

triSearch®

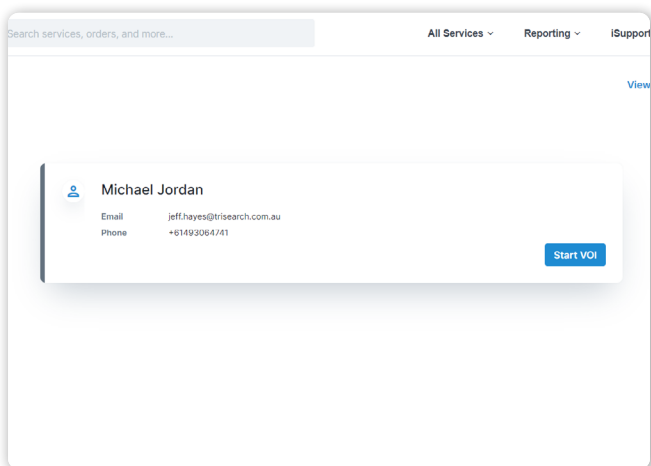
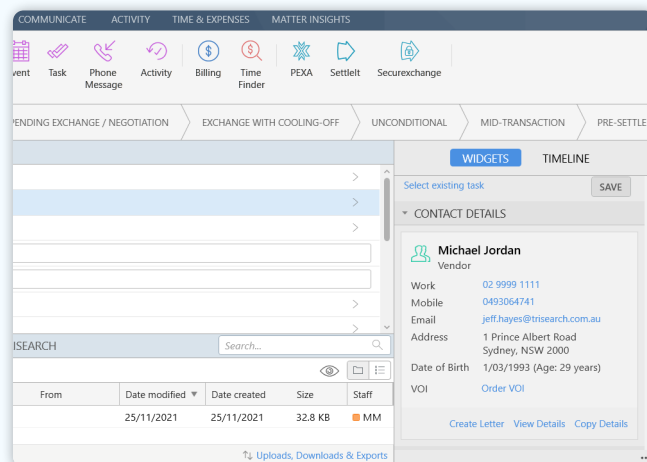
triVOI®

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.

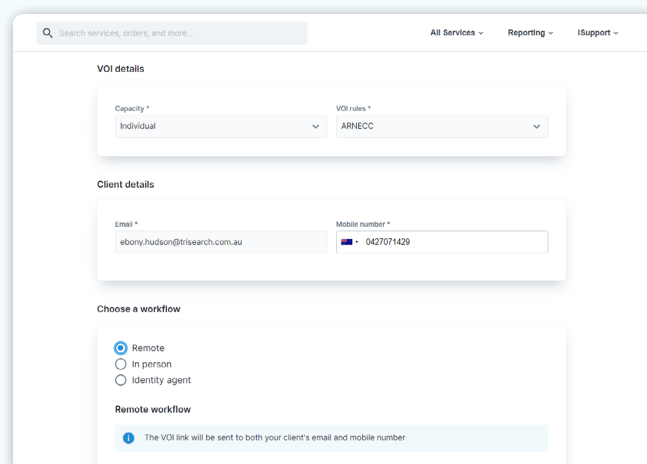


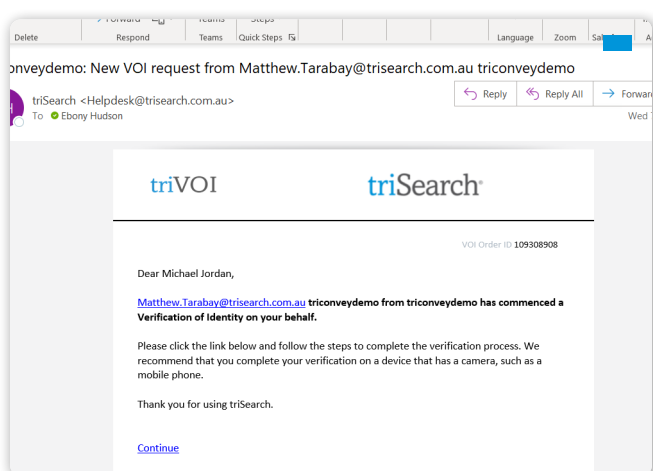
Step 2: Start VOI

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

Step 3: Enter contact details

- This includes name, email and mobile.
- Select 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.



