

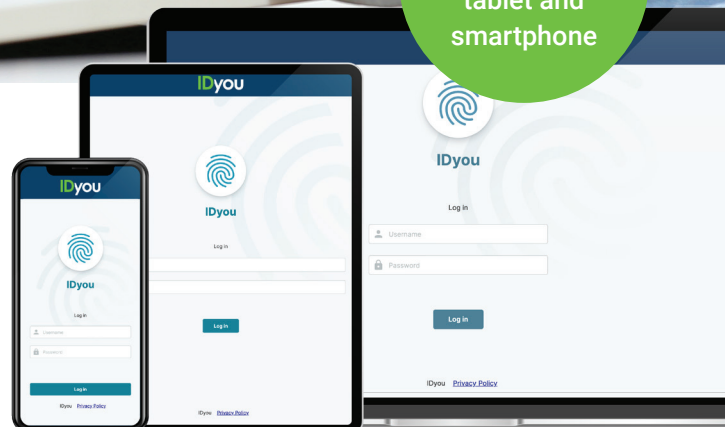
In-Person Verification Of Identity



Available
on desktop,
tablet and
smartphone

Simple. Secure. Fast.

IDyou is an easy-to-use web application that allows you to verify your customer's identity from the comfort of your own office or their home.



1

Visit <http://idyou.msanational.com.au> on your desktop, mobile or tablet and log in using your username and password provided by MSA National.

If you require a username and password, go to www.idyouapp.com.au/details or if need to reset your password visit www.idyouapp.com.au/reset.

2

Tap the **Start New VOI** on the right corner to start building out a report.

3

If you know the Lender to whom the VOI report will be submitted and they are listed in the **VOI Rules** dropdown, select that Lender to ensure IDyou follows their VOI rules. Otherwise select **ARNECC**.

4

Complete the required fields using the customer's details.

