



Using the ID-Pal Salesforce application

V 1.3

Contents

Versions.....	3
Send App Link.....	4
Submission Statuses.....	5
Identifiers.....	6
Review Flow	7
Stamps.....	8
Document Authentication Result	9
Facial match	10
Liveness.....	11
Address eVerification.....	12
Adding Notes.....	13
Send Message	13
Related Tab	14
Real Time Decisioning.....	15
Email Notifications	15
Manually Linking a Submission	16
Data Retention Policy.....	16

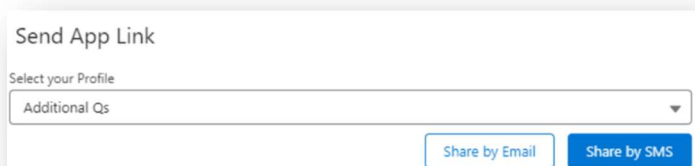
Versions

Version	Date	Comments
1.0	01/02/2022	○ Document created
1.1	01/05/2022	○ Support for Client Due Diligence Reports ○ Ability to customise SMS/Email content ○ Improved Submission record visibility
1.2	28/11/2022	○ Support for Web App ○ Custom permission sets ○ Ability to manually link submissions
1.3	21/08/2024	○ Review Flow Improvements ○ ID-Detect Support ○ Email Notification Settings

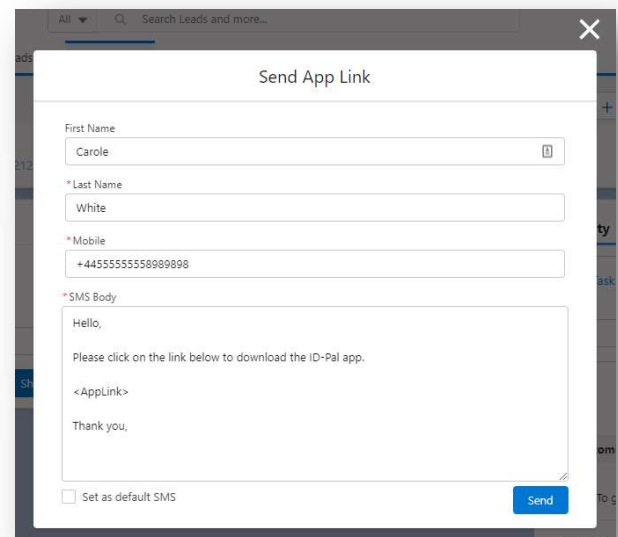
Send App Link

The Send App Link component is used to initiate the verification process from Salesforce. It will be displayed on the Contact, Lead, and Person Account records. The steps required to send an app link are:

1. Select the App Type:
 - a. Native: this will include a link to download the ID-Pal iOS or Android App
 - b. Web: this will include a link to ID-Pal browser based Web Application
2. Specify the App Profile that should be used (Note: App Profiles will need to be configured from your ID-Pal Account)
3. Select Share By Email or Share By SMS
4. If the individual's contact details are present in Salesforce, they will be prepopulated for you in the modal
5. You can customise and configure a default message
6. The <AppLink> string must be present. This will be replaced with a link to the App / Play Store or Web App when the SMS/Email is sent
7. If you are Sharing by email, please specify an email subject
8. Click Send
9. The end user will then receive an email or SMS with the link to complete the verification process



The image shows a 'Send App Link' component in a Salesforce interface. It has a title 'Send App Link' and a section 'Select your Profile' with a dropdown menu showing 'Additional Qs'. Below the dropdown are two buttons: 'Share by Email' and 'Share by SMS'.



The image shows a 'Send App Link' modal in a Salesforce interface. It has a title 'Send App Link' and a close button (X). The form contains the following fields:

- First Name: Carole
- Last Name: White
- Mobile: +44555555558989898
- SMS Body:

Hello,

Please click on the link below to download the ID-Pal app.

<AppLink>

Thank you,
- Set as default SMS: ☐
- Send button

Submission Statuses

There are four different statuses that can be associated with a Submission.

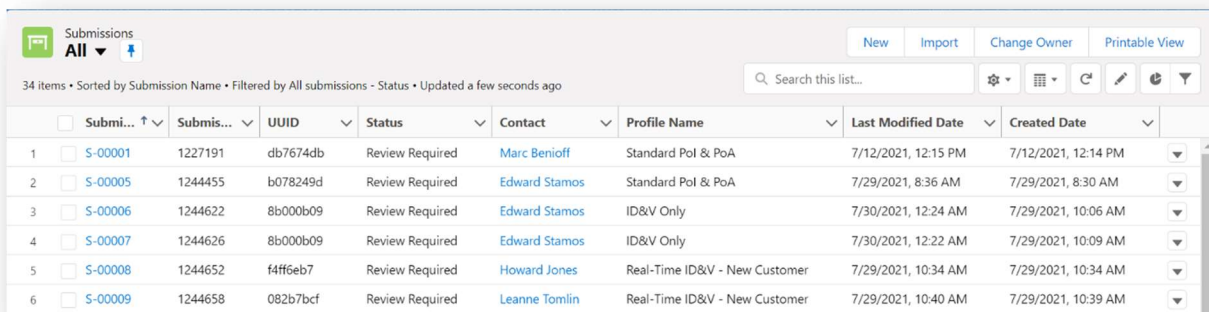
Status	Description
	An app link has been shared but the end user has not completed the process.
	The end user has completed the process and a Submission needs to be reviewed in Salesforce.
	The submission has been reviewed and approved. Or, the submission has been automatically approved – for more information on this, please refer to the Real Time Decisioning section.
	The submission has been manually declined by the Salesforce user.

