

The background of the page is a dark, semi-transparent image of a modern office building with large glass windows. Several people in business attire are walking through the building's interior. There are also several decorative colored squares (orange, blue, green) scattered across the page.

# UK Identity Verification Candidate Guide

Sterling | August 2023

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# Safer Workplaces Start with Digital Identity Verification

## Overview

### Introducing Digital Identity Verification for UK Right to Work and DBS Criminal Record checks

At Sterling, we've made it our mission to provide the foundation of trust and safety our clients need to create great environments for their most essential resource, people.

A changing world requires new ways of screening, and Sterling is constantly innovating to deliver on our commitment to provide our clients and their candidates with advanced, technology-enabled services. To better serve the unique needs of HR professionals *and* because hiring velocity remains a top priority, Sterling is excited to introduce our UK Identity Verification service, designed to make your life easier, save time, and minimise time-to-hire.

### **Sterling helps to deliver faster, more accurate screening results via an exclusive, upfront digital identity verification process that offers:**

- **Superior experience.** An easy, convenient way for candidates to verify identity from anywhere – and pre-populates verified identity data into the Candidate Hub.
- **Reusable digital identity.** Candidates can create a secure, reusable digital identity in the Yoti App.
- **In-session candidate guidance.** Real-time guidance to help candidates submit acceptable images.
- **Faster results.** Helps to accelerate UK Right to Work and UK DBS Criminal Record check results.
- **Real-time progress updates.** Clients can track candidates' status during the identity workflow.

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## Candidate Experience

You will receive an email containing an invite link. The email will contain details on the Yoti and Identity Verification process that will occur when you begin the process by clicking on [Begin my Verification](#) and proceed through to Yoti.

In order to proceed, you are required to either create a Yoti web account or download the Yoti Digital app, and consent to Yoti sharing your personal information and details regarding your verification status with Sterling. To learn more about becoming a Yoti member, and to understand how Yoti safely and securely uses your personal information to verify your identity, please review the Yoti [Privacy Policy and Terms of Service](#).

Note: If you choose to create a Yoti web account you can easily move to the Yoti Digital app and claim your already completed ID Verification at that time.

By clicking on the link below, you consent to Yoti sharing details about your identity verification process - including personal information collected from or about you by Yoti during the identity verification process with Sterling. This information will also be made available to Barnes Roofing & Building. If you do not wish to proceed with verifying your identity via Yoti, please reach out to Barnes Roofing & Building for possible alternate options.

Click on or go to the following url to proceed with your background check.

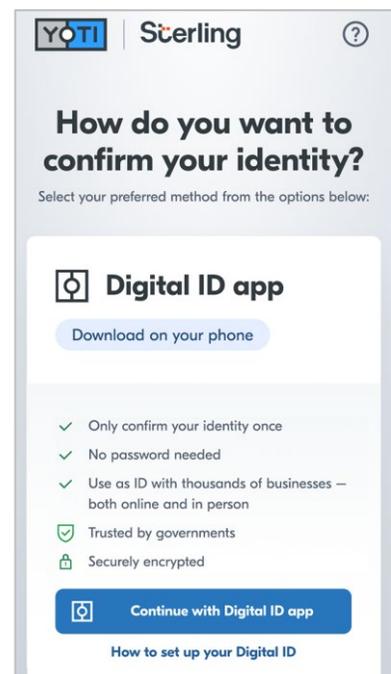
[Begin my Verification](#)

You then need to select the method they want to use to confirm your identity; using Yoti's Digital ID app or the Yoti Web account.

If you already have the Yoti App, this will allow you to simply share your verified identity. You can also download the Yoti App during the journey to verify your identity.

The Yoti Web Account will enable you to easily verify your identity using your current web browser. You will need to create your account credentials (email and password), your email is then validated, and then you can login to your new Yoti account. You have the option to add Multi-Factor Authentication (MFA) for additional account security and recovery in the future.

Once your account is set-up, you can complete your identity verification on any device with a camera.