5

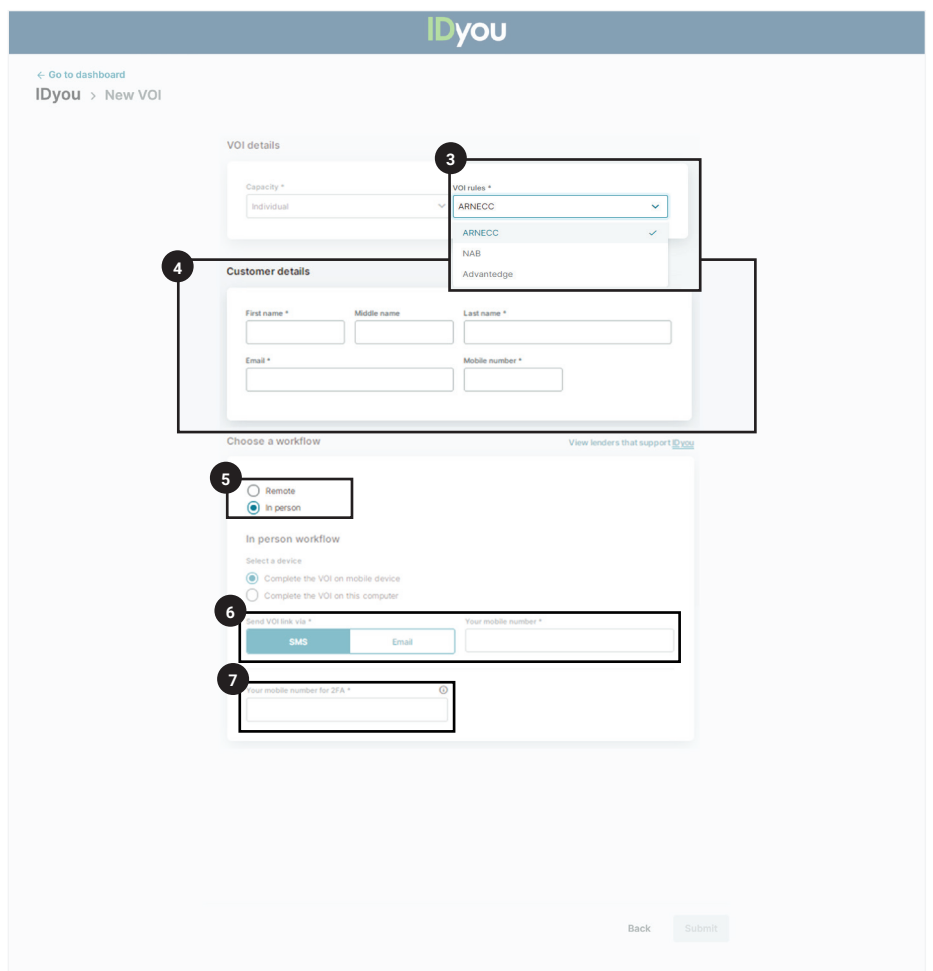
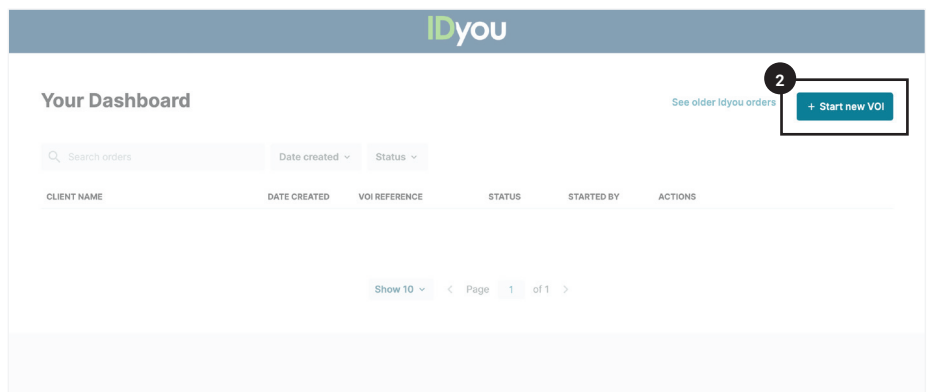
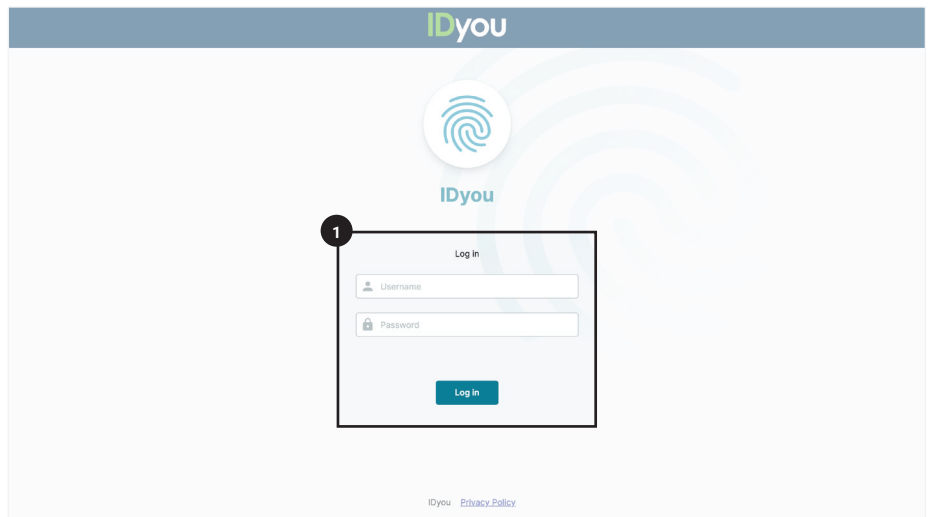
Select your VOI workflow as **In-person**.

6

Select the medium that will be used to send the VOI link, and then enter your mobile number/email address.

