

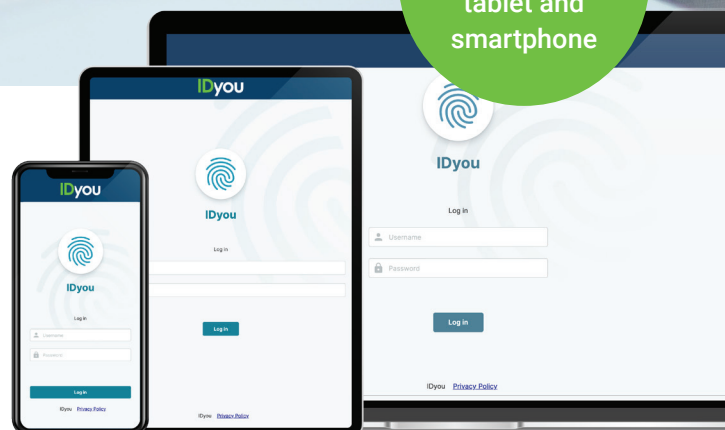
# Remote Verification Of Identity (Verifier)



Available  
on desktop,  
tablet and  
smartphone

## Simple. Secure. Fast.

IDyou allows you to perform VOI remotely from any location. When it's not possible to meet in-person with your customer, IDyou's remote option allows you to verify your customer face-to-face via video.



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](http://www.idyouapp.com.au/details) or if need to reset your password visit [www.idyouapp.com.au/reset](http://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

