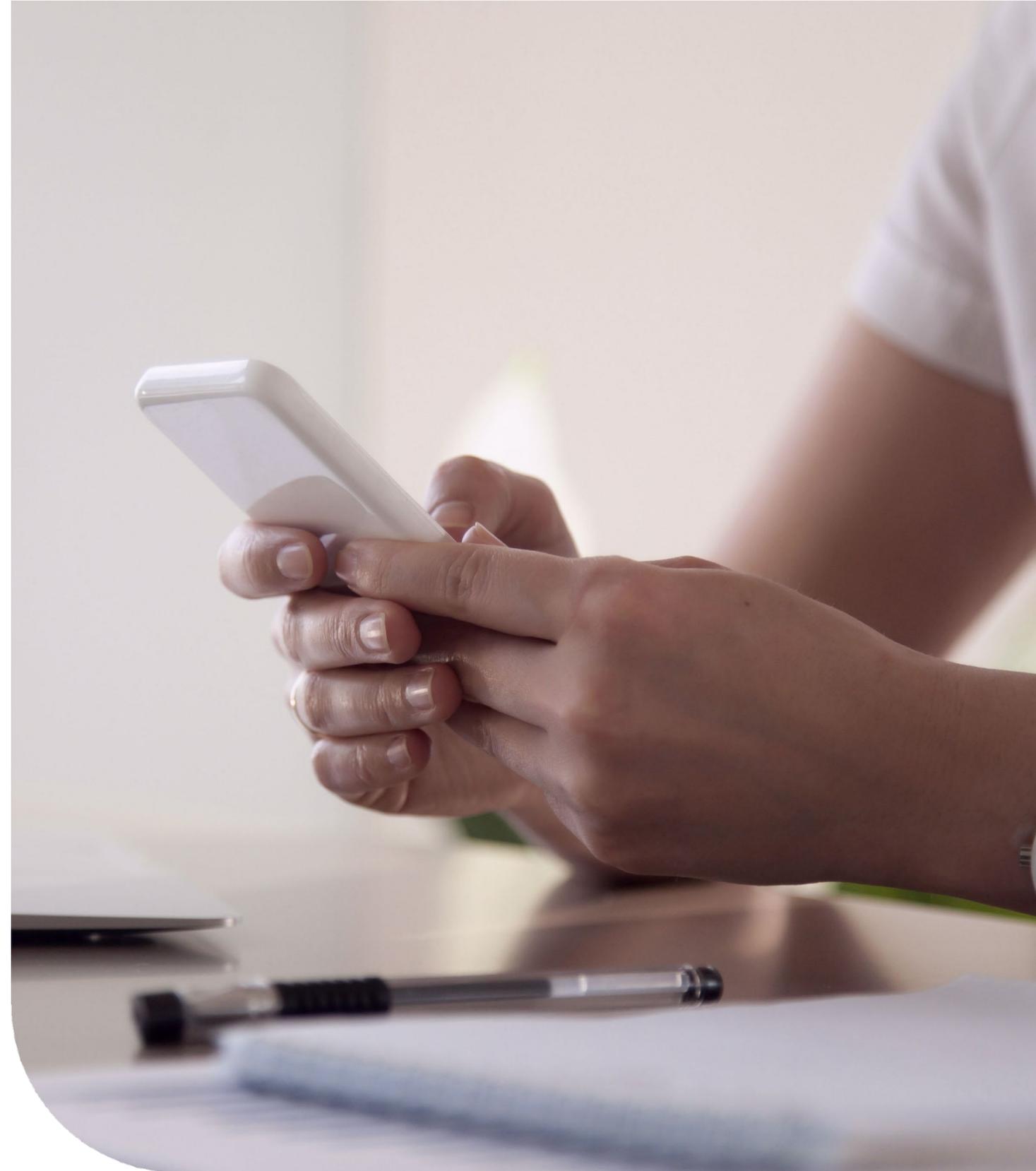


ZealiD

Registration in the ZealiD App

2023



Get ready

You will need:

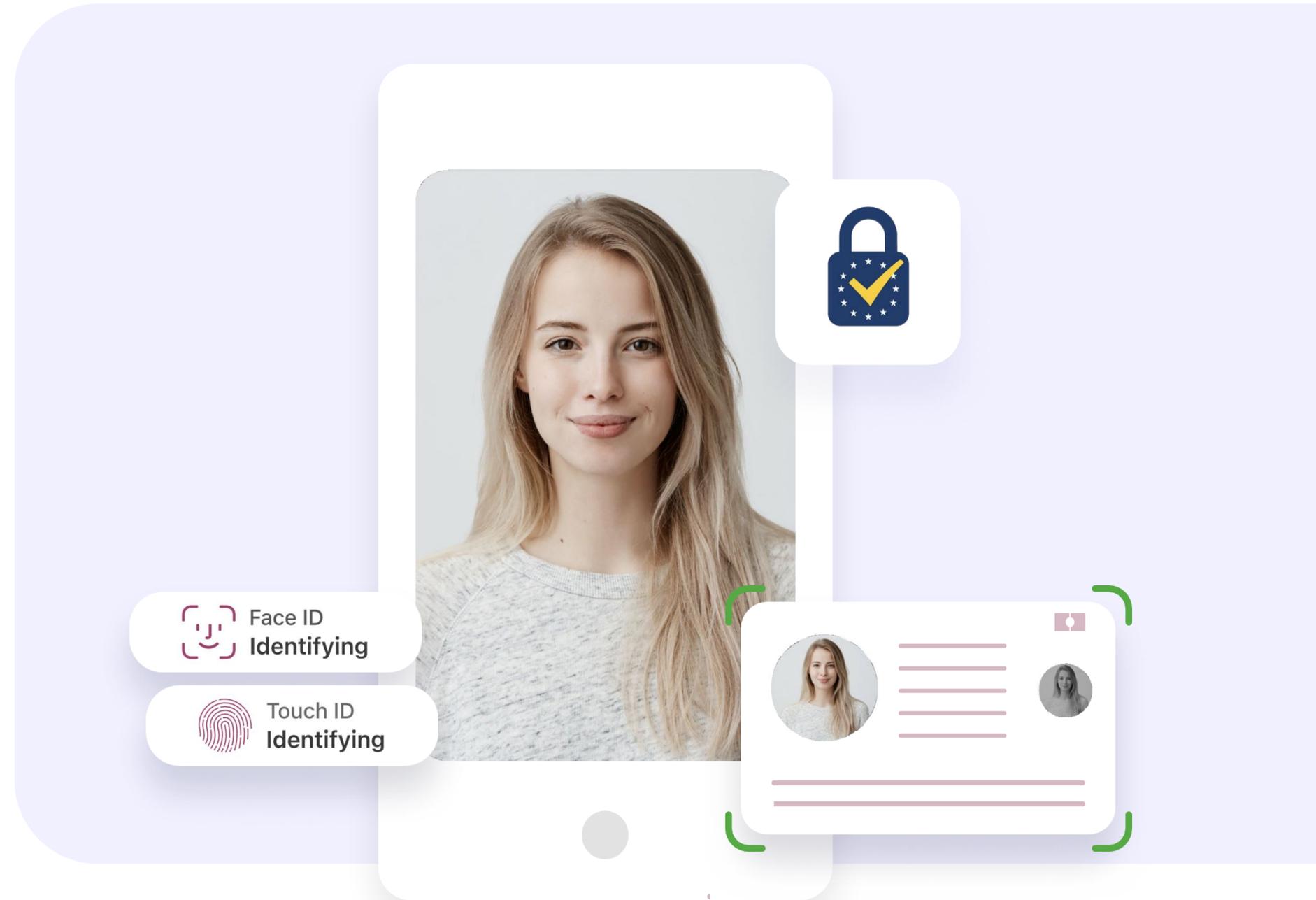
—



Mobile device which supports biometric authentication (Face ID or Touch ID) and has the feature enabled



Valid identity document: an ID card, a passport or a residence permit



About ZealiD

How to register with the ZealiD app?

—



Download the ZealiD app from App Store or Google Play or select the identification option inside your service