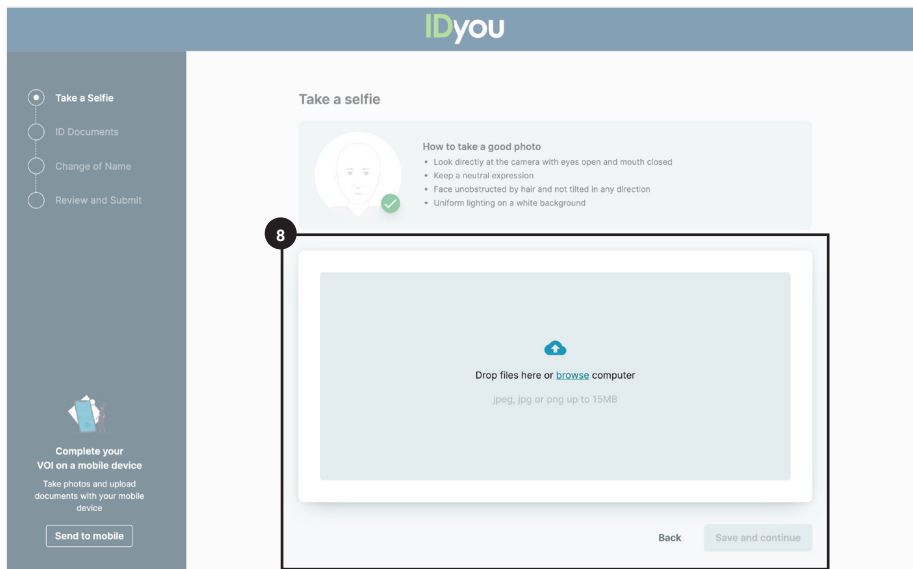
7

Enter your mobile number to receive your security code for two factor authentication.



8

Upload a headshot of your customer looking directly into the camera and press **Save And Continue**.

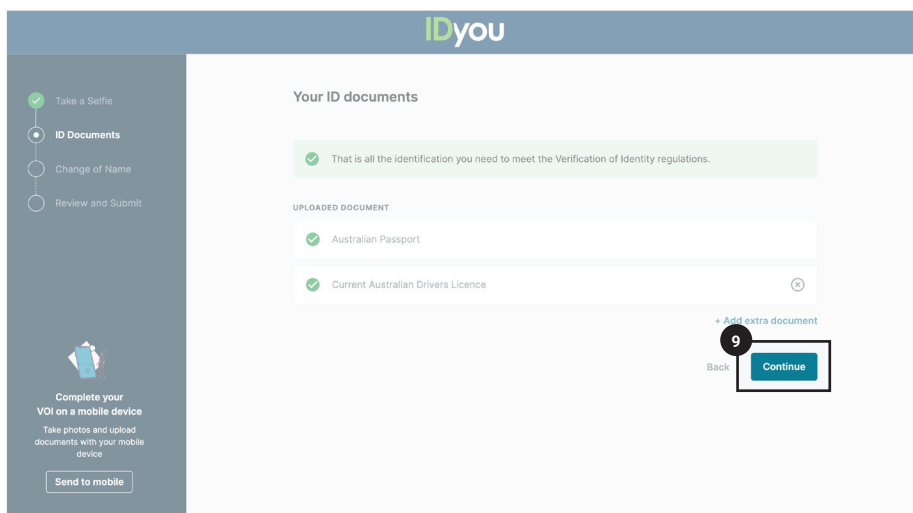
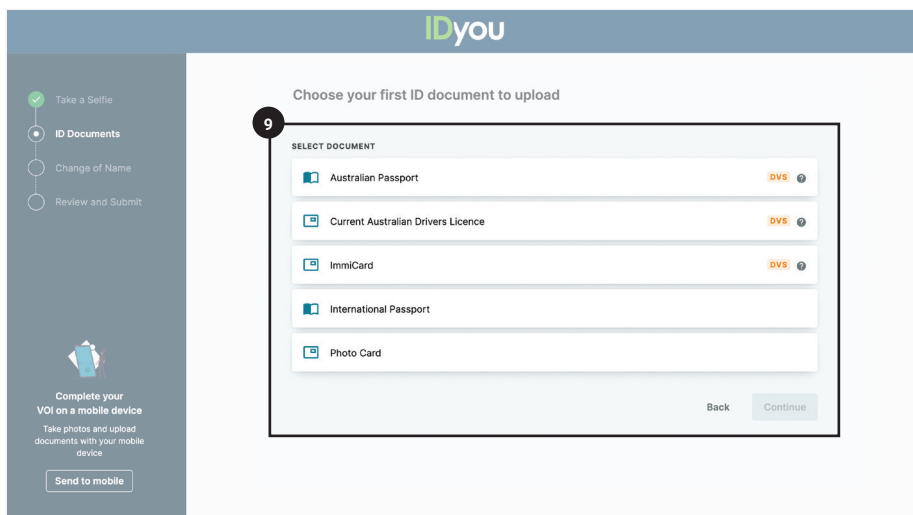


