Automatic identity verification of the Subscriber

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1. Service description

Automatic identity verification is one of three methods that Certum offers to customers to confirm the Subscriber's identity. It allows to quickly check the authenticity of identity documents and confirm whether the document matches the Subscriber's face. The entire process uses a computer or other device with access to the camera, using a friendly interface. Thanks to biometric analysis, the process ensures that the Subscriber is present during identity confirmation. The entire process takes place live, in real time and does not require sending documents via mail or e-mail. The process takes about 60 seconds.

2. Supported certificate types

Automatic identity verification is available for all Data security products that require verification of the Subscriber's identity:

- Code Signing certificates
- Certum S/MIME certificates: Individual and Sponsor
- Certum SSL certificates: Trusted and Premium EV
- Document Signing certificate

3. How to start the automatic identity verification?

- In the certificate activation process, when selecting the Subscriber's identity verification method, select the method: Automatic identity verification
- After saving the Data for verification, the Subscriber receives a unique link to the indicated e-mail address to start the Automatic verification process
- After clicking on the link, the Subscriber will be redirected to the Certum website, from which he can perform Automatic identity verification. If the process is unable to complete at this time, a link to complete Automatic identity verification is also sent by e-mail to the Subscriber
- Depending on the device on which the verification is performed, the process will require showing the Subscriber's face to the camera and uploading photos of the ID document (computers) or using the device's camera to take photos of the document (mobile devices).

4. Instruction of verification using a computer

Step 1 – Verification of the document

After opening the link that begins automatic verification, you will be informed about the need to turn on the camera while verifying your identity. Allow your web browser to access the camera. Then choose **Continue** in the automatic verification panel.
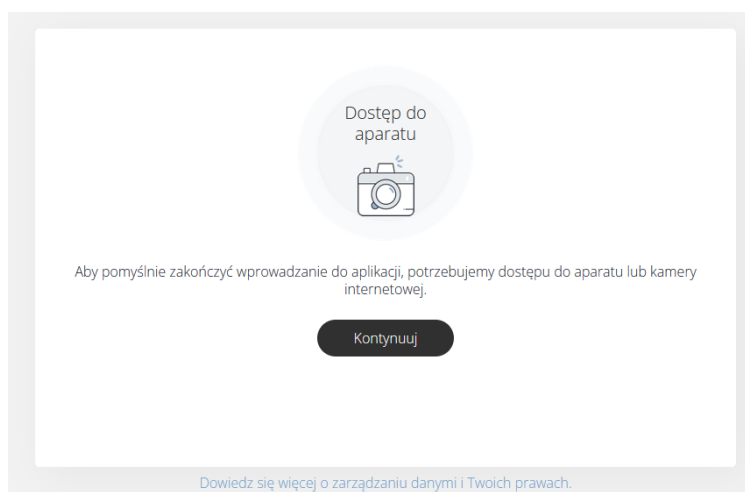

In the next step, you will be asked to upload photos of the front and back of your ID document. The photos provided should be taken in accordance with the instructions provided during the process.
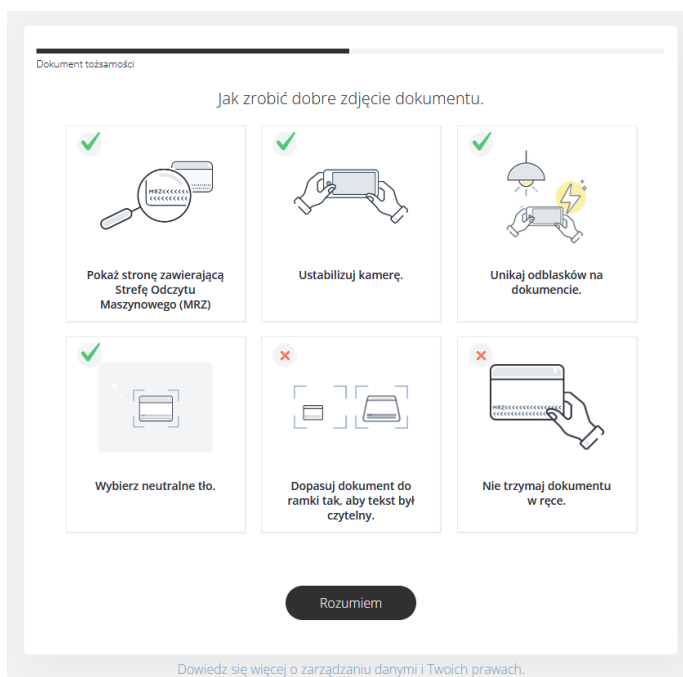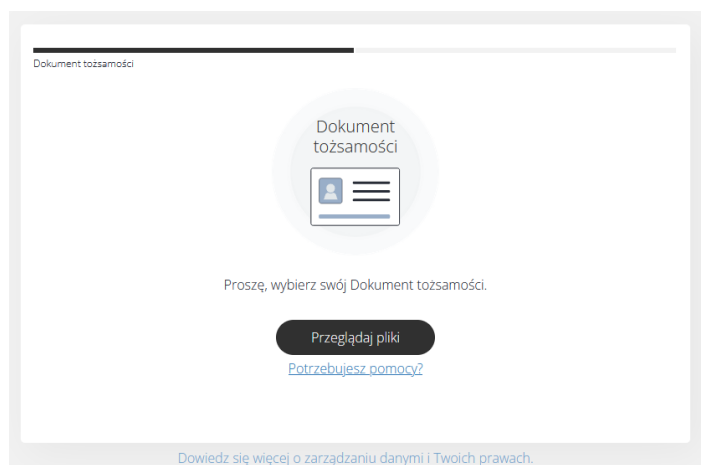
After providing the data, the system will analyze it for several seconds. When the process ends, the next step will begin.