Register the device with a phone number and email address

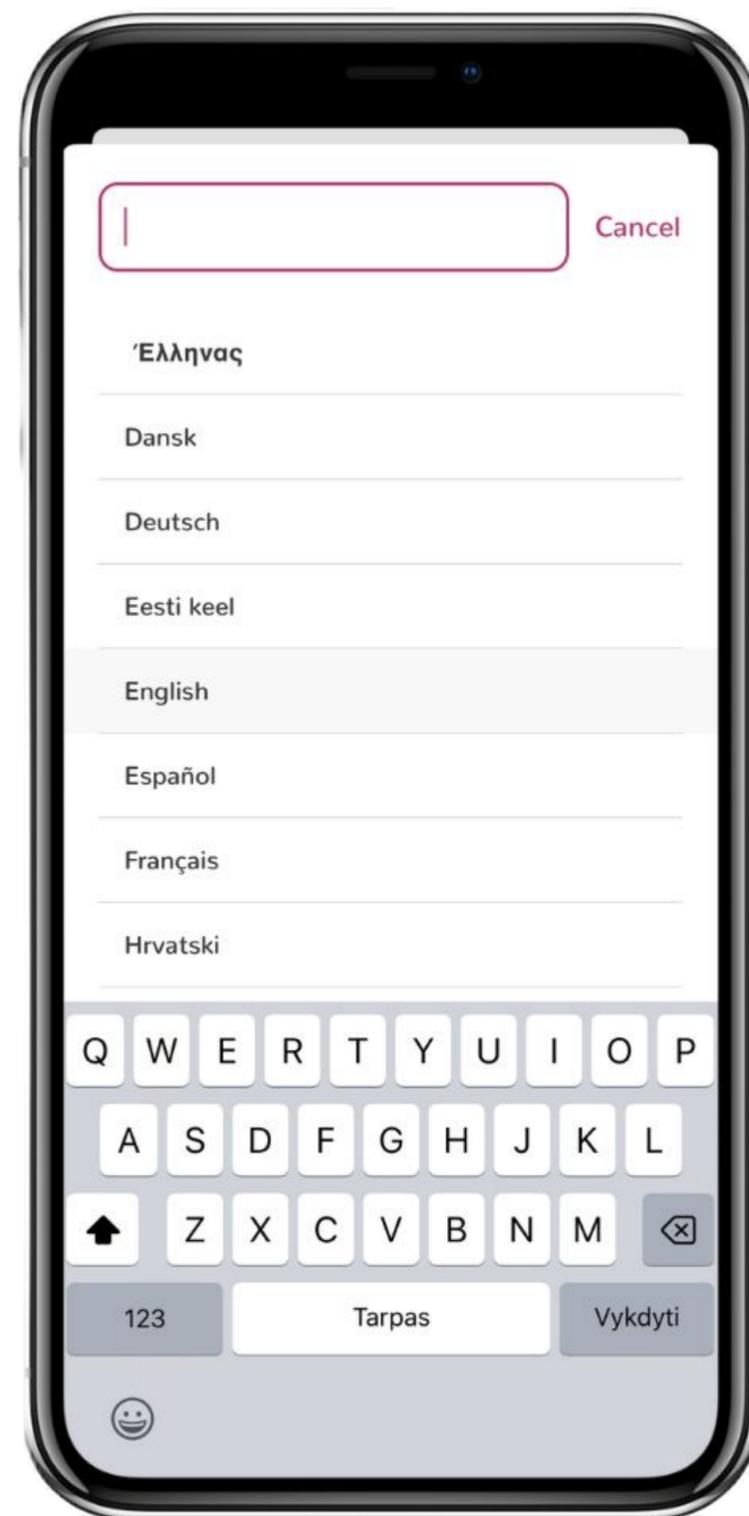
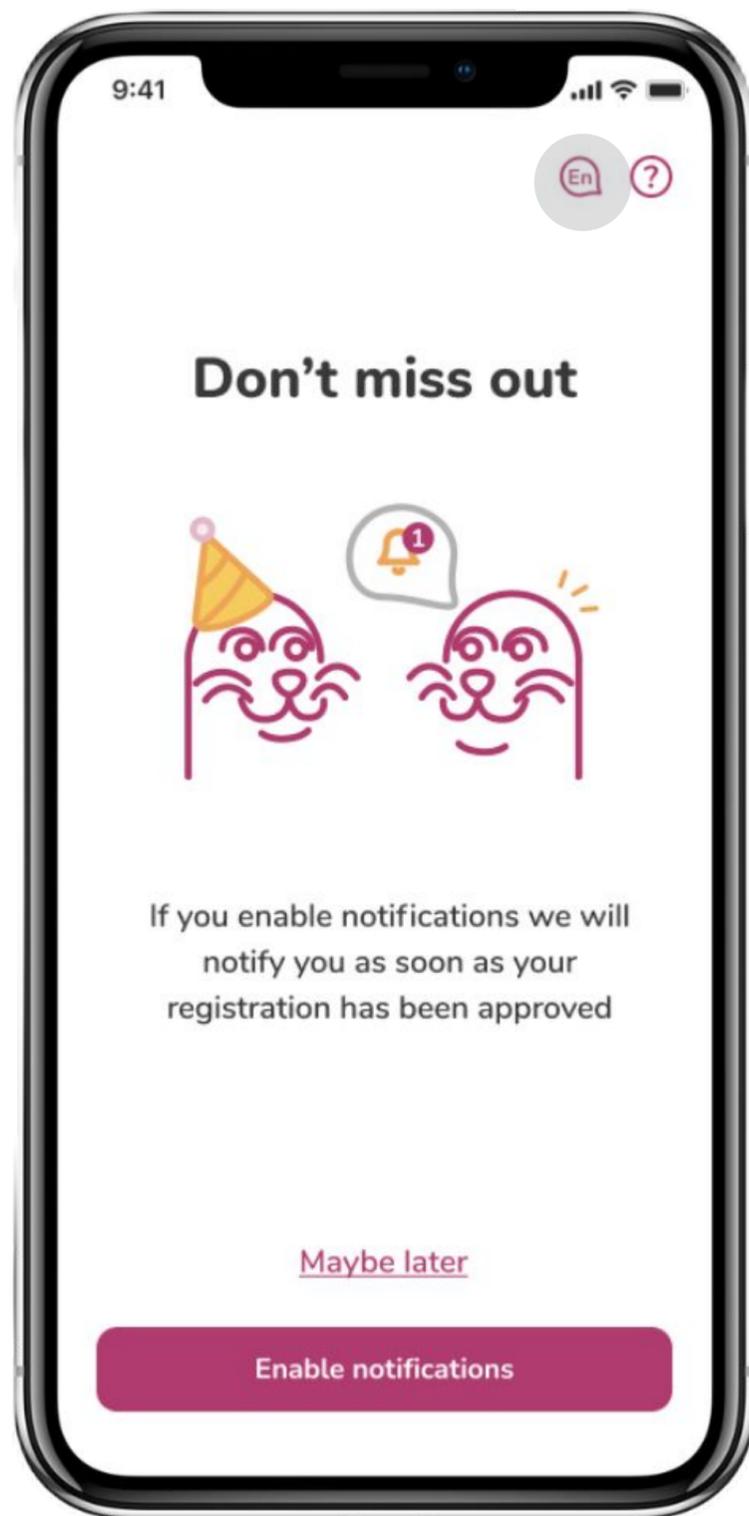