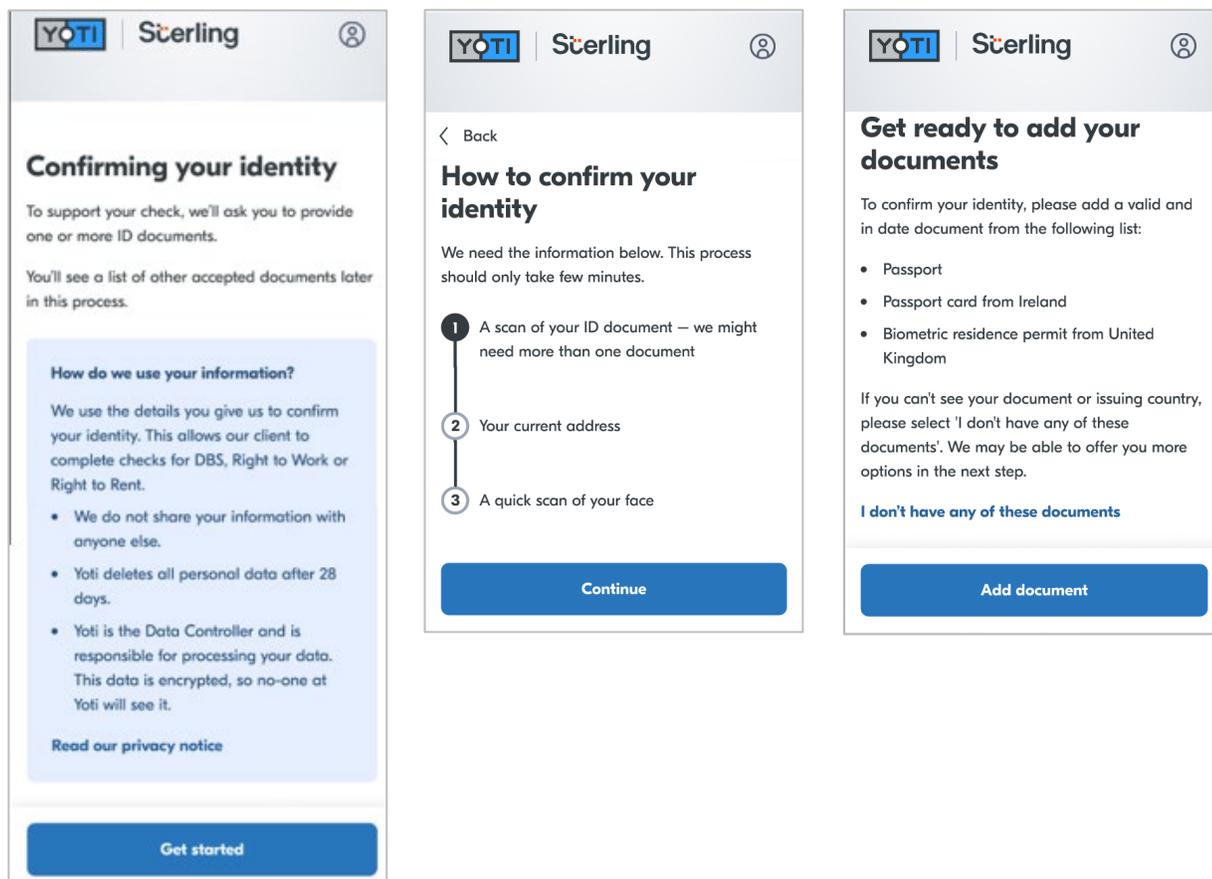


## Yoti Web Account Approach

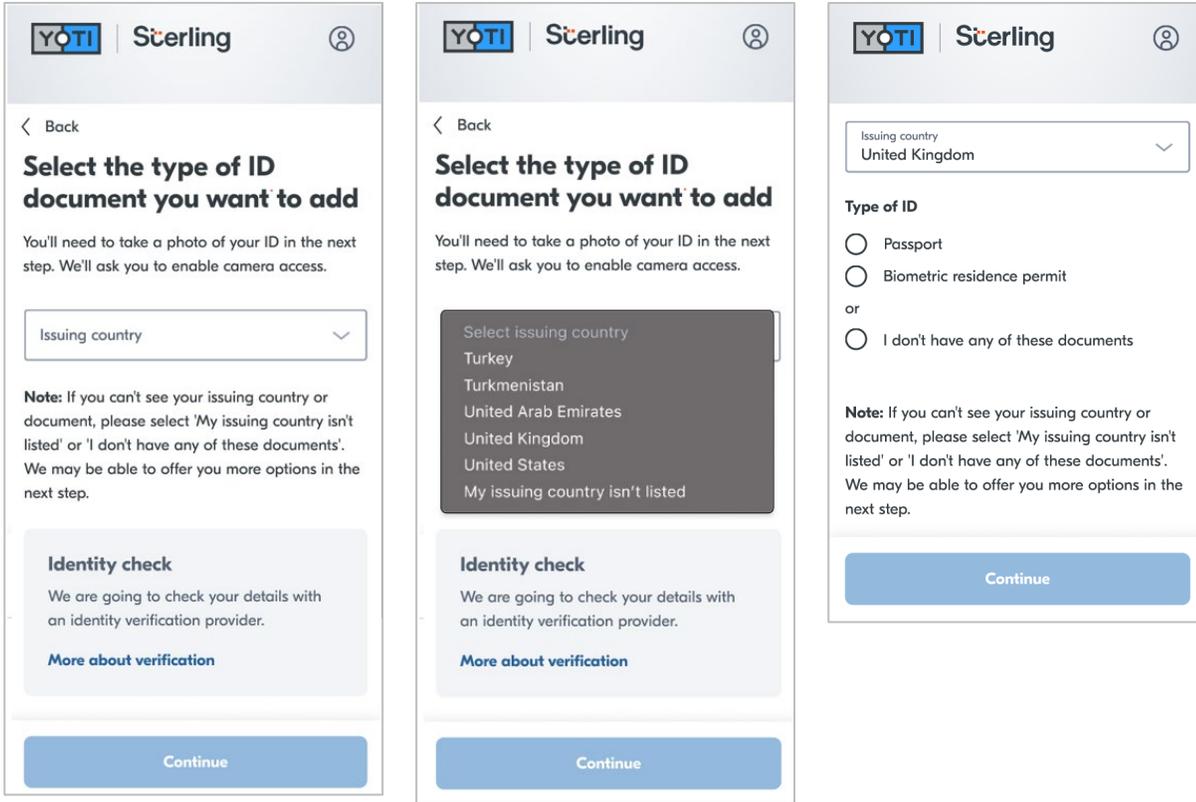
You can complete your identity verification on any device providing it has a camera. If you want to switch to a different device, simply log in from that device and proceed.

The steps you will need to complete will be tailored to the documents required to fulfill the level of check required for the identity verification. The example below is for UK Right to Work and DBS Basic Crim checks. Instructions and screens may vary depending on identity requirements for different checks ordered.

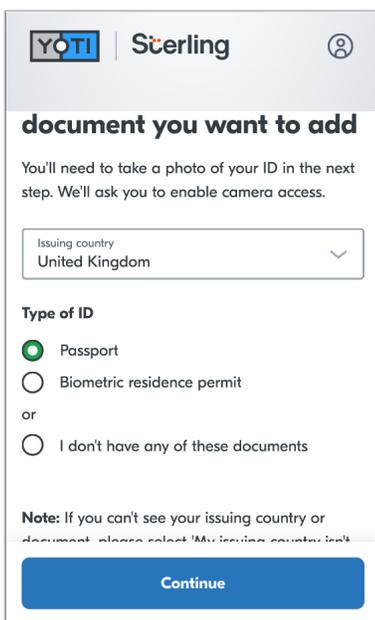
You will be made aware of Yoti's privacy terms and how your data will be managed. To confirm your identity simply tap **Get started**. The steps in the process are presented to you before they are invited to **Add document**.



