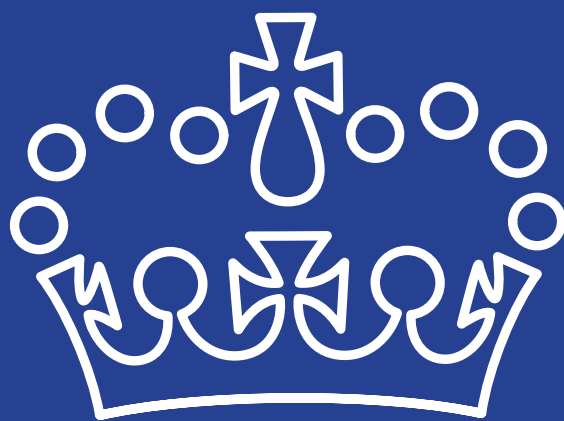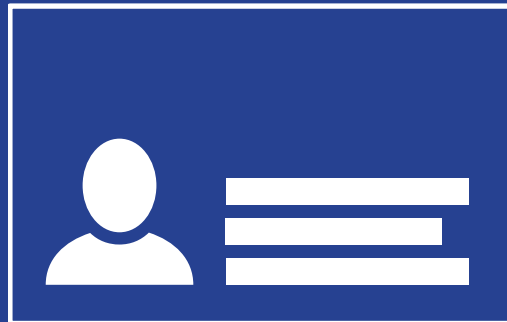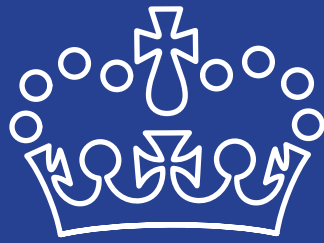# EERC
EAST EUROPEAN
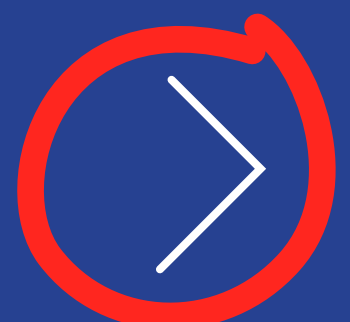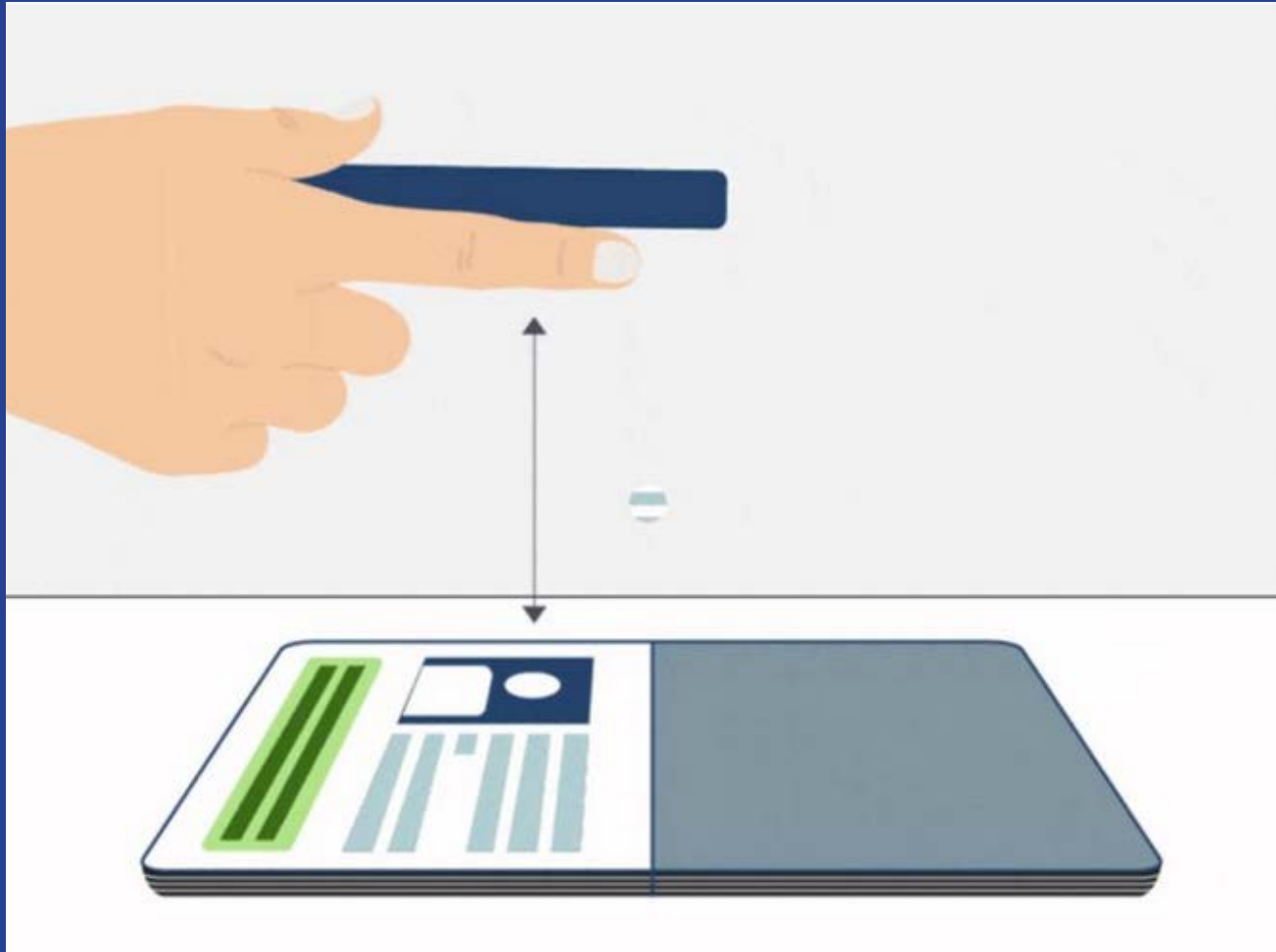### RESOURCE CENTRE

