365iD Scanner System for ID Security and Customer Data Streamlining User Manual

Contents

1 365iD Scanner System for ID Security and Customer Data Streamlining
2 Genera
3 Scanning identity cards and driving licenses
4 Scanning identity cards and driving licenses
5 Scanning passports
6 Scanning passports
7 Assessing the validity of the document
8 Indicator lights
9 Additional services
10 Documents / Resources
10.1 References
11 Related Posts

365iD Scanner System for ID Security and Customer Data Streamlining

Genera

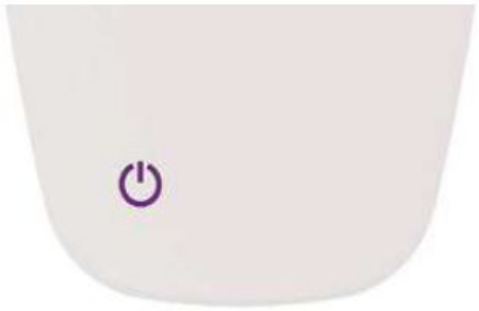
Congratulations on your choice of system for ID security and customer data streamlining! In a few minutes, you will be able to enjoy one of the world's most efficient systems for verifying ID documents and handling personal data. In this manual there are a few sections which refer to various additional services. Please check your agreement with 365id for which services that are available to you. We strongly suggest that you set up routines describing what your staff should do depending on the different results of a scanned document (green, yellow and red) and a routine of what to do upon suspected fraud attempts. If you need assistance in setting up routines, don't hesitate to contact us. If you have any questions regarding the installation or use of the 365id Scanner®, we are happy to assist you via phone +46 10-12 21 999 or by e-mail **support@365id.com.** Together we will stop identity fraud!

Scanning identity cards and driving licenses

1. **Identification**

   Compare the persons face with that on

   the identity document/driving license.
2. **Scanning identity cards and driving licenses**
    1. Make sure the identity card/driving license is not dirty, changed or damaged.
    2. The 365id Scanner® is ready to use when the purple indicator is lit.
    3. Insert the identity card/driving license with the photo and personal data towards you.



1. Insert the identity card/driving license fully, so that it locks in place with the latches on both sides. Let the card remain still during the scanning process.

Scanning identity cards and driving licenses

Scanning completed

The scanning process is complete when the white indicator is lit.

Remove the identity card/driving license by pushing it down and away from you, the card will be released from the latches and can easily be pulled out.

Note!
If you remove the identity card/driving license too early or touch it during the scanning process, the result may be incorrect (yellow or red indication). If so, remove the card and start over.

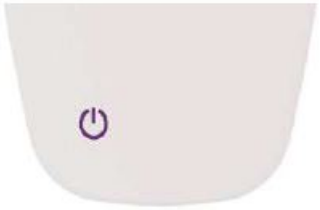
Scanning passports

1. Identification

   Compare the persons face with that on the passport.

   1. Scanning a passport
   2. Make sure the passport is not dirty, changed or damaged.
   3. The 365id Scanner® is ready to use

      when the purple indicator is lit.
   4. Insert the passport with the photo and personal data towards you along with the passports front cover.



Be extra careful with passports that have a thin data page to ensure it is not damaged.
Insert the passport until it does not insert any further.

Scanning passports

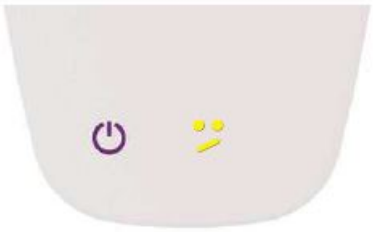
1. The scanning process is complete when the white indicator is lit.
2. b) Remove the passport from the 365id Scanner® by pulling it up out of the scanner.

Note!
If you remove the passport too early or touch it during the scanning process, the result may be incorrect (yellow or red indication).
If so, remove the passport and start over.

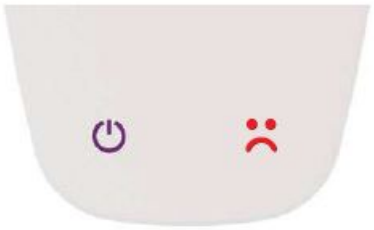
Assessing the validity of the document

Green indication
Document has been verified in the system, and is determined to be authentic.