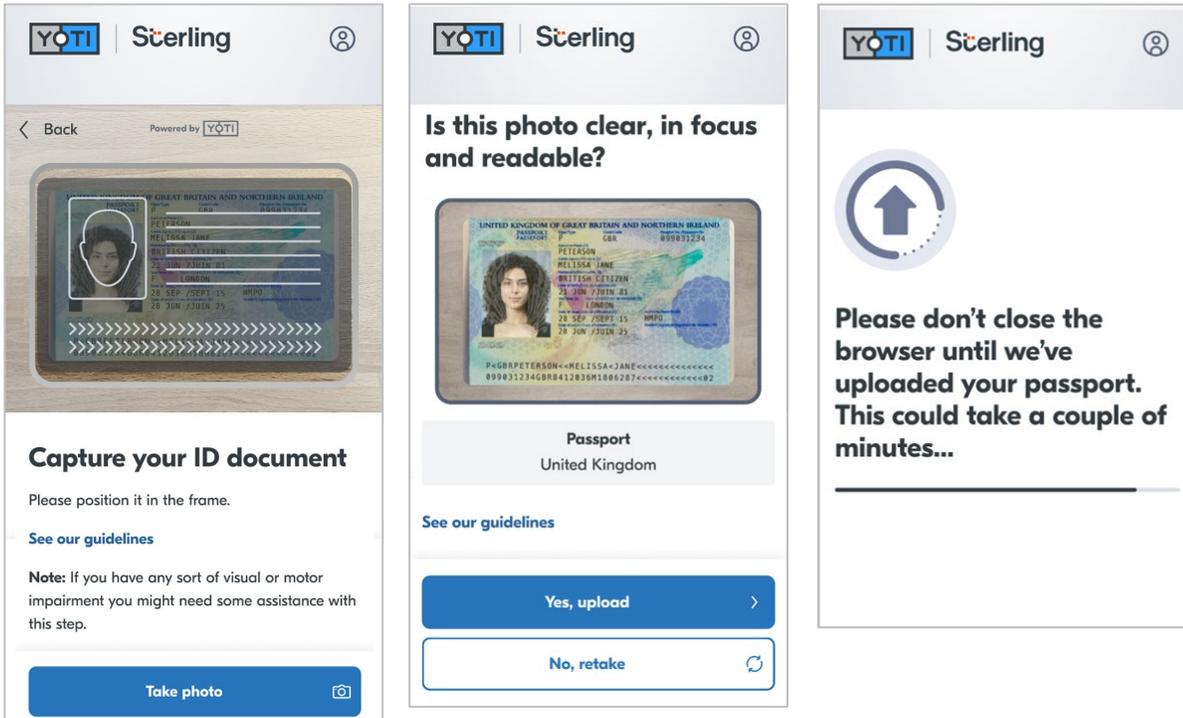
In order to determine which acceptable documents you may have access to, you're asked to confirm the country where those documents were issued in:



You then need to select the document you have available:

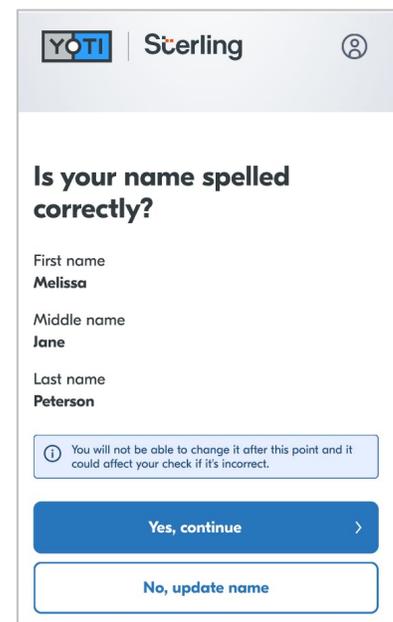


You'll be provided with visual guidance on how to position your document correctly for the image to be acceptable. To capture an image, you need to tap **Take photo**. The image captured is presented to you with the option to upload or retake.

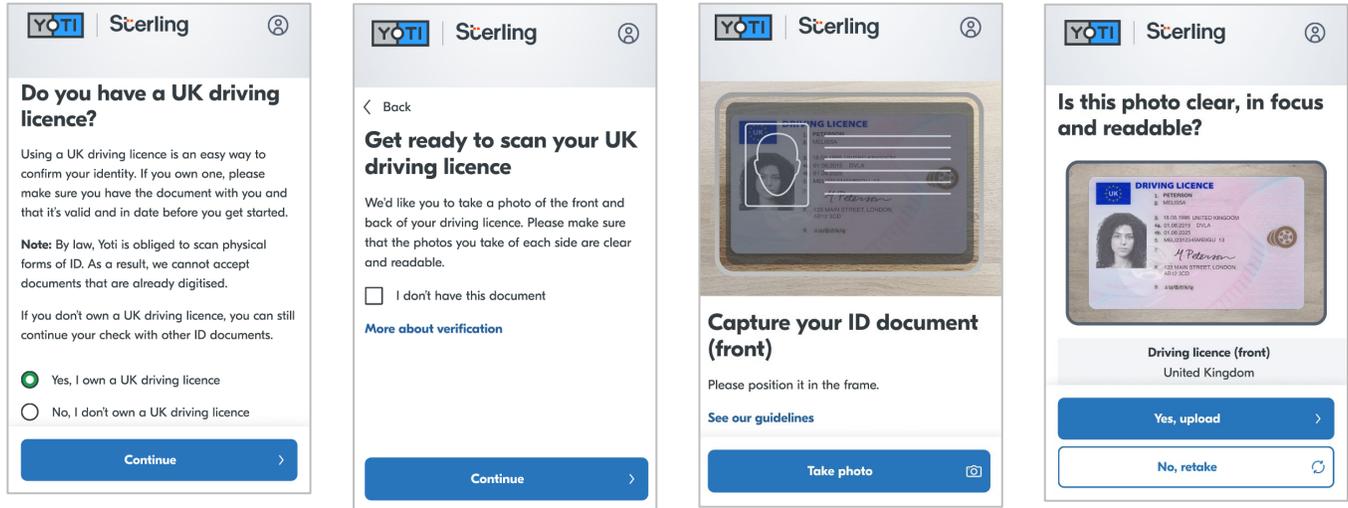


If the image uploaded is unacceptable you get 2 more chances to upload an acceptable image before you'll be moved to the next stage in the process.

