

# **HOW-TO: Take a Selfie and Capture Document Image**

### For a great selfie...

- Take off your glasses, scarves, hats, and anything covering your face
- Look straight into the camera
- Take a close-up with your full head in focus
- We do not process photocopies or screenshots of selfies



Sometimes the selfies you submit aren't always accepted.

- Remember to make sure you are in a well-lit environment so there is more coverage and detail of your face. The better the coverage, the better the selfie.
- Please make sure to step away from any light sources making sure that your face is still clear, avoiding any glare or interference from light sources.
- Please make sure you are the only one in the selfie.
- We highly advise not wearing anything that can be blocking your face, like hats, scarves, glasses, or masks.

HooYu currently supports the electronic processing of all ID types and Proof of Address documents.

- International Passports: Excluding Emergency, temporary and diplomatic Passports, as well as travel documents.
- Driver's Licenses: that display your photo, name, date of birth, issued and/or expiry dates. This includes provisional Driver's licenses.
- National Identity Cards: Internationally formatted documents only, we do not accept domestic ID cards.
- Travel Visas attached to your international passport.
- National Residence Permits internationally formatted documents only, we do not accept domestic Residence Permits.
- PASS Cards that display the PASS hologram such as the Citizencard, The Young Scot Card or the Validate UK proof of age card.

Although the above list may have some exclusions for specific types of documents, this is dependent on the Business Rules as some may accept these types of documents.

### **Proof of Identity (POI) Documents**

When taking pictures of POI Documents, here are a few tips that can help capturing the images:

- We recommend placing a piece of white paper under your document.
- Please keep it flat with space around the edges so there is good coverage of the document.
- Please also make sure the documents are in good focus, and without any glare or flash.
  We highly advise avoiding being near any other light sources to avoid glare or interference.
- We do not process photocopies or screenshots of documents. This includes taking photos of a copy of a document, and photos of documents on screens.

Below are examples of how each document type should look when capturing the perfect image for documents. The better the capturing conditions, the better the image quality, which also results in quicker/efficient processing of documents.

## **Passport**



### **Driver's License**



# **Identity Card**



#### **Residence Permit**



**Travel VISA** 

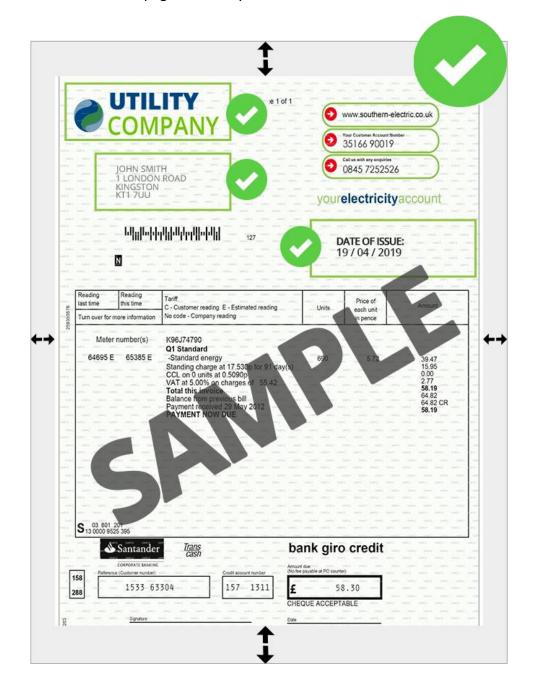


# **PASS Cards**



### **Proof of Address (POA) Documents**

- Pro TIP: Place a piece of white paper under your document
- Don't upload a photocopy or screenshot
- Keep it flat with space around the edges
- Make sure it's in focus and without any glare or flash
- Make sure the first page contains your name and current address



Please make sure browser permissions are enabled for your Camera on iOS and Android and refresh the verification link once these are enabled. If you are still having issues, please contact support@hooyu.com