

# Using TrustID

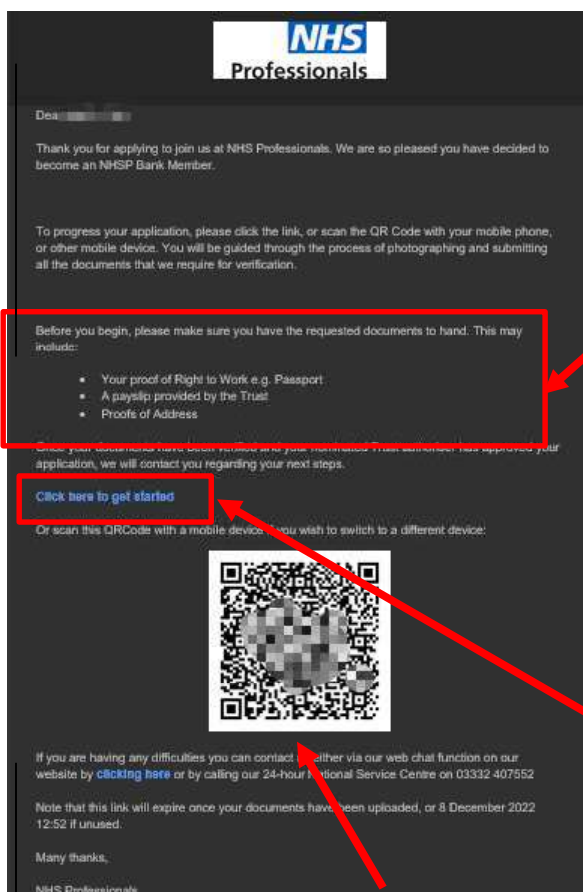
Thank you for your application to join NHS Professionals as a Bank Member.

To meet UK Employment laws, we will need to verify your identity documents via the TrustID portal. These documents vary depending on the application you have submitted and you can view information on these documents by [clicking here](#).

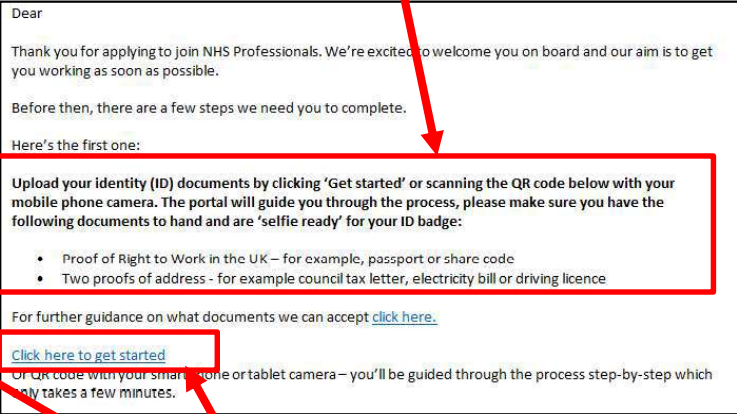
## Your Email to upload to TrustID:

You'll receive an email from [cloud@trustid.co.uk](mailto:cloud@trustid.co.uk) to submit your supporting documents via TrustID. You may want to add this email address to your safe sender list.

To help you, there is an example of the email you may receive below - please put some time aside to make sure you've read all the instructions in the email and gathered all the documents you'll need. You'll then be able to follow the link or scan the QR code and use TrustID to take pictures of your documents, so they can be verified.



This section will show the documents you will be required to submit, there are 2 examples of the type of email you will receive from TrustID.



Scan the QR code from your Phone or Tablet and follow the instructions

This link allows you to open TrustID when you are reading the email from your phone, laptop or tablet

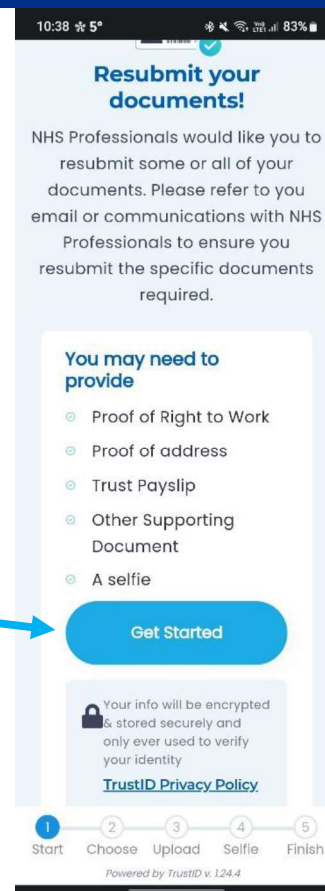
## Opening TrustID

Once you've scanned the QR code, a link will pop up for you to follow to the TrustID portal