EU Exit: ID document check
GUIDE

ENG

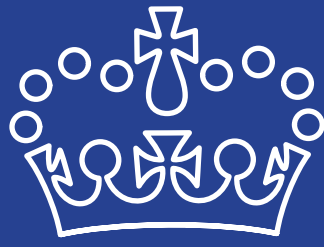# EU Exit: ID document check

Use this app to confirm your identity as part of your EU Settlement Scheme application.

This helps protect you against identity theft and means you will not have to send your identity document to us.

You'll need your identity document to use this app.
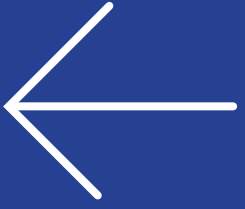
Take an image of your document

You'll be asked to take an image of the personal details shown on your document.
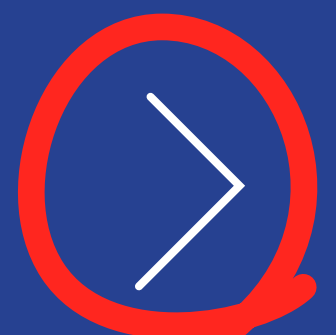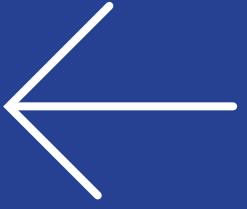
Check your document's information

You'll be asked to place the phone on your identity document.