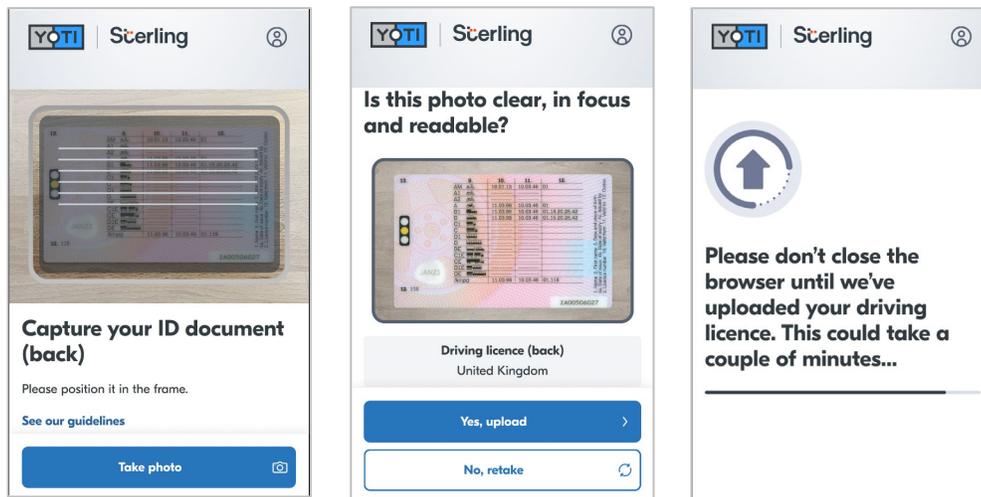
Once the image is uploaded, you are asked to confirm the biographical data that was extracted from the document image they submitted. If you want to edit your name information select **No, update name**. The updated name will be checked against the ID again to confirm it's a valid option.



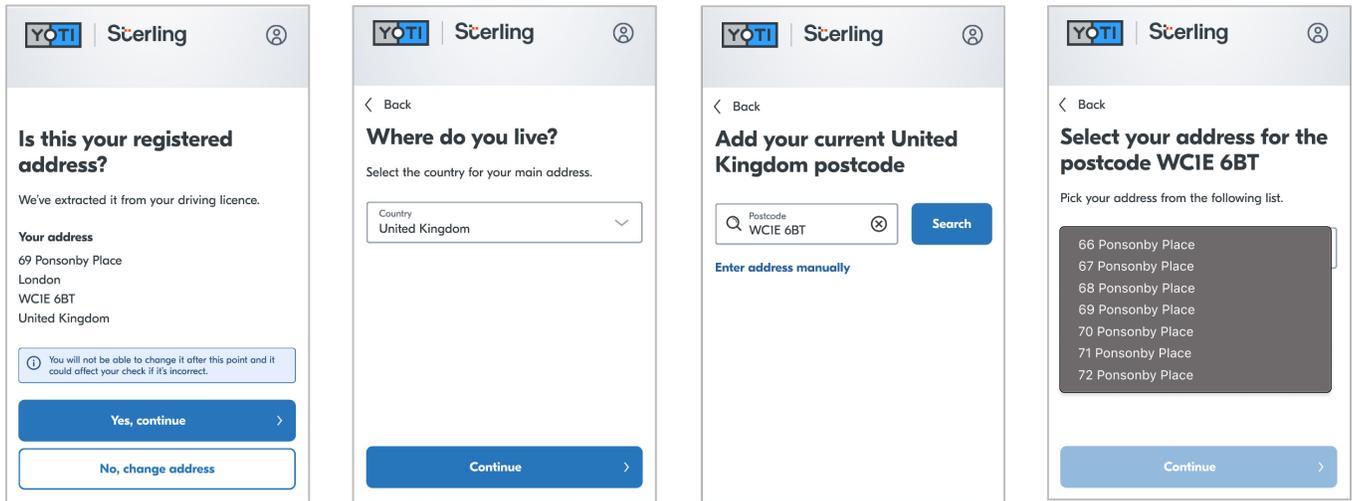
Next, you may be required to submit additional documents depending on the types of checks that have been ordered.



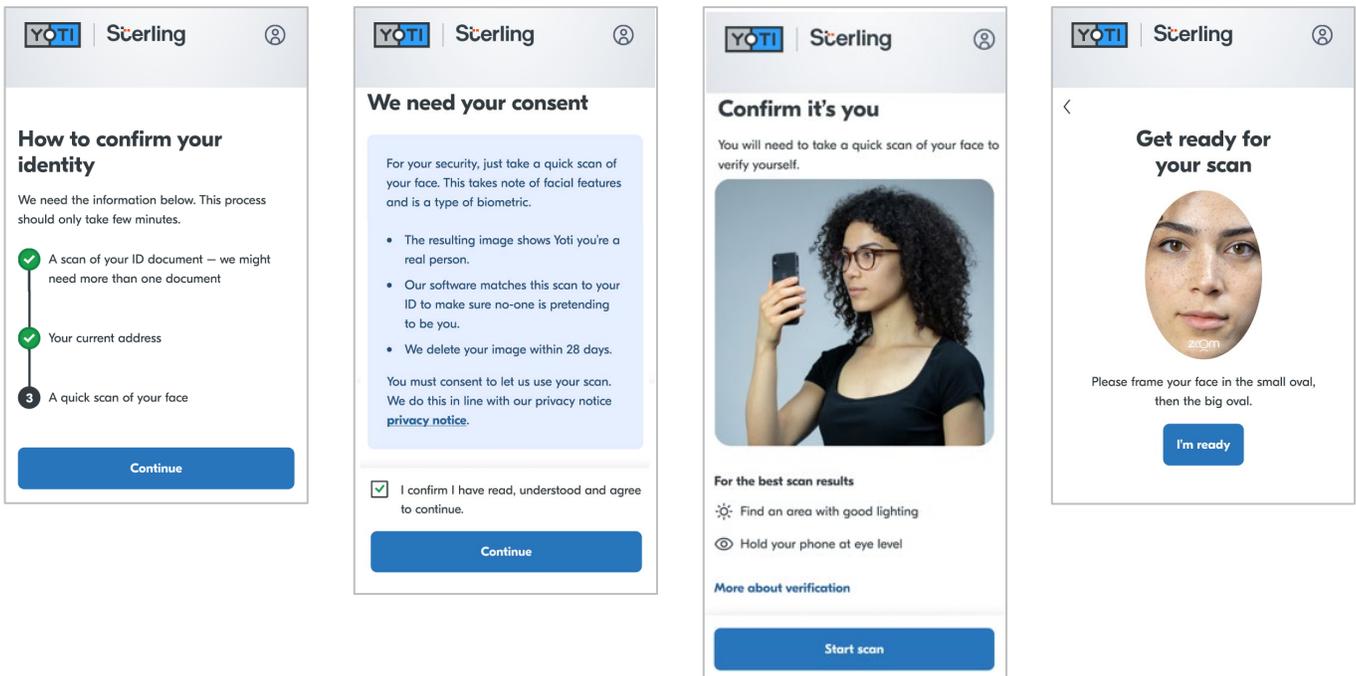
You get 3 attempts to capture and upload the required image. The workflow will indicate if images of both the front and back of a document are required:



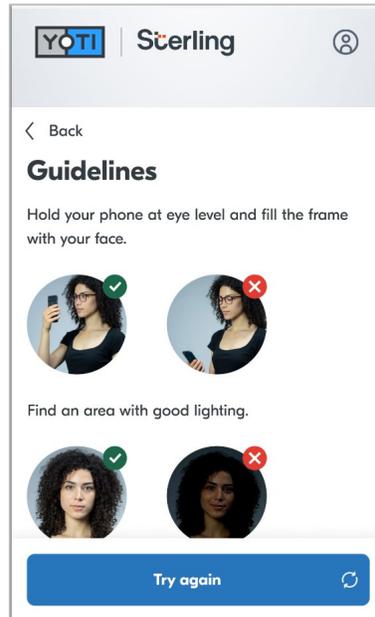
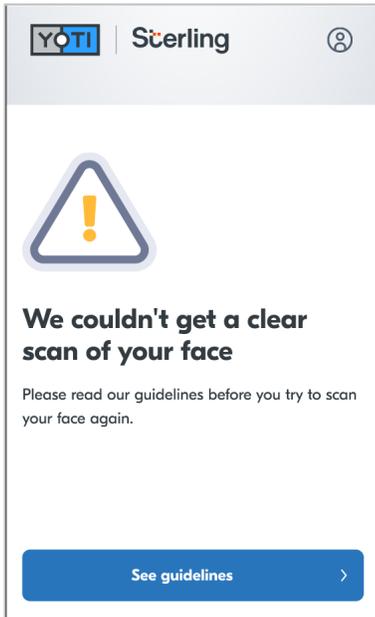
If your address is required for the check, it may be extracted from the document, depending on which documents you provide. Where an address has been extracted from the document, you'll be asked to confirm that it is your current registered address. If an address could not be extracted, you'll need to enter your address manually. You'll also have the option to update your address information by clicking **No, change address**, before being guided to provide your current address information:



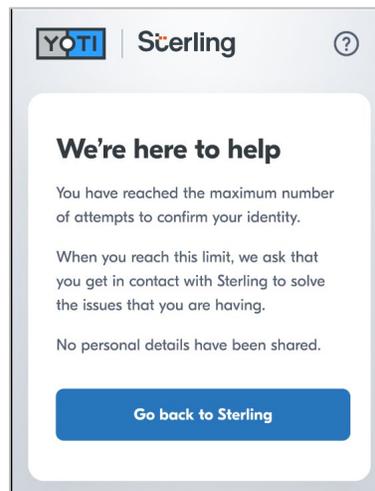
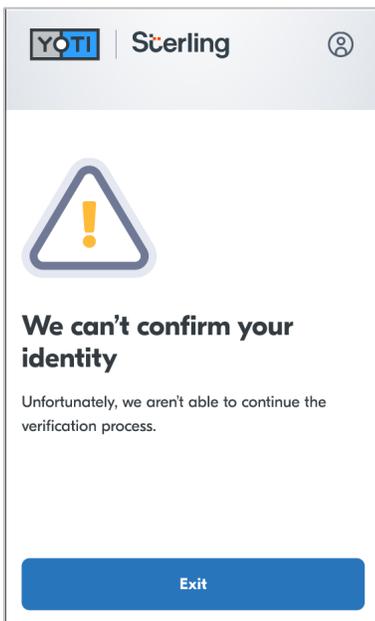
Next, you'll need to consent to your face being scanned, then you're advised on how to complete this successfully, and guided to position your face correctly prior to the scan:



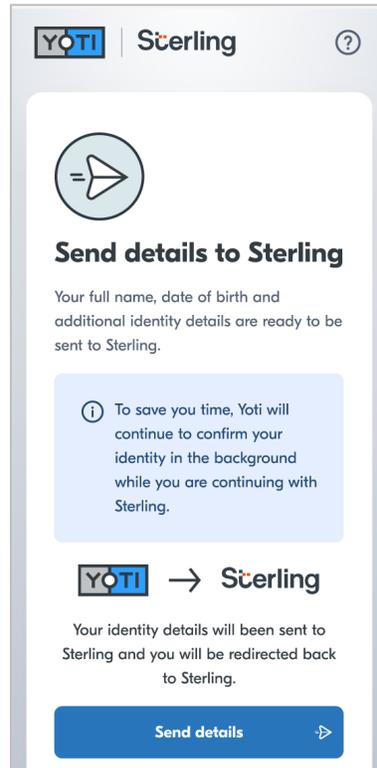
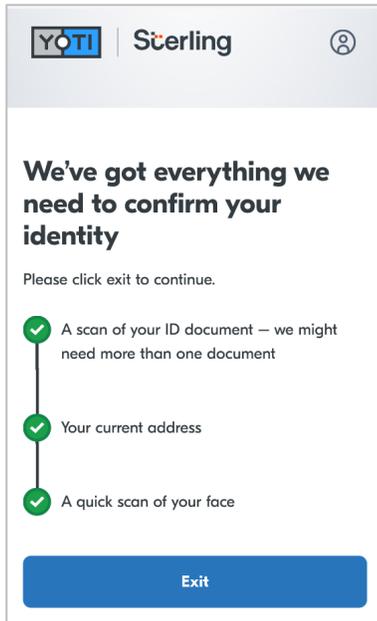
If the image uploaded is not acceptable you'll be informed and further guidance will be provided:



If after 3 upload attempts an acceptable image has not been uploaded, you'll be redirected to Sterling to complete the remainder of the process.