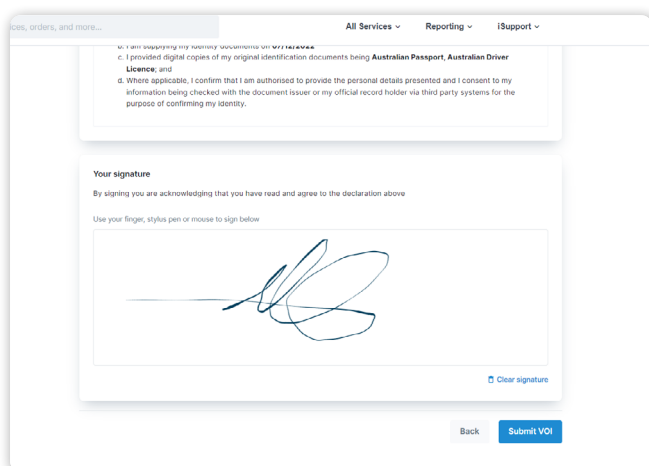
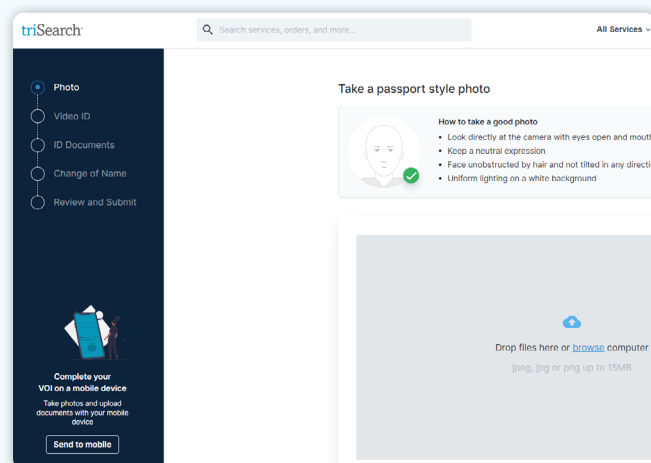


Step 4: Client begins VOI

- 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.

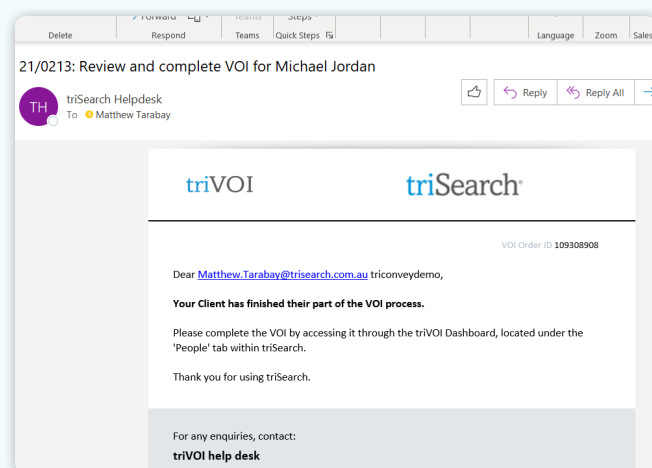


Step 6: Client reviews and signs

- 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.

Step 7: Notification of completion

- You will receive 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.



The screenshot displays a digital signature confirmation screen. At the top, it lists identification details: "d. The identification was carried out remotely on 07/12/2022; and c. The Identity documents provided to me as electronic copies were Australian Passport, Australian Driver Licence". Under the heading "Your signature", there are two checked checkboxes: "I confirm that I have taken reasonable steps to verify this person's identity." and "I confirm that I have read and agreed to the terms and conditions." Below this is a signature field with a blue ink signature and a "Clear signature" link. At the bottom, there are "Back" and "Submit VOI" buttons.

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](#)