Take a selfie - Perform a liveness check



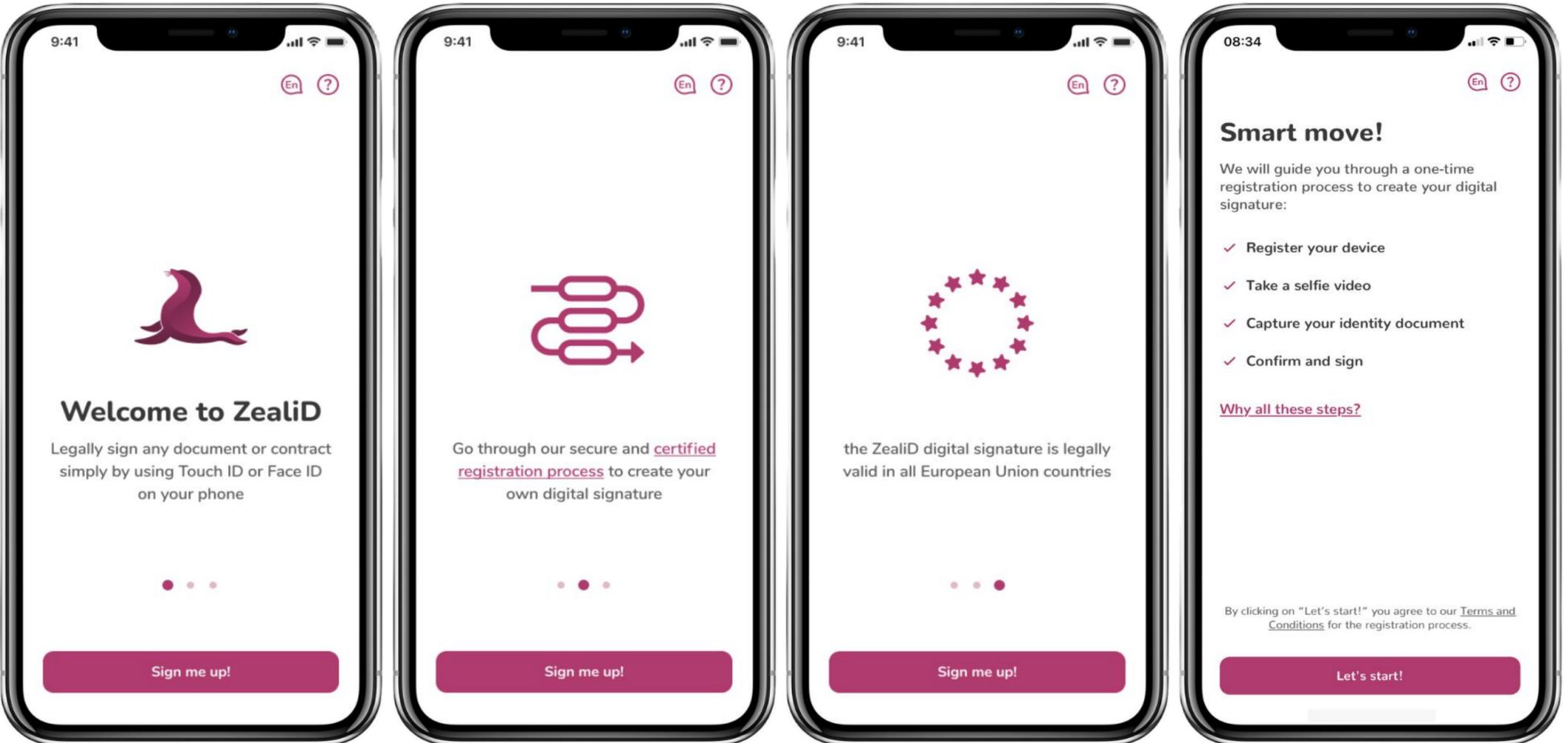
Capture an ID document





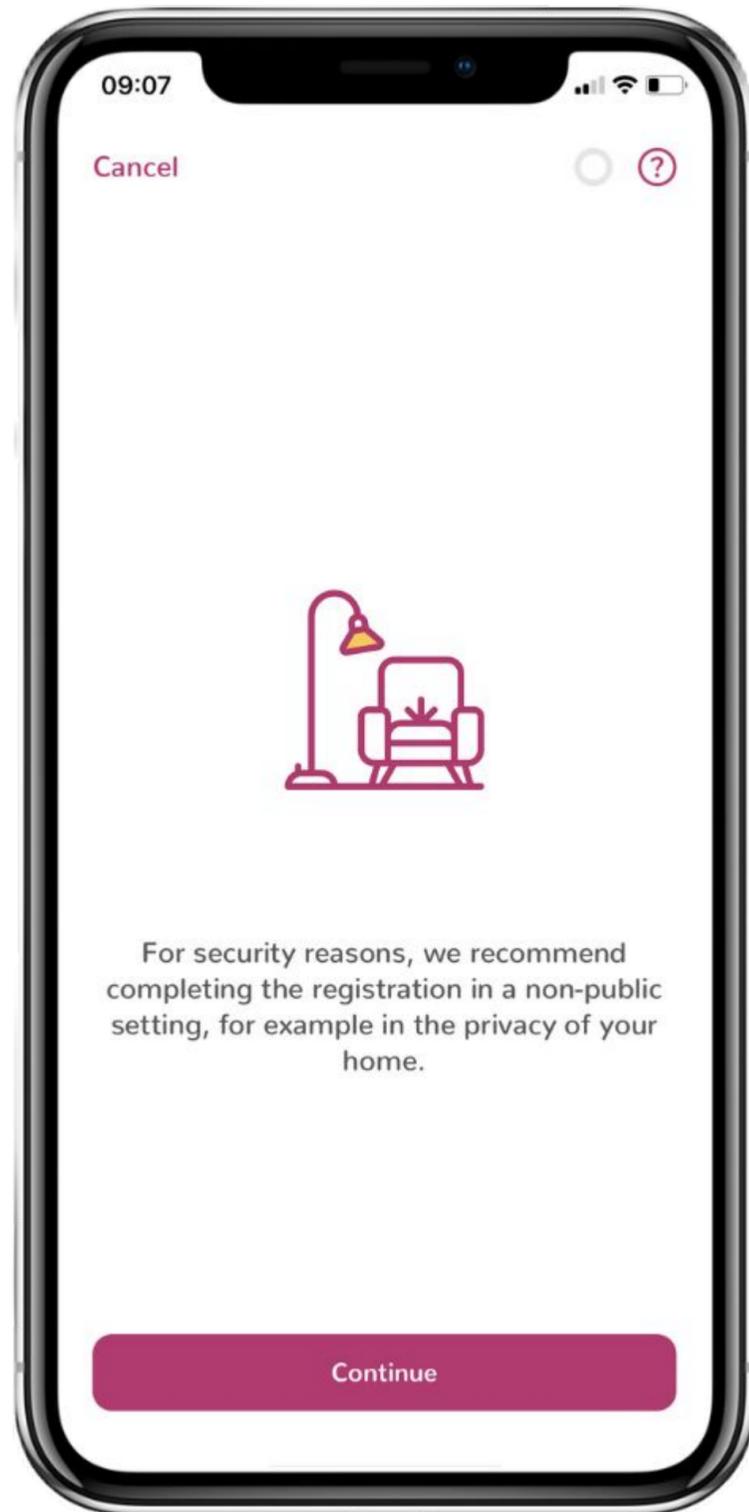
Get ready

Select your language and enable push notifications to know when the manual review is done and once a signature is ready.



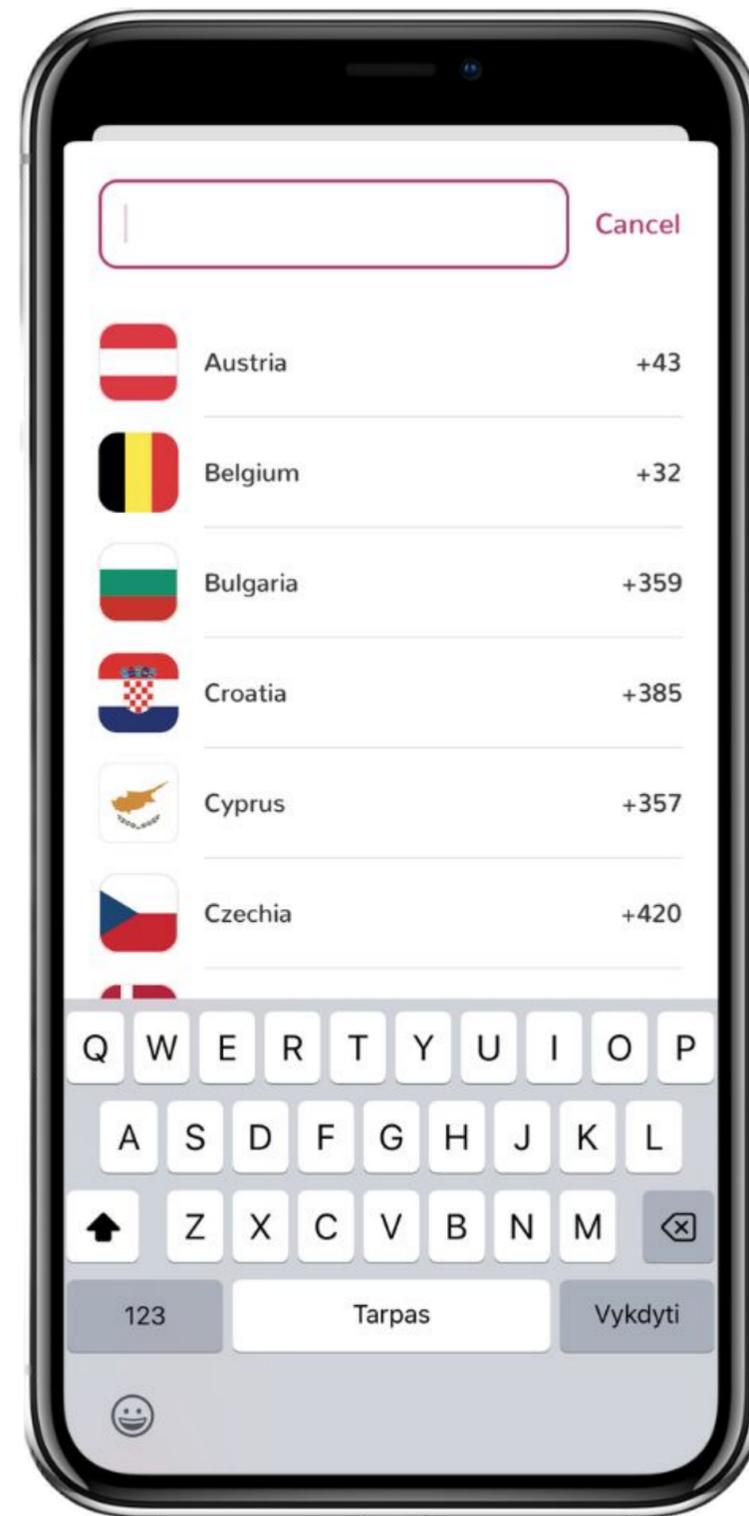
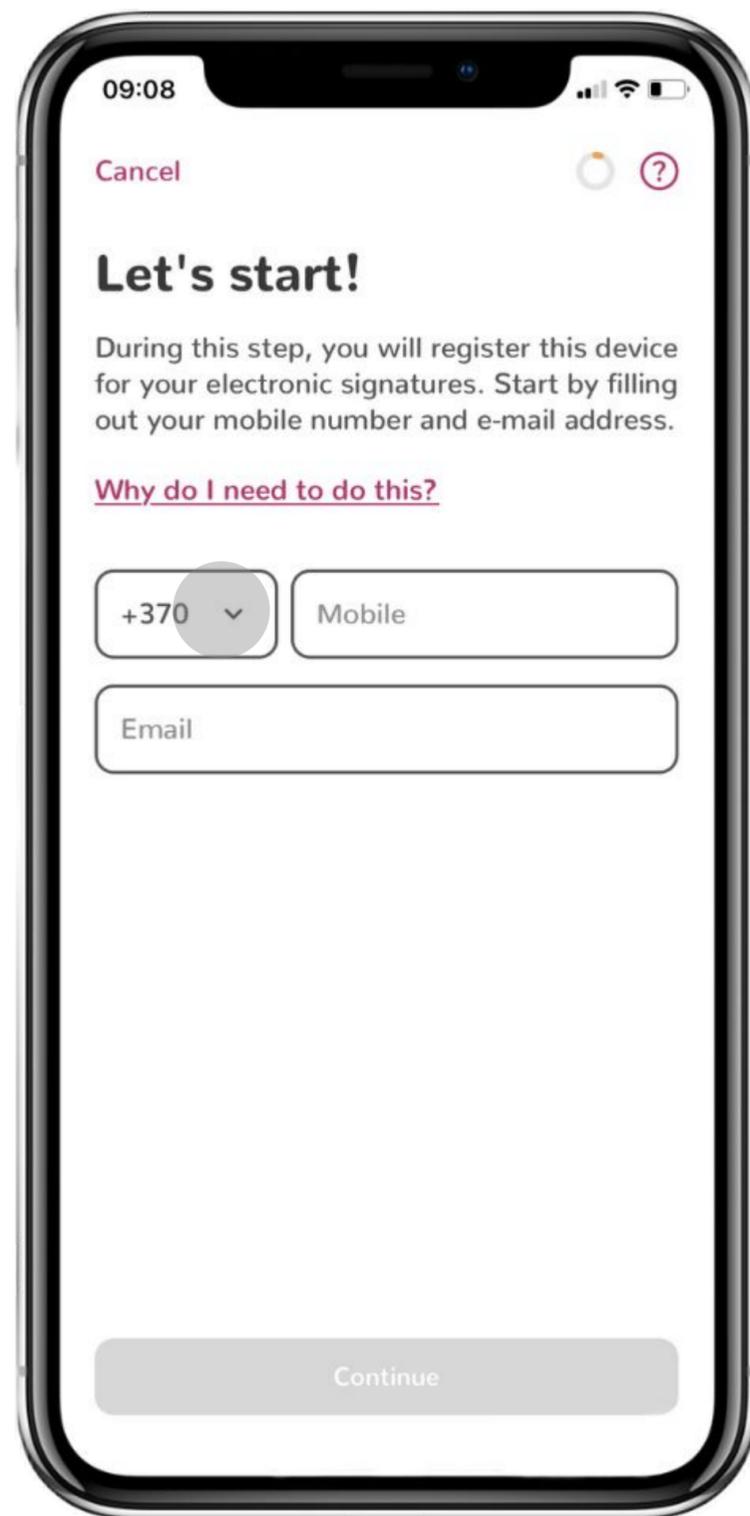
Get ready

