' and 'Cancel'. The background table has columns for Date of invite, Name, Invite Status, Liveness, ID Submitted, and Actions. The 'Invite Status' column shows 'Invited' for all entries. The 'Liveness' column shows 'Auto Pass' (green checkmark) or 'Not Performed' (red X). The 'ID Submitted' column shows 'Auto Pass' (green checkmark) or 'Not Performed' (red X). The 'Actions' column contains vertical ellipsis icons. At the bottom right of the table, there is a pagination control showing 'Items per page 20' and '1 - 3 of 3'.

Select the journey required such as Enhanced AML, Right to Work or Safe Harbour.



The screenshot shows the creditsafe portal interface. At the top, there is a navigation bar with 'Portal', 'Individuals', 'Processes', 'eSign', and 'Settings'. A search bar is present with the text 'Search by name, phone number or email address'. Below the search bar, there are filter buttons for 'Status', 'Groups', 'ID type', and 'All Filters', along with an '+ Add new' button. The main content area is partially obscured by a modal window titled 'Step 1 - Select your journey'. The modal contains a list of journey options: 'Enhanced AML', 'Right to Rent', 'Right to Work', 'Safe Harbour', and 'Enhanced AML'. Below the list are two buttons: 'Confirm my journey' and 'Cancel'. In the background, a table lists invited individuals with columns for 'Date of invite', 'Name', and 'Invite Status'. To the right, another table shows verification results with columns for 'Liveness', 'ID Submitted', and 'Actions'.

Select the journey required such as Enhanced AML, Right to Work or Safe Harbour.

The screenshot displays the 'creditsafe' web application interface. At the top, there are navigation tabs: Portal, Individuals (selected), Processes, eSign, and Settings. A search bar is located below the navigation. The main content area is partially obscured by a modal window titled 'Step 2 - Invite details for Applicant'. This modal contains the following fields and options:

- First name* (text input)
- Surname* (text input)
- Date of birth section:
 - DOB (Optional) (calendar icon)
- How would you like to send your invitation to the applicant? (dropdown menu):
 - Selected option: Don't send an invite, I'll complete the process myself
- Contact details section:
 - Email address (Optional) (text input)
 - Country: United Kingdom +44 (dropdown)
 - Phone number (Optional) (text input)

At the bottom of the modal are two buttons: 'Confirm contact details' (dark blue) and 'Back' (light blue). In the background, a table lists invited individuals with columns for Date of invite, Name, and Invite Status. To the right, another table shows verification results with columns for Liveness, ID Submitted, and Actions.

Complete the invite details and select 'Don't send an invite, I'll complete the process myself'.

The screenshot displays the 'creditsafe' web application interface. At the top, there is a navigation menu with 'Portal', 'Individuals', 'Processes', 'eSign', and 'Settings'. A search bar is located below the navigation. The main content area is partially obscured by a modal window titled 'Step 2 - Invite details for Applicant'. The modal contains the following fields and options:

- First name* (text input)
- Surname* (text input)
- Date of birth: DOB (Optional) (calendar icon)
- How would you like to send your invitation to the applicant? (dropdown menu with 'Don't send an invite, I'll complete the process myself' selected)
- Contact details: Cerys Safe (text input)
- United Kingdom +44 (country dropdown) and 7000 000 000 (phone number input)

At the bottom of the modal are two buttons: 'Confirm contact details' and 'Back'. In the background, a table lists invited individuals with columns for 'Date of invite', 'Name', and 'Invite Status'. To the right, another table shows verification results with columns for 'Liveness', 'ID Submitted', and 'Actions'.

Confirm contact details and continue...

The screenshot shows the Creditsafe app interface. At the top left, there is a progress indicator with three circles: the first is white with the number '1', the second is orange with the number '2', and the third is orange with the number '3'. The Creditsafe logo is in the top right corner. The main content area has a white background with a brick wall pattern. The title 'What do I need to do?' is displayed in a large font. Below the title, it says 'Information testing page.' and 'Steps in 'Enhanced AML''. There is a list of three steps: '1. Enhanced AML' with a green arrow, '2. Personal Details' with a vertical ellipsis, and '3. Identity Verification' with a vertical ellipsis. At the bottom right, there is a teal button labeled 'Go to next step >'. The bottom of the screen has a dark blue footer with a white arrow icon on the left and a red square with a white leaf-like logo on the right.

Continue to complete the chosen journey via the app process or...



The screenshot shows the Creditsafe portal interface. At the top left is the Creditsafe logo. Navigation tabs include Portal, Individuals (selected), Processes, eSign, and Settings. On the right, there are icons for help, notifications, and user profile. Below the navigation is a 'Back' link and two buttons: 'Send new invite' and '+ Other'. The main content area features a profile card for 'Cerys Safe' with a profile picture and a dropdown arrow. Below the name is a table of user details:

Invitation status	Approval status	Reg code	DOB	Phone Number	Registered email
Invited	Pending	ZA5-B2Y	N/A	N/A	cerys.s@services.com

Below the table are tabs for 'Identity Checks', 'User Details', 'Processes', 'Evidence', 'eSign Docs', 'PDF Exports', and 'Hide info'. The 'Identity Checks' tab is active, displaying a grid of verification checks:

Check Type	Status	Action
Liveness	Requested	Refresh, Re-run, Upload ID Document
Supporting Documents	Not Performed	Refresh, Re-run, Upload Document
Sanctions & PEPs	Not Performed	Refresh, Re-run, Run new check
Bank Account	Not Performed	Refresh, Re-run, Run new check
ID Verification	Requested	Refresh, Re-run, Upload ID Document
Standard checks	Not Performed	Refresh, Re-run, Run new check
Proof of Ownership	Not Performed	Refresh, Re-run, Run new check
Enhanced AML	Not Performed	Refresh, Re-run, Run new check

Complete the process from within the record by choosing Upload Document and...



The screenshot shows the Creditsafe portal interface. At the top left is the Creditsafe logo. Navigation tabs include 'Portal', 'Individuals' (which is selected), 'Processes', 'eSign', and 'Settings'. On the right, there are icons for help, notifications, and user profile. Below the navigation is a 'Back' link and two buttons: '+ Send new invite' and '+ Other'. The main content area features a profile card for 'Cerys Safe' with a profile picture and a dropdown arrow. Below the name is a table of user details:

Invitation status	Approval status	Reg code	DOB	Phone Number	Registered email
Invited	Pending	ZA5-B2Y	N/A	N/A	cerys.s@services.com

Below the table are tabs for 'Identity Checks', 'User Details', 'Processes', 'Evidence', 'eSign Docs', 'PDF Exports', and 'Hide info'. The 'Identity Checks' tab is active, showing a grid of check types with their status and actions:

Check Type	Status	Action
Liveness	Requested	Refresh, Re-run, Run new check
Supporting Documents	Not Performed	Upload Document
Sanctions & PEPs	Not Performed	Run new check
Bank Account	Not Performed	Run new check
ID Verification	Requested	Refresh, Re-run, Run new check, Upload ID Document
Standard checks	Not Performed	Run new check
Proof of Ownership	Not Performed	Run new check
Enhanced AML	Not Performed	Run new check

Manually run a check by selecting 'Run new check'.

VIEWING THE RESULTS

The screenshot displays the Creditsafe portal interface. At the top left is the Creditsafe logo. The navigation menu includes 'Portal', 'Individuals' (which is underlined), 'Processes', 'eSign', and 'Settings'. On the right side of the navigation bar are icons for help, notifications, and user profile. Below the navigation bar, there is a 'Back' link and two buttons: '+ Send new invite' and '+ Other'. The main content area features a profile card for 'Cerys Safe' with a profile picture and a dropdown arrow. Below the name, there are two status indicators: 'Invitation status' (Active) and 'Approval status' (Pending). A table of user details follows, with columns for Reg code, DOB, Phone Number, and Registered email. Below the table is a horizontal menu with tabs for 'Identity Checks', 'User Details', 'Processes', 'Evidence', 'eSign Docs', 'PDF Exports', and 'Hide info'. The 'Identity Checks' tab is active, showing a list of checks with their status and actions.

Invitation status	Approval status	Reg code	DOB	Phone Number	Registered email
Active	Pending	ZA5-B2Y	N/A	N/A	cerys.s@services.com

Check Type	Status	Actions
Liveness	Pass	Refresh, Share, Copy
Supporting Documents	Not Performed	Upload Document
Sanctions & PEPs	Not Performed	Run new check
Bank Account	Not Performed	Run new check
ID Verification	Pass	Refresh, Share, Copy, Upload ID Document
Standard checks	Not Performed	Run new check
Proof of Ownership	Not Performed	Run new check
Enhanced AML	Not Performed	Run new check

Invitation Status: This will show as Active when the user has activated the process/completed.

The screenshot shows the Creditsafe portal interface. At the top left is the Creditsafe logo. Navigation tabs include 'Portal', 'Individuals' (which is selected and underlined), 'Processes', 'eSign', and 'Settings'. On the right, there are icons for help, notifications, and user profile. Below the navigation, there is a 'Back' link and two buttons: '+ Send new invite' and '+ Other'. The main content area features a profile card for 'Cerys Safe' with a profile picture and a verified status. Below the name, there are several fields: 'Invitation status' (Active), 'Approval status' (Pending, highlighted with a blue border), 'Reg code' (ZA5-B2Y), 'DOB' (N/A), 'Phone Number' (N/A), and 'Registered email' (cerys.s@services.com). Below the profile card, there are tabs for 'Identity Checks', 'User Details', 'Processes', 'Evidence', 'eSign Docs', 'PDF Exports', and 'Hide info'. The 'Identity Checks' tab is active, showing a list of checks with their status and actions:

Check Type	Status	Action
Liveness	Pass	Refresh, Share, Copy
Supporting Documents	Not Performed	Upload Document
Sanctions & PEPs	Not Performed	Run new check
Bank Account	Not Performed	Run new check
ID Verification	Pass	Refresh, Share, Copy, Upload ID Document
Standard checks	Not Performed	Run new check
Proof of Ownership	Not Performed	Run new check
Enhanced AML	Not Performed	Run new check



Approval Status: This will show as Pending until you've reviewed the information and manually changed the status to Approved or Rejected.