This will check the electronic information stored in it, so we know it's genuine.
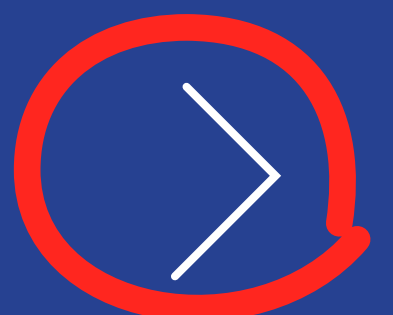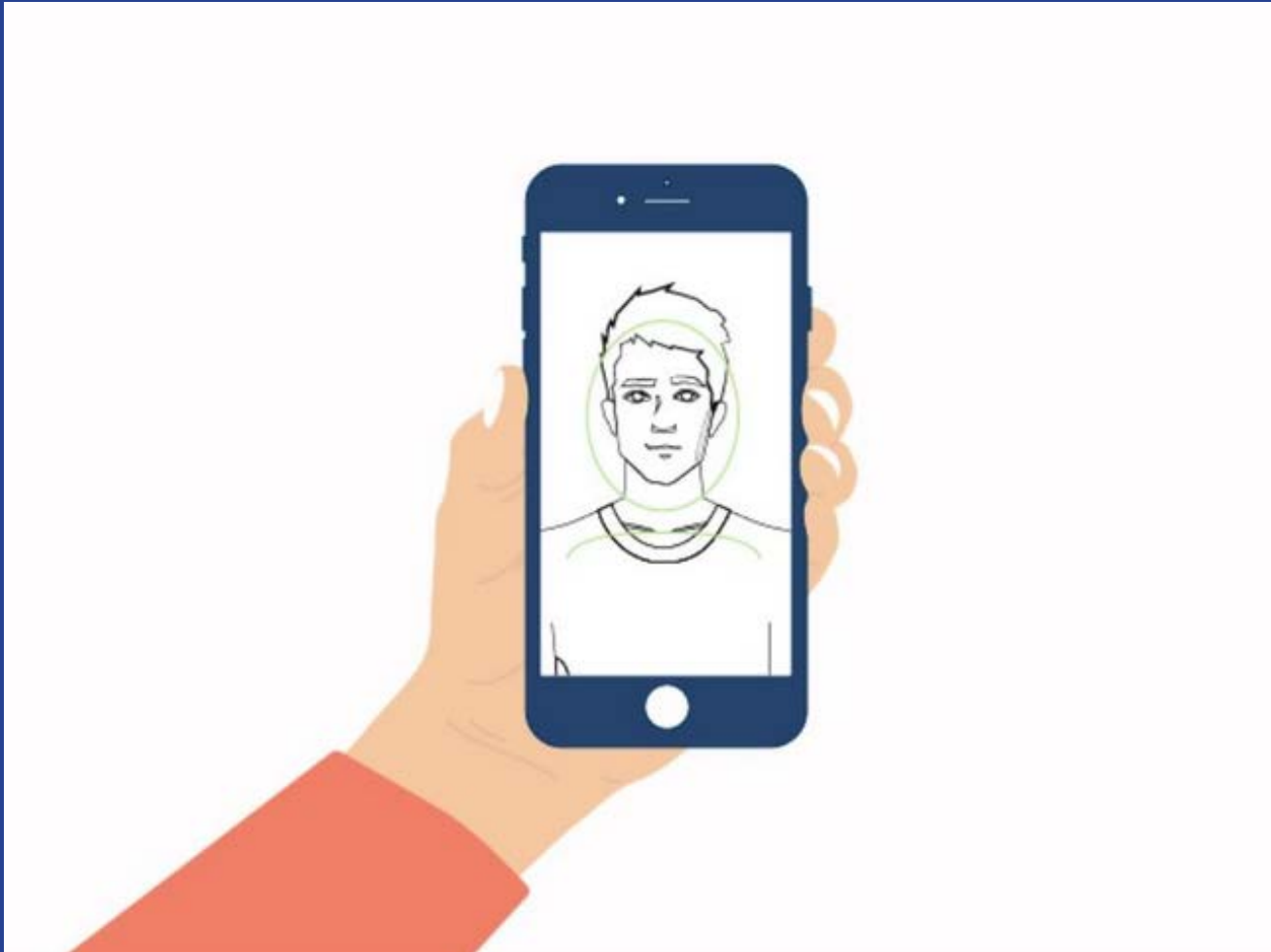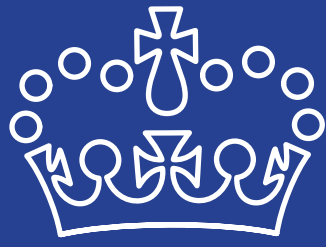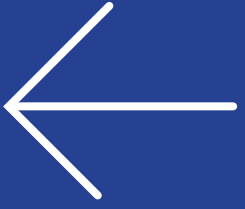
Scan your face

You'll be asked to scan your face using the phone. This protects your identity.