Once the scan is completed, the you'll see the final screen confirming that everything needed to verify identity has been received. After tapping **Exit**, you're then required to agree to share your data with Sterling by clicking **Send details**.



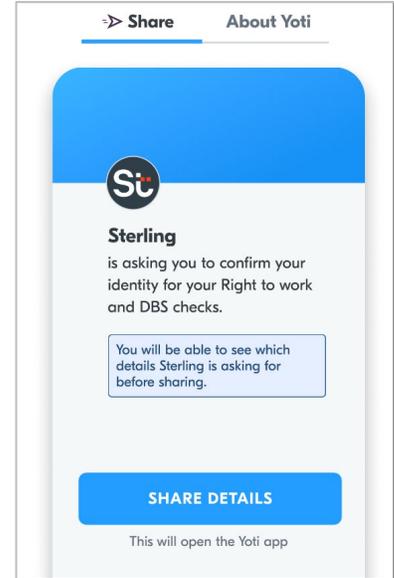
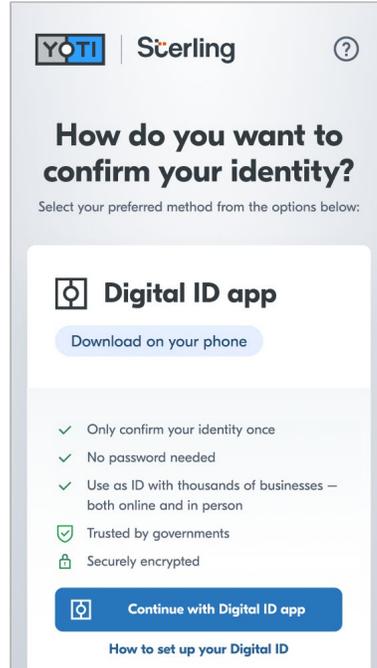
You'll then be redirected to the Sterling Candidate Hub to complete the rest of the data collection workflow required for your background check.

All verified data collected during the identity verification workflow is pre-populated in Candidate Hub. You're required to add additional data necessary to complete the background check and submit.

You'll be provided with a link to Yoti where you can claim your identity through the Yoti Digital App for future reuse if you wish to do so.

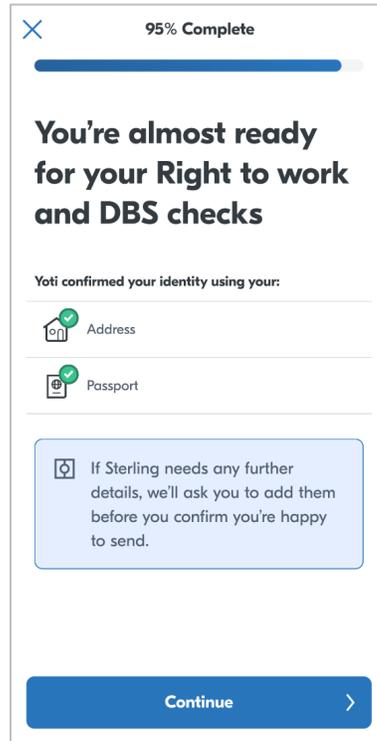
## Yoti Digital App Approach

If you already have the Yoti Digital App and wish to reuse previously verified information simply tap **Continue with Digital ID app** which will take you straight to the app on your device.

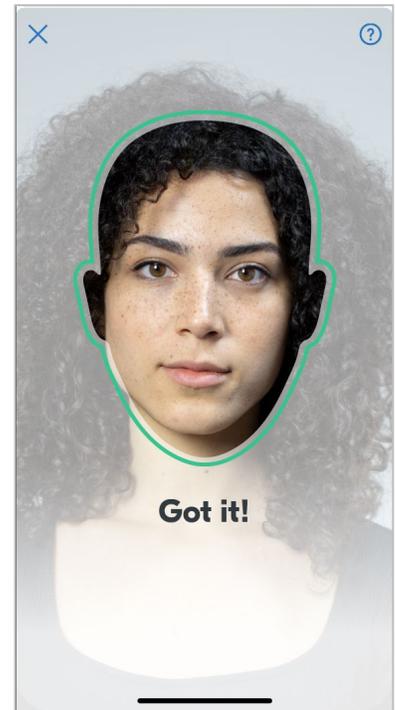
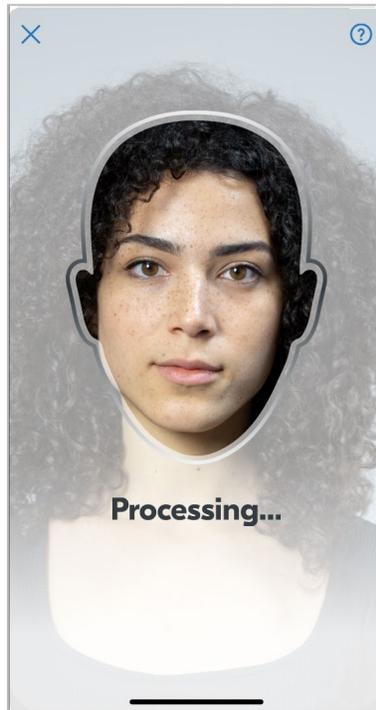
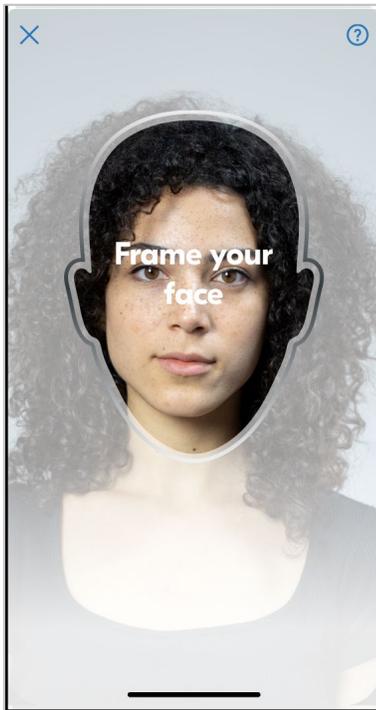


You will be informed which previously verified information will be used to verify identity based on the checks required as part of the background check.

