

# Identity checks guide

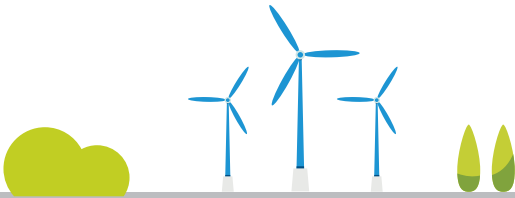
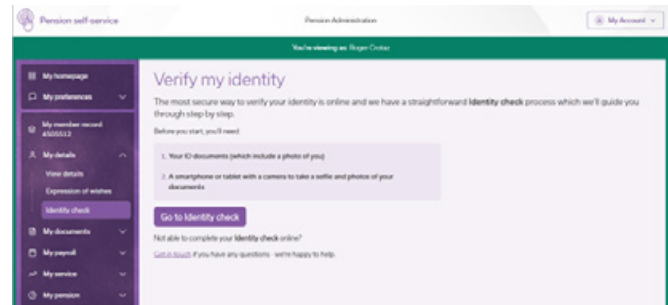
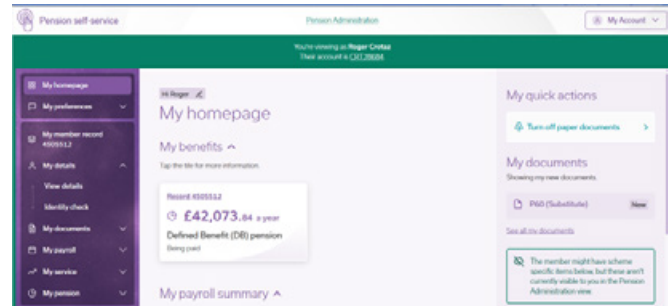
## Step by step guidance

### Step one

To launch the Identity check process, you need to log into your **Clarity from BW** account. Then from the landing page go the left-hand side pane and from the **My details** drop-down options select Identity check.

### Step two

You'll see the following screen, select the **Go to Identity check** button once you've checked that you have everything you need to proceed.



## Step three

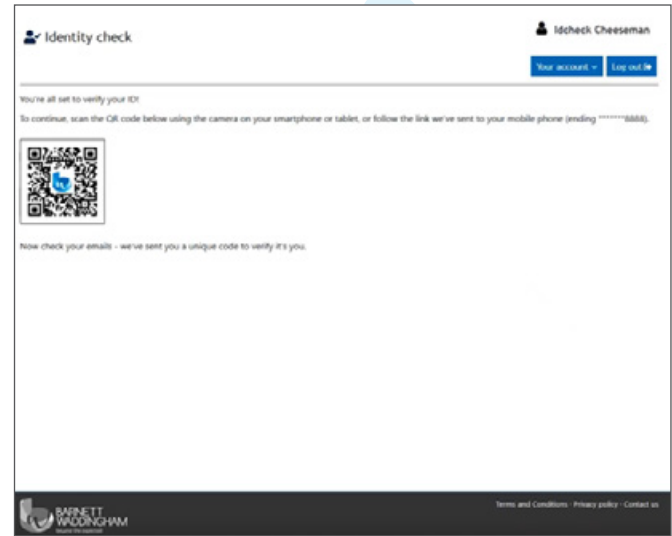
You'll be taken to this screen where you'll have the option of clicking on the link we've sent to your mobile device or by scanning the QR code on your smart phone.

## Tips and hints

1. Please note that you must follow the link within a limited timeframe (two hours at time of writing)
2. You have restricted attempts to enter the code correctly (five attempts at time of writing).
3. Once you start the identification check, you have twenty minutes to complete the process so make sure you won't be interrupted and keep an eye on the time remaining, there is a timer shown on each page to help you monitor this.

Now check your email and enter the unique code provided on our email.

See the screenshot on the following page for what you'll see at this stage.



## Step four

You'll be advised about the third parties we use to complete the verification checks and require you to confirm agreement to continue. Please tick the **I understand and accept** box (assuming you are happy to proceed) and select **Next**.

