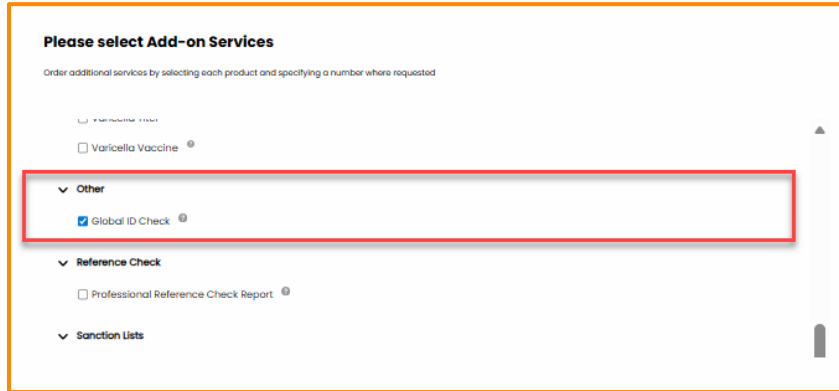


## Global ID FAQ– Vendor Best Practices

### Selecting & ordering the Global ID Check in HireRight:

- Vendors should select the standard onboarding package they need to run for the position and then select 'Global ID Check' under 'Add on Services'
- If a specific package is not required, select 'No Package' and then Global ID Check from Add-on Services



**Please select Add-on Services**

Order additional services by selecting each product and specifying a number where requested

☐ Varicella Vaccine

**Other**

☒ Global ID Check

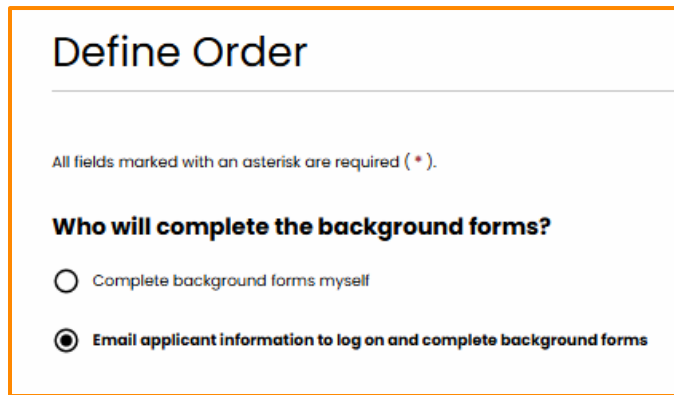
**Reference Check**

☐ Professional Reference Check Report

**Sanction Lists**

### What can the Vendor do to ensure the Global ID Check is completed correctly?

- Select "email applicant information to log on and complete background forms". The Candidate **MUST** be the one to complete this.



### Define Order

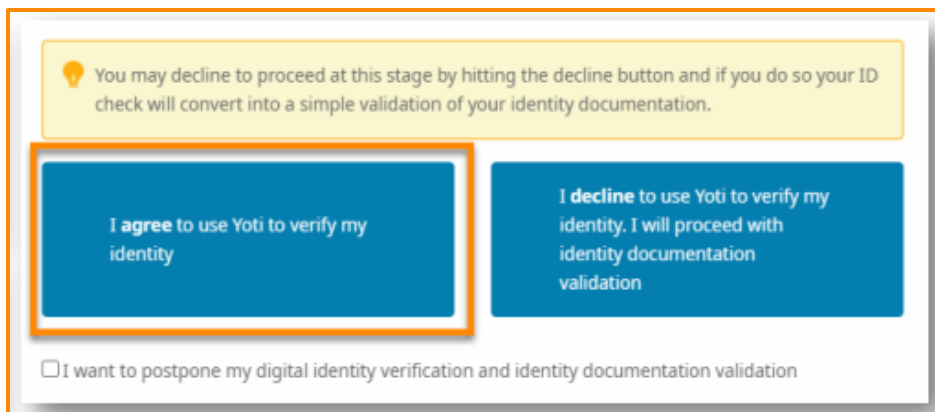
All fields marked with an asterisk are required (\*).

**Who will complete the background forms?**

☐ Complete background forms myself

☒ Email applicant information to log on and complete background forms

- Instruct the applicant to enter their name **EXACTLY** as it is on their government issued ID.
- Ensure the applicant agrees to Yoti verifying their identity



 You may decline to proceed at this stage by hitting the decline button and if you do so your ID check will convert into a simple validation of your identity documentation.

**I agree to use Yoti to verify my identity**

**I decline to use Yoti to verify my identity. I will proceed with identity documentation validation**

☐ I want to postpone my digital identity verification and identity documentation validation

### What if the Global ID Check results are 'Completed - Discrepancy in Identifiers'?

- a. Review how the name was entered in HireRight vs. the documents. The name of the candidate must be entered EXACTLY as it is on the documents.

| Tips When Capturing Images of User's Face                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Avoid                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Preferred                                                                                                                                   |
| <b>Harsh Lighting:</b> If the user is in a very brightly lit area or under direct sunlight, the excessive brightness can interfere with the system's ability to create an accurate 3D map.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Clear Lighting:</b> Use soft, even lighting without shadows or overexposure.                                                             |
| <b>Strong Shadows:</b> Shadows across the face can obscure critical features, potentially leading to failure.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>A Plain Background:</b> A neutral, uncluttered background helps the system focus solely on the face.                                     |
| <b>Indirect Angles:</b> If the face is not directly aligned with the camera or the user moves too quickly or too slowly, the system might struggle                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Proper Camera Positioning:</b> The user should keep the camera at eye level, maintaining steady movement and a clear view of their face. |
| <b>Additional Suggestions</b> <ul style="list-style-type: none"> <li>Use one of the fully supported browsers: Google Chrome, Safari, or Microsoft Edge (the latest four versions are fully supported). <ul style="list-style-type: none"> <li>While users can attempt the process on older versions or other browsers, they might encounter a reduced success rate due to differences in compatibility and performance. In such cases, gently suggesting an upgrade or a switch to a supported browser can make a significant difference.</li> </ul> </li> <li>If the user receives the link via email, it is often more effective to copy and paste the link directly into the browser, rather than opening it within the Mail app.</li> </ul> |                                                                                                                                             |

**Question:** Is there a limit to the number of times the Global ID Check can be run/re-run?

**Answer:** No; there is not a limit to the number of times the check can be requested/completed for a candidate.