ZealiD registration steps explained. By clicking “Let’s start!”, you agree to the T&C of the registration process.



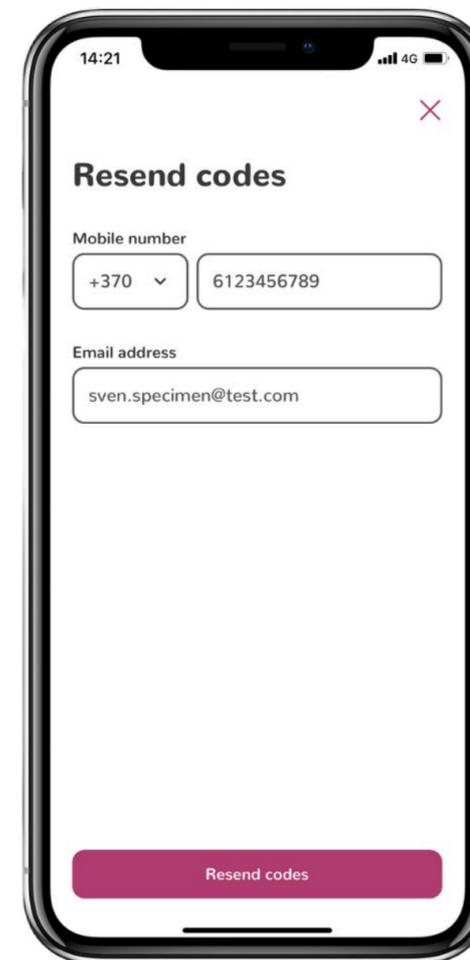
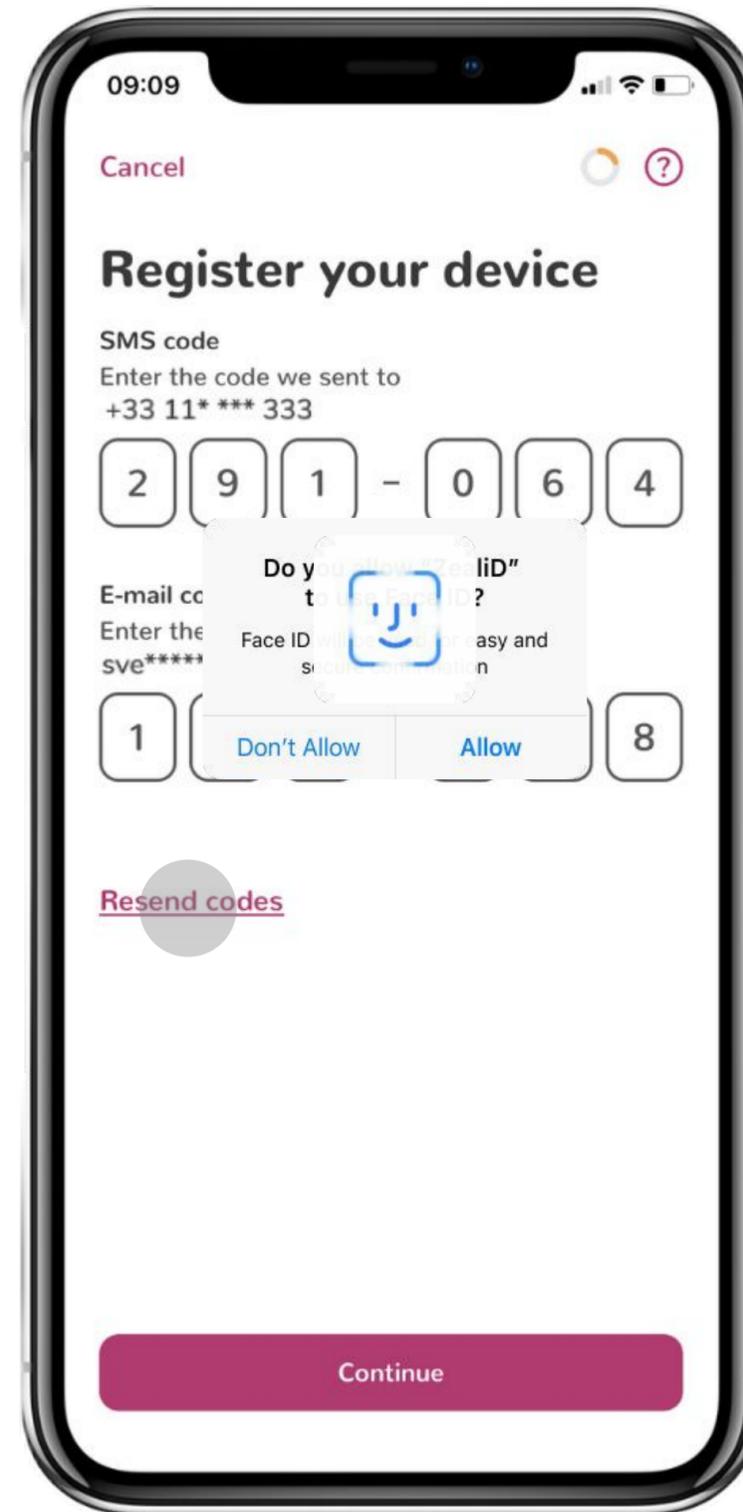
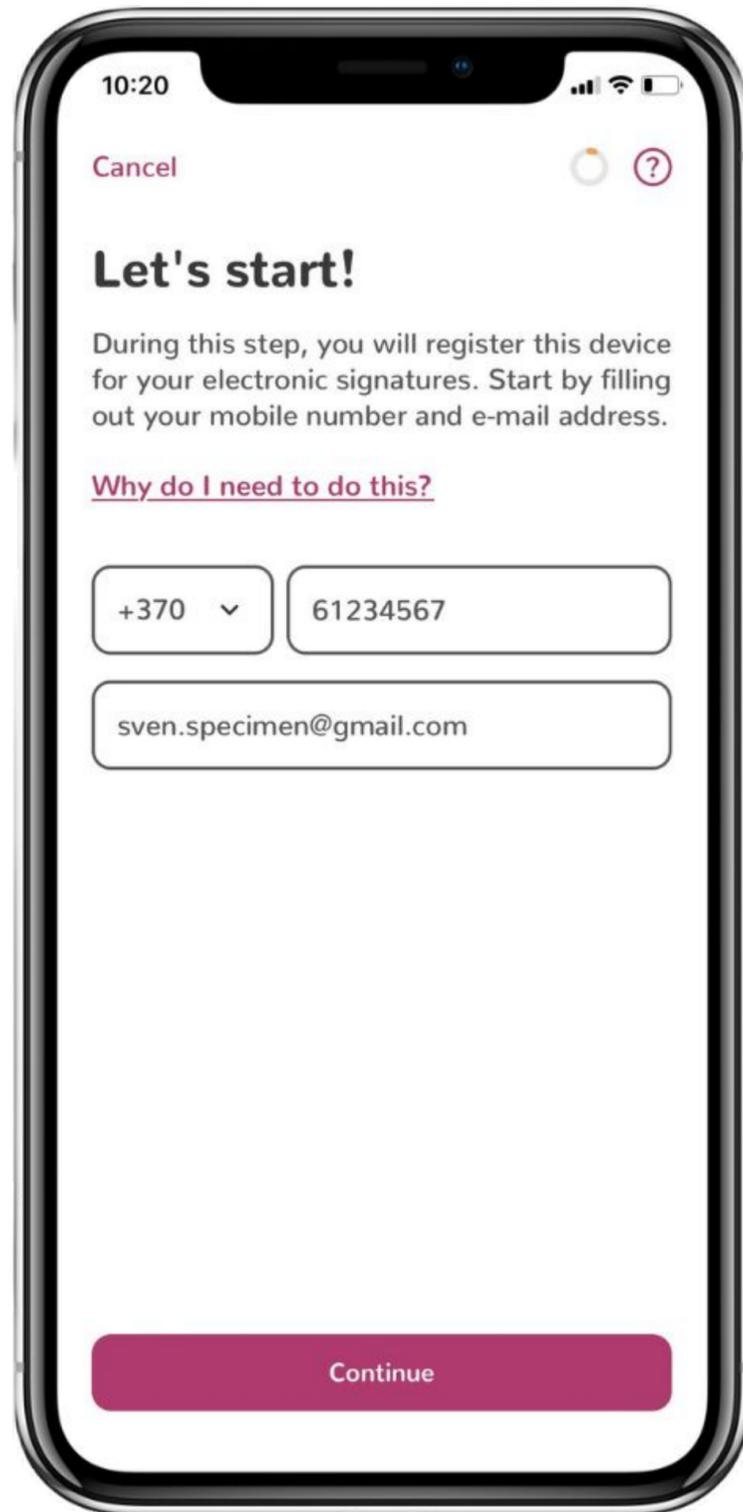
Get ready