Identifiers

There are a number of unique identifiers that are associated with the individual being verified:

1. UUID: this stands for Unique User Identifier. This ID is appended to the app link when shared via Email or SMS. In most cases, there will be a single UUID associated with each individual being verified
2. Submission ID: This is a unique ID generated for each submission that an individual completes. It is linked back to the UUID. A maximum of five submissions can be completed on each app link/UUID.

Both the UUID and Submission ID can be added as columns to certain list views such as Contacts, Submissions, and Leads. Submission Status can also be added as a column.



	Submi... ↑	Submis...	UUID	Status	Contact	Profile Name	Last Modified Date	Created Date
1	☐ S-00001	1227191	db7674db	Review Required	Marc Benioff	Standard Pol & PoA	7/12/2021, 12:15 PM	7/12/2021, 12:14 PM
2	☐ S-00005	1244455	b078249d	Review Required	Edward Stamos	Standard Pol & PoA	7/29/2021, 8:36 AM	7/29/2021, 8:30 AM
3	☐ S-00006	1244622	8b000b09	Review Required	Edward Stamos	ID&V Only	7/30/2021, 12:24 AM	7/29/2021, 10:06 AM
4	☐ S-00007	1244626	8b000b09	Review Required	Edward Stamos	ID&V Only	7/30/2021, 12:22 AM	7/29/2021, 10:09 AM
5	☐ S-00008	1244652	f4ff6eb7	Review Required	Howard Jones	Real-Time ID&V - New Customer	7/29/2021, 10:34 AM	7/29/2021, 10:34 AM
6	☐ S-00009	1244658	082b7bcf	Review Required	Leanne Tomlin	Real-Time ID&V - New Customer	7/29/2021, 10:40 AM	7/29/2021, 10:39 AM

Review Flow

Once the end user has completed a Submission, the document(s) and authentication results can be viewed in the Review Flow. The Review Flow can be accessed by clicking the Submission Name link on the Contact, Lead, or Person Account records, or from the Submissions list view. Depending on the App Profile settings, there will be different steps and information in the Review Flow.

The order of these steps is as follows:

- 1. ID Document(s)**
 - a. Facial Comparison, Liveness, ID Document and ID-Detect* Results
- 2. Address document(s)**
 - a. Customer supplied address and Address Document
- 3. Address eVerification***
 - a. Customer supplied address + eVerification result/details
- 4. Customer provided address**
 - a. This will be displayed if no Address documents have been provided / eVerification is not enabled
- 5. Any Additional Documents**
 - a. E.g. Proof of Funds
- 6. Any Additional Data**
 - a. E.g. Tax Number

Each step will be highlighted based on the authentication result. If the step has no technical checks run, it will be left grey until the reviewer has made a decision during review. There are buttons on each step allowing the user to select either Pass or Flag. These buttons will also be defaulted based on the authentication result but can be changed.

**Please note Address eVerification and ID-Detect are enhanced features and are not enabled by default on your account. Please contact support@id-pal.com for further details.*

The screenshot displays a web application for reviewing a submission. At the top, a header bar shows the submission ID 'S-00009' and a status 'Review Required' for contact 'John Doe'. Below this is a progress bar with four steps: 'Identity Check' (green, checked), 'Proof of Address' (grey), 'Address eVerification' (red, failed), and 'Additional Data' (grey). The main content area is titled 'Review' and contains two sections: 'Facial Capture' and 'ePassport'. Each section shows a placeholder image and two circular 'PASS' stamps. Below the 'Facial Capture' section is a 'Flag' button, and below the 'ePassport' section is a 'Passed' button. A 'Next' button is located on the right side of the review area.

Stamps

The results of the various technical checks that are carried out as part of the Submission will be displayed in the Review Flow via the Pass, Flag, and Alert stamps.

A stamp will be displayed for each of the following:

1. Document Authentication Result
2. Facial Comparison Result
3. Liveness Result
4. ID-Detect
5. Address eVerification
6. Non-technical documents

In cases where a Flag or Alert result is displayed for the Document, Facial Comparison, and Address eVerification checks, additional information will be displayed via a modal that can be viewed by clicking on the Stamp.

Document Authentication Result

Stamp in review flow	Description
Pass stamp 	The ID document is deemed to be genuine based on a weighted average from all the various technical checks that have been carried out.
Flag stamp 	Document did not pass technical check and/or Quality of image not sufficient.
Alert stamp 	One or more elements of the document failed technical checks.
No technical checks stamp 	No technical checks were carried out on the document and a manual review is required. This could be the case if a paper driver's licence was uploaded or as result of some technical error.

