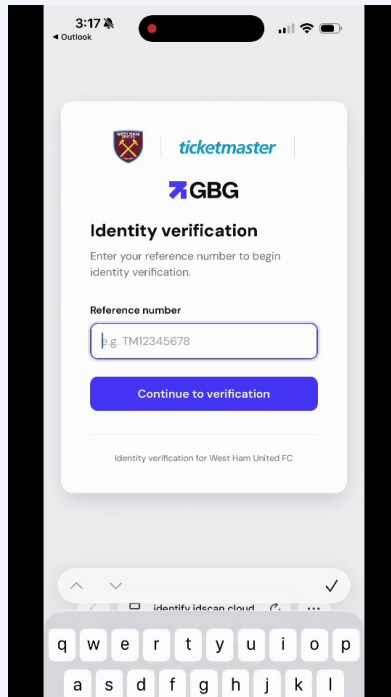


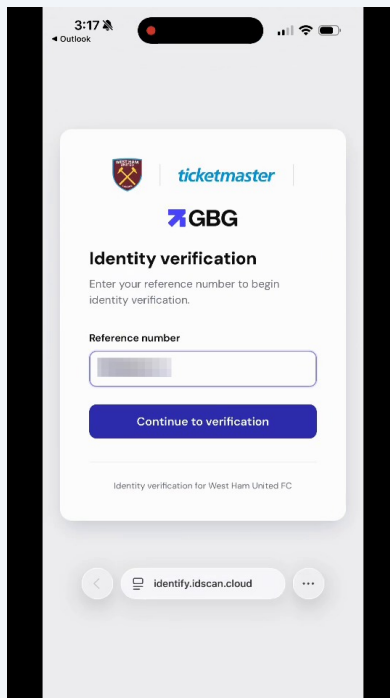
How to Complete Identity Verification for West Ham United FC

Imported from video recording

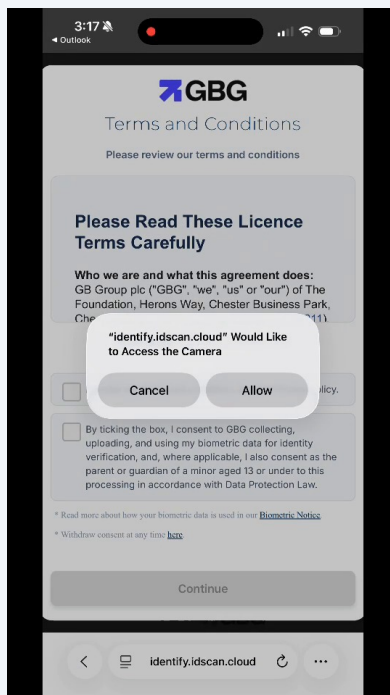
- 1 Type your Client Reference Number in the Reference number field.



2 Click "Continue to verification"

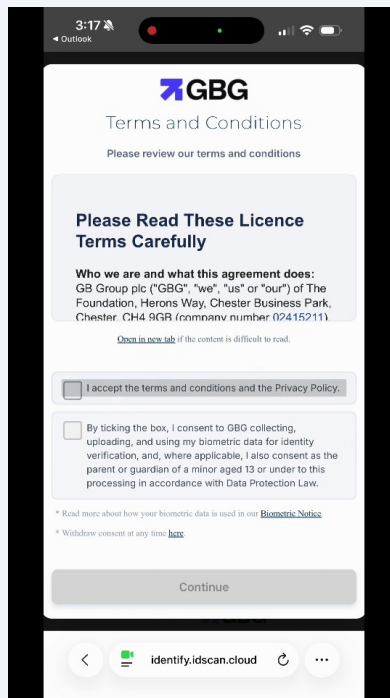


3 Tap Allow on the camera access prompt. The application requires camera access to scan your identity document and take a selfie.