The screenshot displays the Creditsafe portal interface. At the top left is the Creditsafe logo. The navigation menu includes 'Portal', 'Individuals' (which is underlined), 'Processes', 'eSign', and 'Settings'. On the right side of the navigation, there are icons for information, notifications, and user profile. Below the navigation, there is a 'Back' link and two buttons: '+ Send new invite' and '+ Other'. The main content area features a profile card for 'Cerys Safe' with a profile picture and a dropdown arrow. Below the name, there are fields for 'Invitation status' (Active), 'Approval status' (Pending), 'Reg code' (ZA5-B2Y), 'DOB' (N/A), 'Phone Number' (N/A), and 'Registered email' (cerys.s@services.com). A horizontal menu below the profile card includes 'Identity Checks' (selected), 'User Details', 'Processes', 'Evidence', 'eSign Docs', 'PDF Exports', and 'Hide info'. The 'Identity Checks' section contains a grid of check results:


Check Type	Status	Action
Liveness	Pass	Refresh, Share, Print
ID Verification	Pass	Refresh, Share, Print, Upload ID Document
Supporting Documents	Not Performed	Refresh, Share, Print, Upload Document
Sanctions & PEPs	Not Performed	Refresh, Share, Print, Run new check
Bank Account	Not Performed	Refresh, Share, Print, Run new check
Standard checks	Not Performed	Refresh, Share, Print, Run new check
Proof of Ownership	Not Performed	Refresh, Share, Print, Run new check
Enhanced AML	Not Performed	Refresh, Share, Print, Run new check


Click on to the check to review the result information in more detail.

Review liveness

Selfie  Unique action protocol 

Submitted photograph





Passive liveness status
 Auto Pass


Submitted
11:17:57, 12 Feb 2023


I can confirm that this data is correct. Confirm

Review liveness

Selfie  Unique action protocol 

Submitted photograph



Status
Select status 

Comments

Submitted
10:38:50, 16 Feb 2023

I can confirm that this data is correct. Confirm

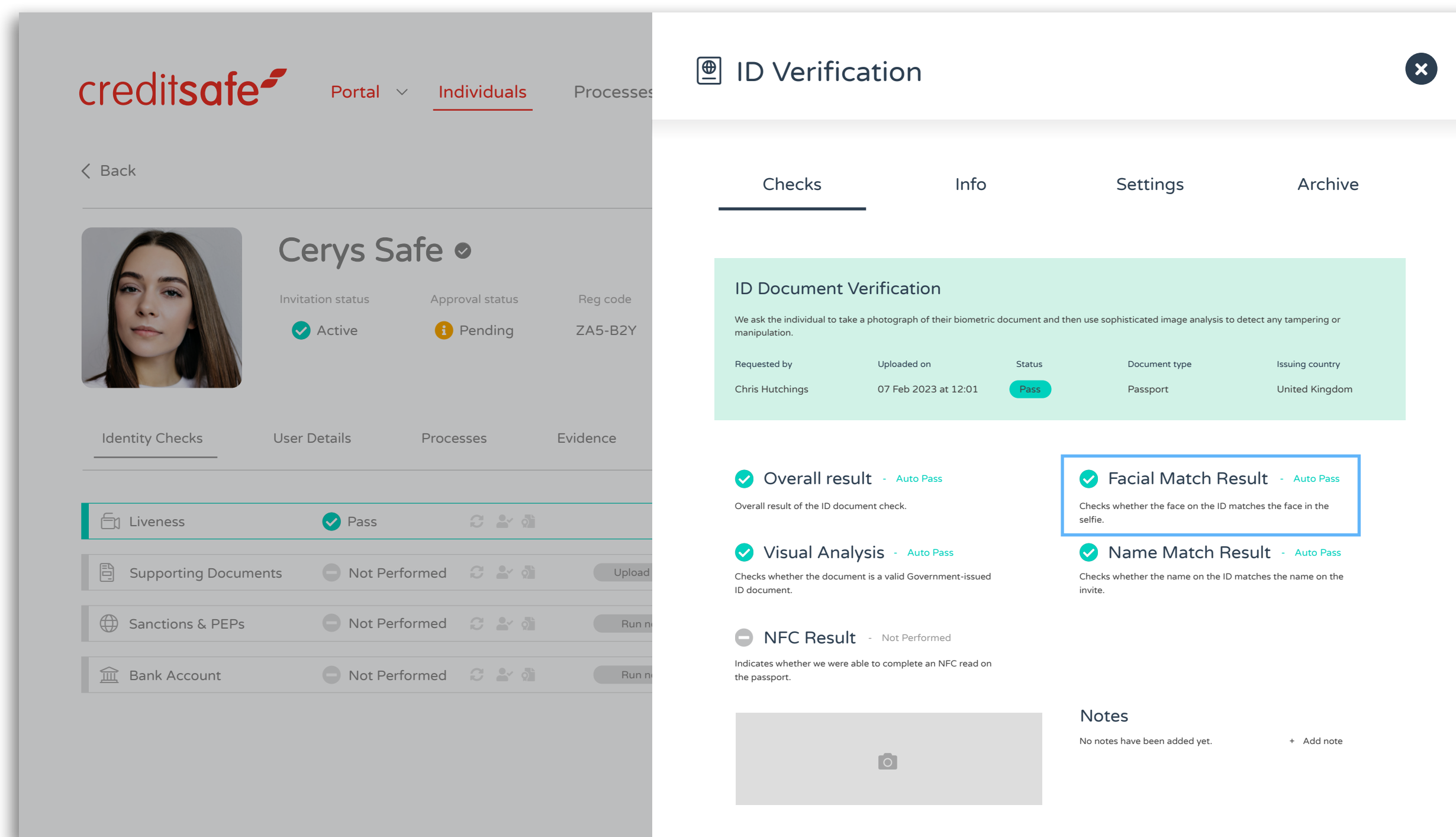
LIVENESS VERIFICATION

Our passive liveness technology automatically verifies whether the individual is a live and present person by detecting movement within the selfie.

However, where passive liveness is unsuccessful, the user will be asked to take a second selfie to perform a unique action such as touch their cheek to confirm that they are real and present.

The screenshot displays the Creditsafe user interface. In the background, the user profile for 'Cerys Safe' is visible, showing an 'Active' invitation status and a 'Pending' approval status. The foreground shows a detailed 'ID Verification' results screen. This screen includes a 'Checks' tab, a table for 'ID Document Verification' with columns for 'Requested by', 'Uploaded on', 'Status', 'Document type', and 'Issuing country', and a list of verification results: 'Overall result' (Auto Pass), 'Facial Match Result' (Auto Pass), 'Visual Analysis' (Auto Pass), 'Name Match Result' (Auto Pass), and 'NFC Result' (Not Performed). A 'Notes' section at the bottom indicates that no notes have been added yet.

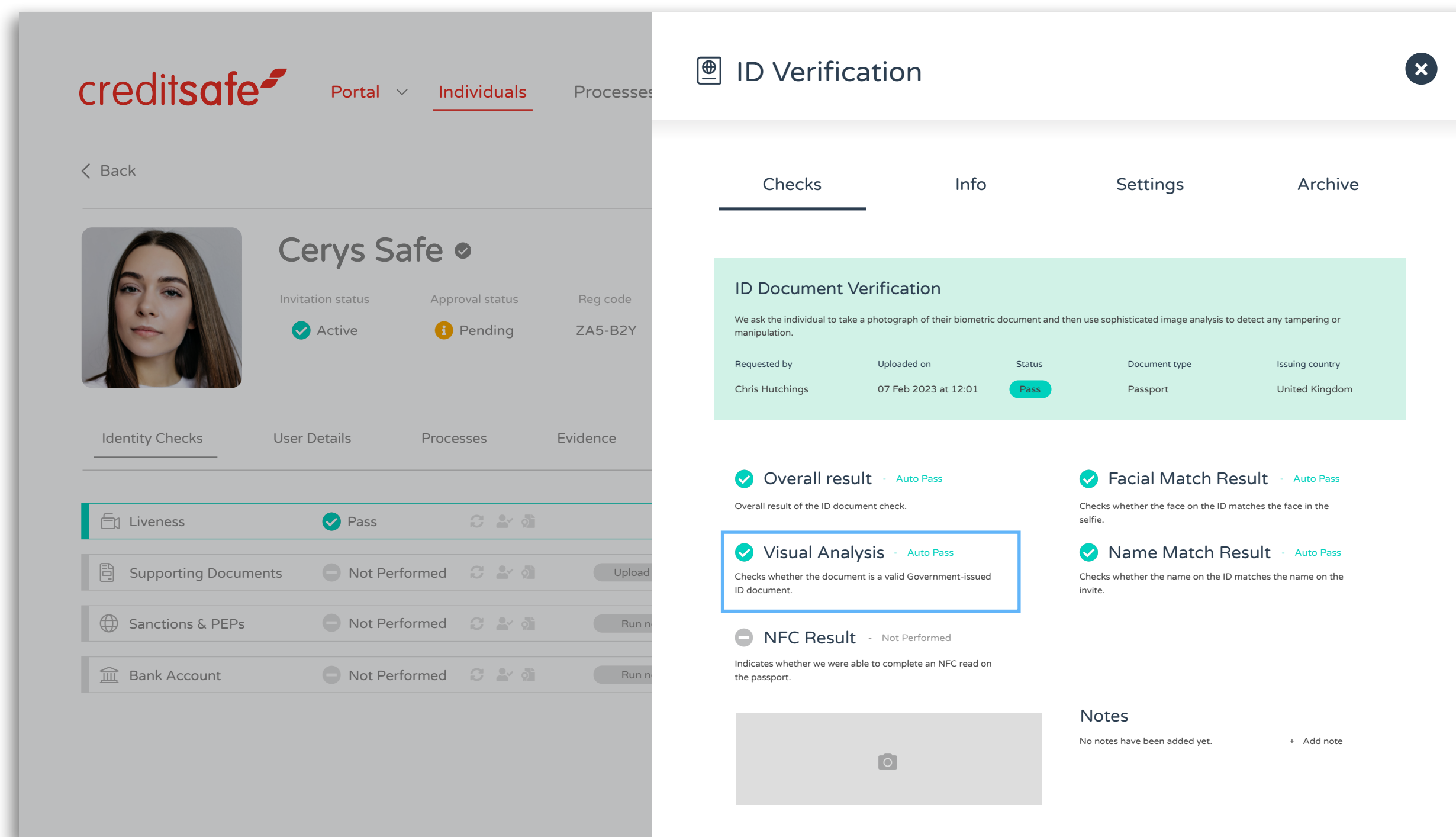
The results screen provides greater clarity and detail of the elements checked.