We recommend to register in a private and secure setting because registration process includes capturing an ID document. Therefore, it is important to keep personal data safe and away from strangers in a public environment.



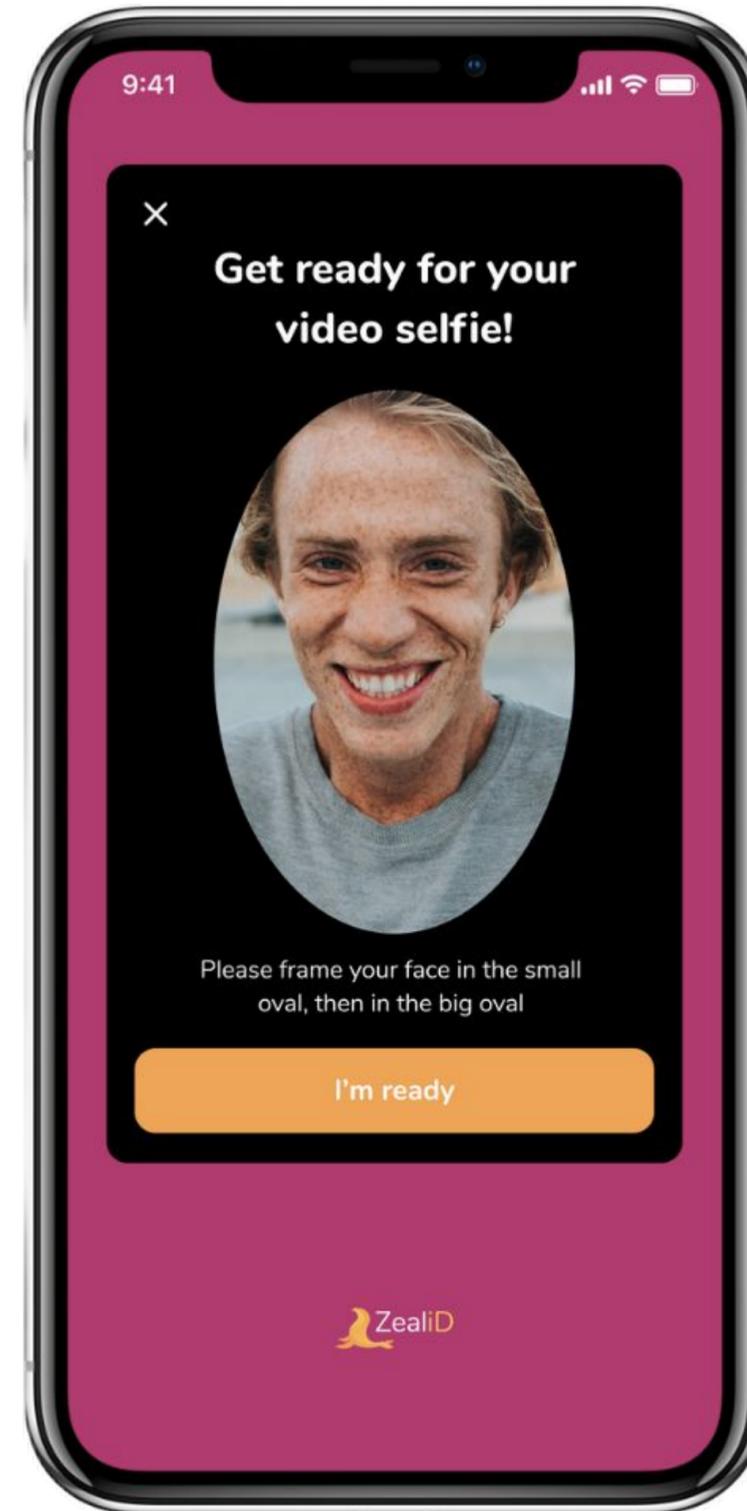
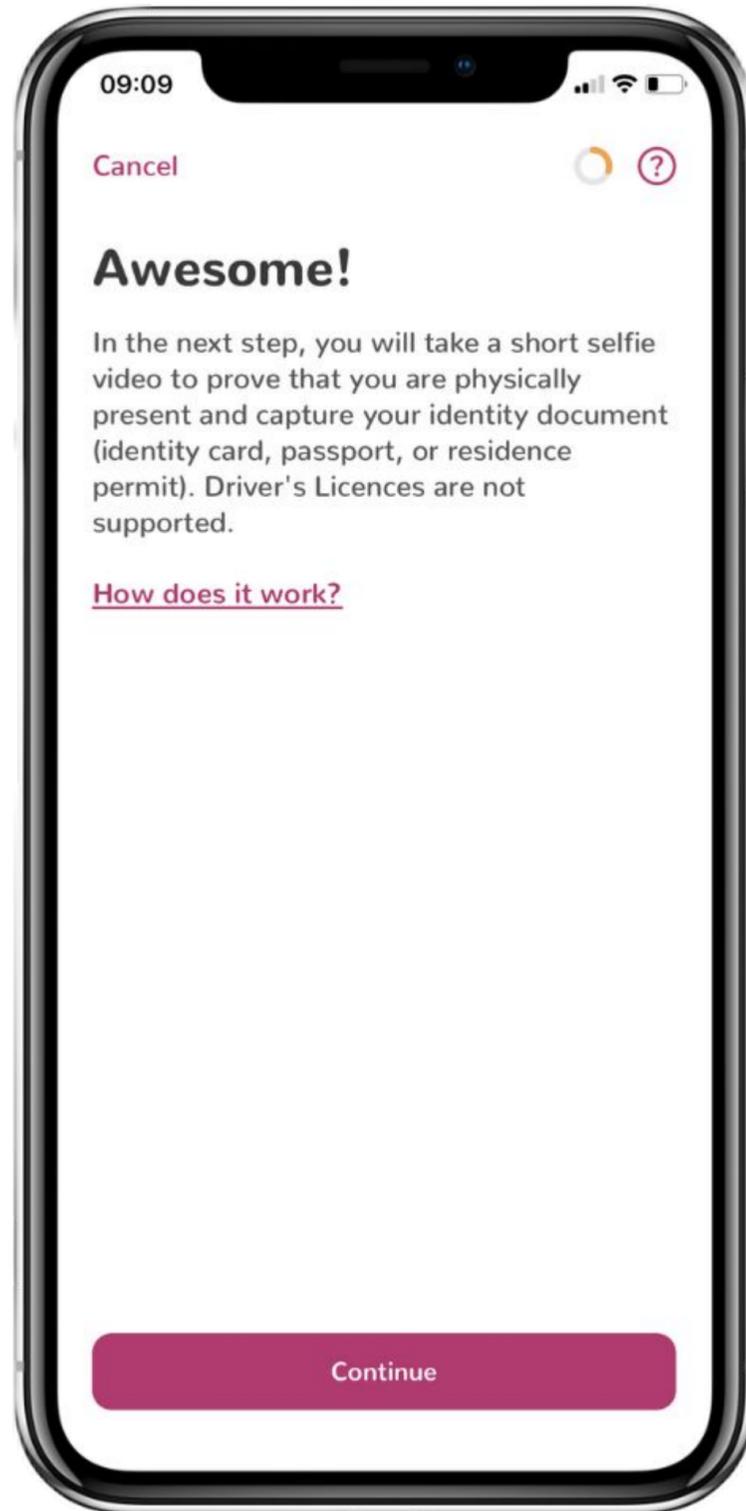
Device registration

Enter your phone number and email address to receive one-time passwords (OTP). After entering the contact details, OTP will be received via SMS and email.