If you elect **not** to accept the Terms and Conditions, then you'll need to complete the verification process another way. Please refer to the correspondence you have received for the options or contact us for further guidance at [NGUKGasPension@Barnett-Waddingham.co.uk](mailto:NGUKGasPension@Barnett-Waddingham.co.uk) as you won't be able to proceed with the online identity check under this method.

## Step five

Please note that from this point on, you can navigate to previous pages in your journey using the links at the top of the screen.

Select the type of document you would like to use from the drop-down list under **Choose a document type**: Passport or ID card (such as a UK driver's licence). If you don't have a passport or driving licence, you can click on the **type of documents** link for other forms of verification that can be used.

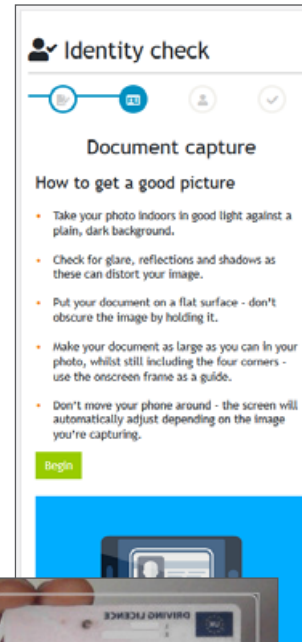


The image shows three sequential screenshots of a mobile application's identity verification process. Each screen has a dark blue header with a user icon and the text 'Identity check'.  
1. The first screen, titled 'Identity check', instructs the user to enter a unique code. It includes a text input field with the example 'e.g. 201938' and a green 'Validate my code' button. A timer at the bottom indicates 'Time left: 18:55'.  
2. The second screen, titled 'Terms and conditions', lists two companies: 'Attek systems' and 'Experian'. It contains a checkbox for 'I understand and accept' and a green 'Next >' button. A timer at the bottom indicates 'Time left: 18:55'.  
3. The third screen, titled 'Document capture', asks the user to 'Choose a document type' from a dropdown menu. It features 'Back' and 'Next >' buttons and a green timer at the bottom indicating 'Time left: 18:24'.  
All screens have a footer with 'TBC - Privacy policy - Contact us' and '© Barnett Waddingham 2014'.



## Step six

You now need to take a photo of the form of ID you have selected and review it. Onscreen elements help you capture a good image, and how to try again if you're not happy with the image.

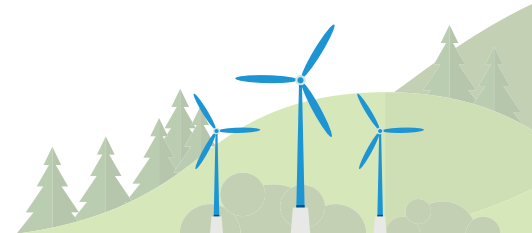
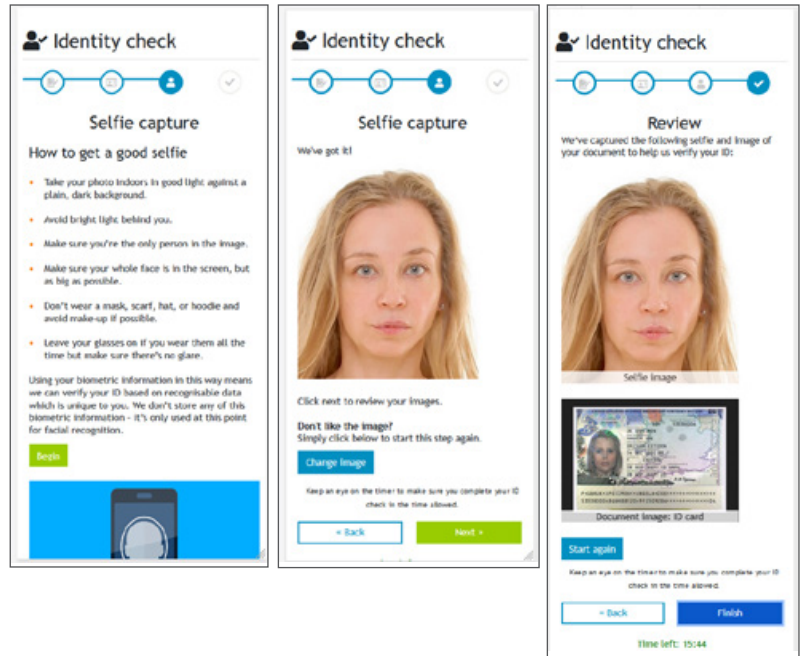