FACIAL MATCH RESULT

Confirms whether the face on the ID matches the face in the selfie.

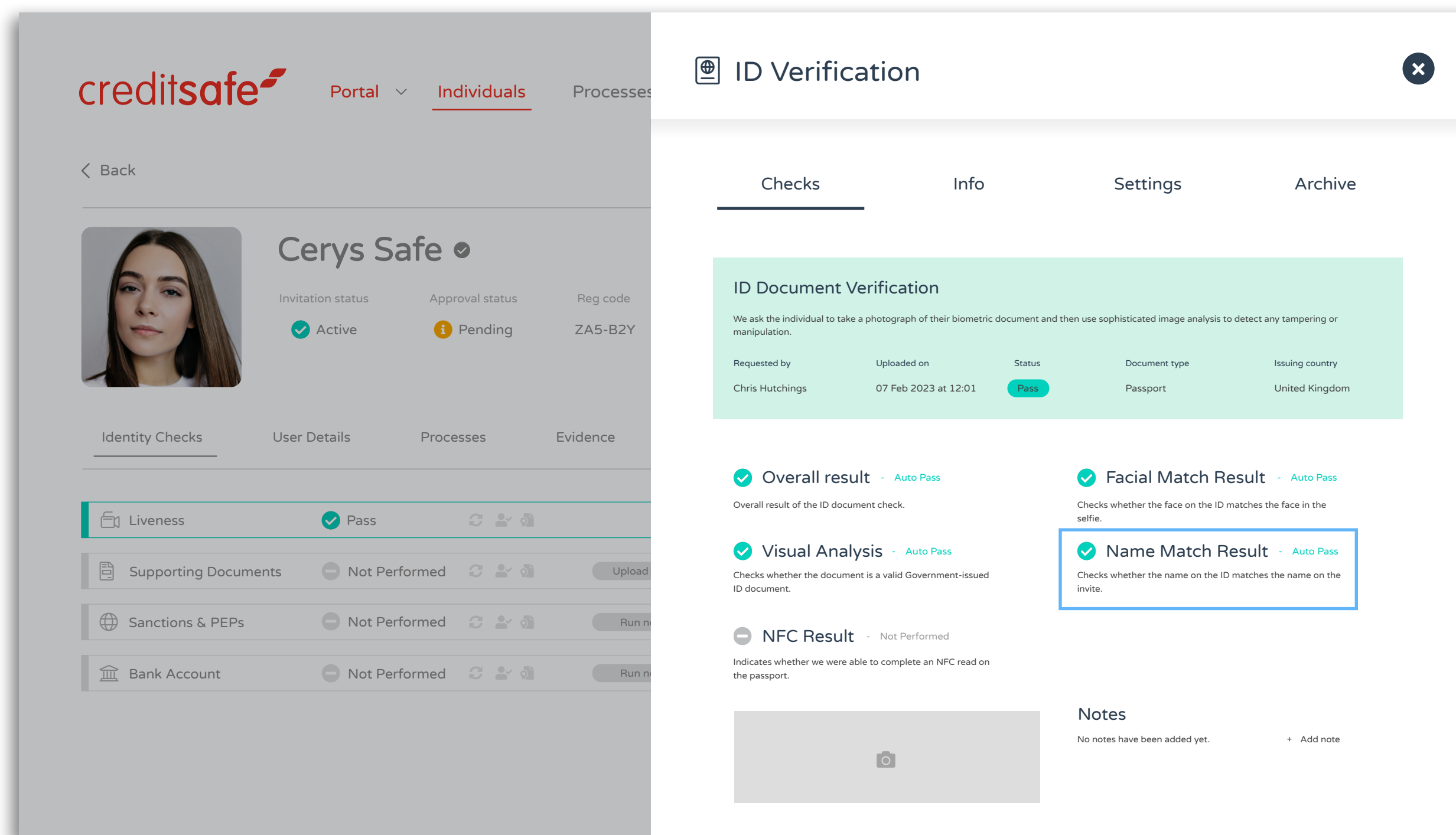
Status	Description
Pass	The system has found enough similarities between the selfie and photo ID to confirm a facial match.
Fail	There system has been unable to find enough similarities between the selfie and the photo ID to confirm facial match.



VISUAL ANALYSIS

Confirms the document is authentic.

Status	Description
Pass	The document has been successfully verified.
Refer	There are some check-digits that have flagged therefore, we are unable to confirm the document authentication.
Expired	The documents has been successfully verified, however, has expired.



NAME MATCH RESULT

Confirms whether the name on the ID matches the name on the invite.

Status	Description
Pass	The name on the invite matches the name on the ID document.
Fail	The name on the invite differs to the name on the ID document.

The screenshot displays the Creditsafe ID Verification interface. On the left, a user profile for 'Cerys Safe' is shown with a photo and details: Invitation status (Active), Approval status (Pending), and Reg code (ZA5-B2Y). Below the profile are tabs for Identity Checks, User Details, Processes, and Evidence. A list of checks is visible: Liveness (Pass), Supporting Documents (Not Performed), Sanctions & PEPs (Not Performed), and Bank Account (Not Performed).

The main window is titled 'ID Verification' and has tabs for Checks, Info, Settings, and Archive. The 'Checks' tab is active, showing 'ID Document Verification' details: Requested by (Chris Hutchings), Uploaded on (07 Feb 2023 at 12:01), Status (Pass), Document type (Passport), and Issuing country (United Kingdom).

Below this, four result cards are shown:

- Overall result** - Auto Pass: Overall result of the ID document check.
- Facial Match Result** - Auto Pass: Checks whether the face on the ID matches the face in the selfie.
- Visual Analysis** - Auto Pass: Checks whether the document is a valid Government-issued ID document.
- NFC Result** - Not Performed: Indicates whether we were able to complete an NFC read on the passport. This card is highlighted with a blue border.

A 'Name Match Result' - Auto Pass card is also present, which checks whether the name on the ID matches the name on the invite. A 'Notes' section at the bottom indicates 'No notes have been added yet.' with an 'Add note' button.

NFC RESULT

Indicates whether we were able to complete an NFC read on the passport biometric data. A breakdown of the results can be found on the next page.

NFC RESULT

INDICATES WHETHER WE WERE ABLE TO COMPLETE AN NFC READ
ON THE PASSPORT BIOMETRIC DATA

Status	Description
FAIL	There was an error while reading data from the chip or the data was corrupt.
NO NFC PERMISSION	Person did not grant permission to our app to access NFC sensor on their device. They chose "Reject" on the permission dialog.
AUTHENTICATION FAILED	Data was read correctly and appears valid, however, we were unable to authenticate the issuing authority of the document as it hasn't been added to the Government master list. This can happen on genuine documents from certain countries or if the document was issued recently.
PASS	The document chip read has passed authentication including verification of the issuing authority.
SKIPPED	Person chose to skip the NFC step - clicked the 'SKIP' button.
NO NFC SENSOR	The device didn't have NFC sensor.
EXPIRED	Everything checks out (PASS) but the expiry date suggests document was expired at the time of reading.
NOT READ	Person hasn't performed NFC reading, i.e. they've taken the picture so the NFC step is next.

The screenshot shows the Creditsafe portal interface. At the top, the Creditsafe logo is on the left, and navigation links for 'Portal', 'Individuals', 'Processes', 'eSign', and 'Settings' are in the center. On the right, there are icons for help, notifications, and user profile. Below the navigation, there is a 'Back' link and buttons for 'Send new invite', '+ Other', and a refresh icon. The main content area features a profile card for 'Cerys Safe' with a profile picture and a checkmark. Below the name, there are fields for 'Invitation status' (Active), 'Approval status' (Pending), 'Reg code' (ZA5-B2Y), 'DOB' (N/A), 'Phone Number' (N/A), and 'Registered email' (cerys.s@services.com). Underneath the profile card are tabs for 'Identity Checks', 'User Details', 'Processes', 'Evidence', 'eSign Docs', 'PDF Exports', and 'Hide info'. The 'Identity Checks' tab is active, displaying a grid of check results:

Check Type	Status	Action
Liveness	Pass	Refresh, Share, Print
ID Verification	Pass	Refresh, Share, Print, Upload ID Document
Supporting Documents	Not Performed	Refresh, Share, Print, Upload Document
Standard checks	Not Performed	Refresh, Share, Print, Run new check
Sanctions & PEPs	Not Performed	Refresh, Share, Print, Run new check
Proof of Ownership	Not Performed	Refresh, Share, Print, Run new check
Bank Account	Not Performed	Refresh, Share, Print, Run new check
Safe Harbour	Pass	Refresh, Share, Print

SAFE HARBOUR

A green tick confirms that Safe Harbour standards have been successfully achieved with the documentation provided.

