

triSearch®

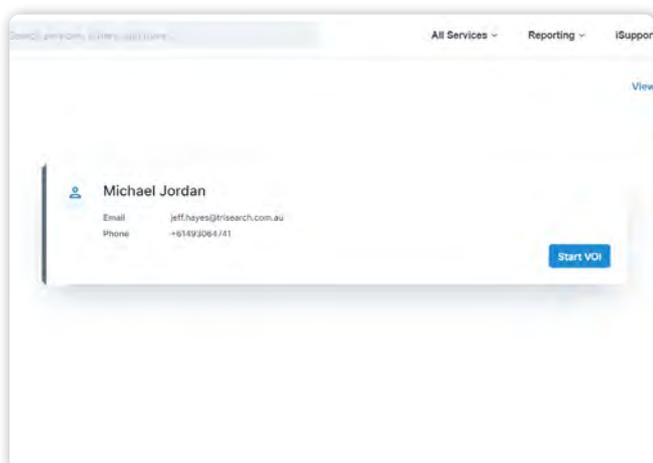
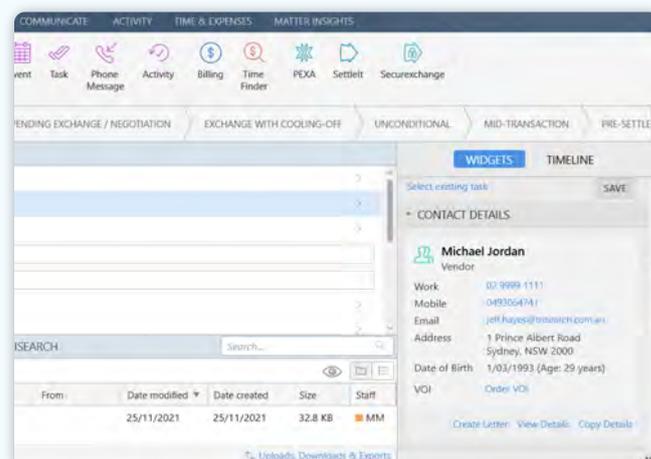
# triVOI®

Userguide

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## Step 1: Launching triVOI

- Open the matter card that contains the contact that needs to be Verified.
- In the contact details section, select Order VOI.

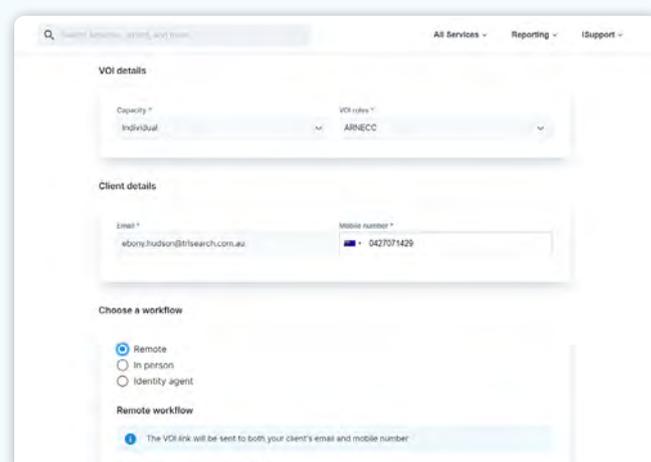


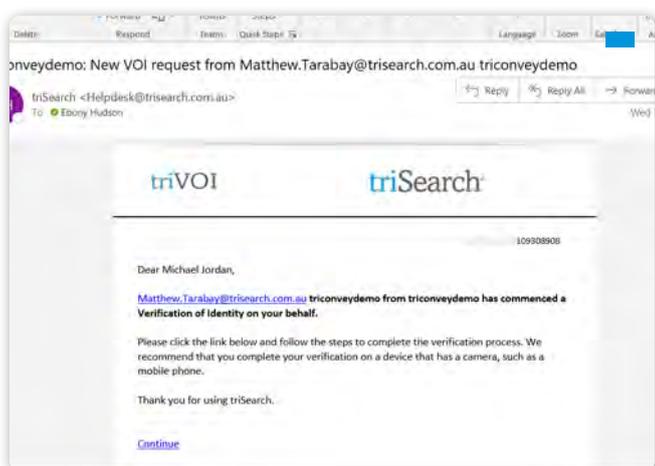
## Step 2: Start VOI

- Make sure that the correct contact appears and then select Start VOI.

## Step 3: Enter contact details

- This includes name, email and mobile.
- Select the VOI rules that apply to your transaction. Select a workflow, either remote, in person or identity agent.
- Select if you want any additons (i.e. CAF).
- Select whether you want your client to complete video recording or live call an email and SMS.



