

Candidate Experience: Digital Identity

- Application Form



The Digital ID Steps

The digital process is mostly the same as any other application but will include additional steps at the outset as candidates are taken through the Yoti Process.

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.

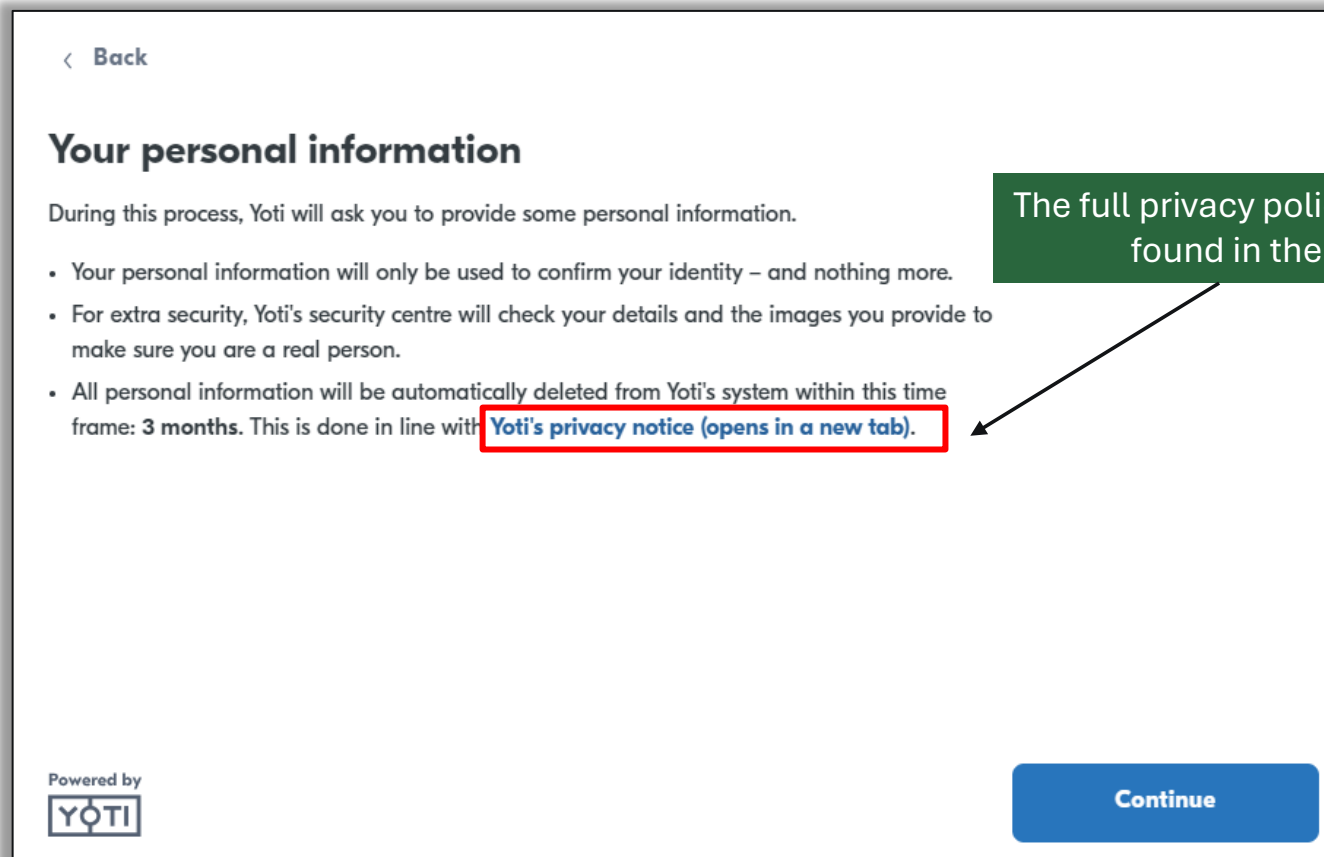
 To confirm your identity faster, we recommend using ID documents issued by the UK if you have them.

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The Digital ID Steps

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



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Your personal information

During this process, Yoti will ask you to provide some personal information.