The screenshot shows the 'creditsafe' portal interface. At the top, there are navigation links: Portal, Individuals (selected), Processes, eSign, and Settings. A user profile for 'Cerys Safe' is displayed, including a photo and a table of details:

Invitation status	Approval status	Reg code	DOB	Phone Number	Registered email
Active	Pending	ZA5-B2Y	N/A	N/A	cerys.s@services.com

Below the profile, there are tabs for Identity Checks, User Details, Processes, Evidence, eSign Docs, PDF Exports, and Hide info. The 'Identity Checks' tab is active, showing a grid of check results:

Check Type	Status	Action
Liveness	Pass	Refresh, Re-run
ID Verification	Pass	Refresh, Re-run, Upload ID Document
Supporting Documents	Not Performed	Refresh, Re-run, Upload Document
Standard checks	Not Performed	Refresh, Re-run, Run new check
Sanctions & PEPs	Not Performed	Refresh, Re-run, Run new check
Proof of Ownership	Not Performed	Refresh, Re-run, Run new check
Bank Account	Not Performed	Refresh, Re-run, Run new check
Safe Harbour	Pending Validation	Refresh, Re-run, ACTION REQUIRED!

SAFE HARBOUR

Amber alert confirms that Safe Harbour standards have not been met with the documentation provided.

creditsafe Portal **Individuals** Processes eSign Settings

< Back Send new invite + Other

Cerys Safe ✓

Invitation status	Approval status	Reg code	DOB	Phone Number	Registered email
Active	Pending	ZA5-B2Y	N/A	N/A	cerys.s@services.com

Identity Checks **User Details** Processes Evidence eSign Docs PDF Exports Hide info

Liveness	Pass	Upload ID Document
Supporting Documents	Not Performed	Upload Document
Sanctions & PEPs	Not Performed	Run new check
Bank Account	Not Performed	Run new check
ID Verification	Pass	Upload ID Document
Standard checks	Not Performed	Run new check
Proof of Ownership	Not Performed	Run new check
Right to Work	Pending Validation	ACTION REQUIRED!

RIGHT TO WORK

Due to the Home Office guidance, the Right to Work/Rent status will always show as amber as you are required to review the information provided and manually approve the status to confirm that the Right to Work requirements have been met.

The screenshot displays the Creditsafe portal interface. At the top, the Creditsafe logo is on the left, and navigation links for 'Portal', 'Individuals', 'Processes', 'eSign', and 'Settings' are in the center. On the right, there are utility icons for help, notifications, and user profile. Below the navigation, a 'Back' link and two buttons, 'Send new invite' and '+ Other', are visible.

The main section features a profile card for 'Cerys Safe' with a profile picture and a verified status. Below the name, a table lists user details:

Invitation status	Approval status	Reg code	DOB	Phone Number	Registered email
Active	Pending	ZA5-B2Y	N/A	N/A	cerys.s@services.com

Below the profile card, there are tabs for 'Identity Checks', 'User Details', 'Processes', 'Evidence', 'eSign Docs', and 'PDF Exports'. The 'Identity Checks' tab is active, showing a grid of check results:

Check Name	Status	Action
Liveness	Pass	Refresh, Share, Download
ID Verification	Pass	Refresh, Share, Download, Upload ID Document
Supporting Documents	Not Performed	Refresh, Share, Download, Upload Document
Sanctions & PEPs	Not Performed	Refresh, Share, Download, Run new check
Bank Account	Not Performed	Refresh, Share, Download, Run new check
Standard checks	Not Performed	Refresh, Share, Download, Run new check
Proof of Ownership	Not Performed	Refresh, Share, Download, Run new check
Digital Identity Trust Framework	Pending Validation	Refresh, Share, Download, ACTION REQUIRED!

The Digital Identities Trust Framework is part of a Government initiative to make it easier for individuals to verify their identity through technology. Under the 'UK Digital Identity Trust Framework', Credas can satisfy identity profile M1C, using our passive liveness solution and OCR and NFC technologies to read the RFID chip present in a passport and to meet the M1C profile, the individual must obtain a pass result for passive liveness and complete a successful NFC read against a UK and/or Irish passport.

DIGITAL IDENTITY TRUST FRAMEWORK: If the box is amber, this confirms the identity has not been successfully verified – please refer to the ID Verifications tab.

INDIVIDUALS PROFILES

The screenshot shows the Creditsafe web interface. At the top left is the Creditsafe logo. To its right are navigation links: Portal (with a dropdown arrow), Individuals (underlined), Processes, eSign, and Settings. On the far right of the top bar are icons for help, notifications, and user profile. Below the navigation is a breadcrumb trail with a back arrow and the text '< Back'. To the right of the breadcrumb are two buttons: '+ Send new invite' and '+ Other', followed by a square icon with a plus sign. The main content area features a profile card for 'Cerys Safe' with a profile picture and a verified status. Below the name is a table of user details:

Invitation status	Approval status	Reg code	DOB	Phone Number	Registered email
Invited	Pending	ZA5-B2Y	N/A	N/A	cerys.s@services.com

Below the table is a horizontal menu with tabs: Identity Checks (selected), User Details, Processes, Evidence, eSign Docs, PDF Exports, and Hide info. The main content area below the tabs is a grid of check status cards:

Check Type	Status	Actions
Liveness	Requested	Refresh, Share, Copy
Supporting Documents	Not Performed	Upload Document
Sanctions & PEPs	Not Performed	Run new check
Bank Account	Not Performed	Run new check
ID Verification	Requested	Refresh, Share, Copy, Upload ID Document
Standard checks	Not Performed	Run new check
Proof of Ownership	Not Performed	Run new check
Enhanced AML	Not Performed	Run new check

Each individual has their own unique profile where all of their different journeys and results can be found.

The screenshot shows the Creditsafe web interface for an individual profile. At the top left is the Creditsafe logo. The navigation bar includes 'Portal', 'Individuals' (underlined), 'Processes', 'eSign', and 'Settings'. On the right, there are icons for help, notifications, and user profile. Below the navigation, there is a 'Back' link and two buttons: 'Send new invite' and '+ Other'. The main profile section features a photo of Cerys Safe and her name with a verified checkmark. Below the name is a table of key information:

Invitation status	Approval status	Reg code	DOB	Phone Number	Registered email
Invited	Pending	ZA5-B2Y	N/A	N/A	cerys.s@services.com


Below the table is a tabbed interface with 'Identity Checks' selected. Other tabs include 'User Details', 'Processes', 'Evidence', 'eSign Docs', 'PDF Exports', and 'Hide info'. The 'Identity Checks' section displays a grid of check types with their current status and actions:

Check Type	Status	Action
Liveness	Requested	Refresh, Re-run
Supporting Documents	Not Performed	Upload Document
Sanctions & PEPs	Not Performed	Run new check
Bank Account	Not Performed	Run new check
ID Verification	Requested	Refresh, Re-run, Upload ID Document
Standard checks	Not Performed	Run new check
Proof of Ownership	Not Performed	Run new check
Enhanced AML	Not Performed	Run new check

The default tab is Identity Checks which gives you an overview of what checks have been initiated and their results.


creditsafe Portal ▾ Individuals Processes eSign Settings

◀ Back + Send new invite + Other

 **Cerys Safe** ✓


Invitation status	Approval status	Reg code	DOB	Phone Number	Registered email
Invited	Pending	ZA5-B2Y	N/A	N/A	cerys.s@services.com

Identity Checks **User Details** Processes Evidence eSign Docs PDF Exports Hide info

Personal Details 

Registered email: cerys.safe@services.com Phone number: N/A

Correspondence address: N/A

Account 

Approval status: Pending Registration code: N/A

Personal details contain the end user's personal information that was inputted such as name, address and DOB.

The screenshot displays the Creditsafe interface for an individual's profile. At the top, the Creditsafe logo is on the left, and navigation links for 'Portal', 'Individuals', 'Processes', 'eSign', and 'Settings' are in the center. On the right, there are icons for help, notifications, and user profile. Below the navigation, there is a 'Back' link and two buttons: 'Send new invite' and '+ Other'. The main profile section features a user photo and the name 'Cerys Safe'. Below the name, there are fields for 'Invitation status' (Invited), 'Approval status' (Pending), 'Reg code' (ZA5-B2Y), 'DOB' (N/A), 'Phone Number' (N/A), and 'Registered email' (cerys.s@services.com). A horizontal menu below the profile includes 'Identity Checks', 'User Details', 'Processes' (which is highlighted with a blue box), 'Evidence', 'eSign Docs', 'PDF Exports', and 'Hide info'. The 'Processes' section is a table with the following data:

Process type	Status	Invited by	Completed	Score	Score %	Locked
Proof of funds	In Progress	Chris Hutchings	0%	0/0	0%	🔒 →
Bank Account Verification	In Progress	Chris Hutchings	0%	0/0	0%	🔒 →
Enhanced AML	In Progress	Chris Hutchings	0%	0/0	0%	🔒 →

Processes confirm the journey that the user has successfully completed such as Enhanced AML, RTW, Open Banking etc.

The screenshot shows the Creditsafe web interface. At the top left is the Creditsafe logo. The navigation menu includes 'Portal', 'Individuals' (which is underlined), 'Processes', 'eSign', and 'Settings'. On the right side of the navigation bar are icons for help, notifications, and user profile. Below the navigation bar, there is a 'Back' link and two buttons: '+ Send new invite' and '+ Other'. The main content area features a profile card for 'Cerys Safe' with a profile picture and a verified status. Below the name is a table of user details:

Invitation status	Approval status	Reg code	DOB	Phone Number	Registered email
Invited	Pending	ZA5-B2Y	N/A	N/A	cerys.s@services.com

Below the table is a horizontal navigation bar with tabs: 'Identity Checks', 'User Details', 'Processes', 'Evidence' (highlighted with a blue border), 'eSign Docs', 'PDF Exports', and 'Hide info'.