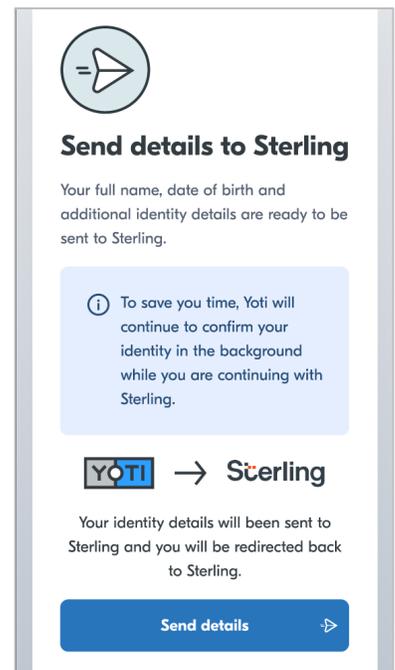
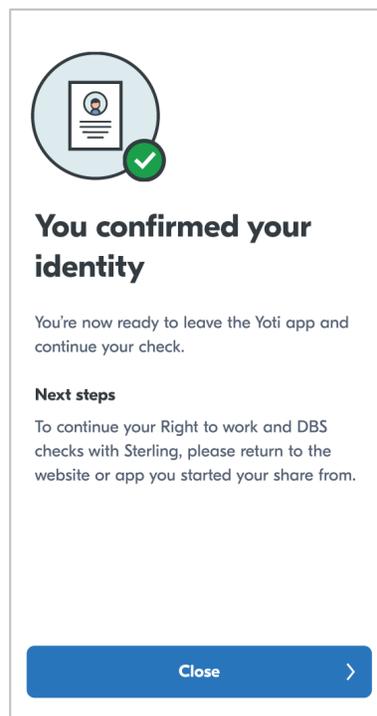
The data that will be shared with Sterling is confirmed and you can agree to share by tapping **Send details**.



When you tap **Send details**, you'll be guided to quickly provide a scan of your face:



Once you've completed the face scan successfully, you'll be redirected to Sterling's Candidate Hub.



All verified data collected during the identity verification workflow is pre-populated in Candidate Hub. You'll need to add additional data necessary to complete the background check and submit.

**My Information** Documents Complete

Let's get Started  
\* means required field

**Contact Info**  
Enter your First and Last Legal name as shown on your government ID.

First Name \*  
Melissa

Middle Name  
Jane  
 I do not have a middle name

Last Name \*  
Peterson

Suffix (I, II, III, IV, Jr, Sr)

Have you ever used an alternate name?  
 I have used a different name

Enter your Date of Birth as shown on your Government ID \*

Date of Birth  
01/01/1975

Phone Number \*  
+44 20 8851 3211 Ext

**My Information** Documents Review Compl

Is there anything else you would like to provide?

We have made this section available to provide any additional documents. Nothing is required in the section so feel free to skip if you prefer. (Kindly upload the documents in JPEG, PNG, DOC, TXT, GIF, BMP, or PDF format).

Upload an Additional Document

Document Type  
Applicant Obtained Results

Upload a File  
4.77MB size limit

**Next**

**Contact**  
Tel: +44(0) 2087.410000  
Email: additionalinformation@sterlingcheck.com

**Resources**  
[Contact Us](#)  
[Acceptable Use Policy](#)  
[US FACT ACT Disclosure](#)  
[Privacy Statement](#)

**My Information** Documents Review

That's it! Does everything below look correct?

▼ Melissa Jane Peterson [Edit](#)

First Name  
Melissa

Middle Name  
Jane

Last Name  
Peterson

Date of Birth  
01/01/1975

Phone NUmber  
+44 20 8851 3211

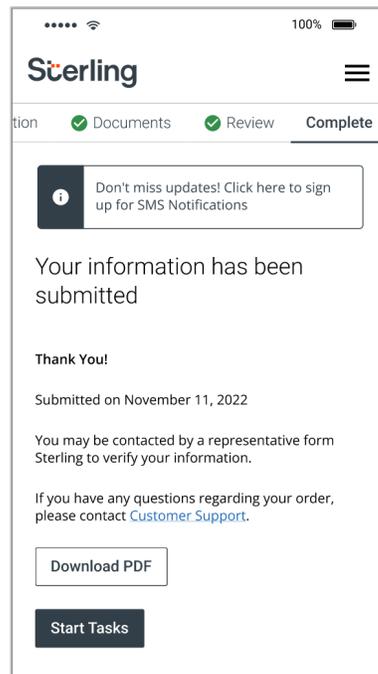
▼ 69 Ponsoby PI [Edit](#)  
London, London WC1E 6BT

**Next**

**Contact**  
Tel: +44(0) 2087.410000  
Email: additionalinformation@sterlingcheck.com

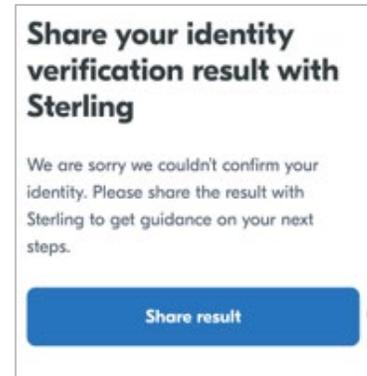
**Resources**  
[Contact Us](#)  
[Acceptable Use Policy](#)  
[US FACT ACT Disclosure](#)  
[Privacy Statement](#)