- Your personal information will only be used to confirm your identity – and nothing more.
- For extra security, Yoti's security centre will check your details and the images you provide to make sure you are a real person.
- All personal information will be automatically deleted from Yoti's system within this time frame: **3 months**. This is done in line with [Yoti's privacy notice \(opens in a new tab\)](#).

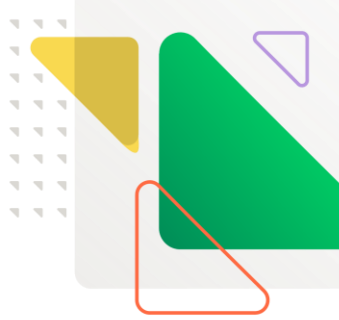
Powered by **YOTI**

Continue

The full privacy policy for Yoti can be found in the link here.

The Digital ID Steps

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



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To continue, use your smartphone

Scan your documents with a smartphone if you have it handy. Or continue with your computer if you don't have a smartphone on you.

Why use a smartphone over computer?

It's easier to take clearer pictures of your documents and helps us to confirm your identity quickly.

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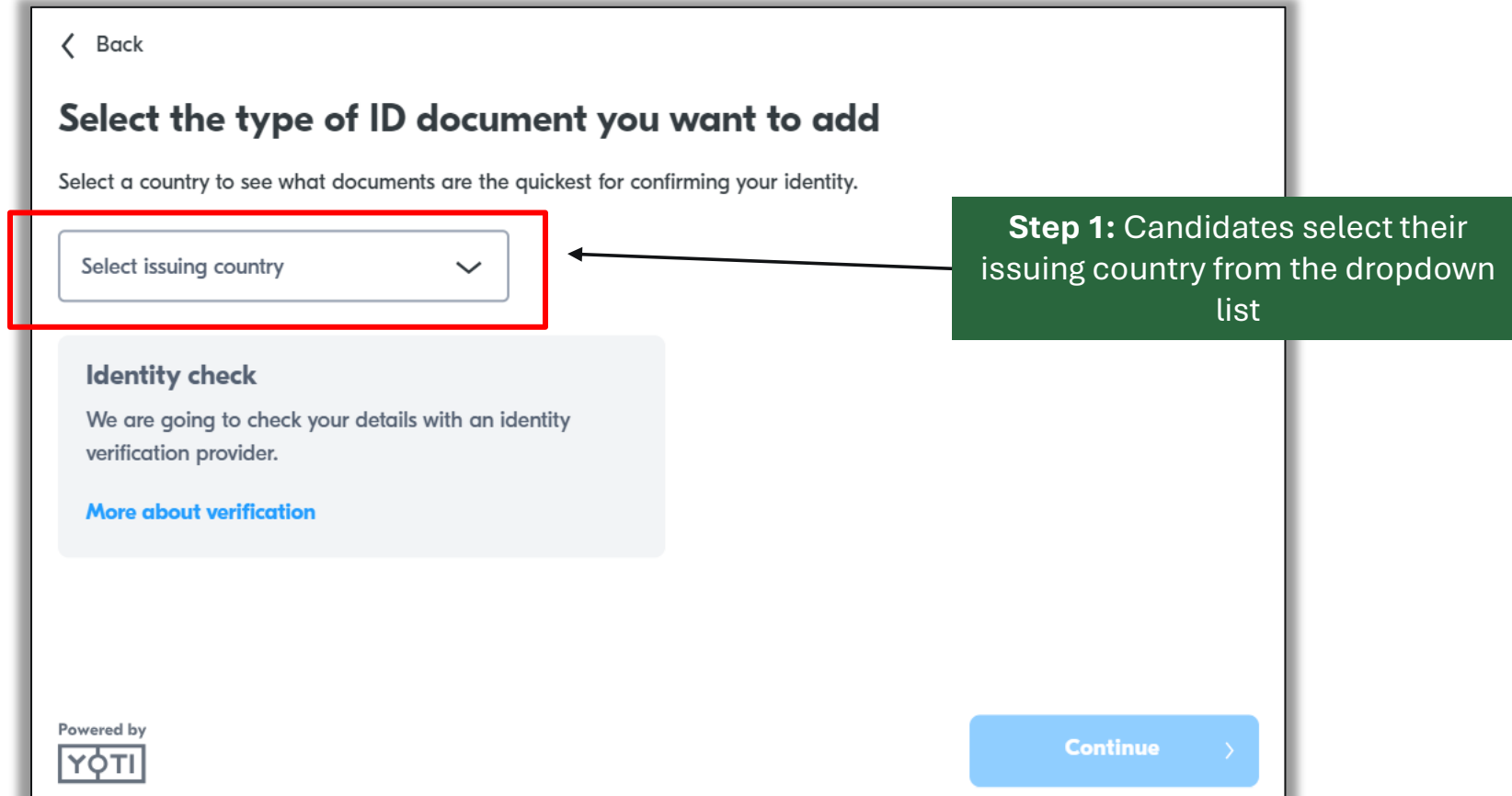
[Use computer >](#)[Use smartphone >](#)

