

Run through this before you start. **Most failed checks come from poor lighting, glare, or a cropped ID**, and each one takes seconds to fix. A clean setup gets you verified on the first try.



01

Your environment

- ✓ Sit in front of a **plain, solid background**. White or light gray reads best.
- ✓ Light your face evenly. Face a window or lamp so **no shadows fall on you**.
- ✓ Pick a quiet spot with **no background noise**.
- ✓ Stay alone in the frame. **No other people** behind you.



02

Your appearance

- ✓ **Take off glasses** if you can. They cause glare.
- ✓ Pull **hair back**, away from your face.
- ✓ **Look straight** into the camera.



03

Your ID

- ✓ Use your **real, physical ID**. Not a copy.
- ✓ Pick an ID from the **list of approved IDs for your country**, shown in the verification flow.
- ✓ Check that your ID **has not expired**.
- ✓ Hold it **flat and still**. No glare or shadow on the surface.
- ✓ Fit **all four corners** inside the frame.
- ✓ Keep the **text and photo sharp** and readable.



04

Your device

- ✓ **Wipe the camera lens** clean.
- ✓ Connect to **stable internet**.
- ✓ **Allow camera and microphone** access when asked.
- ✓ Use the app or browser we ask for. **Some steps need a phone**.



05

During the check

- ✓ Follow each **on-screen prompt** in order.
- ✓ If asked to move your head or blink, **do it slowly**.
- ✓ **Take your time** on each capture. Do not rush.

IF A CHECK FAILS

Redo it in brighter, even light, move to a plain wall, and hold your ID closer until the text is crisp.