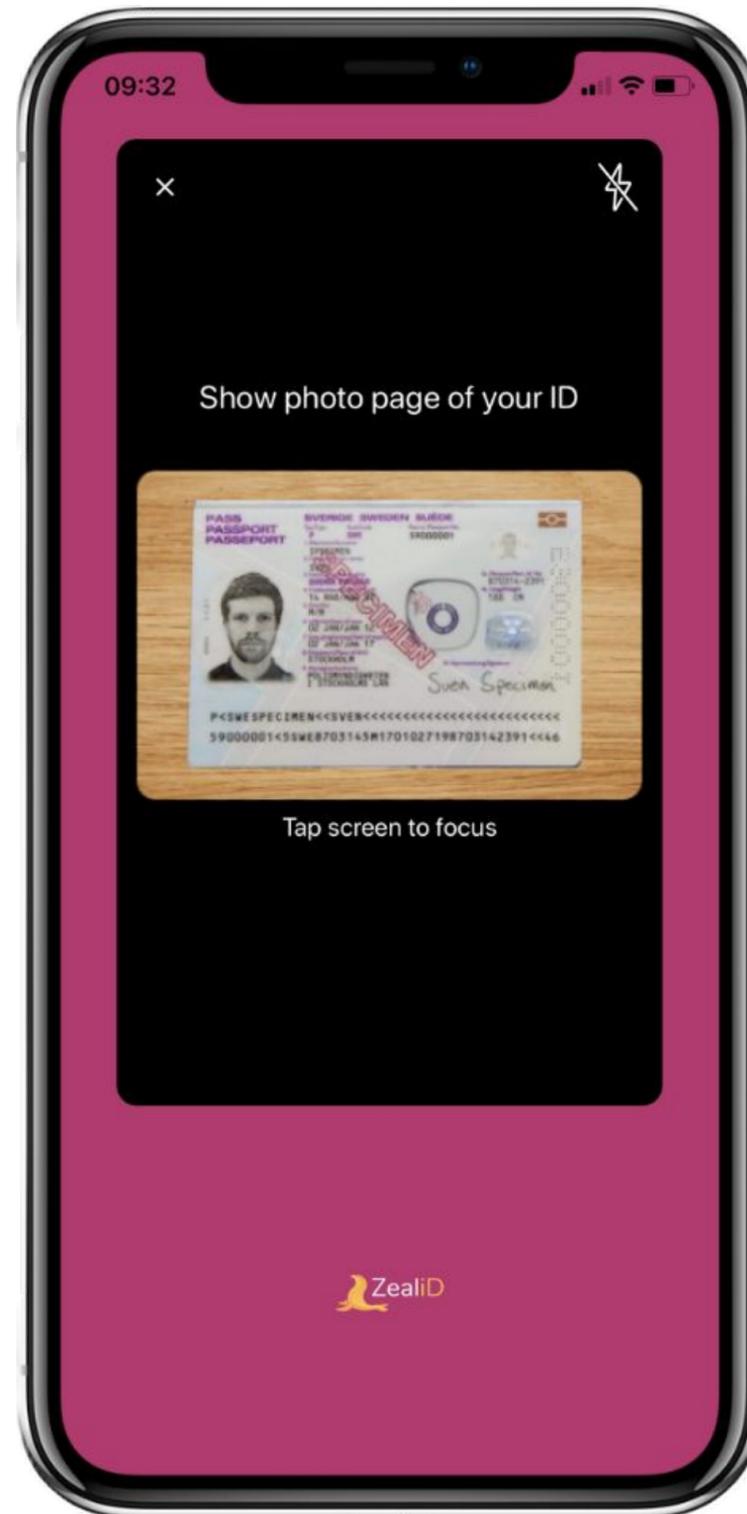
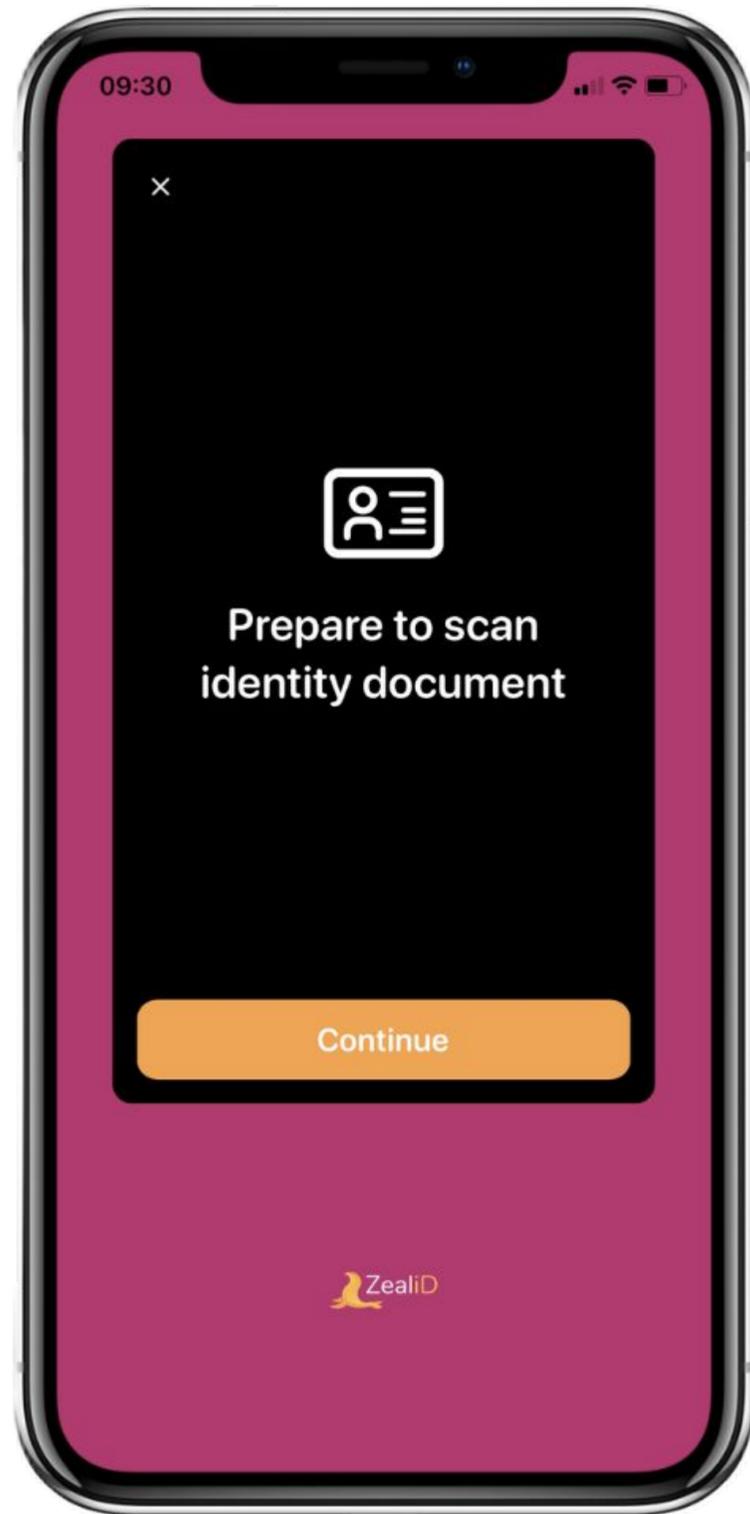
Device registration

Enter the OTP codes. Your device will be registered as a Trusted Device for qualified signing. Use biometric authentication Face ID/Touch ID to confirm and proceed further.



Liveness check

You will make a video selfie. Center your face in the oval frame and follow the instructions. It helps to establish if you are physically present during the registration process.



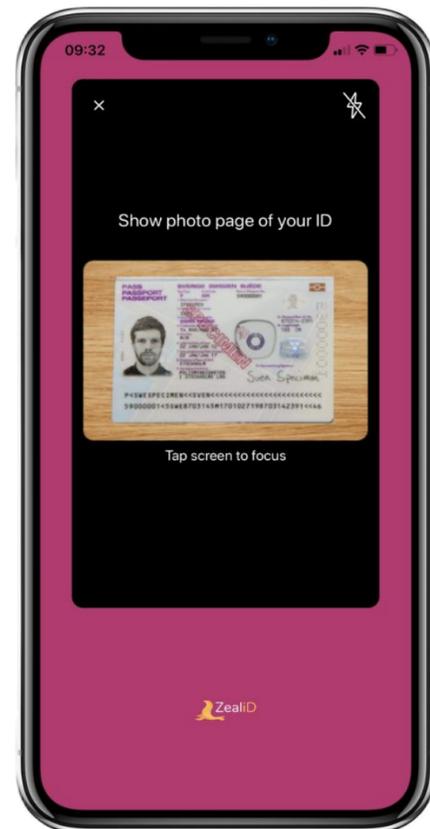
ID check: photo

Put an ID document on a flat surface and fit it into the frame. Make sure the photo is in a good lighting and quality. The photo should be representative.

Important: ID cards and residence permits require two photos: front and back side.