**Please note that this QR code is unique to you, and you should be using the link from the most recent email you have received from TrustID. If you have received previous emails from TrustID you are advised to delete them and keep the most recent one to upload your documents.**

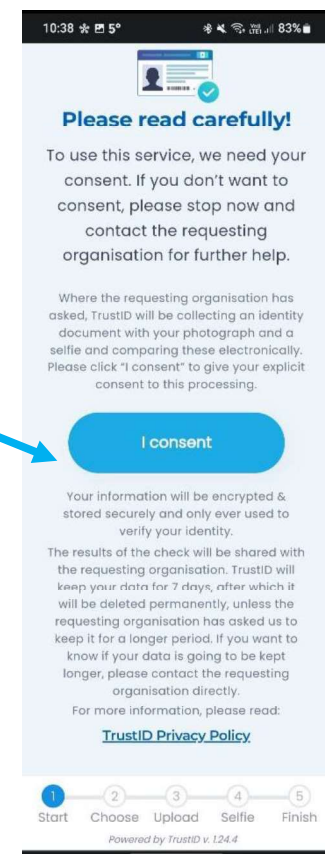
**Make sure you have ALL documents ready when you start and follow the instructions on the TrustID portal.**

Once the portal opens, you'll see the screen to the right, which gives a handy overview of your progress at the bottom and a reminder of what you may need to provide. When you're ready click Get Started.



You'll be taken to the next screen that asks you to read the information carefully as you need to consent to the statement.

Click **I Consent** once you have read the statement.



## Uploading Documentation:

Once you have clicked, **I Consent**, you'll be taken to the next screen which will show you a list of options to upload.

Make sure you have your documents to hand and read the instructions for each document type you have. You'll need to ensure that the picture you take with TrustID has all 4 corners showing in the photograph you take.

If this is your first-time uploading documents using TrustID, then start with your Right to Work as per the menu in the picture on the right.

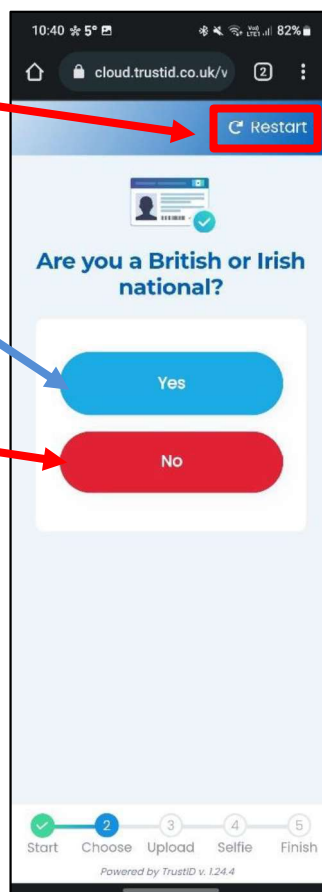
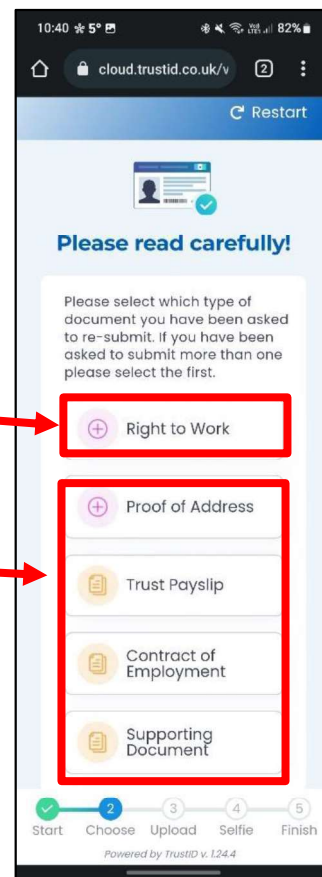
If you've been asked to submit another document, just select the appropriate option in the picture on the right.

If you make a mistake, or need to start over, you can click the Restart option at any point when using TrustID.

## Right to Work Documentation

The first question asked is if you're a British or Irish National, if Yes, select the Yes option, this will take you to the appropriate options for your Right to Work.

If you're not a British or Irish National, then select No and this will take you to the appropriate options for your Right to Work documentation.



## British or Irish Nationality:

Where you have British or Irish Nationality, there are several options of documents you can use to support your Right to Work.

