

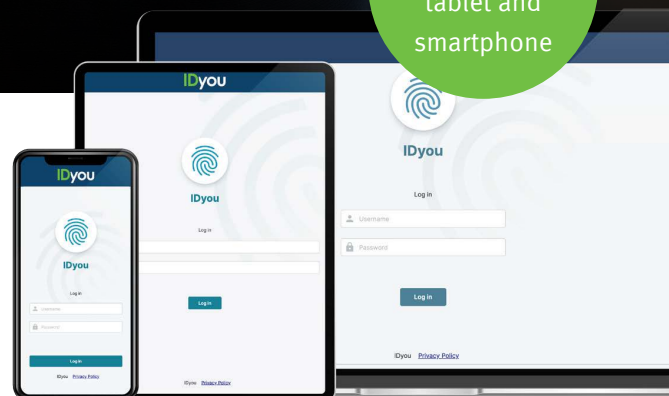
USER GUIDE

REMOTE VERIFICATION OF IDENTITY (CUSTOMER)

Available
on desktop,
tablet and
smartphone

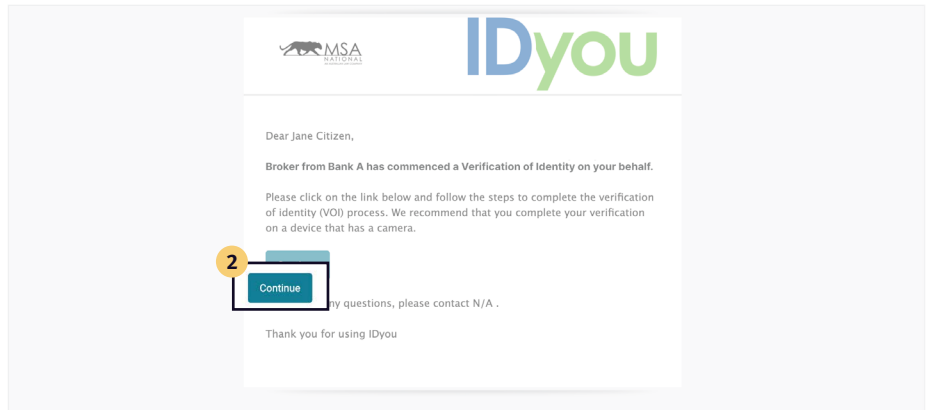
Simple. Secure. Fast.

IDyou allows your verifier to conduct your VOI from any location. When it's not possible to meet in-person, IDyou's remote option allows your ID to be verified face-to-face via video.



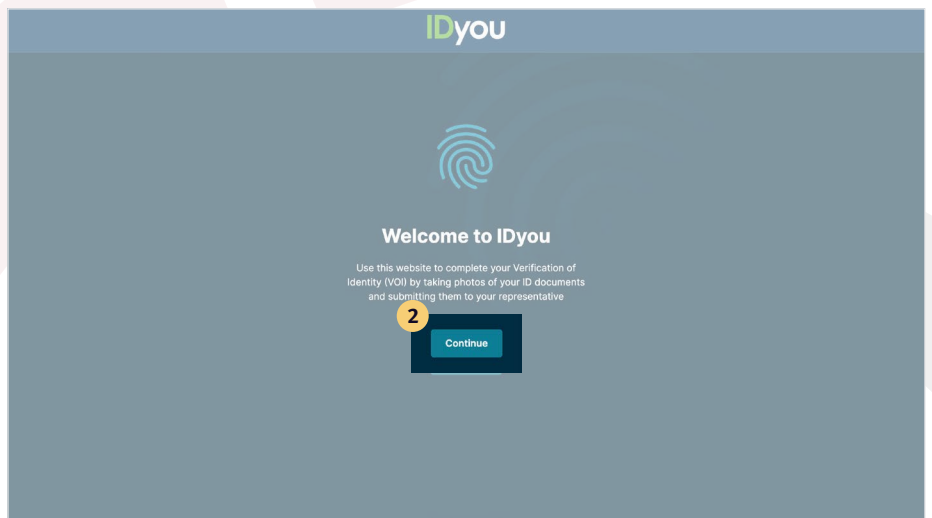
1

Your verifier will sign in to IDyou and enter your contact details to initiate the remote Verification Of Identity (VOI) process.



2

You will then receive an invitation via email or SMS to conduct the remote VOI. Press **Continue** to be directed to the IDyou homepage.