9

Upload your customer's identification such as an Australian Passport, Australian Drivers Licence or Proof Of Age Card. Once the documents have been added, press **Continue**.

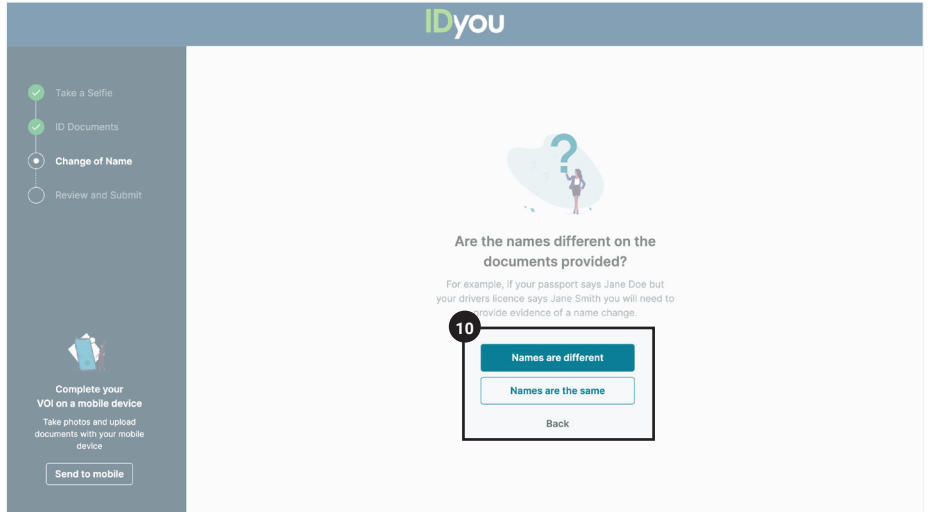
NOTE:

IDyou now uses Optical Character Recognition technology, which automatically populates fields using data extracted from your customer's supplied ID.