If you are aged 10 years or younger, you will not be asked to scan your face.
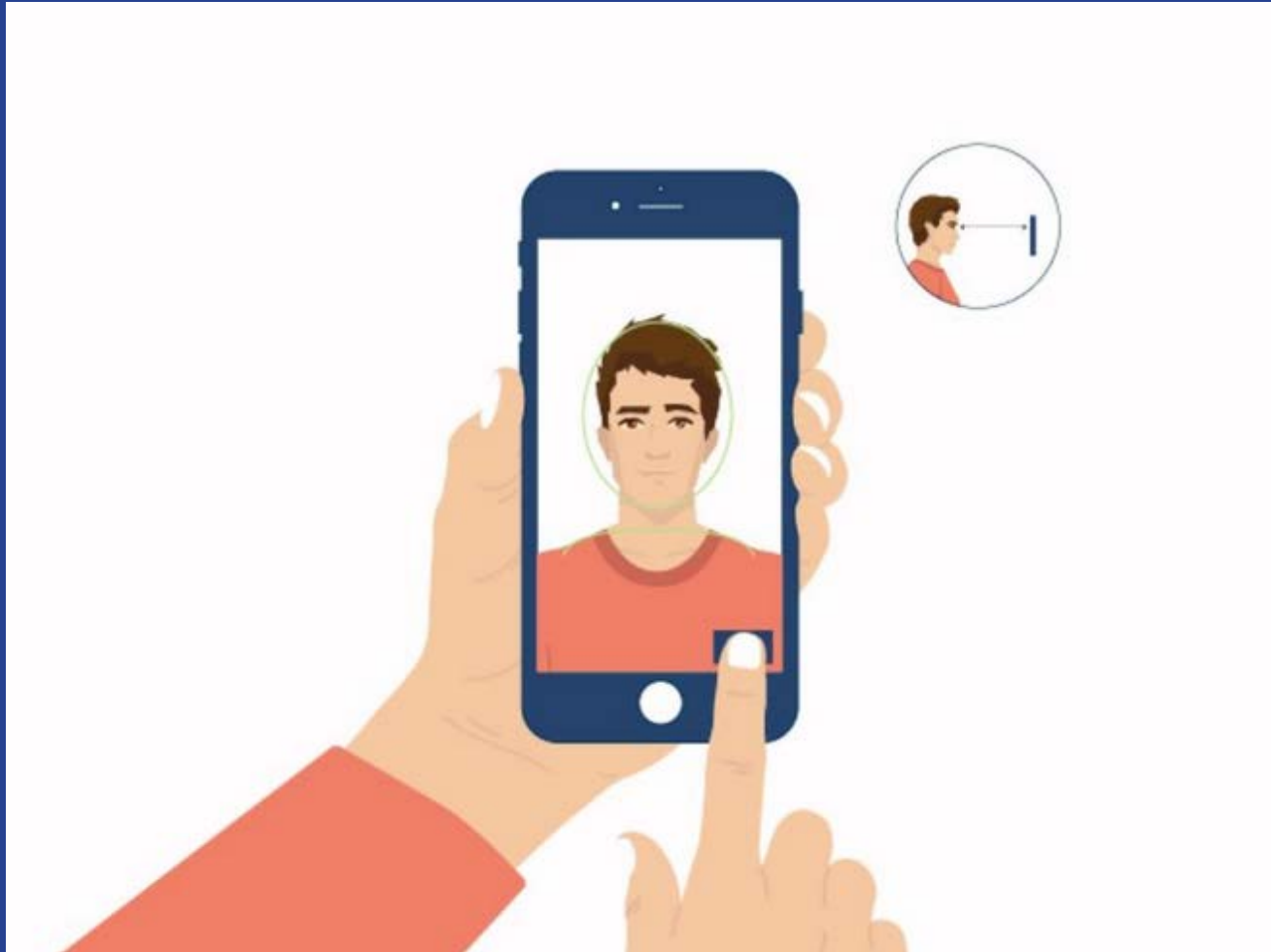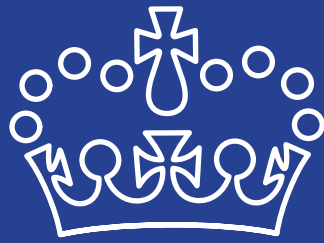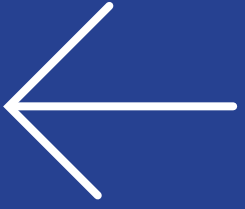
Take a photo of yourself