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.

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

The Digital ID Steps

Document selection is a 2-step process:



The screenshot shows a mobile app interface for selecting an ID document. At the top, there is a 'Back' button. The main heading is 'Select the type of ID document you want to add'. Below this, a subtext says 'Select a country to see what documents are the quickest for confirming your identity.' A red rectangular box highlights a dropdown menu labeled 'Select issuing country' with a downward arrow. A green callout box with white text points to this dropdown, stating: 'Step 1: Candidates select their issuing country from the dropdown list'. Below the dropdown, there is a section titled 'Identity check' with the text 'We are going to check your details with an identity verification provider.' and a link 'More about verification'. At the bottom left, it says 'Powered by' followed by the YOTI logo. At the bottom right, there is a blue 'Continue' button with a right arrow.

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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 ▼

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

Identity check

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

[More about verification](#)

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Continue >

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](#)

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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.

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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.



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Take photo >

Are your details clear & readable?



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No, retry  Yes, it's clear >

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.

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No, update name Yes, continue

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.

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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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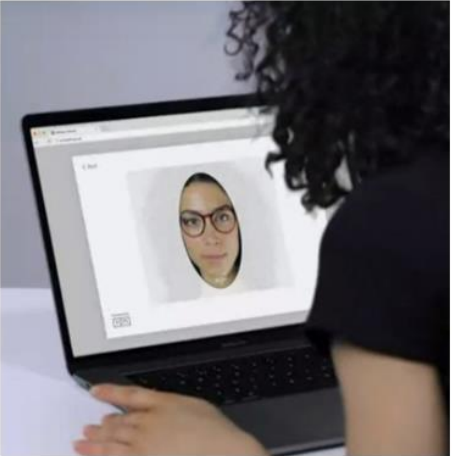
Confirm it's you

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](#)