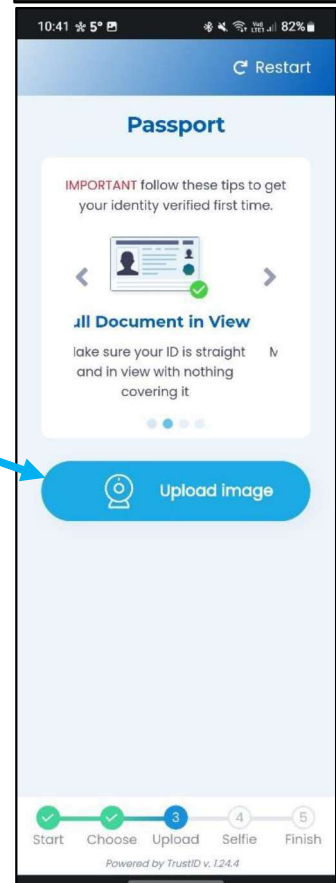
Select the document you're using from the list, and this will take you through to the next screen which will prepare you to take a photo of the document you are using.



Once you select your Right to Work document, TrustID will prepare you to take the photo and give you some handy tips on how best to photograph the document you are using - it's helpful to read these tips.

When you're ready, click **Upload Image** and take the photo of your document.

Once you confirm you're happy with the picture, it will upload.





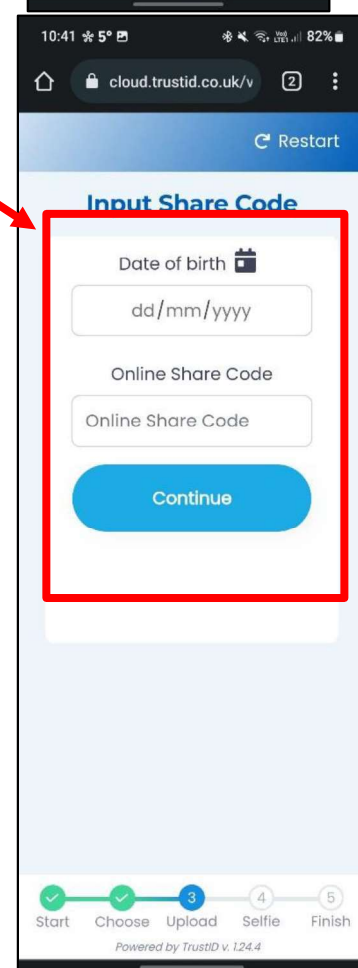
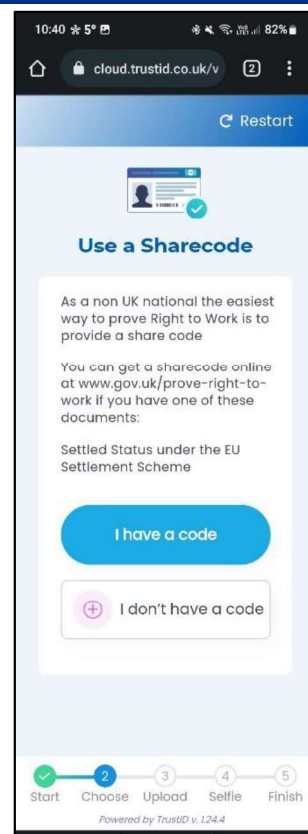
## Not British or Irish Nationality:

Where you're using another document to support your Right to Work, and you've clicked No to being a British or Irish National, you'll be taken to the next option, which is uploading your Sharecode, if you have one. You can view guidance on Right to Work and supporting documents by [clicking here](#).

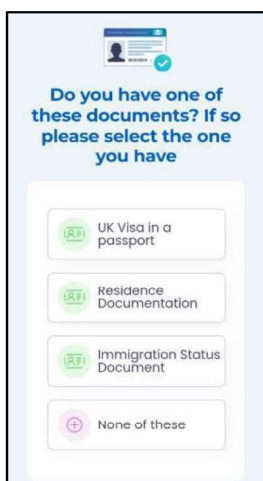
If you have a Sharecode – select the I have a code option and you'll be taken to the screen shown below which will ask for your

- Date of Birth
- Sharecode

Once you enter them, click **Continue**.