Facial match

Stamp in review flow	Description
Pass stamp 	The facial capture matches the facial image extracted from the ID document.
Flag stamp 	Possible reasons for an Alert result are: ○ Glare from light ○ A low resolution (poor quality) capture of the Document
Alert stamp 	Possible reasons for an Alert result are: Glare from light Hologram partially covering customers face A low resolution (poor quality) capture of the Document Changes in characteristics like Beard, Glasses or hair covering the face

Liveness

Stamp in review flow	Description
Pass stamp 	The facial capture is confirmed to be that of a live person.
Flag stamp 	Liveness could not be determined. This can often be caused by poor image quality and/or lighting conditions.

ID-Detect

Stamp in review flow	Description
Pass stamp 	The ID document is deemed to be genuine and live based on photocopy, screen recapture and photo substitution checks.
Flag stamp 	Document did not pass ID-Detect checks and a manual review is recommended
Alert stamp 	One or more elements of the image suggest that the document is not live or has been tampered with

Address eVerification

Stamp in review flow	Description
Pass stamp 	A full match was obtained confirming the individuals name, date of birth, and address.
Flag stamp 	A partial match was obtained confirming the individuals name, date of birth, and address.
Alert stamp 	When reliability score from GDC is 30 or when there is a mismatch in the name submitted by the user and the name on the captured document.

Adding Notes

There is the ability to add Notes to each Submission. This is done from the Review Flow and will be saved against the Submission.



Send Message

Once a Submission has been completed by the end user, there is the ability to send them a message via SMS or Email (this will be decided based on how the initial app link was sent out). The introduction and sign off of the message will be prepopulated so only the body needs to be specified.

Note: if there was an issue with one or more documents/checks in the submission, the end user will need to be advised to complete a new submission in order for any additional/updated documents to become available in Salesforce.



Real Time Decisioning

Selecting the Real Time Decisioning option on an App Profile allows a Submission to be automatically set to a status of Completed if all verification test results returned are passed.

I.e. if a customer submits a passport, driver's licence and liveness test, and all the verification tests pass, the status will be marked as Completed and the PDF document will be generated without any manual intervention

This facilitates the onboarding of users where all technical checks have passed and no address document is captured

Note: "No proof of address" must be selected in order to use real-time decisioning.

Email Notifications

The following events can trigger email notifications:

1. New Submission
2. Submission Status Change
3. New Submission Automatically marked as completed

Under 'Control Panel' you can apply email notifications to individual users based on specific needs. Each user can receive notifications for all submissions or only submissions for which they are the owner.

Email Notifications				
Enable Send Submission Email Notifications  Enabled				
	Name	Username	Email	Actions
1	☒ Data.com Clean	automatedclean@00d06000001ahameai	automatedclean@00d06000001ahameai	None
2	☐ Automated Process	autoproc@00d06000001ahameai	autoproc@00d06000001ahameai	None
3	☒ Chatter Expert	chatty.00d06000001ahameai.ycdvmo8otyjo@chatter.salesforce.com	noreply@chatter.salesforce.com	None
4	☐ Platform Integration User	cloud@00d06000001ahameai	noreply@00d06000001ahameai	☒ None ☐ Receive Submission Notifications if User Owner ☐ Receive Notifications for All Submissions
5	☐ Security User	insightssecurity@00d06000001ahameai.com	noreply@example.com	
6	☐ Integration User	integration@00d06000001ahameai.com	noreply@example.com	
7	☐ Kevin Gildea	kevin.gildea@id-pal.com	kevin.gildea@id-pal.com	

Manually Linking a Submission

In cases where a Submission has been submitted by a customer but it is not appearing in Salesforce, it can be manually linked by following the below steps:

1. Navigate to the Submissions tab
2. Click New
3. Enter the submission ID (This can be obtained from the ID-Pal Portal)
4. Optionally link the Submission to a Contact, Lead, or Account
5. Click Save
6. The Submission will then be available for review in Salesforce

The screenshot shows the 'New Submission' form in Salesforce. The form is titled 'New Submission' and has a tab labeled 'Information'. It contains the following fields and options:

- Submission Name:** A text input field.
- Owner:** A dropdown menu showing 'John Smith'.
- UUID:** A text input field.
- *Submission Id:** A text input field containing '2569871', highlighted with a yellow background.
- Contact:** A search field with the placeholder text 'Search Contacts...' and a magnifying glass icon.
- Lead:** A search field with the placeholder text 'Search Leads...' and a magnifying glass icon.
- Account:** A search field with the placeholder text 'Search Accounts...' and a magnifying glass icon.

At the bottom of the form are three buttons: 'Cancel', 'Save & New', and 'Save'.

Data Retention Policy

There is the ability to configure a data retention policy from the ID-Pal account. In the Account tab, under Preferences "Data Retention Limit" you will set how long a customer's data should be stored on the system. This includes the documents visible in Salesforce.

See more information [here](#).