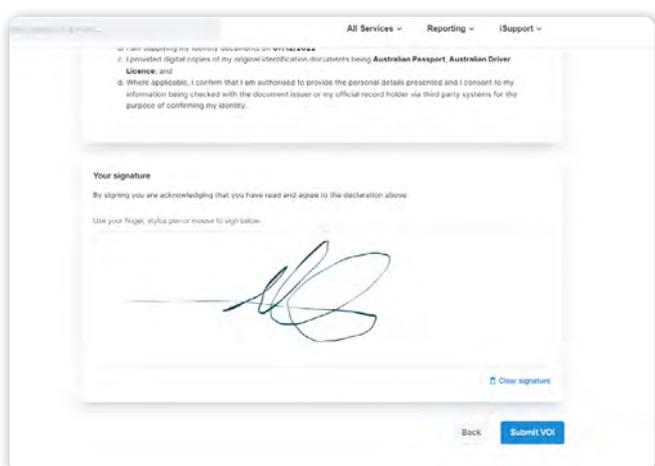
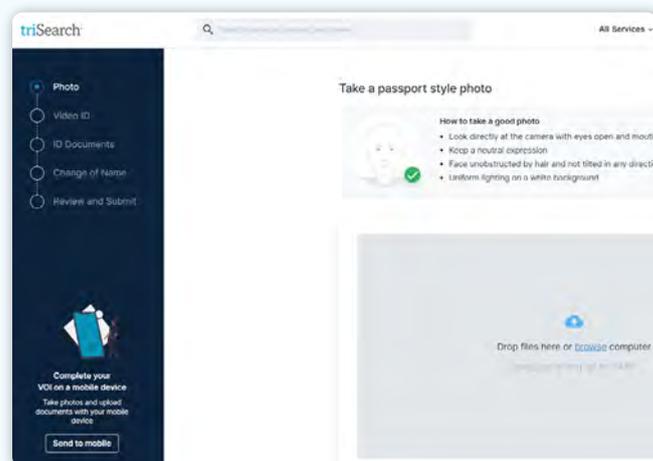


### Step 4: Client begins VOI

- Your client will receive an email and text with a link to begin their VOI.

### Step 5: Client upload documentation (Workflow dependant)

- Your client is required to upload a selfie-style photo and two forms of ID to make up 100 points of identification.
- If requested previously, your client will be asked to record a video of themselves repeating the numbers they see on screen.

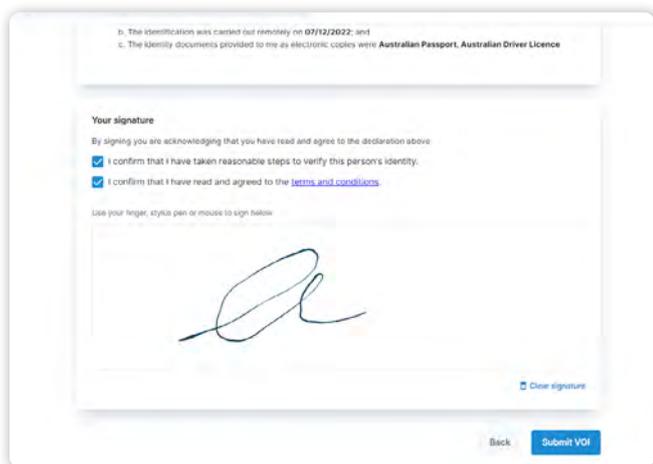
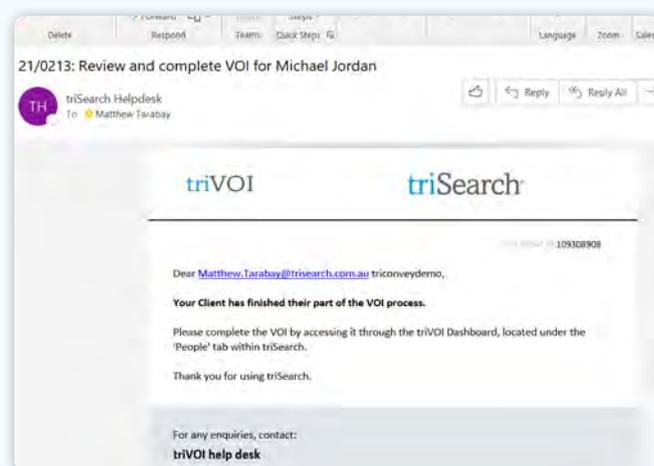


### Step 6: Client reviews and signs

- Your client will be taken to a summary screen to review their documentation. If satisfied they will be prompted to sign a declaration and submit the VOI.

## Step 7: Notification of completion

- You will receive an email and a text message with a code to access the completed VOI.
- Login to the triVOI dashboard to review the submitted documents to ensure they are accurate or request a re-submission of any documents.



## Step 8: Review, sign and submit

- If you are happy with the documents, complete declaration by signing and submit the VOI.
- The VOI report will get saved automatically back into the matter card.

## Book a Training

For additional education on triVOI, book a session with our training specialists.

[Book a Training](#)