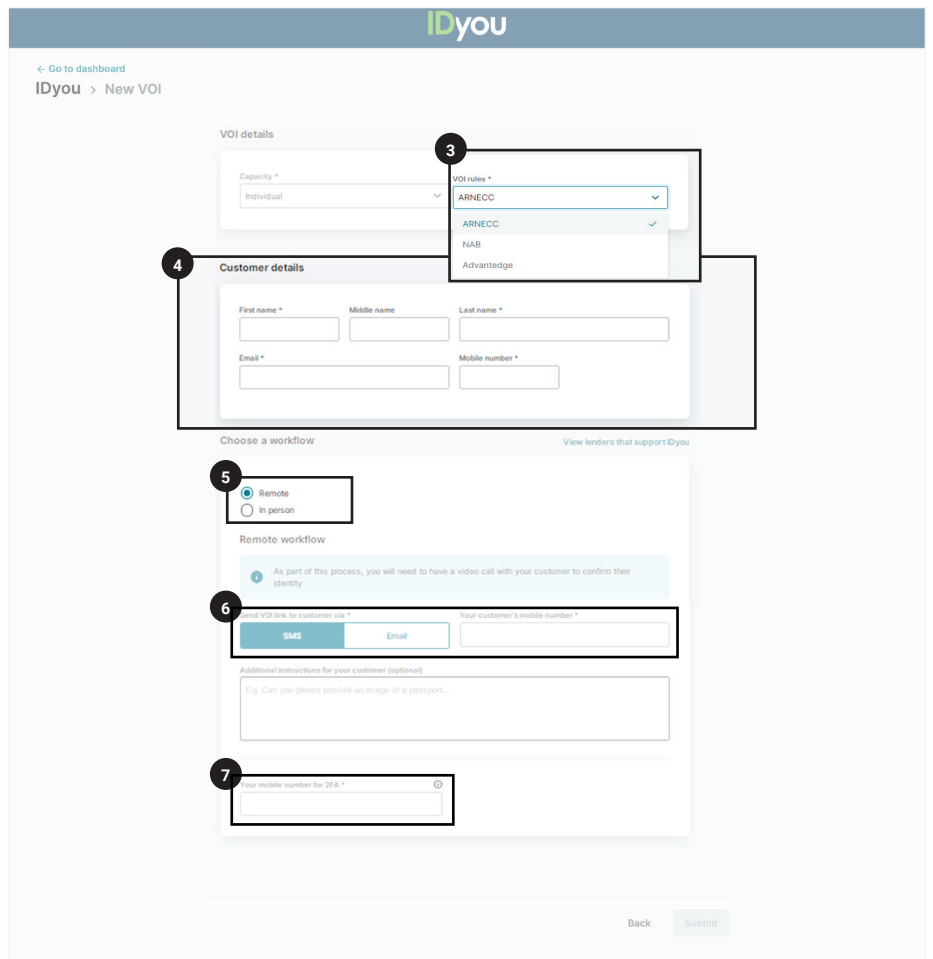
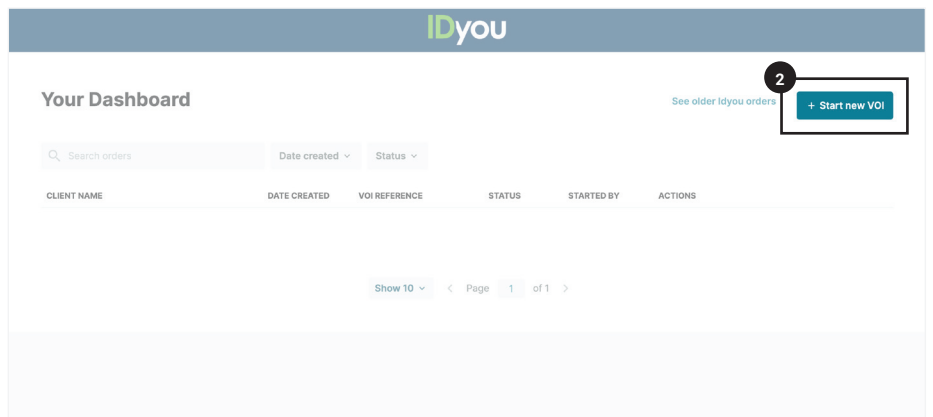
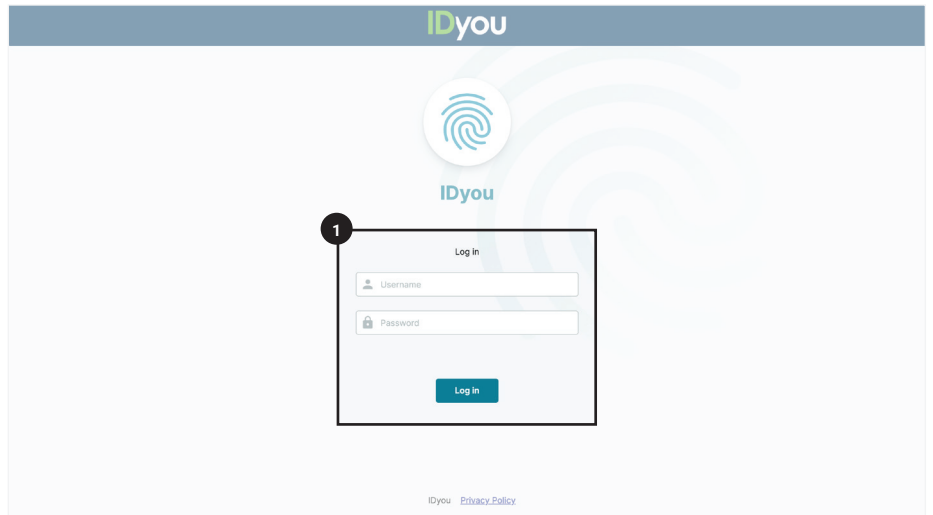
Select your VOI workflow as **Remote**.

6

Select the medium that will be used to send the VOI link to your customer, and then enter **your customer's** mobile number/email address. A request will be sent to your customer asking them to log into IDyou and upload their ID documents from their own device.