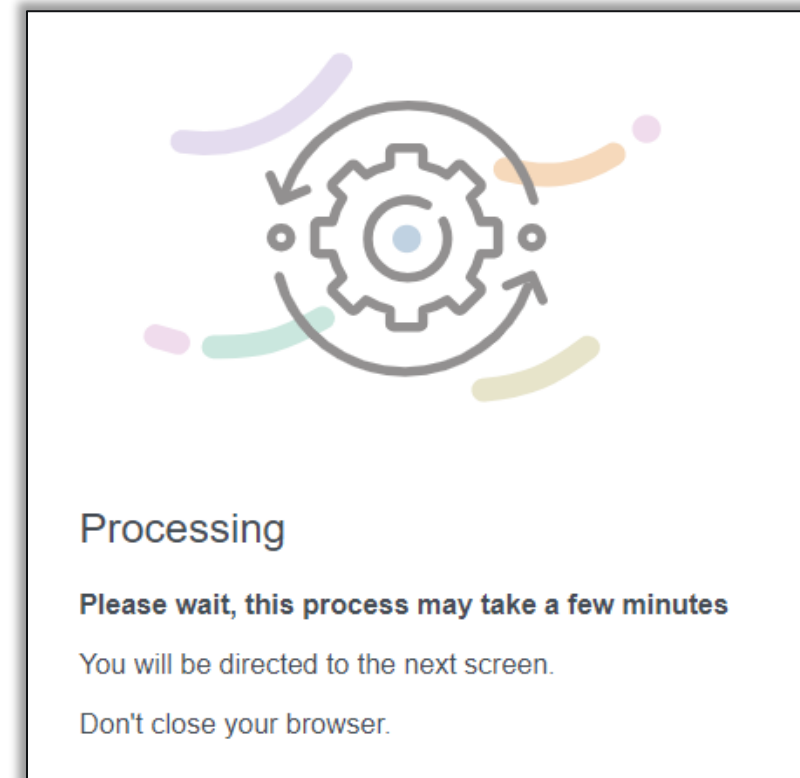
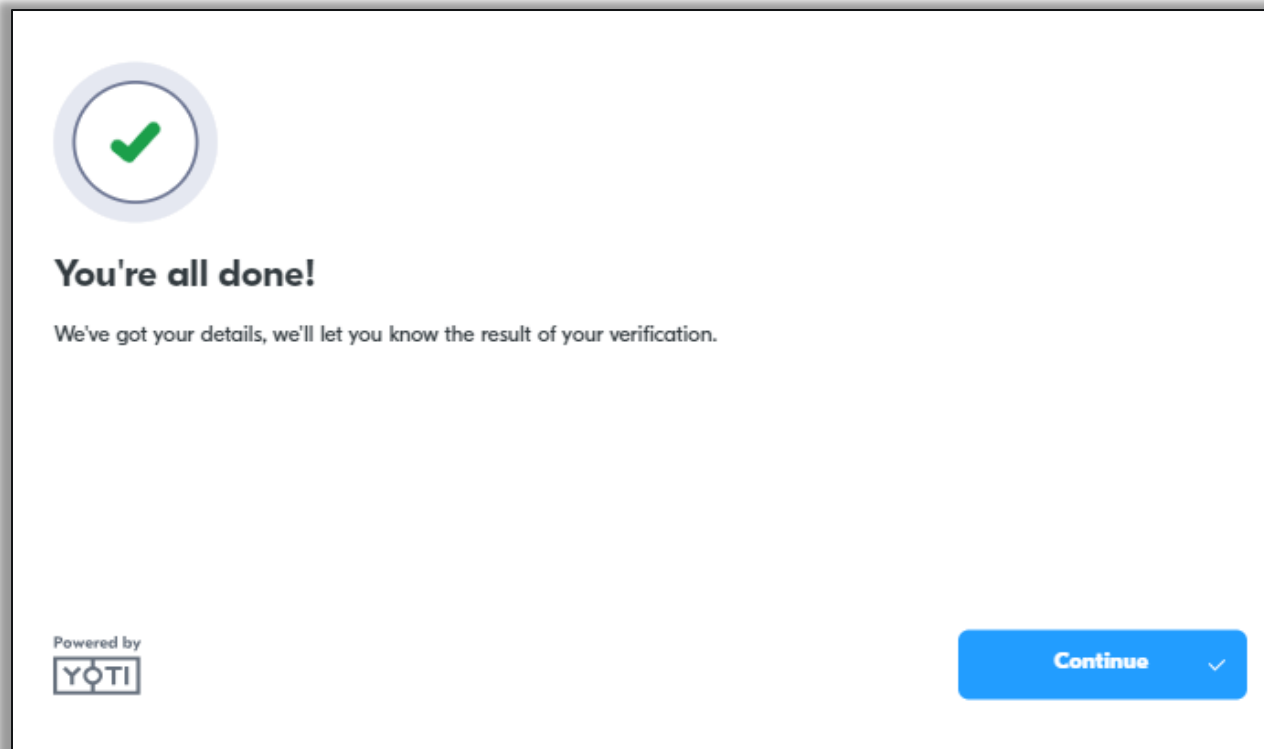
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Start scan >