Evidence will contain any additional documents/evidence you have requested the user to upload as part of your due diligence such as Proof of Address, Bank Statements etc.

The screenshot shows the Creditsafe web interface. At the top left is the Creditsafe logo. To its right are navigation links: Portal (with a dropdown arrow), Individuals (underlined), Processes, eSign, and Settings. In the top right corner, there are icons for help, notifications, and user profile. Below the navigation is a breadcrumb trail with a back arrow and the text '< Back'. To the right of the breadcrumb are three buttons: '+ Send new invite' (dark grey), '+ Other' (white with a border), and a square icon with a plus sign. The main content area features a profile card for 'Cerys Safe' with a verified badge. On the left of the card is a profile picture. To the right, there are six columns of information: Invitation status (Invited), Approval status (Pending with a warning icon), Reg code (ZA5-B2Y), DOB (N/A), Phone Number (N/A), and Registered email (cerys.s@services.com). Below the profile card is a horizontal menu with tabs: Identity Checks, User Details, Processes, Evidence, eSign Docs (highlighted with a blue border), PDF Exports, and Hide info.

eSign will contain any documents that have been signed.

The screenshot shows the Creditsafe web interface. At the top left is the Creditsafe logo. To its right are navigation links: Portal (with a dropdown arrow), Individuals (underlined), Processes, eSign, and Settings. In the top right corner, there are icons for help, notifications, and user profile. Below the navigation is a breadcrumb trail with a back arrow and the text '< Back'. To the right of the breadcrumb are two buttons: '+ Send new invite' and '+ Other', followed by a square icon. The main content area features a profile card for 'Cerys Safe' with a profile picture and a verified status icon. Below the name is a table of user details:

Invitation status	Approval status	Reg code	DOB	Phone Number	Registered email
Invited	Pending	ZA5-B2Y	N/A	N/A	cerys.s@services.com

Below the table is a horizontal menu with tabs: Identity Checks, User Details, Processes, Evidence, eSign Docs, PDF Exports (highlighted with a blue border), and Hide info.

PDF will contain a list of PDF documents that have been exported.

WHY WILL A DOCUMENT REFER?



GLARE

Glare are or reflections on the document, picked up in the image, may block specific areas of the document.



BAD LIGHTING

If the image is captured in poor lighting conditions, either too dark or too bright, it will be more difficult for all aspects of processing.



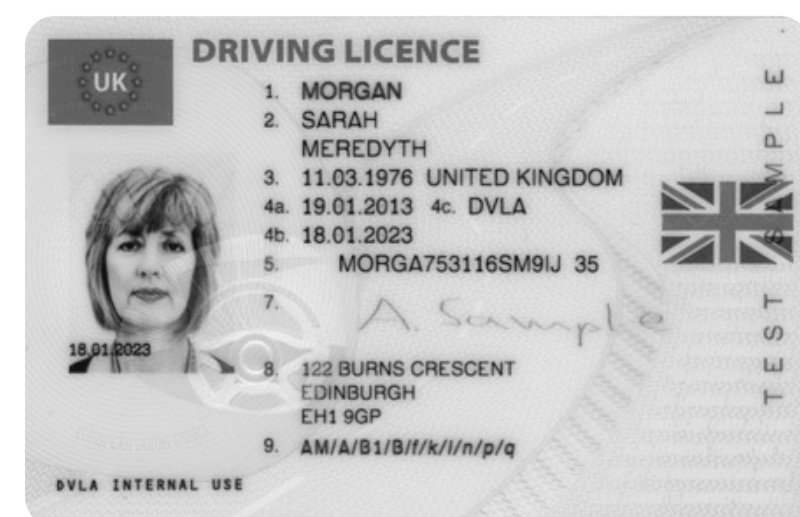
SHADOWS

Pronounced shadows on the captured image will distort recognition ability.



BLUR

If the image is out of focus, the details will not be legible.



COLOUR DISTORTION

Grayscale or monochrome images, or images with a hue of a specific colour which will cause the whole colours of the image to be distorted.



DIRT, WEAR & DAMAGE

If the document is worn, aged, or physically damaged, the ability to process it will be significantly hindered.



FILTER OR LENS ISSUE

Some capturing devices or photo editors have filters or lenses which distort the geometry of the document, which can affect all aspects of processing the image.



POORLY CROPPED

Poorly cropped images may not contain all the necessary data for the process, especially regarding recognition and validation.



IMAGE BACKGROUND

Please keep the image background plain, clear of clutter and preferably on a contrasting background.



SKEWED IMAGES

If the capturing angle is extreme (more than 30 degrees on any axis), the document extraction might not work as expected. This will affect all aspects of document processing, including Recognition, Data Extraction and Validation.



HANDS OR FINGERS

Typically not an issue for card-based documents, but in particular passports where the customer is trying to hold the book open, we get customers hand/fingers across important data and this leads to a high amount of "Not supported" results.



LOW RESOLUTION

The recommended document image resolution is 1200X800 pixels. This is for the document specifically, excluding the background. Some images, especially if they have been saved and re-saved multiple times, may be significantly pixelated even though the resolution is high. In other cases, the image resolution is high, but the document is captured from a great distance, so the relevant document image is very small. Low resolution images will produce lower quality results. Please hold the camera close to the document when capturing the image.

HOW TO TAKE THE PERFECT ID PHOTO

FIVE SIMPLE STEPS

TO ENSURE YOU TAKE THE PHOTO TO OUR REQUIREMENTS, PLEASE FOLLOW THESE SIMPLE STEPS:



- 1** Please place the ID flat on a steady table
- 2** Preferably, align it sideways, using the full portrait camera size
- 3** Try to hold the camera parallel to the ID
- 4** Please avoid glares, shadows, or using flash
- 5** Do your best to capture the image with a good quality

WHAT TO AVOID



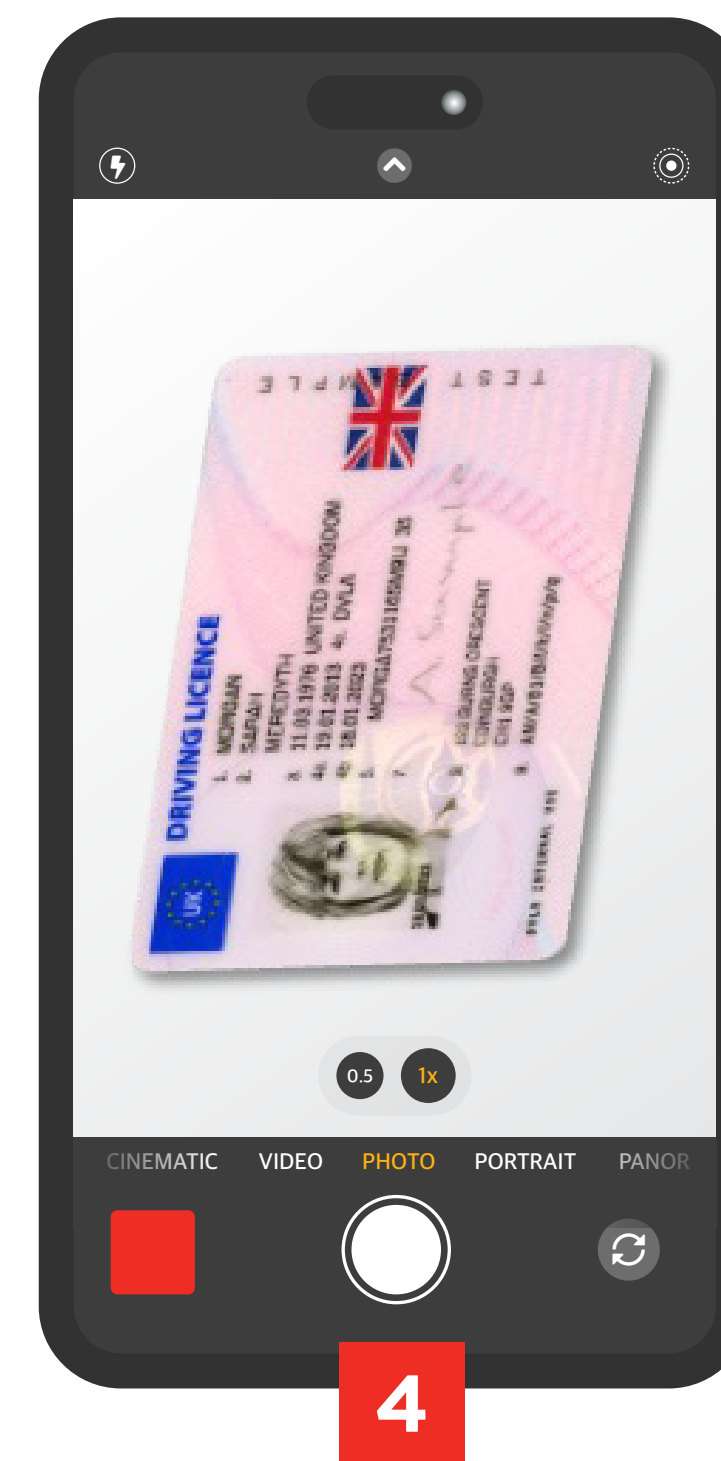
Try not to take the photo from any other angle.



Please make sure your details aren't blurry.



Please avoid shadows over the ID.



Please make sure you are not cropping or skewing the ID.