## Step seven

Now take a photo of your self (a selfie) and review it. Onscreen elements help you capture a good selfie, and how to try again if you're not happy with the image.

## Step eight

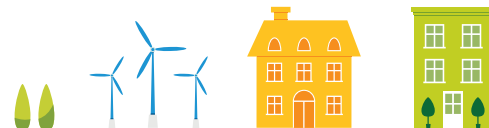
You need to review the images before submitting.



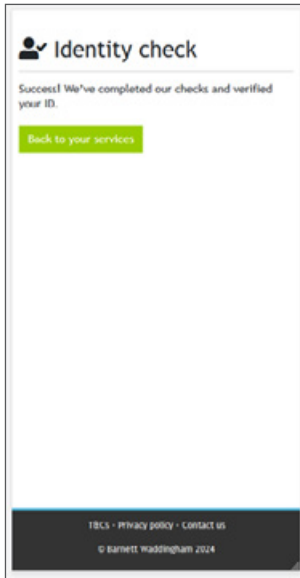
## Step nine

You will receive a confirmation on the status of the identity check; there are three possible outcomes.

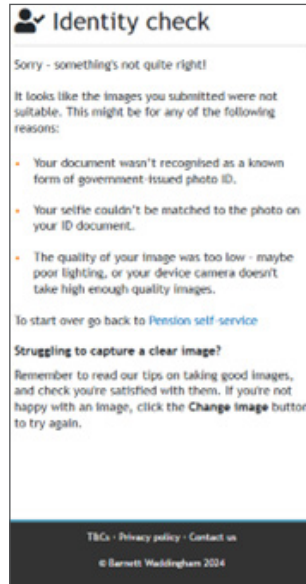
Identity check result	What this means	What happens next
Automatic success	All images could be immediately verified.	The verification step is completed. If the verification relates to an annual overseas verification exercise, then this completes our requirements. <b>You will also receive a text message confirming the verification.</b>
Automatic failure	The images could not be proven genuine.	In most cases you can try again and are allowed up to five attempts. However, if your device is not compatible then you may find you can't try again. On cases of failure, our team are notified and we'll be in touch with alternative options.
Successfully submitted	The images were of good enough quality, but there is some doubt about the data matching (an administrator will need to manually verify the submission).	In most cases we can verify the documents and data manually and move the check to a success status. You can then refer to the guidance above on the next steps of the process.



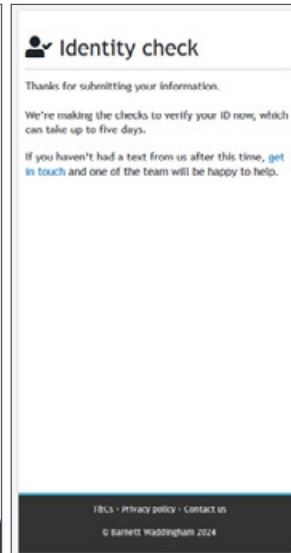
## Automatic success



## Automatic failure



## Successfully submitted



## Notes

If there's further action needed then queries will be looked at in bulk rather than individually so please allow up to eight-weeks for us to complete our checks.

If you have any problems with completing the identity check or get an unexpected error or failure notification, then give our team a call on **0141 447 0799** or **+44 141 447 0799** if calling from overseas. Lines are open, normal office hours, 9am to 5.15pm (GMT), Monday to Friday.

If you are restricted by the time difference between where you live and the UK then please leave us a message with your contact details, and we'll do our best to find a time to contact you that works for you.

Produced by DrumRoll, Barnett Waddingham, part of Howden.