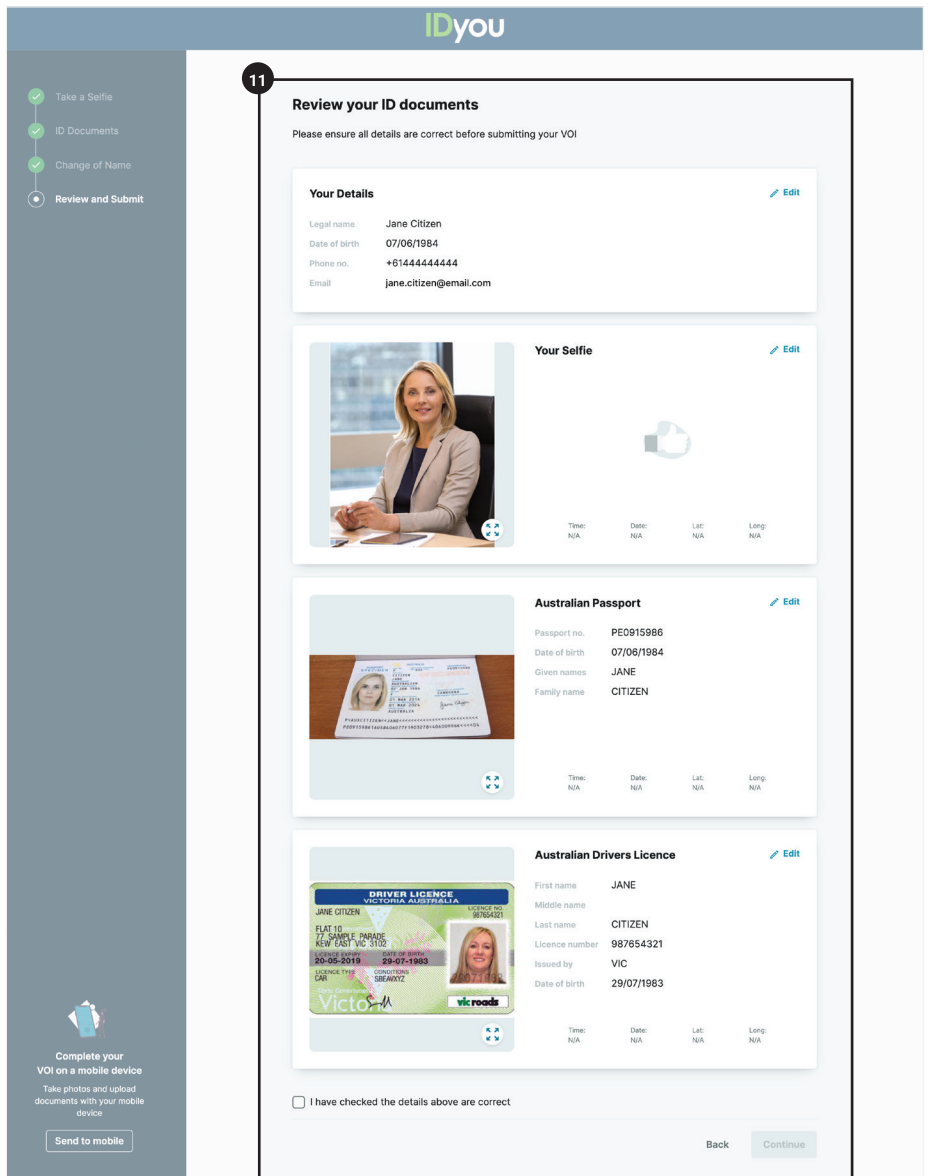
10

If your customer has changed their name; upload their change of name documentation or Australian Marriage Certificate. If they haven't press, **Names Are The Same** within the prompt, then **Continue**.



11

Review all of the uploaded documentation and tick the box at the bottom of the screen, followed by **Continue**.