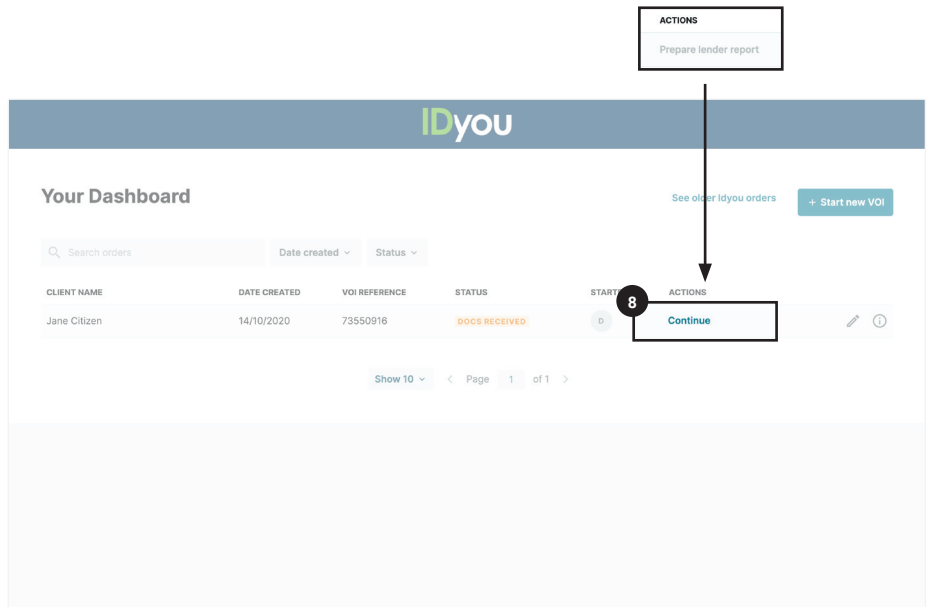
7

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



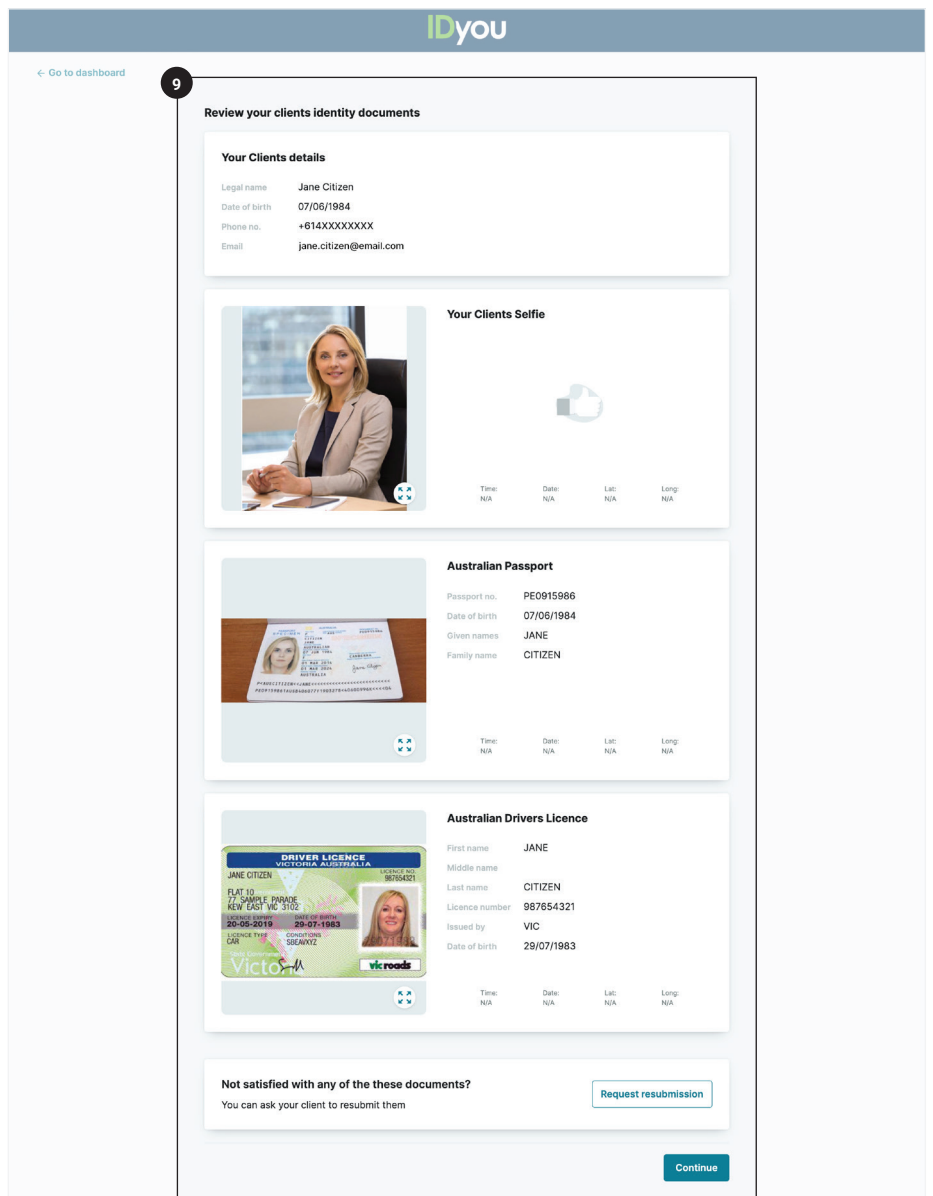
8

Once your customer has completed uploading their ID, you will receive an email notification. The status on your IDyou dashboard will also change to Docs Received. Then, you will be able to click **Continue**.