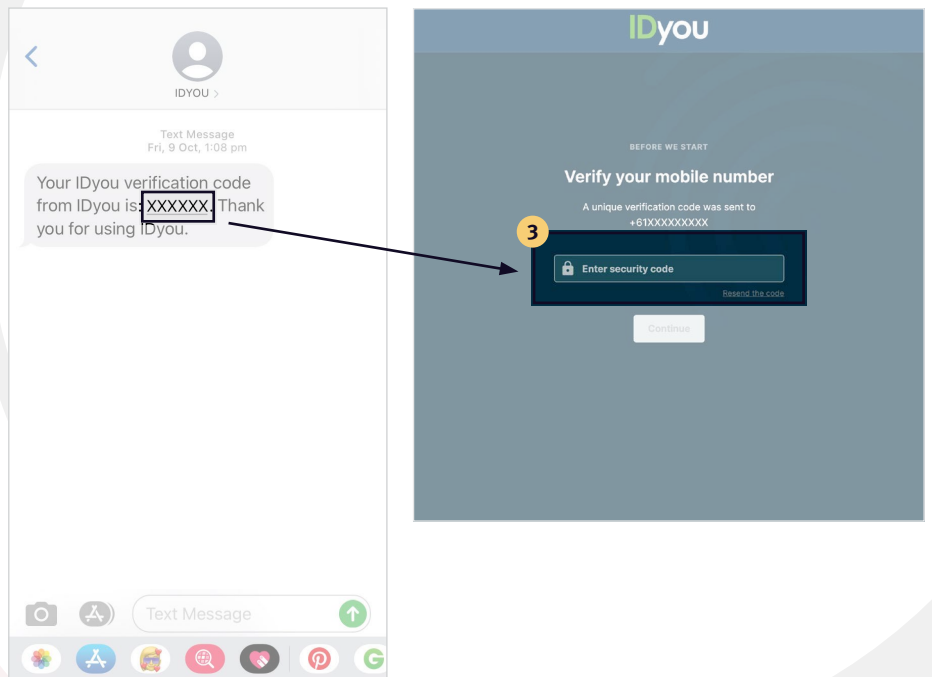


3

You will then be requested to enter a security code, which will be sent to you in the form of an SMS.

NOTE:

If the end of your phone number appears incorrect; contact your verifier directly to have your details amended.

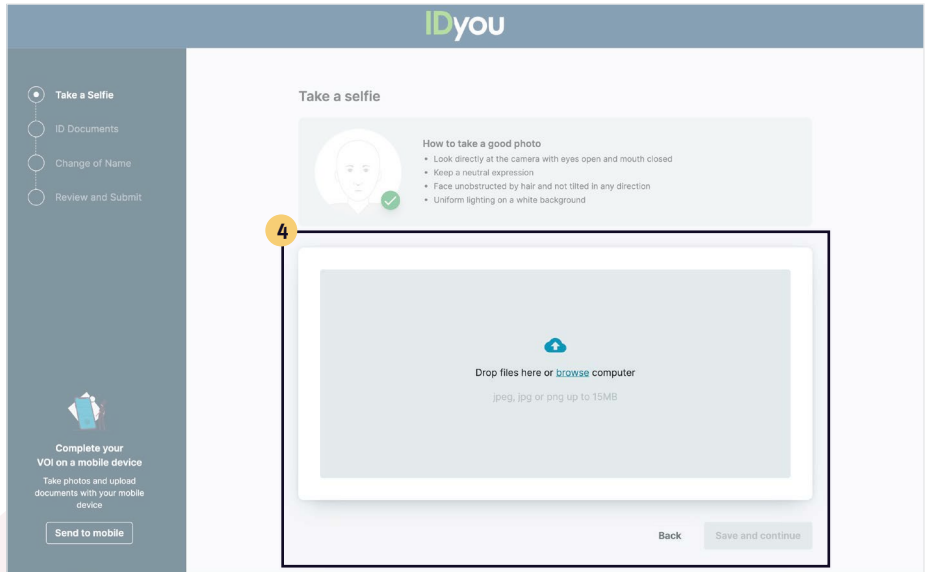


4

Once you have logged in, you will be prompted to upload a headshot of yourself. Then, press **Continue**.

NOTE:

Make sure you look directly at the camera, keep a natural expression and have nothing obstructing your face.