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

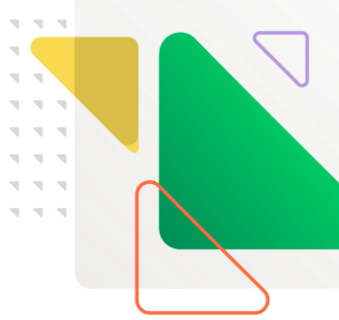
The Digital ID Steps

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



Remaining Application Steps

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



First name

Middle names

Surname

Date of Birth

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

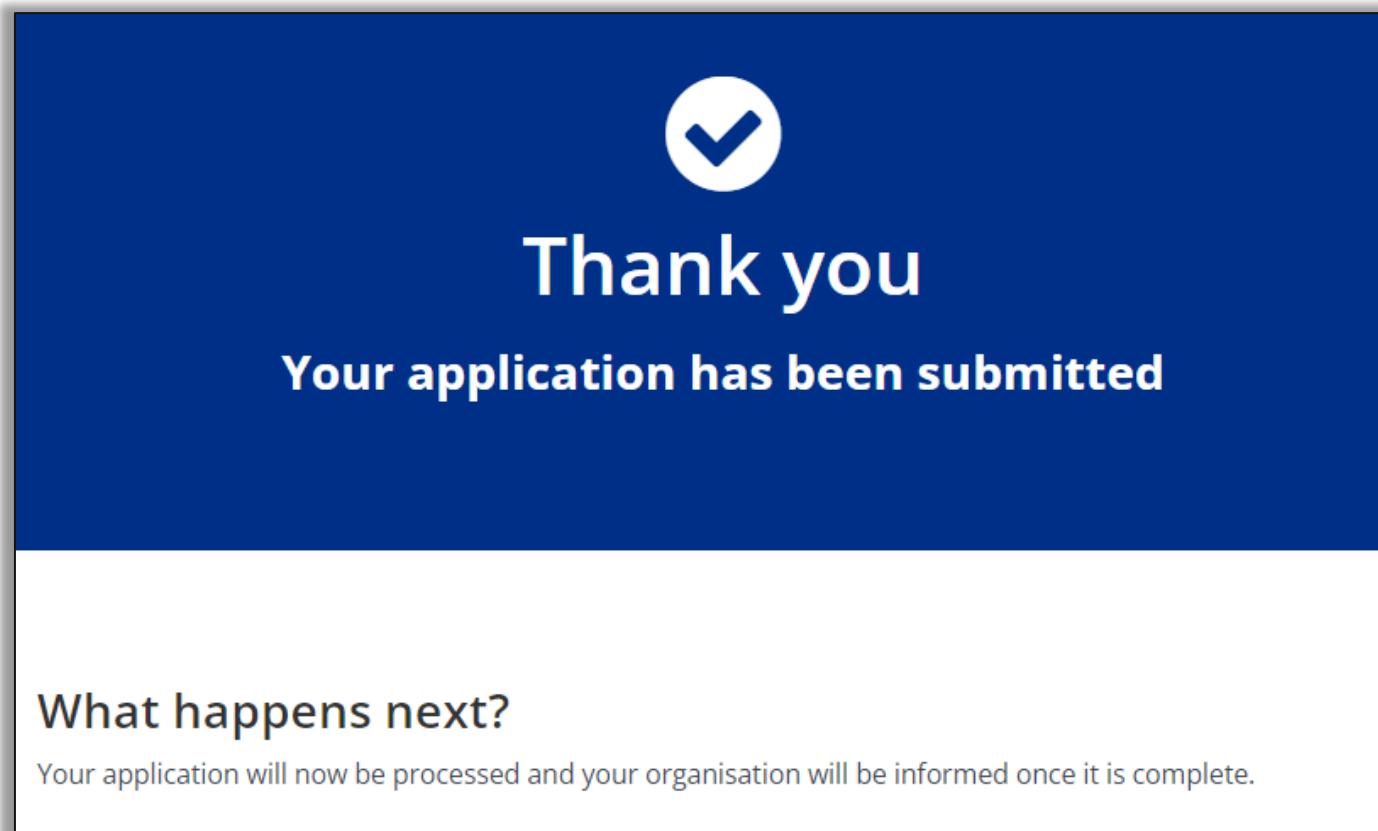
Note: Digitally captured details *cannot* be amended by the candidate. This 'Stop' sign will be seen instead, blocking any amendments.

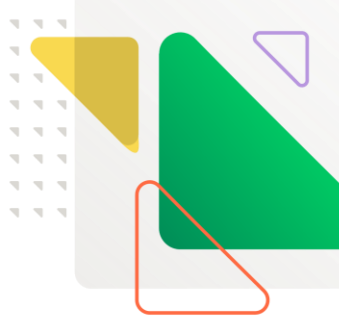
Date of Birth

Application completion.

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





If digital Identity could not be confirmed, the candidates ID documents will need to be verified through standard means –either internally or at a UK Post Office.



Disclosure &
Barring Service

