

## FAQs

**1. What's my Username and Password?**

*You can login using your work email address and the password associated with your email account. From the main screen you'll firstly need to select 'SSO' and type coop before you can input your username and password.*

**2. How do I access the app?**

*You need to download the app from the app store. If you're using an android you need to use the 'Google Play' store. If you're using an iPhone it's the 'App Store'. Search for KPMG Right to Work Enterprise and download this.*

**3. Can I login to the app using any device (EXCLUDING FOOD STORES)?**

*Yes. As you are using a unique login details to access the app you are able to access your account from multiple devices.*

**4. Can I login to the app using any device (FOOD STORES ONLY)?**

*The App has been setup on your stores tablet so you should only use this when submitting Eligibility to Work documents*

**5. I share my device with someone else, will they be able to see my account?**

*No. So long as you remember to logout, your data inside the app will be secure. If you do forget to logout the app will automatically log you out after 15 minutes of inactivity.*

**6. Due to COVID-19 I will be interviewing remotely; can I capture documents over video?**

*Yes, the app has been adapted due to COVID-19 to allow you to take pictures over online video. Just click the 'Adjusted check undertaken due to COVID-19' checkbox under Exceptional Circumstances once you have scanned the document(s).*

**7. How do I start a new check from the home screen?**

*Select either the menu from the top left and 'Start new check' or alternatively select the quick start icon in the bottom right of the screen.*

**8. What do I do if the document won't scan?**

*Reposition the device closer to the document, if issue persists position device further from the document until the scan captures.*

**9. How do I save a check for later?**

*If you have started a check which you cannot complete. Simply click 'Cancel' from the check details screen you will then have the option to either save the check, disregard the check or continue.*

**10. I've completed a check for my first candidate, but I don't finish interviewing for another week, will the check need to be completed again when I decide to offer?**

*No, the check will be saved on your device for four weeks after you have completed it to give you enough time to complete your interviews. After four weeks, the check will be automatically deleted from the app.*

**11. I've used a manual upload to scan a passport, what does 'READ NFC' and 'ADD MRZ' mean?**

*This is old functionality and as such doesn't work anymore. This will be removed the next time the app is updated.*

**12. Do I need to submit a check for every candidate I interview?**

*No, you only need to submit the check for the successful candidate. Make sure to save the checks on the app until you've made your decision. The checks for unsuccessful candidates will be automatically deleted after four weeks.*

**13. How do I delete a check?**

*Once a check is submitted it cannot be deleted from the app. If a check needs to be deleted please speak to the Resourcing team.*

**14. How do I submit a check?**

*Once you have collected all the information for a new employee, you can then select 'Submit' from the check details screen. Please note if you have not collected all the information you will not be able to submit the check.*

**15. How do I know which documents the individual needs?**

*You don't need to. The app incorporates the latest UK Right to Work legislation which means you will only be asked for documents that are needed to ensure you are asking for the correct evidence.*

**16. I don't have all the required documents, what should I do?**

*If you have started a check and realised that you don't have all the required documentation, then you can save the check and revisit it at a later time. Please note that for security reasons the check will only be stored for a certain time period, please check with the relevant team for this information.*

**17. In Funeralcare & CLS, Proof of Address is required for all new employees. Can I submit this via the app? (FUNERALCARE/CLS ONLY)**

*This functionality is currently not available but is part of the development going forward and will be made available in a future release. For now you'll need to continue sending proof of address to Resourcing via email.*

**18. I have made a mistake on a check; how can I edit?**

*You can't. Once a check has been saved or submitted there is no way to edit. In this scenario you will need to restart the checking process.*

**19. Will any documents I scan be stored on my device?**

*No documents or pictures will be stored on your phone or tablet, all images are stored within the app only.*

**20. How will I know if my check has been rejected?**

*Resourcing Services will review all submitted checks, you will be notified of any rejected checks via the app and email asking you to resubmit a new check.*

**21. Why when I try and submit a check is it failing and saying my 'access token has expired' or 'Server Error'?**

*This is because you've been logged in too long- and your time allowance has expired. You'll need to logout and log back in to refresh your access and this will allow you to submit the check.*

**22. Who do I call if I'm having problems accessing or using the app?**

*Contact the HR Services team on 0330 606 1001 or at [hrservices@coop.co.uk](mailto:hrservices@coop.co.uk) who will be able to help*