You'll be asked to take a photo of yourself on the phone. This checks the document belongs to you. The photo will be used on the record that proves your status in the UK.

START

Terms and conditions

The EU Settlement Scheme terms and conditions covers using the app and completing your application online.

Privacy notice

The Home Office will use the personal information you provide to decide whether to grant your application. Find out how the Home Office will process your personal information

Cookies and similar technology

The app:

- only holds your personal information until you close it or your session ends
- does not hold any personal information anywhere else on your phone

OK
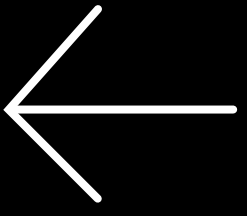
Are you an EEA or Swiss national?
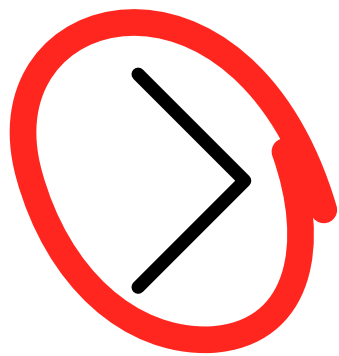
| Yes | > |
| No | > |
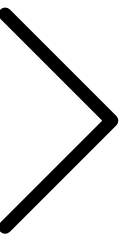
[Which countries are in the EEA?](#)
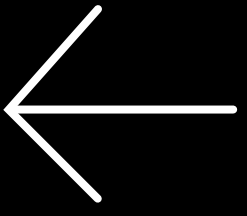
Which document will you use?

Passport
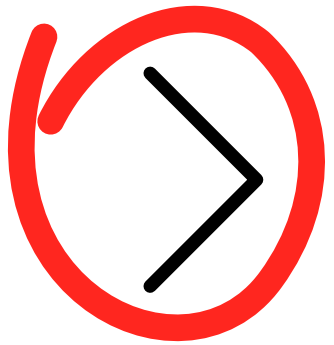
National identity card
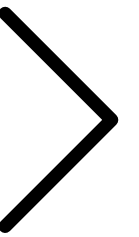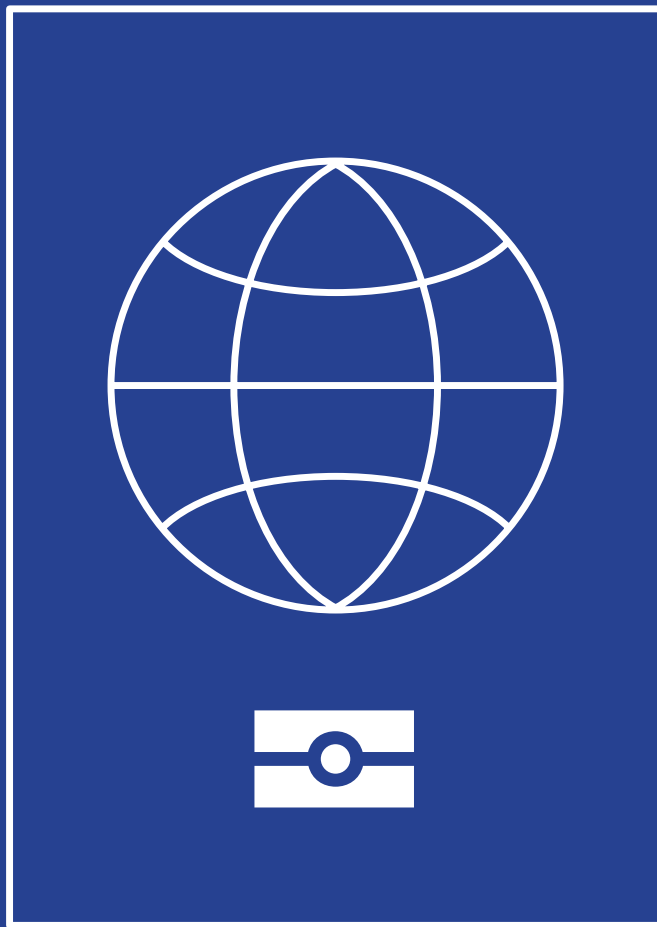
When applying with passport