9

Enter the security code sent to you via SMS and review your customer's documentation. If you are not satisfied with the documents, press **Request Resubmission**. This will send an email to your customer with a request to resubmit their documents. If you are happy with the documents, press **Continue**.

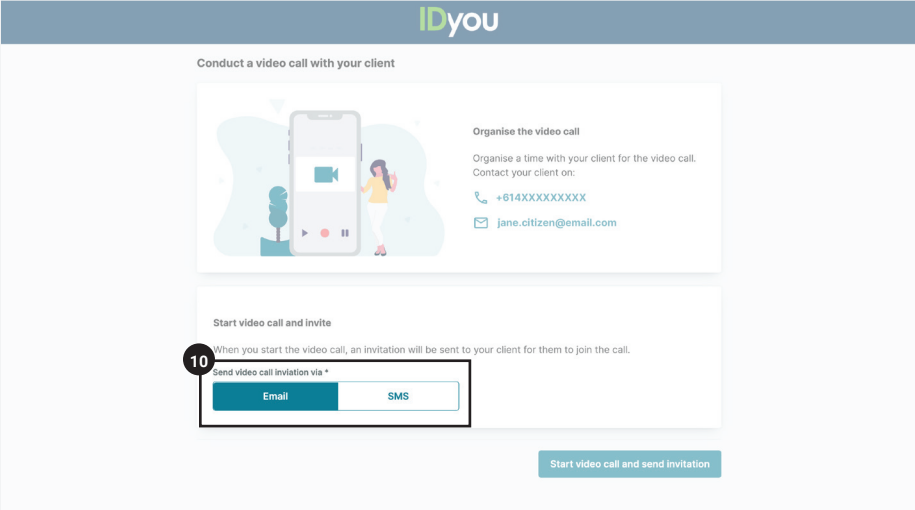


10

Then, schedule a video call with your customer. To invite your customer to the video call, send an invitation by either **Email** or **SMS**.

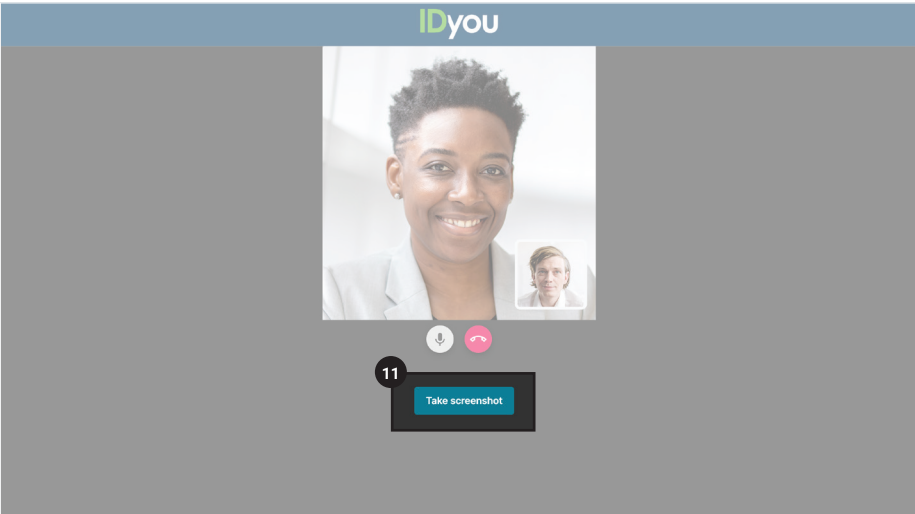
**NOTE:**

Before sending the invitation, make sure you and your customer agree on a set time for the video call to be conducted.



11

When you both have joined the video call, capture a screenshot by pressing the **Take Screenshot** button. This step is a required element as part of the remote VOI regulations.