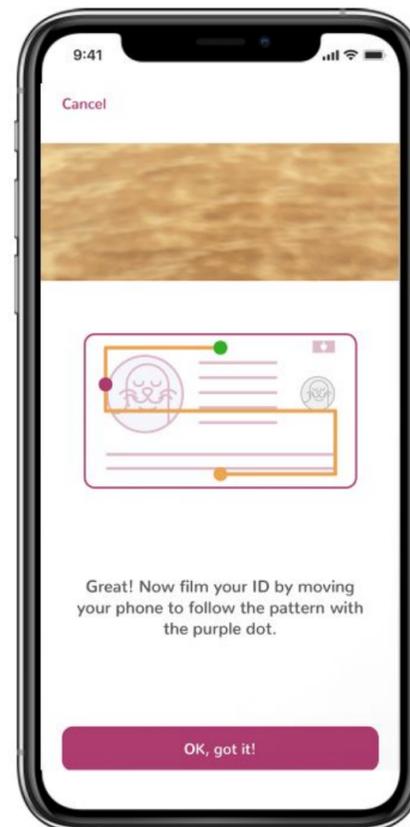
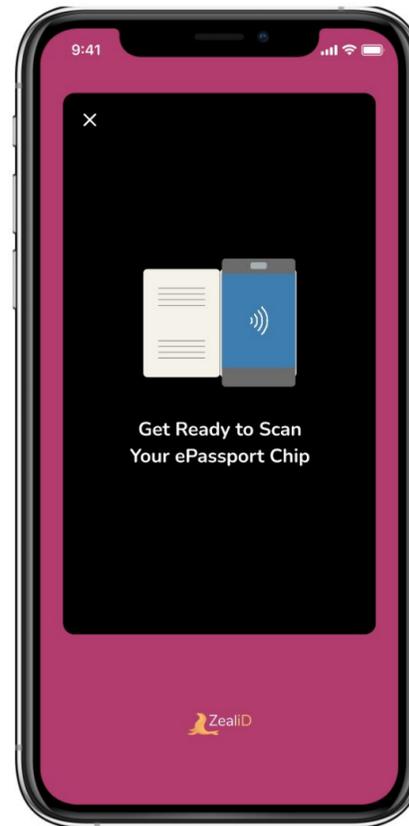
At this stage the app will recognise whether the ID document is supported or contains an NFC chip.



NFC

or

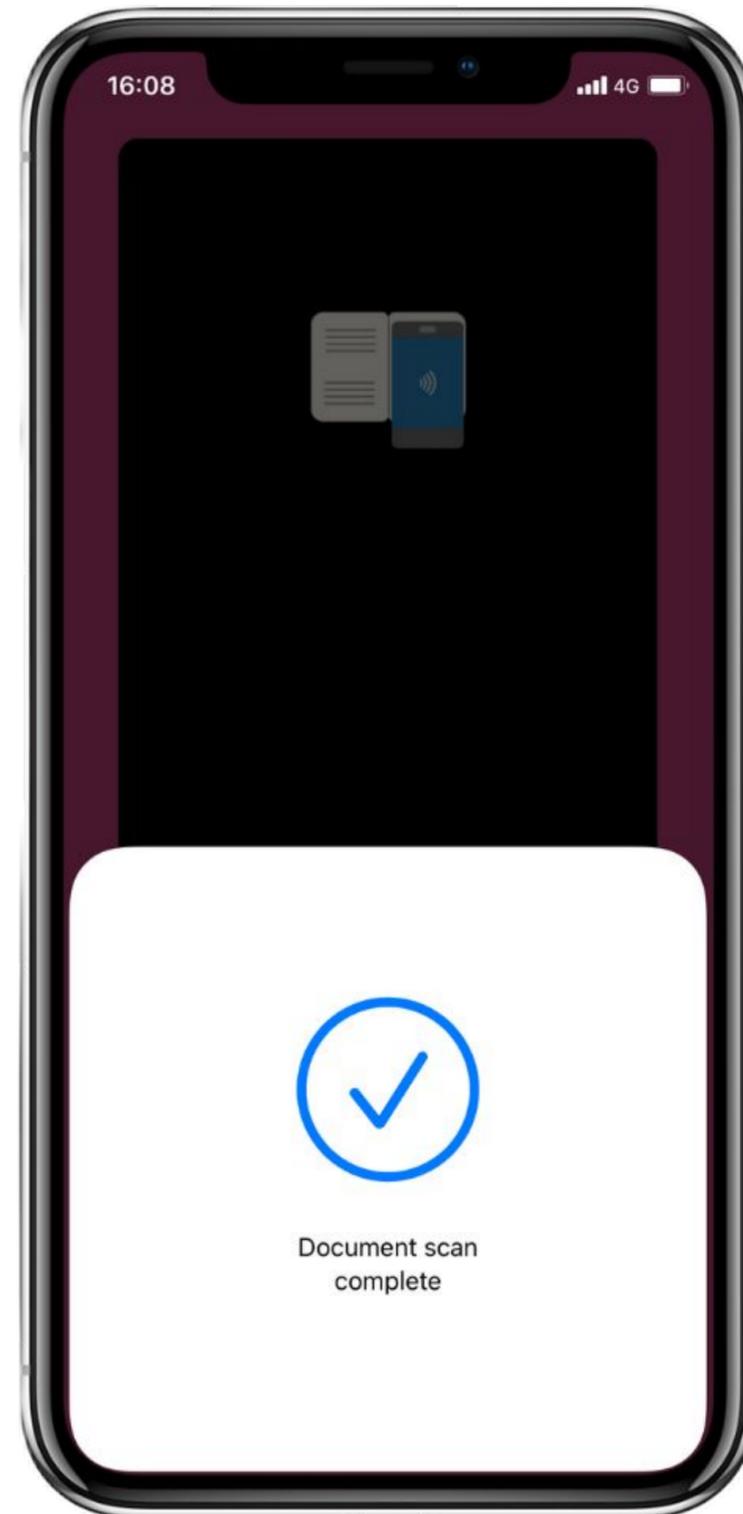
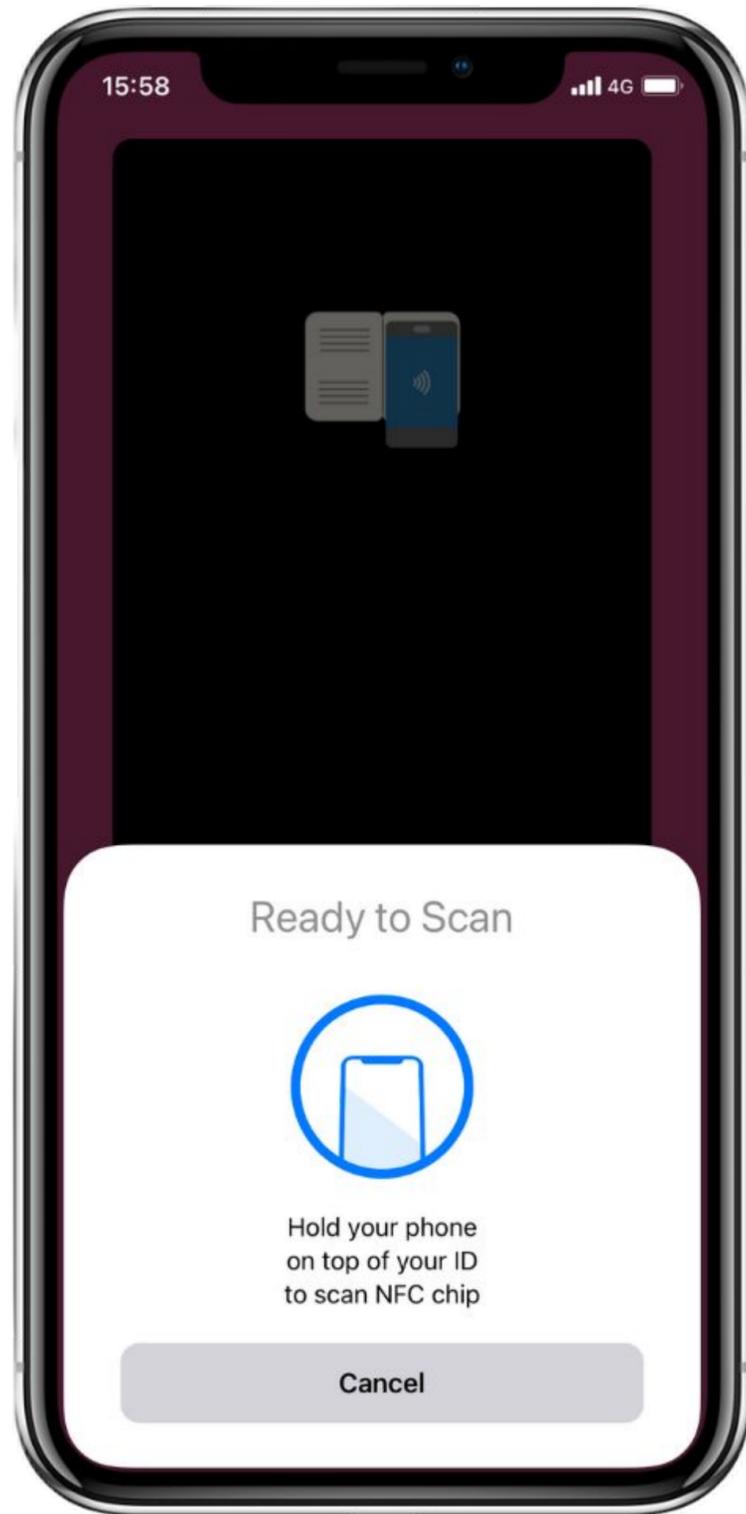
Video



After you take a photo of an ID document, the app redirects you to the NFC or video based flow.