If you don't have a Sharecode - select the I don't have a code option and you'll be asked to select another document for your Right to Work:



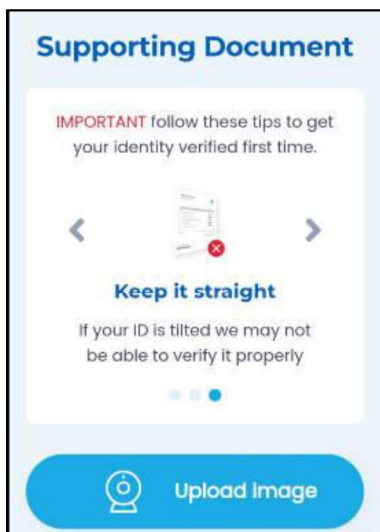
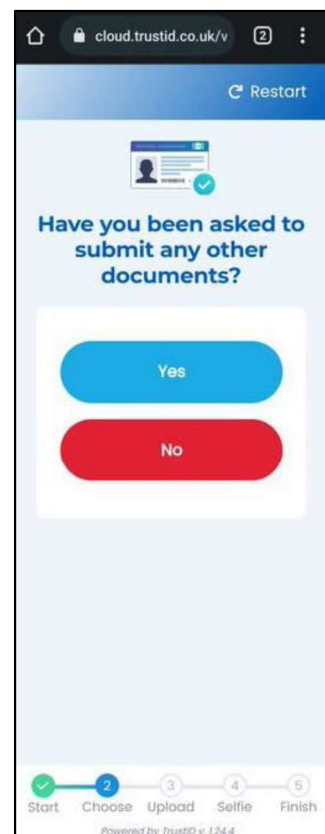
## Submitting Further Supporting Documents:

Once you've uploaded your Right to Work document, you'll be asked to provide other supporting documents; these are outlined in the email from TrustID (on page 1).

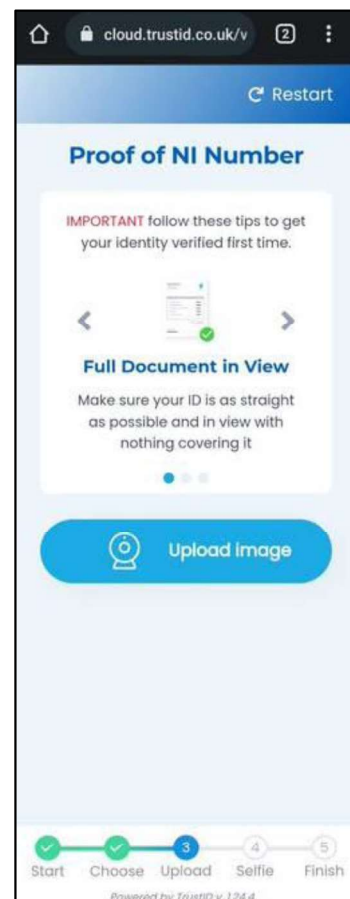
You'll be prompted to add additional documents with the screen shown to the right.

If you have more documents to upload (this is outlined in the email received), then select Yes, otherwise, select No.

Depending on which document type you select, the header on the screen may differ, but each screen will show some top tips on taking the photograph of the document. When you're ready to take a photo of the document, select **Upload Image**.



You may need to supply several supporting documents; you'll have the option to upload multiple documents.





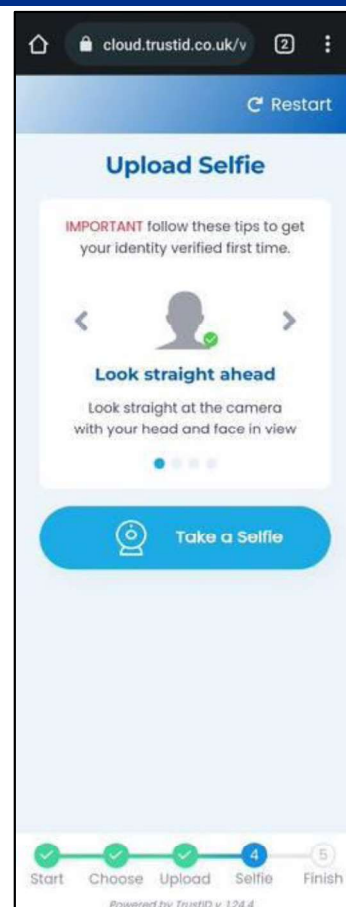
## The Selfie:

Once you've taken photos of your Right to Work and other supporting documentation, the last step of the process is to take a selfie.

When you're ready, click Take a Selfie, and prepare to follow the instructions given by TrustID, to take the photo

You'll be given the opportunity to Retake if you want to.

Continue when you are ready to go to the next step.



## Finish:

Once TrustID has finished uploading your Selfie you will get confirmation that you've completed uploading your documents to TrustID.

Your Right to Work and supporting documentation will be visible to us, NHS Professionals, and one of our team will check that the documentation meets our Vetting and DBS requirements.

If your documents meet the Vetting and DBS requirements, you will be asked to bring the original documents you have uploaded to TrustID to a face-to-face meeting at one of our Local Offices in line with Government requirements. If you need to locate your nearest NHSP office, [click here](#).

If any of the documents you've submitted are not compliant, we will be in touch for you to provide a further supporting document.