ADDITIONAL CHECKS

The screenshot displays the Creditsafe portal interface. At the top left is the Creditsafe logo. The navigation menu includes 'Portal', 'Individuals' (which is underlined), 'Processes', 'eSign', and 'Settings'. On the right side of the navigation, there are icons for help, notifications, and user profile. Below the navigation, there is a 'Back' link and two buttons: '+ Send new invite' and '+ Other'. The main content area features a profile card for 'Cerys Safe' with a profile picture and a dropdown arrow. Below the name, there are fields for 'Invitation status' (Invited), 'Approval status' (Pending), 'Reg code' (ZA5-B2Y), 'DOB' (N/A), 'Phone Number' (N/A), and 'Registered email' (cerys.s@services.com). Below the profile card, there are tabs for 'Identity Checks', 'User Details', 'Processes', 'Evidence', 'eSign Docs', 'PDF Exports', and 'Hide info'. The 'Identity Checks' tab is active and shows a grid of check cards. Each card includes an icon, the check name, its status, and a 'Run new check' button. The 'Standard checks' button is highlighted with a blue border.

Invitation status	Approval status	Reg code	DOB	Phone Number	Registered email
Invited	Pending	ZA5-B2Y	N/A	N/A	cerys.s@services.com

Check Type	Status	Action
Liveness	Requested	Run new check
Supporting Documents	Not Performed	Upload Document
Sanctions & PEPs	Not Performed	Run new check
Bank Account	Not Performed	Run new check
ID Verification	Requested	Upload ID Document
Standard checks	Not Performed	Run new check
Proof of Ownership	Not Performed	Run new check
Enhanced AML	Not Performed	Run new check

The default tab is Identity Checks which gives you an overview of what checks have been initiated and their results.

ONGOING MONITORING

The screenshot shows the Creditsafe portal interface. At the top left is the 'creditsafe' logo. The navigation menu includes 'Portal', 'Individuals', 'Processes', 'eSign', and 'Settings' (which is underlined). In the top right corner, there are icons for help, notifications, and user profile. Below the navigation is a dark blue tab bar with four options: 'Branding', 'Invite rules', 'Ongoing monitoring' (which is selected), and 'Deletion rules'. The main content area shows a single setting card. On the left of the card is the word 'Enabled' and a checked checkbox. The title of the setting is 'Sanctions and PEPs Enhanced (Add to watchlist)'. Below the title is a descriptive text: 'This option includes ongoing monitoring for Sanctions, PEPs, Adverse Media, Law Enforcement and Disqualified Directors (UK)'.

Ongoing Monitoring must be enabled under the portal settings as shown above.

The screenshot shows the Creditsafe portal interface. The main page displays the user profile for 'Cerys Safe' with a status of 'Invited' and 'Pending'. A modal window titled 'Sanctions & PEPs' is open, allowing configuration of monitoring settings. The modal includes a search field for 'Last Name' (filled with 'Safe'), a 'Date of Birth' section with fields for Day (28), Month (04), and Year (1987), and a list of checkboxes for including various types of PEPs and sanctions. The 'Add to watch list (on-going)' toggle is currently turned off. A 'Run Data Check' button is located at the bottom of the modal.

creditsafe Portal ▾ Individuals Processes

< Back

Cerys Safe ✓

Invitation status: Invited Approval status: Pending Reg code: ZA5-B2Y

Identity Checks User Details Processes Evidence

- Liveness Requested
- Supporting Documents Not Performed
- Sanctions & PEPs Not Performed
- Bank Account Not Performed

Sanctions & PEPs

Last Name: Safe

Date of Birth: Day: 28, Month: 04, Year: 1987

- Include PEPs
- Include former PEPs
- Include linked PEPs
- Include sanctions
- Include former sanctions
- Include adverse media
- Include law enforcement

Countries to filter on: United Kingdom

Add to watch list (on-going).

Run Data Check

Ongoing monitoring can be turned on at record level by selecting Sanctions & PEPs and toggling 'Add to watch list (on-going)'.

MANUAL VERIFICATION & APPROVAL

The screenshot displays the Creditsafe portal interface. At the top, the Creditsafe logo is on the left, and navigation links for 'Portal', 'Individuals', 'Processes', 'eSign', and 'Settings' are in the center. On the right, there are icons for help, notifications, and user profile. Below the navigation, there is a 'Back' link and two buttons: 'Send new invite' and '+ Other'. The main content area features a profile card for 'Cerys Safe' with a profile picture and a dropdown arrow. Below the name is a table of user details:

Invitation status	Approval status	Reg code	DOB	Phone Number	Registered email
Active	Pending	ZA5-B2Y	N/A	N/A	cerys.s@services.com

Below the table are tabs for 'Identity Checks', 'User Details', 'Processes', 'Evidence', 'eSign Docs', 'PDF Exports', and 'Hide info'. The 'Identity Checks' tab is active, showing a grid of verification checks:

Check Type	Status	Action
Liveness	Pending Validation	ACTION REQUIRED!
Supporting Documents	Not Performed	Upload Document
Sanctions & PEPs	Pass	Run new check
Bank Account	Not Performed	Run new check
ID Verification	Pending Validation	ACTION REQUIRED!
Standard checks	Pass	Run new check
Proof of Ownership	Not Performed	Run new check
Enhanced AML	Not Performed	Run new check

Only users with the relevant permissions can manually verify and override results once they are satisfied that all requirements are met.

If you do not have the ability to manually override results, please speak to your line manager.

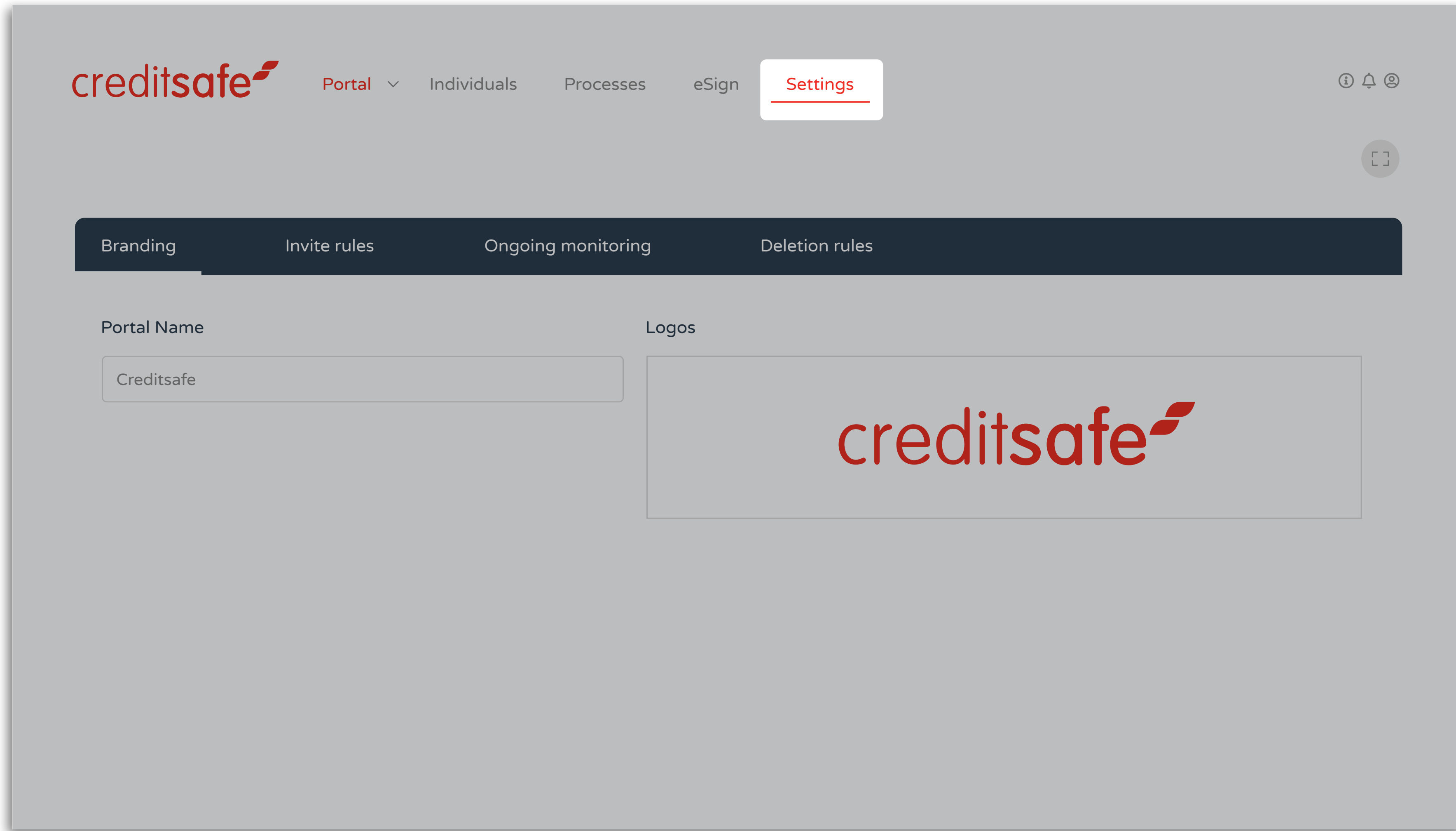
The screenshot shows the 'creditsafe' portal interface. At the top, there are navigation tabs: Portal, Individuals, Processes, eSign, and Settings. A search bar is present with the text 'Search by name, phone number or email address'. Below the search bar are filter buttons for Status, Groups, ID type, and All Filters, along with an '+ Add new' button. The main content is a table with the following columns: Date of invite, Name, Invite Status, Phone number, Email, Reg Code, Invited By, Reference, Liveness, ID Submitted, and Actions. The table contains 8 rows of data. A context menu is open over the second row (Greg Howell), showing options: Tags, Delete, Edit Details, Resend Invite, Approve, and Reject. The 'Approve' and 'Reject' options are highlighted in blue.