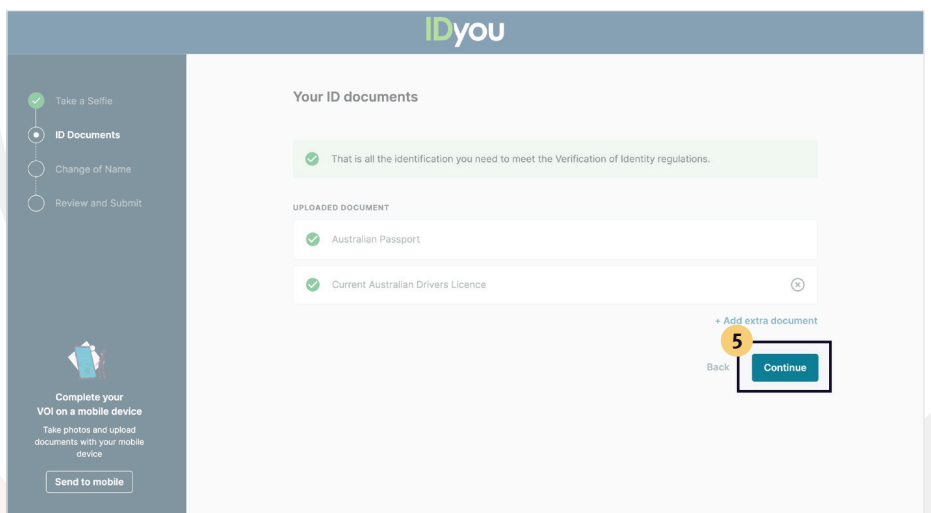
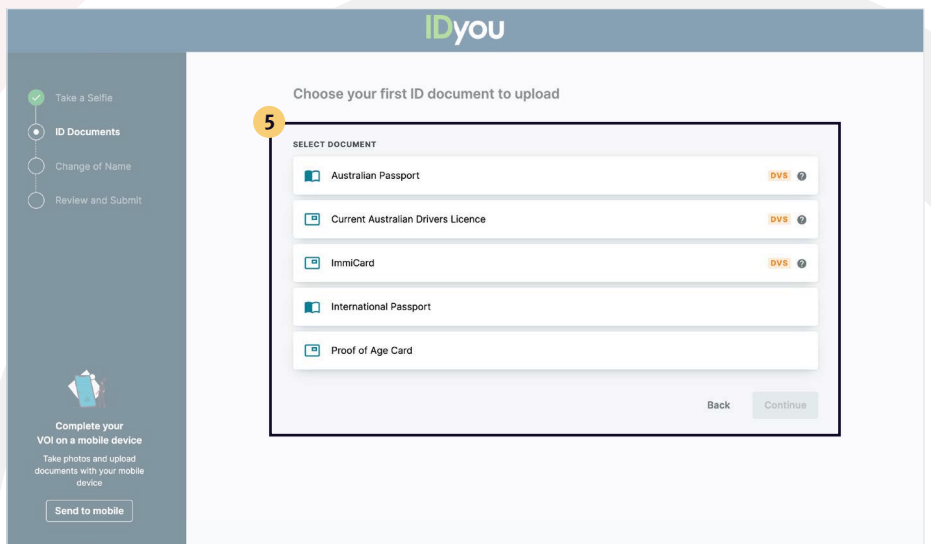


5

Then upload your identification documents, such as an Australian Passport, Australian Drivers Licence or Proof Of Age Card. Once your ID has been added, press **Save And Continue**.

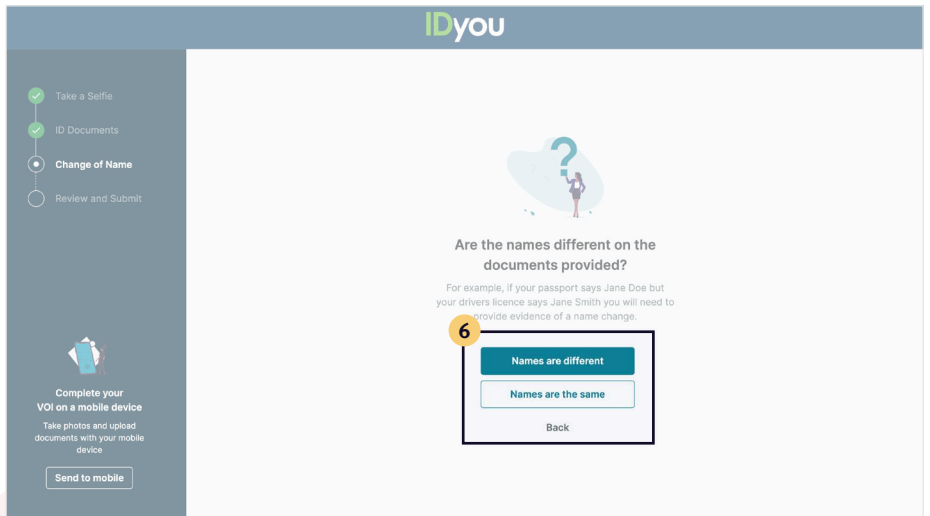
NOTE:

IDyou also uses Optical Character Recognition technology to automatically populate fields using data extracted from your supplied ID.