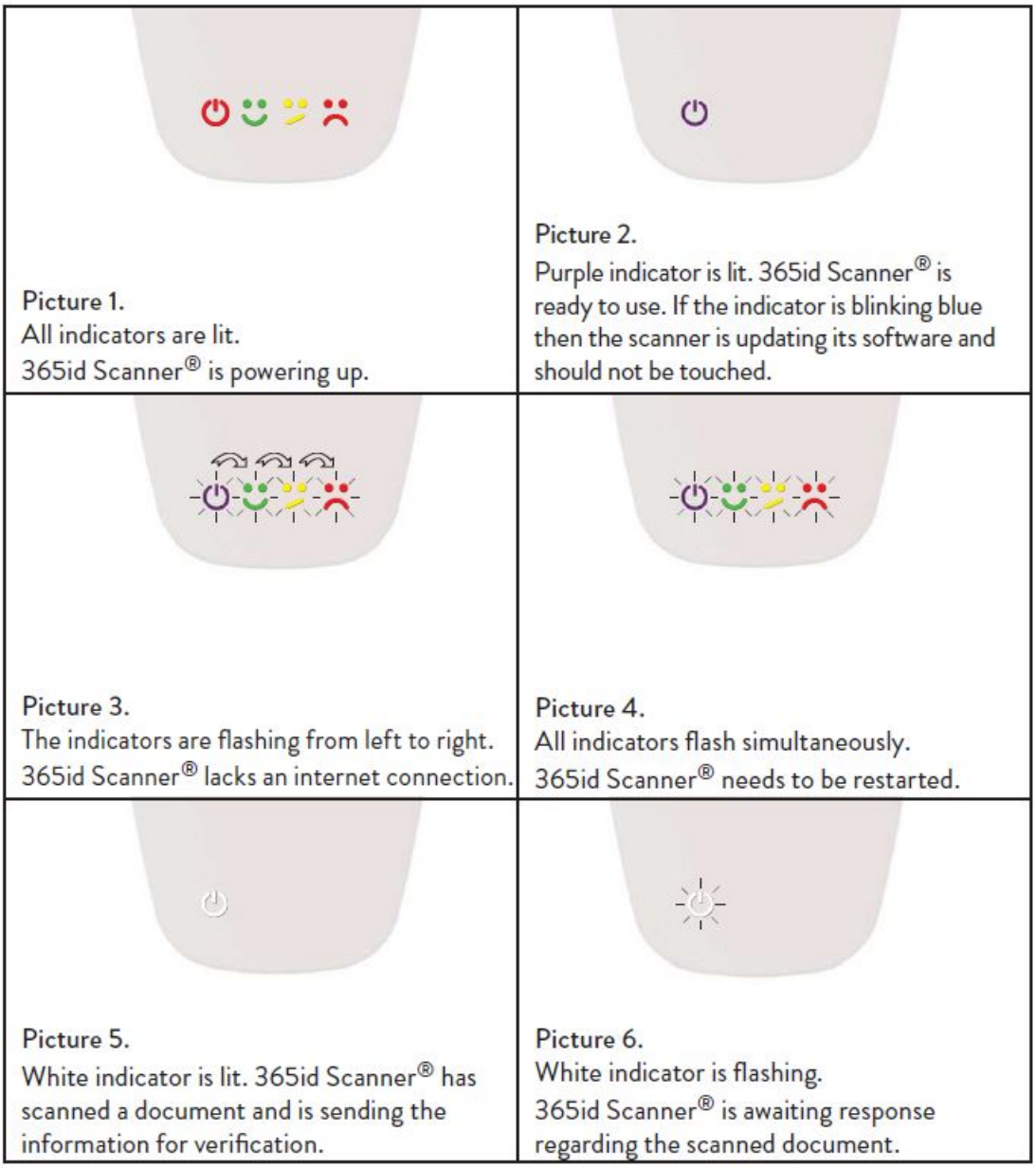
Yellow indication
The system was unable to verify the document. A yellow result may be due to the document being unknown, wrong side scanned, dirty, broken, have too poor security features for authentication or an unknown forgery. Clean the document and scan it again to verify the result.



Red indication
Document has been verified in the system, and is determined to be invalid. A red result can be due to the document being expired, dirty, broken, modified or forged. Clean the document and scan it again to verify the result.



Indicator lights



Picture 1.
All indicators are lit.
365id Scanner® is powering up.

Picture 2.
Purple indicator is lit. 365id Scanner® is ready to use. If the indicator is blinking blue then the scanner is updating its software and should not be touched.

Picture 3.
The indicators are flashing from left to right.
365id Scanner® lacks an internet connection.

Picture 4.
All indicators flash simultaneously.
365id Scanner® needs to be restarted.

Picture 5.
White indicator is lit. 365id Scanner® has scanned a document and is sending the information for verification.

Picture 6.
White indicator is flashing.
365id Scanner® is awaiting response regarding the scanned document.

Additional services

Validation in external databases

If validation in external databases, e.g. checking a driving license against the Transport Agency, is included in your service then the following result indicators apply to you:

- Green result, document verified in the applicable external database.
- Yellow result, unable to verify the document in the applicable external database.
- Red result, document has been blocked, withdrawn, or a newer has been issued.

Requesting a scanned document

If storage of scanned documents was a part of your agreement with 365id then you are able to request information and a copy about a certain scan, which may be useful during a fraud investigation.

- Contact 365id Support and request information regarding a specific scan.
- Be prepared to answer questions such as name of the cardholder, date and time of scan, and possibly the

scanners serial number SN (is illustrated on the bottom of the scanner).

- The requested information will only be sent to certain personnel according to a predetermined procedure. This is to ensure correct handling of sensitive personal details.

Contact persons and other contact information
If you change contact persons, contact information or other details that affect SMS/e-mail notifications, delivery of reports, delivery of POS data, etc., then please inform 365id Support.

Documents / Resources

	365iD Scanner System for ID Security and Customer Data Streamlining [pdf] User Manual SCAN01, 2AVO3-SCAN01, 2AVO3SCAN01, Scanner System for ID Security and Customer Dat a Streamlining
	365iD Scanner System for ID Security and Customer Data Streamlining [pdf] User Manual Scanner System for ID Security and Customer Data Streamlining

References

- Hem | 365id - Global ID Verification
- Hem | 365id - Global ID Verification
- Downloads | 365id - Global ID Verification

Manuals+,