TALK TALK

VERIFICATION OF YOUR IDENTITY

Customer Guide

Compatible web browsers

✓ Google Chrome (latest Version)
✓ Google Chrome for Android (latest Version)
✓ Firefox (latest Version)
✓ Firefox for Andriod (latest Version)
✓ Microsoft Edge 17 - beta support
✓ Safari 11 on MacOS and Safari on iOS 11
✓ Opera (latest version)

Please note: Some apps, such as Gmail, have their own built in browser (using WebKit) that masquerades as a compatible version. We have mechanisms in place to detect incompatible devices but this isn't 100% accurate.

Instructions
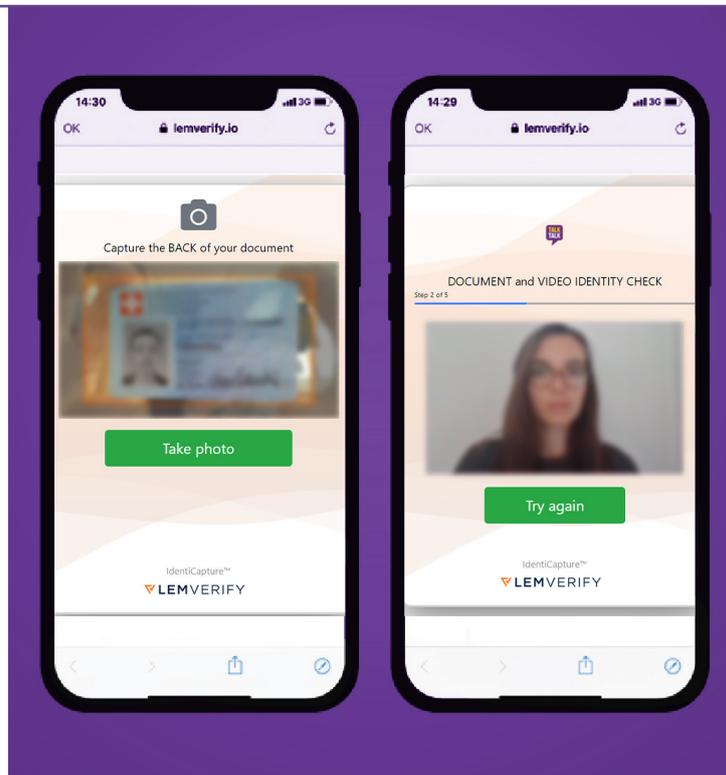
Step 1

Taking a picture of your Identity Document

- ✓ The document is on a flat surface.
- ✓ All four corners of the document are visible in the photo.
- ✓ All text, images and security features are visible and clear to read.
- ✓ The photo is taken in a well lit room, without light/glare spots.
- ✓ The picture is taken from a birds eye view.
- ✓ We accept Passports and ID cards.

We do not accept damaged documents or PDF copies.

Step 2

Completing a video identity check

- ✓ The camera is held at the same level with your face.
- ✓ Your head remains inside the orange circle.
- ✓ You have a strong Wi-fi signal or 4G network.
- ✓ You are in a well lit space before starting.
- ✓ Only you are in front of the camera.
- ✓ Keep your head still until requested to turn your head.
- ✓ Say the word that appears on screen and wait for the next to appear.