If you have a valid passport it is the preffered document to apply with. You can scan the document using your mobile phone with the NFC function. If you will be able to scan the chip correctly you won't have to send it by post to the Home Office to complete the verification stage.
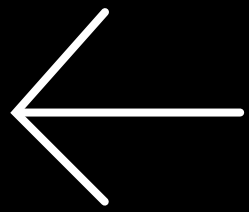
Take an image of your passport
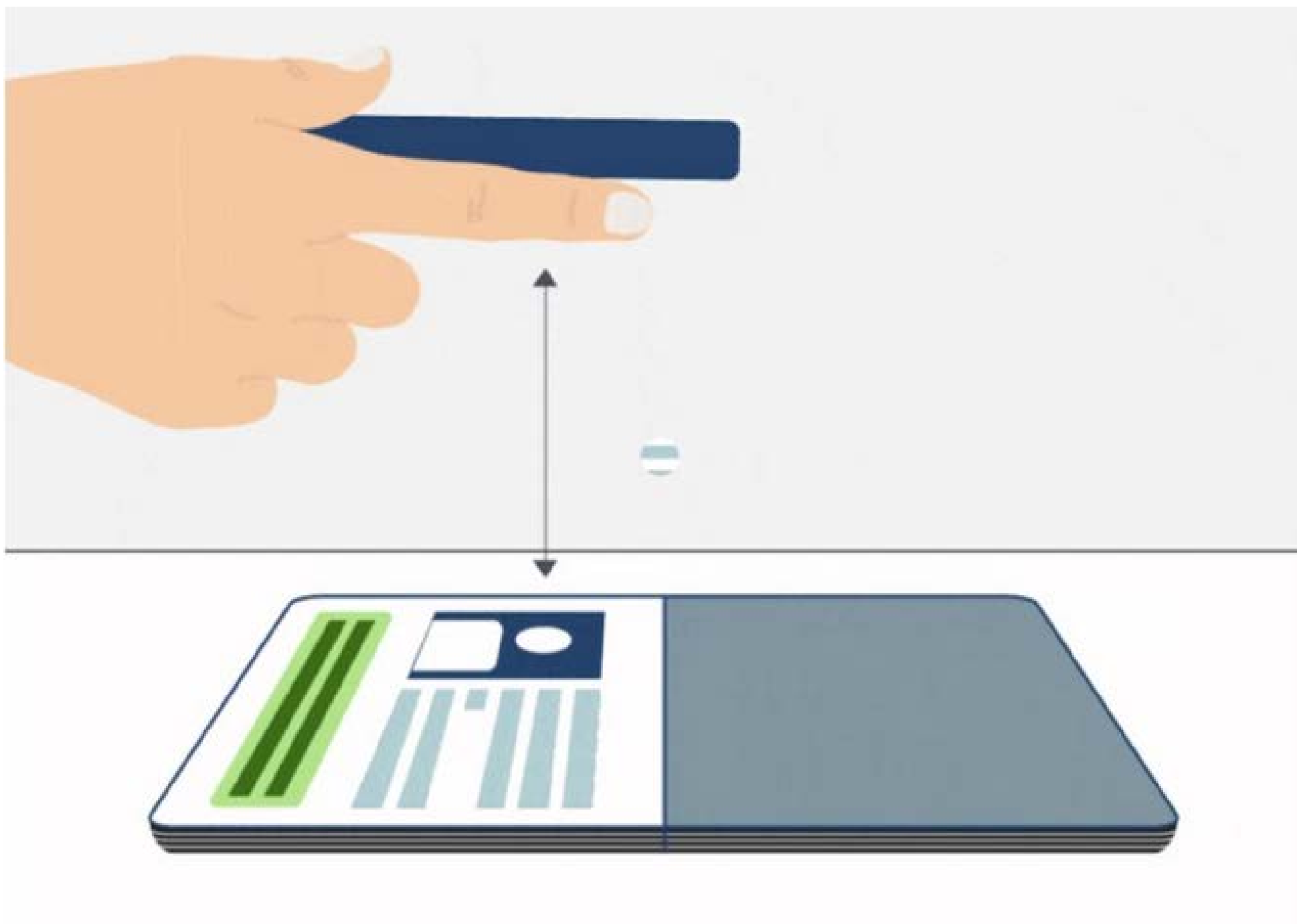
Use the phone's camera to take an image of the page with your details.