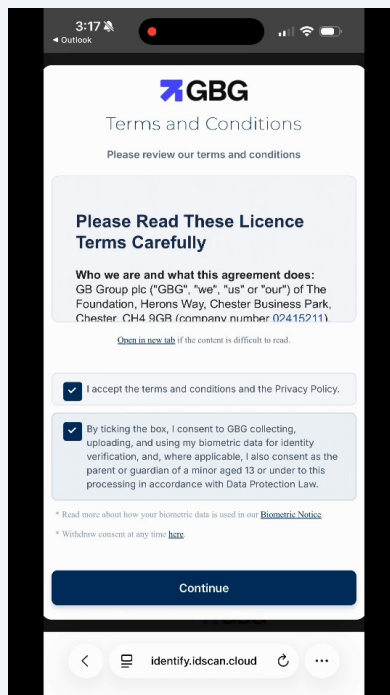
4

Tap the checkbox to accept the terms and conditions and the Privacy Policy. You must agree to these terms to proceed with the identity verification.



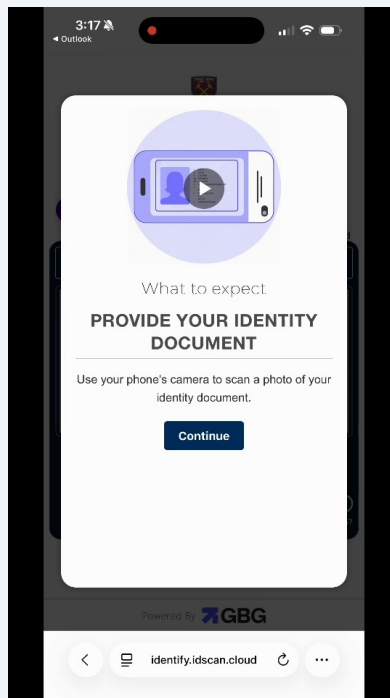
5

Tap the Continue button. This saves your preferences and moves you to the next step of the verification process.



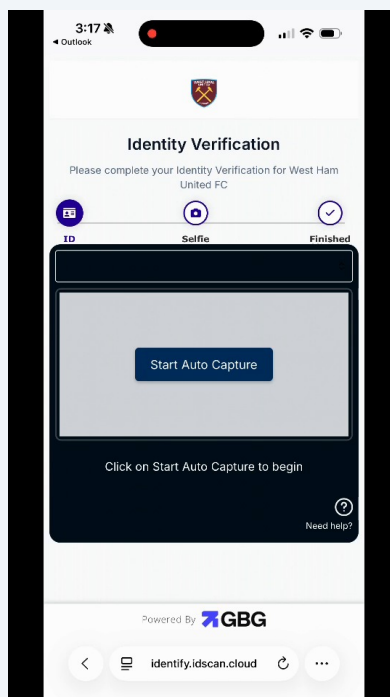
6

Tap the Continue button on the identity document instruction screen. This prepares the system to scan your physical ID.