You will then see confirmation that your information has been submitted:

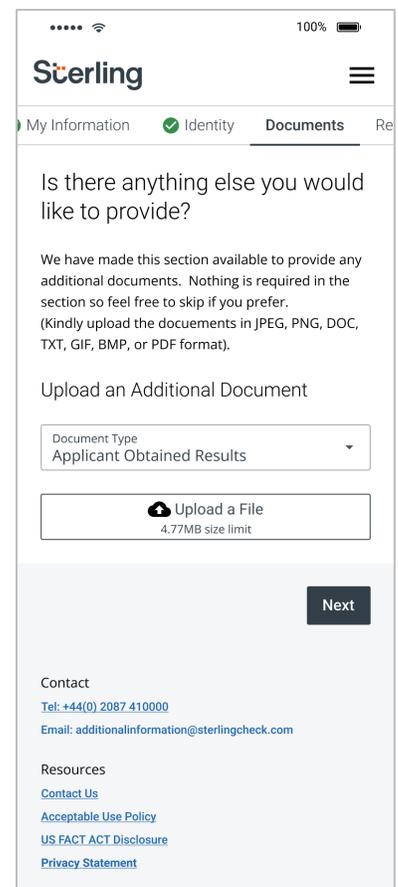
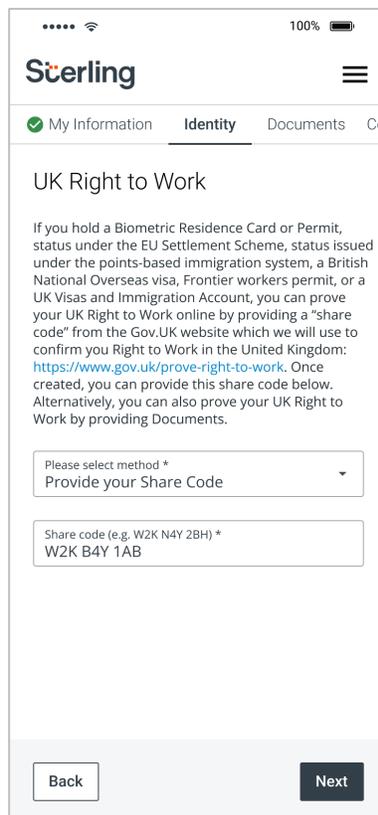
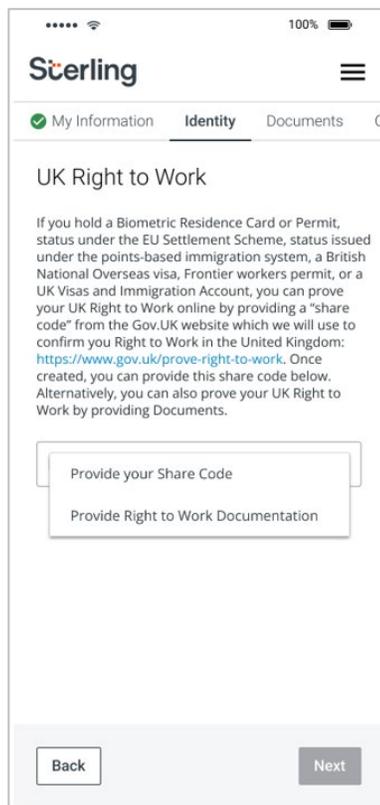


## Alternative Route to Prove UK Right to Work

If the candidate does not have the required documents to prove their UK Right to Work they will be presented with further options. Depending on whether other products have been ordered through Yoti, the candidate may be asked to provide additional details to fulfill the needs for the other identity verifications (such as UK Criminal Record checks). If only Right to Work is requested, then the candidate may see a message indicating that Yoti is unable to verify the identity. In these cases, the candidate should click on **Share result** to proceed with the process.



When the candidate is redirected to Sterling's Candidate Hub, they will be invited to submit either a Share Code or alternative documentation:



If you wish to prove your right to work by submitting documentation you'll be presented with 4 options to select from depending on your nationality. The documents you'll be required to submit depend on your nationality and are listed against each of the 4 types.

..... 📶
100% 🔋

**Sterling**
☰

✔ My Information
**Identity**
Documents
Co

## UK Right to Work

If you hold a Biometric Residence Card or Permit, status under the EU Settlement Scheme, status issued under the points-based immigration system, a British National Overseas visa, Frontier workers permit, or a UK Visas and Immigration Account, you can prove your UK Right to Work online by providing a "share code" from the Gov.UK website which we will use to confirm you Right to Work in the United Kingdom: <https://www.gov.uk/prove-right-to-work>. Once created, you can provide this share code below. Alternatively, you can also prove your UK Right to Work by providing Documents.

Please select method \*

Provide Right to Work Documentation ▾

Please read the below options and provide the required document(s) for one of the options below. Please note that not providing these documents may delay the processing of the background check.

Option 1 - UK/Irish National - One (1) Document Required

1. Passport (can be expired) showing that the holder is a UK or Irish national
2. Passport card (can be expired) showing that the holder is a national of the Republic of Ireland

Option 2 - UK/Irish National (Without Passport) - Two (2) Documents Required

1. A birth certificate (long or short), adoption certificate issued in the UK, Channel Islands, the Isle of Man or Ireland or a certificate of registration or naturalisation as a British citizen
2. A document issued by a government agency or previous employer showing a permanent national insurance number

Option 3 - Non UK/Irish National - One (1) Document Required

1. A current passport endorsed to show that the holder is allowed to stay and work in the UK
2. A document verified as valid by the Home Office Employer Checking Service which has been issued by the Bailiwick of Jersey, the Bailiwick of Guernsey or the Isle of Man showing that the holder has been granted leave to enter or remain
3. A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay and work in the UK

Option 4 - Non UK/Irish National (Proof of Immigration Status) - Two (2) Documents Required

1. A current immigration status document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the holder may stay and work in the UK
2. A document issued by a government agency or previous employer showing a permanent national insurance number

Back

Next

You'll then be instructed to upload files containing images of the required documents.