Date of invite	Name	Invite Status	Phone number	Email	Reg Code	Invited By	Reference	Liveness	ID Submitted	Actions
07/02/2023 12:01	Cerys Safe	Active		cerys.s@services.com	4YV-WPX	Chris H		Auto Pass	✓	⋮
07/02/2023 13:10	Greg Howell	Invited		greg.h@services.com	YM5 H43	Emma J	BIZ123	Not Performed	✗	⋮
07/02/2023 12:28	Mary Shoe	Invited	+44 (0) 7564 786523	mary.s@services.com	8GH DSE	Rachel M		Not Performed	✗	⋮
07/02/2023 12:01	Kevin Smith	Active		kevin.s@services.com	PH6 9HG	Nick R		Auto Pass	✓	⋮
07/02/2023 12:01	Julie Madam	Active		julie.madam@mail.com	7DT 4HG	Nick R		Auto Pass	✓	⋮
07/02/2023 13:10	Allison Trethomas	Invited		trethomas.a@city.com	AW3 OHG	Emma J	BIZ124	Not Performed	✗	⋮
07/02/2023 12:28	Claire Hayton	Invited	+44 (0) 7874 098324	claire@123.com	R23 H54	Rachel M		Not Performed	✗	⋮
07/02/2023 12:01	Darren Davies	Invited		darren.d@biz.com	XZV 7DD	Nick R		Not Performed	✗	⋮

Items per page: 20 1 - 3 of 3

Only users with the relevant permissions can manually approve or reject a record.

PORTAL SETTINGS



Settings can be found in the main navigation bar.

creditsafe

Portal ▾ Individuals Processes eSign Settings

ⓘ 🔔 👤

⌂

Branding Invite rules Ongoing monitoring Deletion rules

Portal Name

Creditsafe

Logos

creditsafe

Portal name and logo can be updated here.

The screenshot shows the Creditsafe portal settings interface. At the top left is the Creditsafe logo. The navigation menu includes 'Portal', 'Individuals', 'Processes', 'eSign', and 'Settings' (which is highlighted). On the right side of the header, there are icons for help, notifications, and user profile. Below the header is a dark blue navigation bar with four tabs: 'Branding', 'Invite rules' (selected), 'Ongoing monitoring', and 'Deletion rules'. The main content area is divided into four sections:

- Expire invite after:** A section with a description 'The end user will no longer be able to access their invite request.' It contains two input fields: 'No.' (a text box) and 'Frequency' (a dropdown menu).
- Automatically lock a process when it's completed:** A section with a description 'The end user will no longer be able to edit any of the information provided.' It contains a label 'Enabled' and a checkbox.
- Invite rule enabled:** A section with a description 'Any changes made will apply to all invites and will be irreversible. You will be required to save any settings before they take effect.' It contains a label 'Enabled' and a checkbox.
- Invite rule enabled:** A section with a description 'Any changes made will apply to all invites and will be irreversible. You will be required to save any settings before they take effect.' It contains five input fields: 'Enable Resend Emails' (checkbox), 'Enable Resend SMS' (checkbox), 'First reminder (days)' (text box), 'Second reminder (days)' (text box), and 'Third reminder (days)' (text box).

Invite rules can be set here.

The screenshot shows the Creditsafe portal settings interface. At the top, the Creditsafe logo is on the left, and navigation links for 'Portal', 'Individuals', 'Processes', 'eSign', and 'Settings' are in the center. The 'Settings' link is underlined. On the right, there are icons for help, notifications, and user profile. Below the navigation is a dark blue header with tabs for 'Branding', 'Invite rules', 'Ongoing monitoring', and 'Deletion rules'. The 'Deletion rules' tab is active. The main content area lists four settings, each with a title, description, and a note. All settings are currently set to 'Enabled'.

Setting Name	Status
Auto Archive On Completion	Enabled
Auto Archive On Inactivity	Enabled
Auto Delete On Completion	Enabled
Auto Delete On Inactivity	Enabled

Deletion rules can be set here.



ACTIONS, REPORTING & **FILTERING**

creditsafe Portal Individuals Processes eSign Settings ? 🔔 👤

Search by name, phone number or email address Status Groups ID type All Filters + Add new ⚙️ 🗨️

<input type="checkbox"/>	Date of invite ↓	Name	Invite Status	Phone number	Email	Reg Code	Invited By	Reference	Liveness	ID Submitted	Actions
<input type="checkbox"/>	07/02/2023 12:01	Cerys Safe	Active		cerys.s@services.com	4YV-WPX	Chris H		✔️ Auto Pass	✔️	⋮
<input type="checkbox"/>	07/02/2023 13:10	Greg Howell	Invited		greg.h@services.com	YM5 H43	Emma J	BIZ123	⊗ Not Performed	❌	⋮
<input type="checkbox"/>	07/02/2023 12:28	Mary Shoe	Invited	+44 (0) 7564 786523	mary.s@services.com	8GH DSE	Rachel M		⊗ Not Performed	❌	⋮
<input type="checkbox"/>	07/02/2023 12:01	Kevin Smith	Active		kevin.s@services.com	PH6 9HG	Nick R		✔️ Auto Pass	✔️	⋮
<input type="checkbox"/>	07/02/2023 12:01	Julie Madam	Active		julie.madam@mail.com	7DT 4HG	Nick R		✔️ Auto Pass	✔️	⋮
<input type="checkbox"/>	07/02/2023 13:10	Allison Trethomas	Invited		trethomas.a@city.com	AW3 OHG	Emma J	BIZ124	⊗ Not Performed	❌	⋮
<input type="checkbox"/>	07/02/2023 12:28	Claire Hayton	Invited	+44 (0) 7874 098324	claire@123.com	R23 H54	Rachel M		⊗ Not Performed	❌	⋮
<input type="checkbox"/>	07/02/2023 12:01	Darren Davies	Invited		darren.d@biz.com	XZV 7DD	Nick R		⊗ Not Performed	❌	⋮

Items per page 1 - 3 of 3

The Individuals page can be filtered in different ways such as status, groups, ID types etc. You can also quickly search by name, email address or phone number.

The screenshot shows the 'creditsafe' portal interface. At the top, there are navigation tabs: 'Portal', 'Individuals' (underlined), 'Processes', 'eSign', and 'Settings'. A search bar is located below the navigation, with the text 'Search by name, phone number or email address'. To the right of the search bar are filter buttons: 'Status', 'Groups', 'ID type', 'All Filters', and '+ Add new'. A dropdown menu is open over the 'Status' filter, listing the following options: 'Active', 'Bounced Invite', 'Expired', 'In Person', 'Invited', and 'No Contact'. Below the dropdown is an 'Apply' button. The main content area is a table with columns: 'Date of invite', 'Name', 'Invite Status', 'Phone number', 'Email', 'Reg Code', 'Reference', 'Liveness', 'ID Submitted', and 'Actions'. The table contains 9 rows of data. At the bottom right, there is a pagination control showing 'Items per page 20' and '1 - 3 of 3'.

Date of invite	Name	Invite Status	Phone number	Email	Reg Code	Reference	Liveness	ID Submitted	Actions
07/02/2023 12:01	Cerys Safe	Active		cerys.s@services.com	4YV-WPX		Auto Pass	✓	⋮
07/02/2023 13:10	Greg Howell	Invited		greg.h@services.com	YM5 H43	BIZ123	Not Performed	✗	⋮
07/02/2023 12:28	Mary Shoe	Invited	+44 (0) 7564 786523	mary.s@services.com	8GH DSE		Not Performed	✗	⋮
07/02/2023 12:01	Kevin Smith	Active		kevin.s@services.com	PH6 9HG	Nick R	Auto Pass	✓	⋮
07/02/2023 12:01	Julie Madam	Active		julie.madam@mail.com	7DT 4HG	Nick R	Auto Pass	✓	⋮
07/02/2023 13:10	Allison Trethomas	Invited		trethomas.a@city.com	AW3 OHG	Emma J	Not Performed	✗	⋮
07/02/2023 12:28	Claire Hayton	Invited	+44 (0) 7874 098324	claire@123.com	R23 H54	Rachel M	Not Performed	✗	⋮
07/02/2023 12:01	Darren Davies	Invited		darren.d@biz.com	XZV 7DD	Nick R	Not Performed	✗	⋮

The quick filters at the top allow you to filter by Status, Groups or ID type.

The screenshot shows the Creditsafe portal interface. At the top left is the Creditsafe logo. Navigation tabs include 'Portal', 'Individuals' (which is underlined), 'Processes', 'eSign', and 'Settings'. On the right, there are icons for help, notifications, and a user profile. Below the navigation is a search bar with the placeholder text 'Search by name, phone number or email address'. To the right of the search bar are filter buttons: 'Status', 'Groups', 'ID type', 'All Filters' (highlighted with a blue box), and '+ Add new'. Below the filters is a table with the following columns: 'Date of invite', 'Name', 'Invite Status', 'Phone number', 'Email', 'Reg Code', 'Invited By', 'Reference', 'Liveness', 'ID Submitted', and 'Actions'. The table contains 8 rows of data. At the bottom right of the table area, there is a pagination control showing 'Items per page' set to 20 and '1 - 3 of 3'.

