

# Using the EasyID app

POST  
OFFICE

Identity checks are needed so that a payment can be made to you. EasyID offers a convenient and secure method to verify your identity from your own home and share your verified identity with us, rather than having to send your identity documents to us by post.

You will be asked to share your:

- Full name
- Date of birth
- Address
- Nationality
- Mobile phone number
- Email address
- Image of your identity document

## Summary of steps required

### Step 1

Search for the Post Office EasyID app in the app store and install it

### Step 2

Set up your EasyID and add your documents (valid passport and driving licence)

### Step 3

In the app – Scan the QR code

### Step 4

In the app – consent to share your verified identity data with the Remediation team



## What is Post Office EasyID?

EasyID is transforming the way you prove who you are. Your EasyID gives you a safe way to prove your identity and age online and in person. Any details you add to your EasyID are encrypted and only you have the key to unlock your encrypted details, which are stored safely in your smartphone. When you need to prove your identity or age, your EasyID lets you share only the details you need to and nothing you don't. Control of your data stays firmly in your hands.

For more information, please visit [postoffice.co.uk/identity/easyid](https://postoffice.co.uk/identity/easyid)

## How do I create my Post Office EasyID?

Creating your EasyID takes about five minutes.

1. Download the free Post Office EasyID app from either the Apple or Android app stores
2. Consent to the capture of your biometrics to protect you and your account from fraud.  
To provide consent, you'll need to enter that you are over 13 and your country of residence
3. Add a phone number and create a 5-digit PIN to secure your account
4. Take a scan of your face so that we can match it to the photo in your document
5. Add your government issued ID documents. For best results please add a passport and driving licence by following the instructions on the app. If you only have one of these documents, then please just add one of them.

## Why do you need the information on my ID documents?

We use government issued identity documents such as a valid passport or driving licence to verify your identity. We match your photo to the photo from your ID document to ensure that you are the real owner of the document. Once we have done that you can then share your personal information online or in person where relevant.

## How to share your ID using the QR code

The EasyID app will use your phone's camera to scan the QR code. When you open the app, tap on the 'Scan' button at the bottom of your screen, then aim the camera at the QR code on the previous page.

## Need help with the app?

If you need help with the EasyID app, support can be found at [postoffice.co.uk/help-support/easyid](https://postoffice.co.uk/help-support/easyid)

If you need any further help with the EasyID process, please email us at [supportteam@postoffice.co.uk](mailto:supportteam@postoffice.co.uk) or write to us at Remediation Team, Post Office Ltd, 2nd Floor, 1 Future Walk, Chesterfield S49 1PF, and we will be happy to help.