



Identity Solution

Best Practice Guide

Guidance for your customers when capturing ID documents on mobile

While GBG customers can choose which document types to accept, there are some important rules to follow:

- Camera should be a minimum of 8MP
- Image must not be blurred
- Image must be in colour
- Image must have clear edges
- The document image should be captured at an angle of 90 degrees to the document
- Avoid excessive overhead lighting that can cause glare on the document
- Facial image (selfie) should be taken with the individual looking directly at the front-facing camera (to ensure that all facial features are visible)
- The individual's face should not be obstructed by hair or other objects
- Avoid exaggerated head movements when taking the facial image
- Good ambient light conditions should be used for both image capture processes

DOCUMENT IMAGE QUALITY AND KNOWN LIMITATIONS

✓ Acceptable

- Licence fits within the frame
- Only contains a single document
- Good overall exposure
- Image is sharp and not blurred
- No bright areas or shadows, eg camera flash
- Image is flat and not skewed or angled
- Full colour and not black and white



✗ Not Acceptable

Image is blurred and skewed



Slightly blurred



Too dark



Dirty



✕ Not Acceptable

Distorted



Camera flash



Glare



Black and white



Hologram



Low quality



✕ Not Acceptable

Shadow



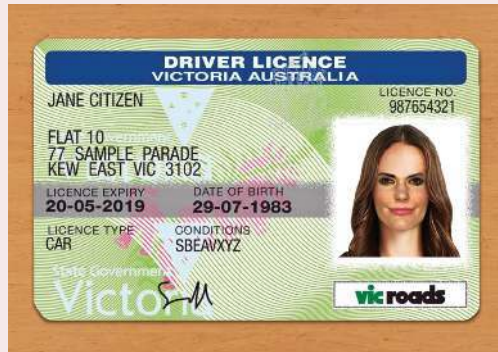
Skewed



Too small



Tampered



Colour wash



Washout