Continue

How to take a photo of your passport

You will be asked to take an image of your document. You will see a white frame with a note "Hold document straight". Make sure to take a good photo; you should be in a well-lit room; the whole photo page must be inside the frame; the information on the page of your document must be visible. When the frame turns green, the application starts processing the personal details from the document.

Enter your email address

We will use this to send you updates about your application.

Email address

Repeat email address

Continue

Email address confirmation

The Home Office will send all the important information to the email address you have provided. The first email will contain two links – choose the **first link**. You will be taken to a website with a note saying: **Email address verified**. If you cannot find this email, check your junk mail and spam.

Enter your mobile phone number

We will send a validation code to your phone. You will need this to continue.

GB +44 ▼

Mobile phone number

Send code

Mobile phone number

Please provide your mobile phone number. For non-UK mobile numbers use the drop down list to select the correct country code.

Text message (SMS)

You should receive a text message with a 6-digit code. You can use the code only once. If you do not get the code or your code is invalid, please choose: <u>Not received a code or wrong number</u>. You will be then taken to a page where you can enter your phone number once again and send another text message.

Enter 6 digit code sent to +44XXXXXXXXX

____ ____ ____   ____ ____ ____

Continue

Access the chip in your passport

This is so we can check the information stored in your passport.

Close your passport and remove any cases you have on the phone or your passport before you continue.

Continue

When scanning the chip

Put your mobile phone on the closed passport, with screen facing up. You will see when the information from the chip is being processed. Do not move the phone or the passport.

If you cannot find the chip, move the phone slowly up and down the cover. You can also try the other side of the passport.

If you are unable to scan the chip, you will be taken back to the first step and get another text message.

If you fail a few more times, you will be asked to send your passport by post to the Home Office. (see below)

Due to Covid-19 outbrake, Home Office does not accept any physical documents. Please leave the application at this stage until the situation is resolved.

Place the phone on your passport

If the app doesn't recognise your passport, slowly move your phone over the document until the app recognises it. A progress bar will let you know when the check begins and when it is complete.

Keep the phone still

Accessing chip...

When you see this progress bar on your phone it means that the check begins and app is accessing your data. Do not move your phone or your passport at this stage.

You will be alerted when your scan is successfully completed.

Scan your face

The screen will flash as it scans your face.

Find out more

Scanning takes a few seconds. Follow the instructions on the screen. We'll tell you when the scan is complete.

Scan face

Scan your face

You'll need to hold the screen close to your face (about 20 centimetres away).

The screen will flash with several bright colours for a few seconds.

If you are concerned about the flashing, you can skip this step. If you do skip, we may need to ask you for more evidence to prove your identity.

SKIP THIS STEP   CONTINUE

Scan face

Take your photo

This is for the record that proves your status in the UK.