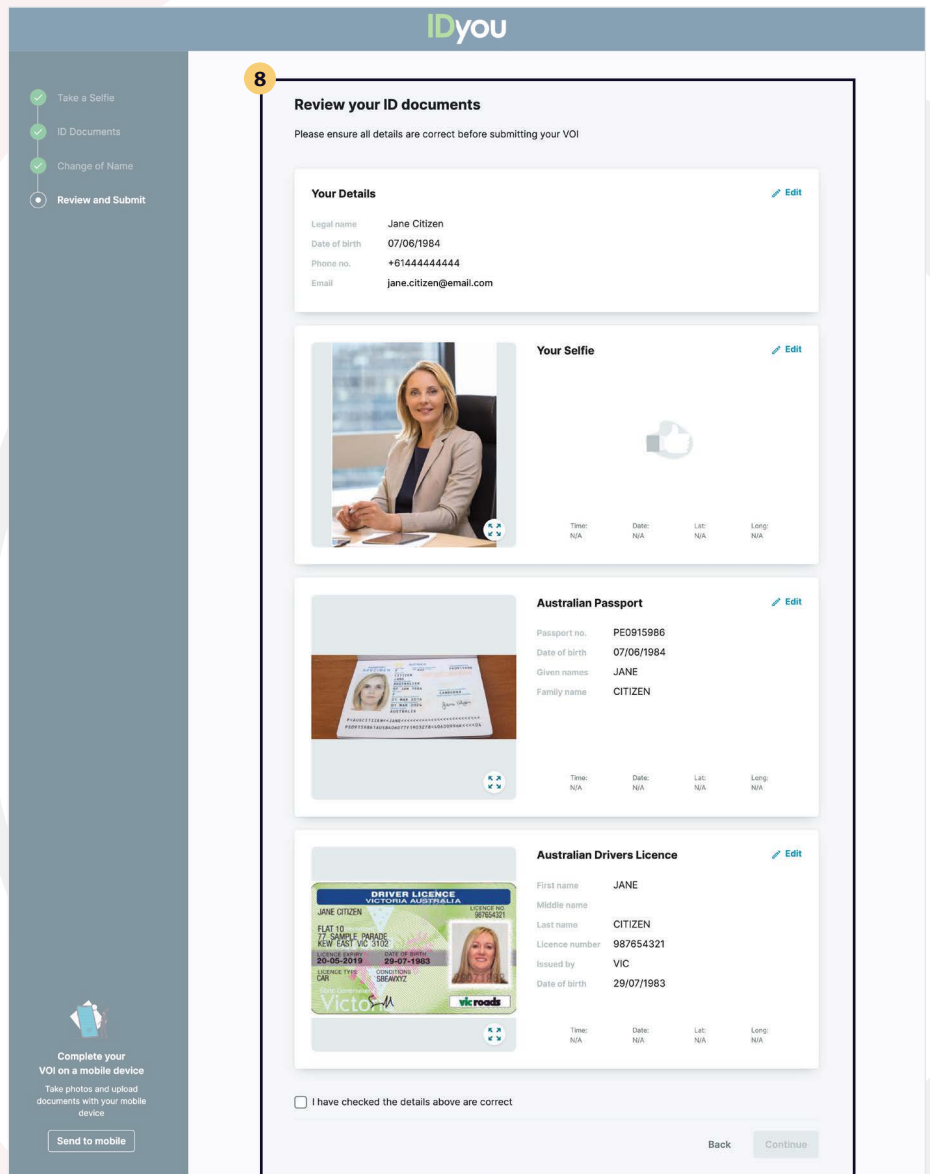
6

If you have changed your name, you will be required to upload your change of name documentation or Australian Marriage Certificate. If you haven't, simply hit **Names Are The Same** within the prompt, then **Continue**.



7

Review your documentation and tick the box at the bottom of the screen, followed by **Continue**.

