triSearch



COMMUNIC	ATE ACTI	νίτν τιμ	IE & EXPENSE	S MATTE	RINSIGHTS					
vent Task	Phone Message	۷ Activity	Billing T		XA Settle	t Seo	curexchange			
ENDING EXCH	IANGE / NEGC		EXCHANG	e with coo	LING-OFF	UNC		MID-TRANSACTION	PRE-SET	TLE
							w	IDGETS TIMELI	NE	
						Î	Select existing ta	sk	SAVE	
						_	* CONTACT D	ETAILS		
							Michae Vendor	el Jordan		
							Work	02 9999 1111		
							Mobile	0493064741		
							Email	jeff.hayes@trisearch.co	m.au	
ISEARCH			Sean	:h			Address	1 Prince Albert Road Sydney, NSW 2000		
					0	3 IE	Date of Birth	1/03/1993 (Age: 29 y	ears)	
From	D	ate modified	▼ Date cre	ated S	Size S	taff	VOI	Order VOI		
	2	5/11/2021	25/11/2	021	32.8 KB	MM	Create	e Letter View Details (opy Details	
			1	1 Unloade I	Downloads &	Evporte				
				 opioaus, t 	vowmodus oc	capolits				•

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.

Search services, (orders, and n	nore	All Services ~	Reporting ~	iSupport
					View
۹		l Jordan			
	Email Phone	jeff.hayes@trisearch.com.au +61493064741		Start 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 a workflow either in-person or remote.
- Select if you want any additons (i.e. CAF).
- Submit request to send an email or SMS to your client to begin their verification.

Q	Search services, orders, and more		All Services ~	Reporting ~	ISupport ~
	VOI details				
	Capacity * Individual	VOI rules *		~	
	Client details				
	Email * ebony.hudson@trisearch.com.au	Mobile number *			
	Choose a workflow				
	Remote In person Identity agent				
	Remote workflow				
	The VOI link will be sent to both your client	's email and mobile number			
	A different free and a set free dealers of a set of a set free dealers of				

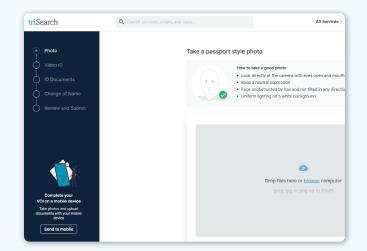
Delete	Respond Teams Quick Steps Ts	Language Zoom Sa
onveydemo	: New VOI request from Matthew.Tarabay@trisea	rch.com.au triconveydemo
	<helpdesk@trisearch.com.au> y Hudson</helpdesk@trisearch.com.au>	← Reply ← Reply All → Forward Wed
	triVOI tri	Search
	Dear Michael Jordan,	V0I Order ID 109308908
	Matthew.Tarabay@trisearch.com.au triconveydemo fron Verification of Identity on your behalf.	n triconveydemo has commenced a
	Please click the link below and follow the steps to comple recommend that you complete your verification on a devi mobile phone.	
	Thank you for using triSearch.	
	Continue	

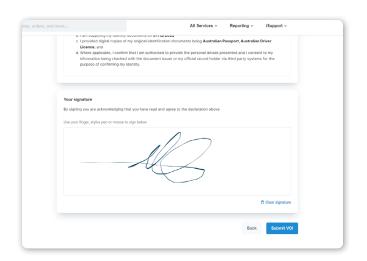
Step 4: Client begins VOI

• Your client will receive an email or text with a link to begin their VOI.

Step 5: Client upload documentation

 This includes a selfie-style photo and two forms of ID to make up 100 points of identification. As an additional measure 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.

triSearch

Step 7: Notificiation of completion

- You will recieve an email, notifying you of 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.

Delete	Respond Teams Quick Steps 15	Language Zoom Salesfy
21/0213: Review and triSearch Helpde To OMatthew Ta		ordan රු ි Reply ් අply All →
	triVOI	triSearch
		V0I Order ID 109308908
	Dear Matthew.Tarabay@trisearch.c	om.au triconveydemo,
	Your Client has finished their part o	f the VOI process.
	Please complete the VOI by accessir 'People' tab within triSearch.	g it through the triVOI Dashboard, located under the
	Thank you for using triSearch.	
	For any enquiries, contact: triVOI help desk	

	b. The identification was carried out remotely on 07/12/2022, and c. The identify documents provided to me as electronic copies were Australian Passport, Australian Driver Licence
You	signature
By s	gning you are acknowledging that you have read and agree to the declaration above
\checkmark	confirm that I have taken reasonable steps to verify this person's identity.
~	confirm that I have read and agreed to the terms and conditions.
Use	our finger, stylus pen or mouse to sign below
	A
	Cicer signature

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.