<input type="checkbox"/>	Date of invite ↓	Name	Invite Status	Phone number	Email	Reg Code	Invited By	Reference	Liveness	ID Submitted	Actions
<input type="checkbox"/>	07/02/2023 12:01	Cerys Safe	Active		cerys.s@services.com	4YV-WPX	Chris H		✔ Auto Pass	✔	⋮
<input type="checkbox"/>	07/02/2023 13:10	Greg Howell	Invited		greg.h@services.com	YM5 H43	Emma J	BIZ123	✘ Not Performed	✘	⋮
<input type="checkbox"/>	07/02/2023 12:28	Mary Shoe	Invited	+44 (0) 7564 786523	mary.s@services.com	8GH DSE	Rachel M		✘ Not Performed	✘	⋮
<input type="checkbox"/>	07/02/2023 12:01	Kevin Smith	Active		kevin.s@services.com	PH6 9HG	Nick R		✔ Auto Pass	✔	⋮
<input type="checkbox"/>	07/02/2023 12:01	Julie Madam	Active		julie.madam@mail.com	7DT 4HG	Nick R		✔ Auto Pass	✔	⋮
<input type="checkbox"/>	07/02/2023 13:10	Allison Trethomas	Invited		trethomas.a@city.com	AW3 OHG	Emma J	BIZ124	✘ Not Performed	✘	⋮
<input type="checkbox"/>	07/02/2023 12:28	Claire Hayton	Invited	+44 (0) 7874 098324	claire@123.com	R23 H54	Rachel M		✘ Not Performed	✘	⋮
<input type="checkbox"/>	07/02/2023 12:01	Darren Davies	Invited		darren.d@biz.com	XZV 7DD	Nick R		✘ Not Performed	✘	⋮

For more advanced filters or combinations, click All Filters.

creditsafe Portal Individuals Processes eSign Settings



Search by name, phone number or email address

<input type="checkbox"/>	Date of invite ↓	Name	Invite Status	Phone number	Email	Reg Code	Invited
<input type="checkbox"/>	07/02/2023 12:01	Cerys Safe	Active		cerys.s@services.com	4YV-WPX	Chris H
<input type="checkbox"/>	07/02/2023 13:10	Greg Howell	Invited		greg.h@services.com	YM5 H43	Emma
<input type="checkbox"/>	07/02/2023 12:28	Mary Shoe	Invited	+44 (0) 7564 786523	mary.s@services.com	8GH DSE	Rachel
<input type="checkbox"/>	07/02/2023 12:01	Kevin Smith	Active		kevin.s@services.com	PH6 9HG	Nick R
<input type="checkbox"/>	07/02/2023 12:01	Julie Madam	Active		julie.madam@mail.com	7DT 4HG	Nick R
<input type="checkbox"/>	07/02/2023 13:10	Allison Trethomas	Invited		trethomas.a@city.com	AW3 OHG	Emma
<input type="checkbox"/>	07/02/2023 12:28	Claire Hayton	Invited	+44 (0) 7874 098324	claire@123.com	R23 H54	Rachel
<input type="checkbox"/>	07/02/2023 12:01	Darren Davies	Invited		darren.d@biz.com	XZV 7DD	Nick R

All filters ✕

Date Range —

Invited From Invited To

Select date  Select date 

Status +

Groups —

ID type +

Journey +

Approval Status +

Folders —

Clear All Apply

Here you search by a combination of invite date, journey and status.

The screenshot shows the 'creditsafe' portal interface. At the top, there are navigation tabs: Portal, Individuals, Processes, eSign, and Settings. A search bar is located below the navigation, with the text 'Search by name, phone number or email address'. To the right of the search bar are filter buttons: Status, Groups, ID type, All Filters, and an '+ Add new' button. Below the search bar is a table with the following columns: Date of invite, Name, Invite Status, Phone number, Email, Reg Code, Invited By, Reference, Liveness, and ID Submitted. The table contains 8 rows of data. A context menu is open over the table, listing the following actions: New Folder, Auto-Refresh, Create Tag, Table Configuration, Export CSV, Card View, and Table View (which is currently selected). At the bottom right of the table area, there is a pagination control showing 'Items per page 20' and '1 - 3 of 3'.

Date of invite	Name	Invite Status	Phone number	Email	Reg Code	Invited By	Reference	Liveness	ID Submitted
07/02/2023 12:01	Cerys Safe	Active		cerys.s@services.com	4YV-WPX	Chris H		Auto Pass	✓
07/02/2023 13:10	Greg Howell	Invited		greg.h@services.com	YM5 H43	Emma J	BIZ123	Not Performed	✗
07/02/2023 12:28	Mary Shoe	Invited	+44 (0) 7564 786523	mary.s@services.com	8GH DSE	Rachel M		Not Performed	✗
07/02/2023 12:01	Kevin Smith	Active		kevin.s@services.com	PH6 9HG	Nick R		Auto Pass	✓
07/02/2023 12:01	Julie Madam	Active		julie.madam@mail.com	7DT 4HG	Nick R		Auto Pass	✓
07/02/2023 13:10	Allison Trethomas	Invited		trethomas.a@city.com	AW3 OHG	Emma J	BIZ124	Not Performed	✗
07/02/2023 12:28	Claire Hayton	Invited	+44 (0) 7874 098324	claire@123.com	R23 H54	Rachel M		Not Performed	✗
07/02/2023 12:01	Darren Davies	Invited		darren.d@biz.com	XZV 7DD	Nick R		Not Performed	✗

CSV Exports can be exported under settings and you can also alter the table configuration.

The screenshot displays the 'creditsafe' portal interface. At the top, there are navigation tabs: 'Portal', 'Individuals' (selected), 'Processes', 'eSign', and 'Settings'. A search bar is located below the navigation, with the text 'Search by name, phone number or email address'. To the right of the search bar are filter buttons: 'Status', 'Groups', 'ID type', 'All Filters', and '+ Add new'. Below the search bar is a table with the following columns: 'Date of invite', 'Name', 'Invite Status', 'Phone number', 'Email', 'Reg Code', 'Invited By', 'Reference', 'Liveness', 'ID Submitted', and 'Actions'. The table contains eight rows of data. A context menu is open over the 'Actions' column of the second row (Greg Howell), showing options: 'Tags', 'Delete', 'Edit Details', 'Resend Invite', 'Approve', and 'Reject'. At the bottom right of the table, there is a pagination control showing 'Items per page 20' and '1 - 3 of 3'.

<input type="checkbox"/>	Date of invite ↓	Name	Invite Status	Phone number	Email	Reg Code	Invited By	Reference	Liveness	ID Submitted	Actions
<input type="checkbox"/>	07/02/2023 12:01	Cerys Safe	Active		cerys.s@services.com	4YV-WPX	Chris H		Auto Pass	✓	⋮
<input type="checkbox"/>	07/02/2023 13:10	Greg Howell	Invited		greg.h@services.com	YM5 H43	Emma J	BIZ123	Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:28	Mary Shoe	Invited	+44 (0) 7564 786523	mary.s@services.com	8GH DSE	Rachel M		Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:01	Kevin Smith	Active		kevin.s@services.com	PH6 9HG	Nick R		Auto Pass	✓	⋮
<input type="checkbox"/>	07/02/2023 12:01	Julie Madam	Active		julie.madam@mail.com	7DT 4HG	Nick R		Auto Pass	✓	⋮
<input type="checkbox"/>	07/02/2023 13:10	Allison Trethomas	Invited		trethomas.a@city.com	AW3 OHG	Emma J	BIZ124	Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:28	Claire Hayton	Invited	+44 (0) 7874 098324	claire@123.com	R23 H54	Rachel M		Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:01	Darren Davies	Invited		darren.d@biz.com	XZV 7DD	Nick R		Not Performed	✗	⋮

More functionality such as re-sending invites, deleting a record and editing details can be completed under the Actions column.

NEED ANY HELP?

The screenshot shows the 'creditsafe' portal interface. At the top, there is a navigation bar with 'Portal', 'Individuals' (underlined), 'Processes', 'eSign', and 'Settings'. A search bar is located below the navigation, with the text 'Search by name, phone number or email address'. To the right of the search bar are buttons for 'Status', 'Groups', 'ID type', 'All Filters', '+ Add new', and a settings icon. Below the search bar is a table with the following columns: 'Date of invite', 'Name', 'Invite Status', 'Phone number', 'Email', 'Reg Code', 'Invited By', 'Reference', 'Liveness', 'ID Submitted', and 'Actions'. The table contains 8 rows of data. The 'Invite Status' column has buttons for 'Active' (green) and 'Invited' (orange). The 'Liveness' column has 'Auto Pass' (green checkmark) or 'Not Performed' (red X). The 'ID Submitted' column has green checkmarks or red X's. At the bottom right of the table, there is a pagination control showing 'Items per page 20' and '1 - 3 of 3'.

<input type="checkbox"/>	Date of invite ↓	Name	Invite Status	Phone number	Email	Reg Code	Invited By	Reference	Liveness	ID Submitted	Actions
<input type="checkbox"/>	07/02/2023 12:01	Cerys Safe	Active		cerys.s@services.com	4YV-WPX	Chris H		Auto Pass	✓	⋮
<input type="checkbox"/>	07/02/2023 13:10	Greg Howell	Invited		greg.h@services.com	YM5 H43	Emma J	BIZ123	Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:28	Mary Shoe	Invited	+44 (0) 7564 786523	mary.s@services.com	8GH DSE	Rachel M		Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:01	Kevin Smith	Active		kevin.s@services.com	PH6 9HG	Nick R		Auto Pass	✓	⋮
<input type="checkbox"/>	07/02/2023 12:01	Julie Madam	Active		julie.madam@mail.com	7DT 4HG	Nick R		Auto Pass	✓	⋮
<input type="checkbox"/>	07/02/2023 13:10	Allison Trethomas	Invited		trethomas.a@city.com	AW3 OHG	Emma J	BIZ124	Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:28	Claire Hayton	Invited	+44 (0) 7874 098324	claire@123.com	R23 H54	Rachel M		Not Performed	✗	⋮
<input type="checkbox"/>	07/02/2023 12:01	Darren Davies	Invited		darren.d@biz.com	XZV 7DD	Nick R		Not Performed	✗	⋮

For any help or support, simply click on the information button where you will find lots of useful information on our Help Hub, such as the user guide, FAQs and to submit a ticket if you need help from our Customer Support team.



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