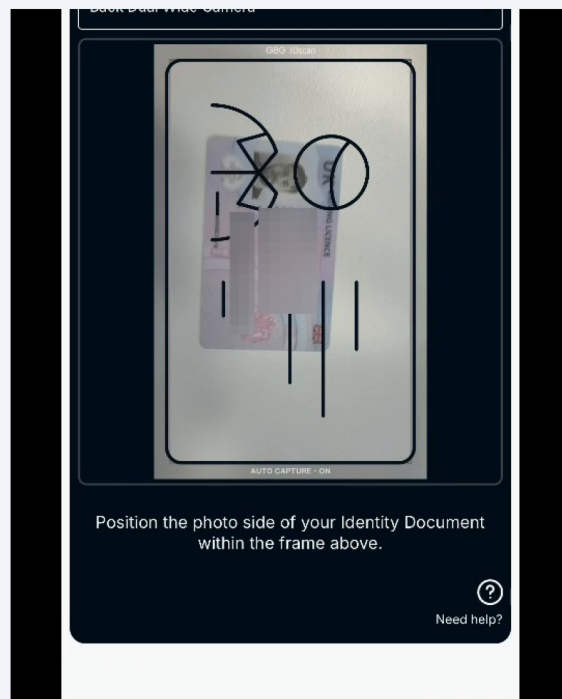


7

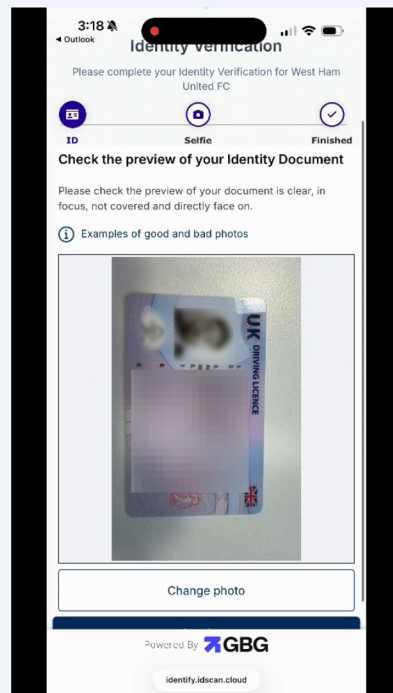
Click the Start Auto Capture button. This activates your device's camera to scan the identity document.



- 8 Position the photo side of your identity document within the frame. The camera will automatically capture the image once it is properly aligned and in focus.

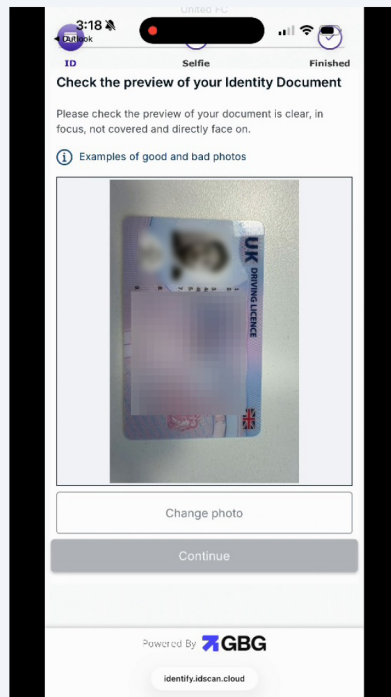


- 9 Scroll down the page to view the action buttons. This reveals the options to either change the photo or continue with the verification.



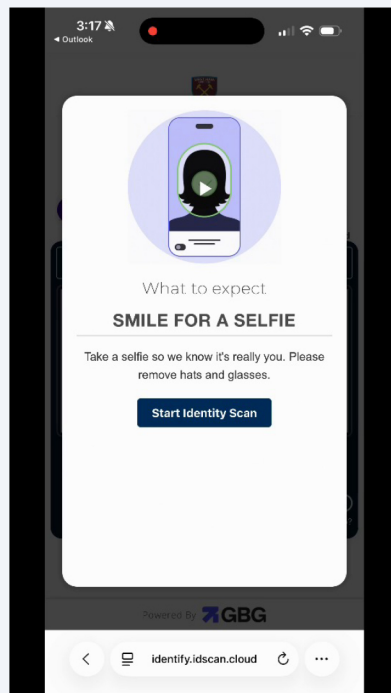
10

Click the Continue button. Confirming that the preview is clear and in focus allows you to proceed to the selfie verification step.



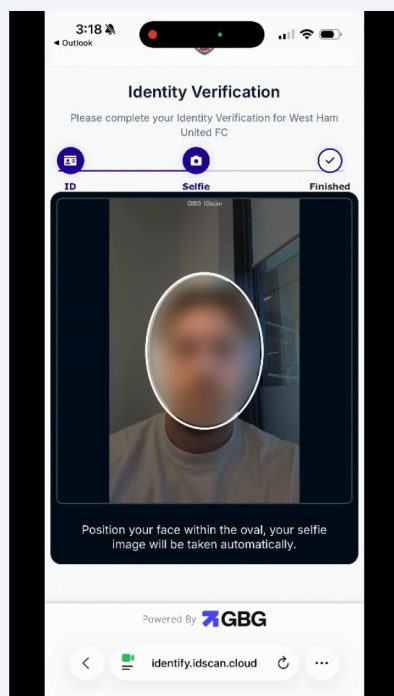
11

Click the Start Identity Scan button. This moves you to the next step where you will capture your self portrait.



12

Position your face within the oval on the screen. The system will automatically take your selfie once your face is correctly aligned.



13

Your verification has now completed and will be passed on to our team. If successful, you will see the verification complete message as below.

If your documents require additional verification you will see a message stating that the status is "On Hold". Our ticket office will reach out once the additional verification has been complete.