Make sure you:

- are in a well-lit room
- look straight at the camera
- keep a plain expression (do not smile or frown)

Take photo

When taking your photo

Make sure:

- your face fits in the white oval
- to look straight at the camera
- remove your glasses
- the background is neutral and light
- your eyes are wide open
- you are in a well-lit room

If you cannot take your photo (e.g. if the application cannot detect your eyes) you will be asked to take a photo once again. You will see a note saying: Take another photo

Check your photo
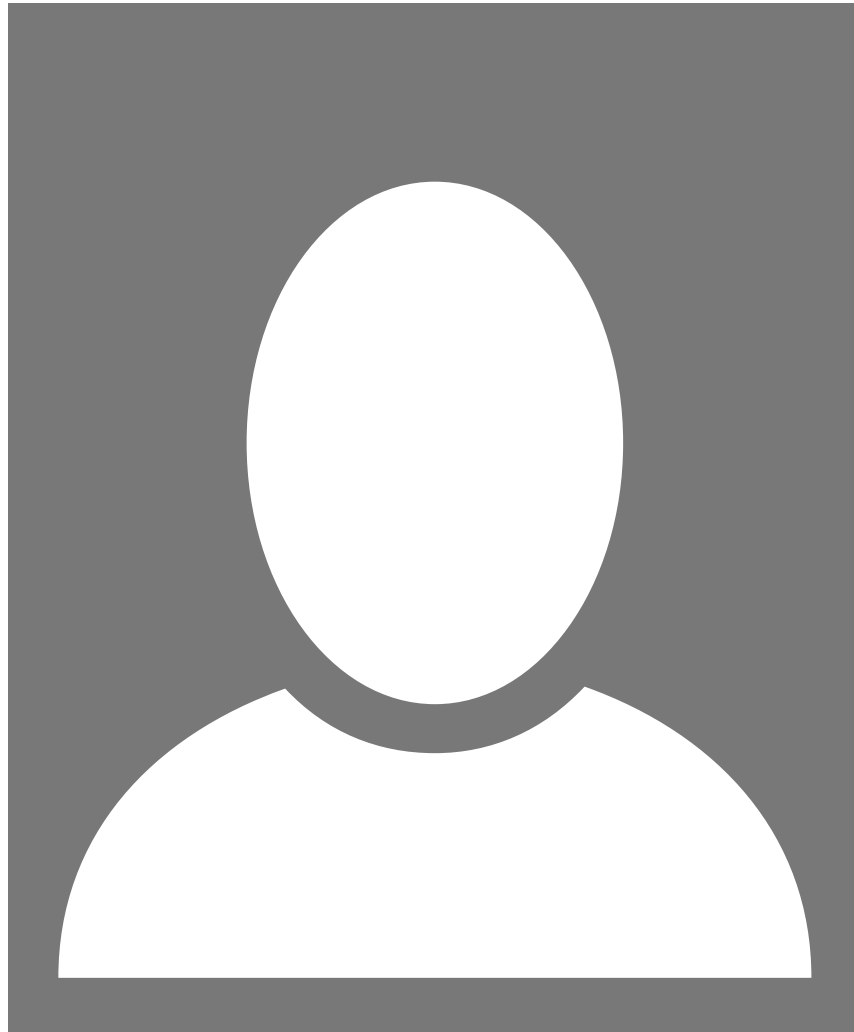
Decide if this is the photo you want to use on your record.

Retake photo   **Use this photo**

Send your information

This is the information that has been scanned from your document.

Number	AAA000000
Country	POL
Surname	DOE
Given names	JOHN
Date of birth	YY-MM-DD
Sex	X
....	....

Submit information

Complete your application on the GOV.UK website

You will need to:

- answer questions about yourself
- upload photos of documents, if further evidence is needed

You can either complete your application:

- now, on this phone
- later, using the link we've sent to your email address

Continue now on GOV.UK

You can close the app. None of your data will be stored in the app or on your phone.

What's next?

After verifying your identity with the EU Exit: ID document check app, you can complete the rest of the application either on this device or on your web browser, or any other smarthphone or computer.
If you wish to continue now, choose
Continue now on GOV.UK