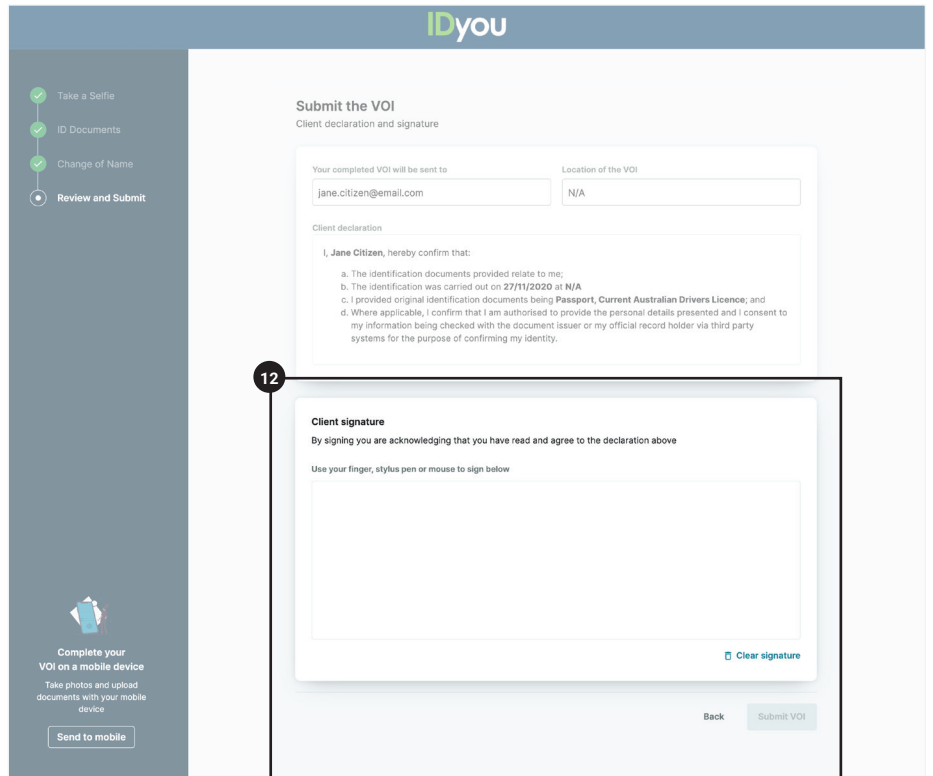


12

Have your customer **tick** and **sign** the privacy and consent form, as well as the declaration form using either their finger, stylus pen or mouse. Then press **Submit VOI**.

NOTE:

Once submitted, it may take up to 15 minutes before your VOI report is ready.



13

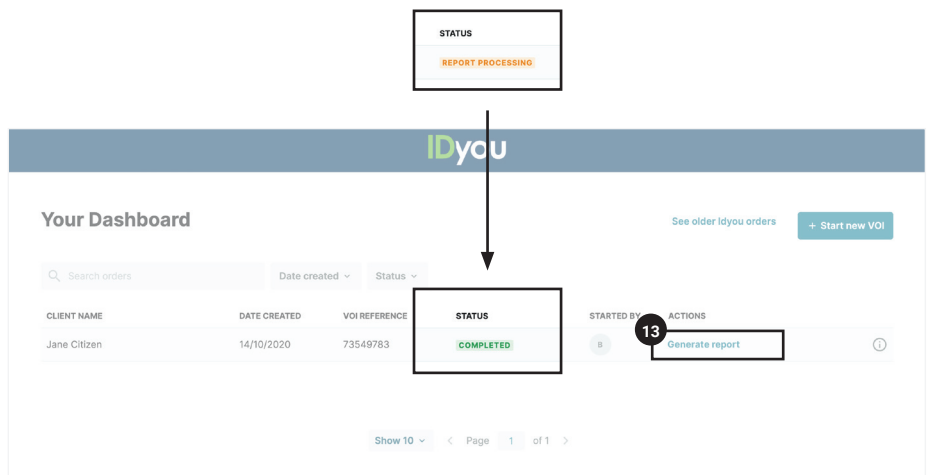
When the **Status** displays as **Completed**, the VOI report is ready for you to generate for your chosen Lender. Click **Generate Report** and select the lender you want to generate the report for, and enter the security code that is sent to you via SMS. Your report will automatically download onto your device and can be found in your downloads folder.

NOTE 1:

If you need to generate a VOI report for a different lender, simply login to IDyou, find the VOI report you are after, select **Generate Report** and select the lender from the list.

NOTE 2:

To ensure your customer's data is safe at all times, you will be required to enter a security code each time you download a report. This will be sent to you via text once the report has been generated for your chosen lender.





For more information, visit our website www.idyouapp.com.au or contact us on:

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