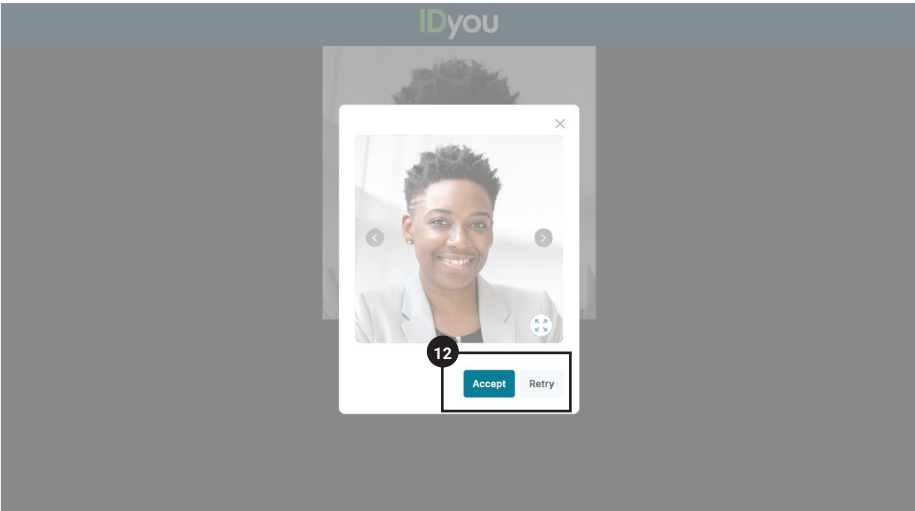


12

When you are happy with the quality of the screenshot, press **Accept** and then hang up. The screenshots will automatically be added to your VOI report.

**NOTE:**

You must end the video call prior to your customer in order to complete the process successfully.





Review all ID documentation and press **Continue.**

**IDyou**

[← Go to dashboard](#)


**13**

### Review your clients identity documents

#### Your Clients details


Legal name: Jane Citizen  
Date of birth: 07/06/1984  
Phone no.: +61444444444  
Email: jane.citizen@email.com

#### Your Clients Selfie



Time: N/A    Date: N/A    Lat: N/A    Long: N/A


#### Australian Passport



Passport no.: PE0915986  
Date of birth: 07/06/1984  
Given names: JANE  
Family name: CITIZEN

Time: N/A    Date: N/A    Lat: N/A    Long: N/A


#### Australian Drivers Licence



First name: JANE  
Middle name:     
Last name: CITIZEN  
Licence number: 987654321  
Issued by: VIC  
Date of birth: 29/07/1983

Time: N/A    Date: N/A    Lat: N/A    Long: N/A

#### Video call screenshots



Time: N/A    Date: N/A    Lat: N/A    Long: N/A

**Not satisfied with any of the these documents?**  
You can ask your client to resubmit them

[Request resubmission](#)

[Continue](#)

14

Tick the check boxes, sign the declaration and press **Submit VOI**.

**NOTE:**

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

Submit the VOI

Your completed VOI will be sent to: broker@email.com

Name of Verifier: Broker

Firm Name: N/A

Verifier declaration

I, Broker, being a representative of N/A, hereby certify that:

a. I have taken reasonable steps to ensure the identification documents relate to Jane Citizen;

b. The identification was carried out remotely on 14/10/2020; and

c. The identification documents provided to me as electronic copies were Passport, Current Australian Drivers Licence, Video Call Image Captures

**Your signature**

By signing you are acknowledging that you have read and agree to the declaration above

I confirm that I have taken reasonable steps to verify this person's identity.

I confirm that I have read and agreed to the [terms and conditions](#).

Use your finger, stylus pen or mouse to sign below

Clear signature

Back Submit VOI

15

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.

STATUS

REPORT PROCESSING

**Your Dashboard**

See older IDyou orders + Start new VOI

CLIENT NAME	DATE CREATED	VOI REFERENCE	STATUS	STARTED BY	ACTIONS
Jane Citizen	14/10/2020	73549783	COMPLETED	B	Generate report

Show 10 < Page 1 of 1 >

← Go to dashboard

Jane Citizen

Prepare VOI report for your chosen lender

SELECT A LENDER

- National Australia Bank >
- Advantedge >
- Australian Mortgage >
- Auswide Bank >
- Bluestone >
- Columbus Capital >
- Equity-One >



For more information, visit our website [www.idyouapp.com.au](http://www.idyouapp.com.au) or contact us on:

**Email:** [idyousupport@msanational.com.au](mailto:idyousupport@msanational.com.au)

**Phone:** (02) 8719 4000