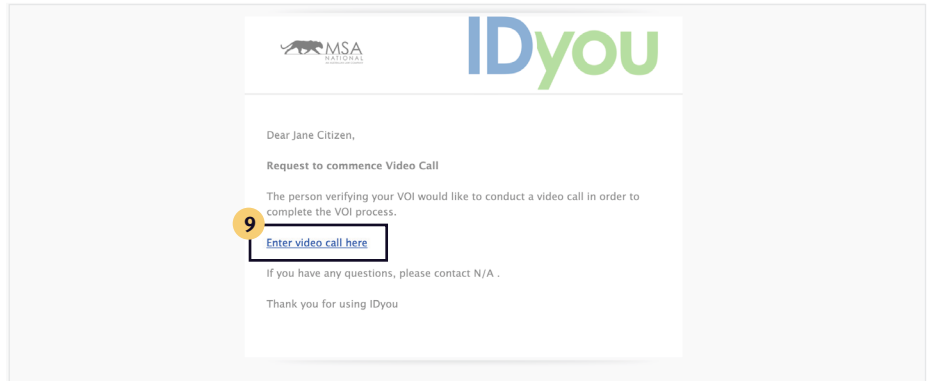


8

Sign the privacy and consent form, as well as the declaration form, using either a stylus pen, mouse, or your finger. Then, press **Submit VOI**.

9

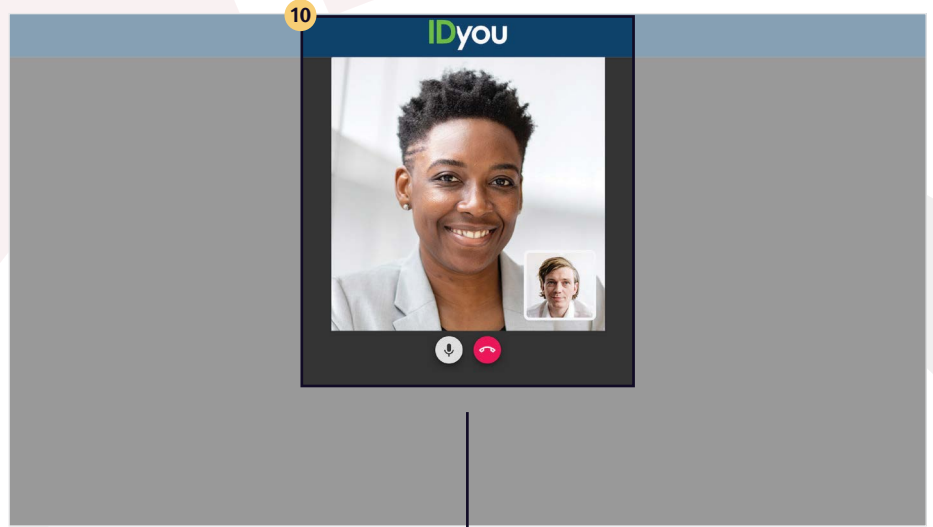
Your verifier will then set a time with you to conduct the final step of the remote VOI. Once you receive the email or SMS inviting you to the video call, click **Enter Video Call Here**.



10

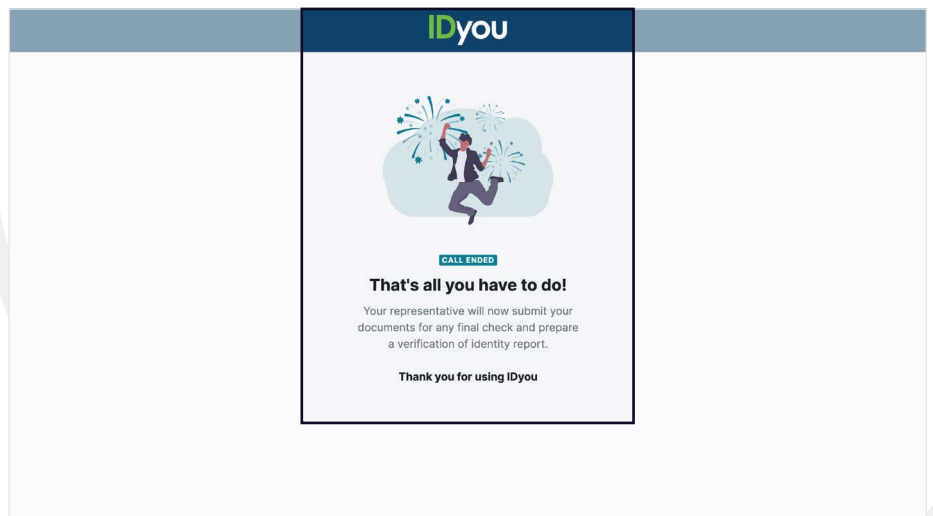
Once you and your verifier are connected, they will capture an image of you as evidence that the meeting took place. When you have finished your meeting, your verifier will end the call.

NOTE:
Do not tap 'End Call' until after your verifier has hung up. Your verifier must end the video call prior to you in order to successfully complete the process.



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Your VOI has now been successfully completed. Your verifier will receive a VOI report which they will submit together with your loan application.





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