Step 2 – Face comparison

During this step, you will be asked to move your head in front of the camera. This biometric solution will ensure that the Subscriber is present during identity verification and that he or she is the person presented on the identity document.
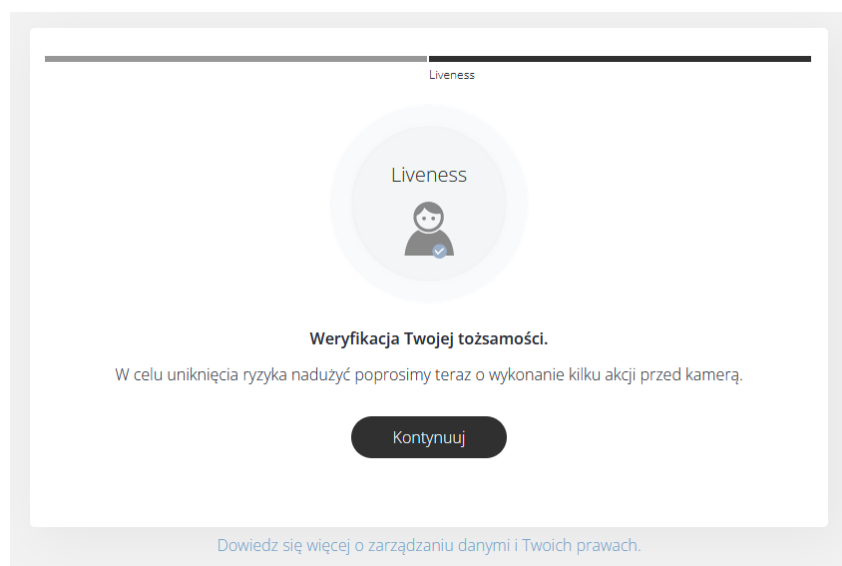
Performing this step requires you to point your face at the center of the camera image and then move your head right while looking at the camera.
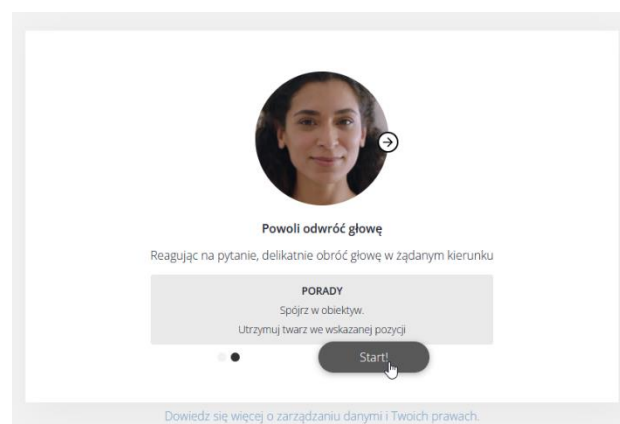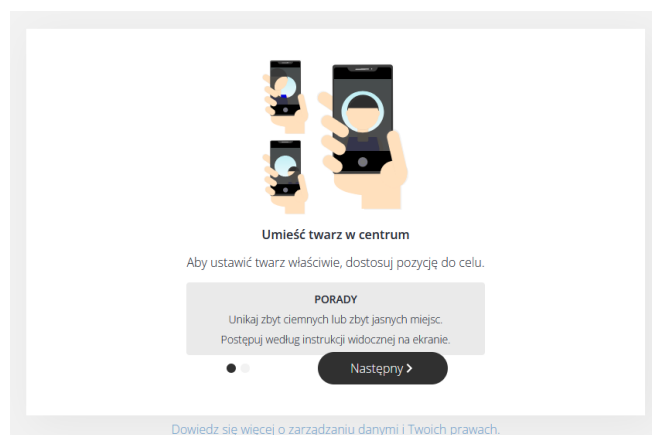
After completing this step, you will see a screen informing that the verification of the Subscriber's identity has been successful.
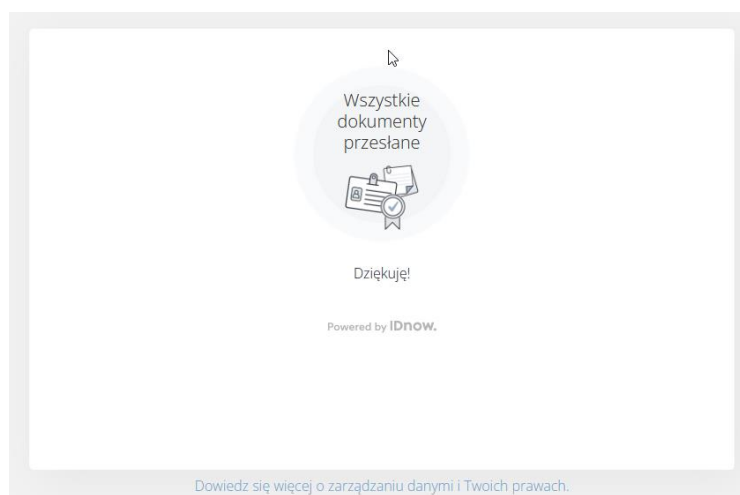
5. Instruction of the verification with mobile device

Step 1 – Verification of the document

Step 1 of verification using a mobile device is similar to the one that uses computer, with the one difference that live photos of both sides of the ID document must be taken with the mobile device camera.

Step 2 – Face comparison

Step 2 of verification using a mobile device is the same as the one which uses computer.