The flow depends on:

- Type of an ID document used during the registration process
- Model of the mobile phone

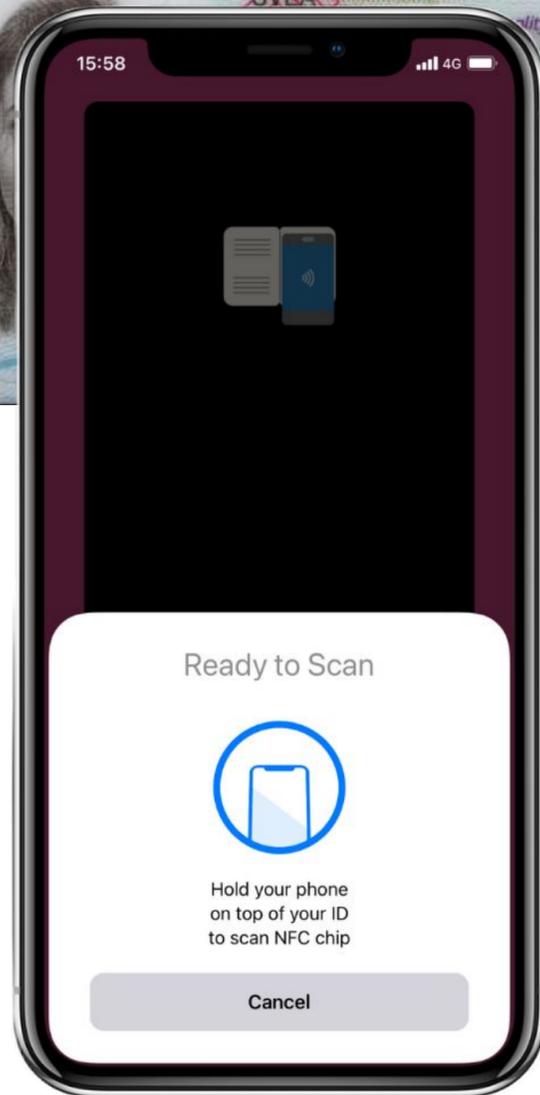
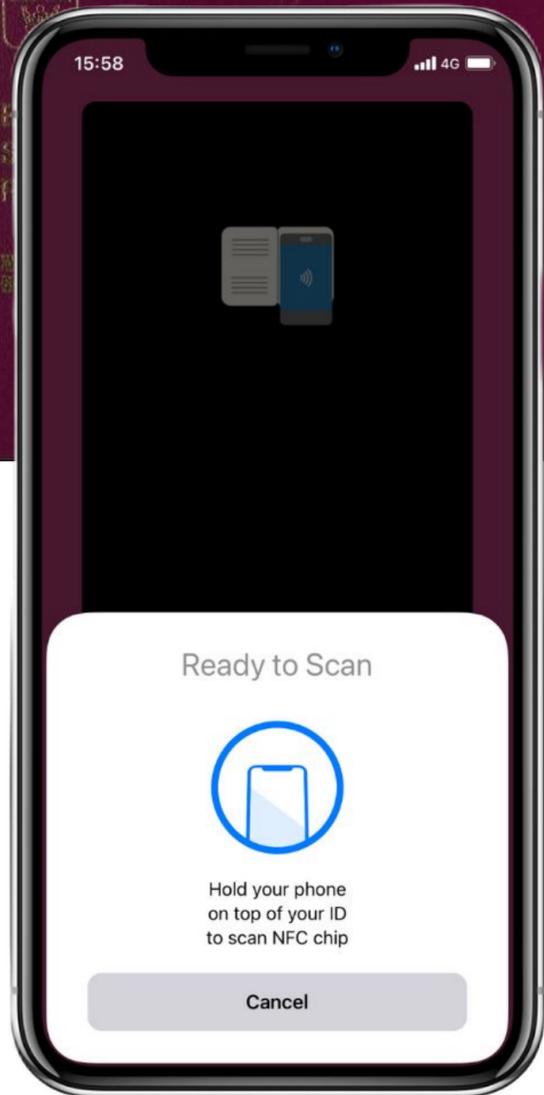
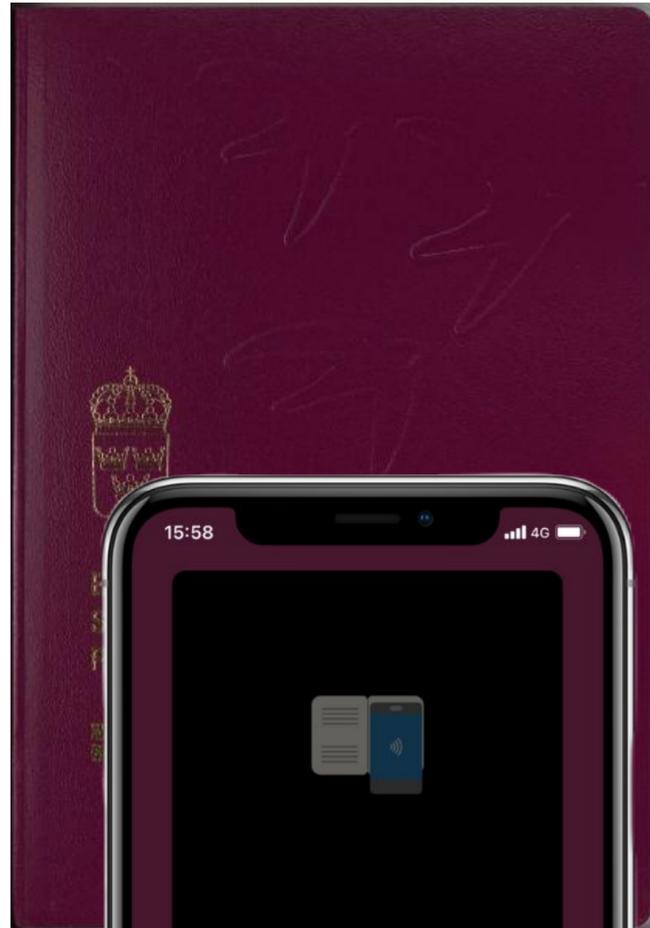


NFC flow

Video pattern flow

NFC scan

Scan an ID document for NFC certificate validation and information about the document holder.

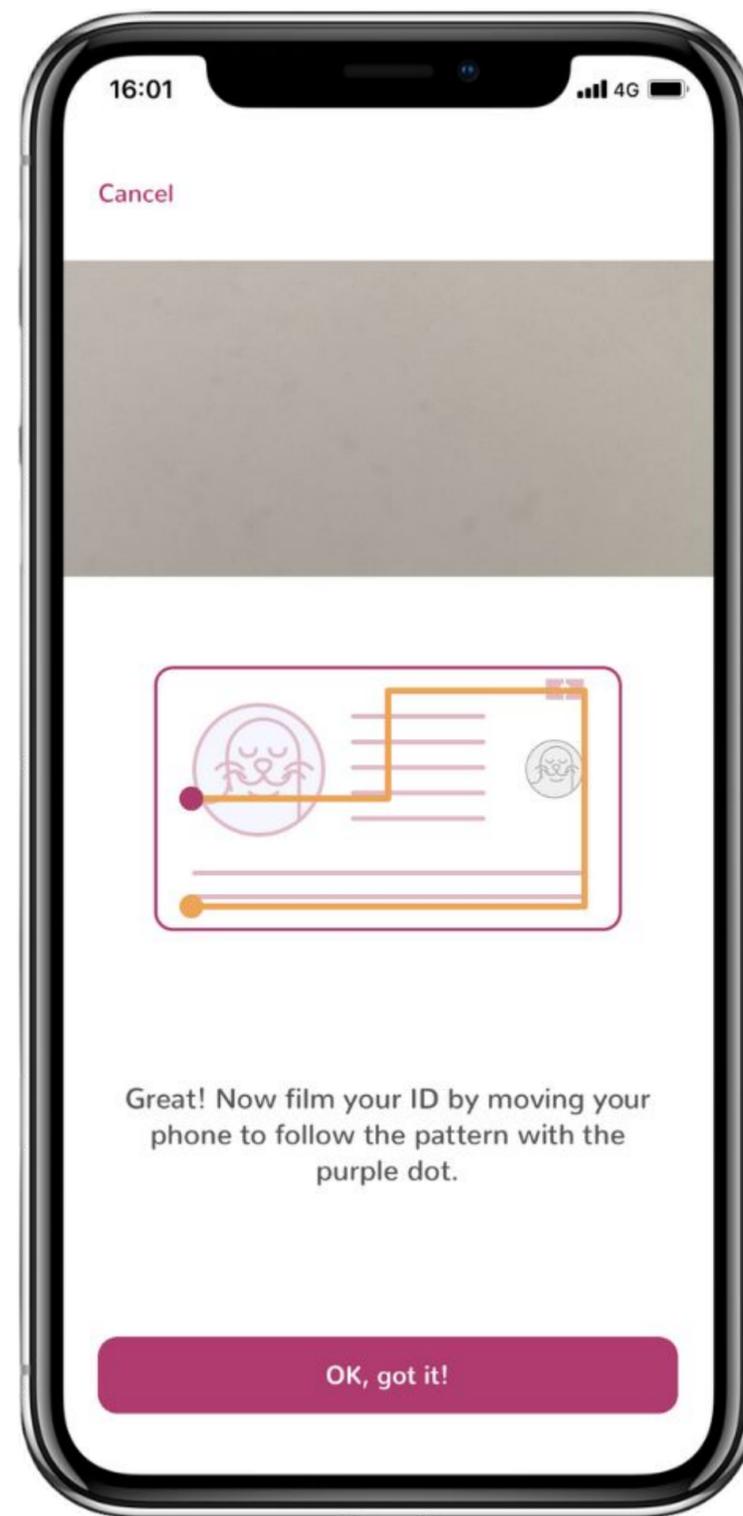


NFC flow

Video pattern flow

NFC scan

Scanning can be impacted by thick phone cases, additional items in phone cases, moving the phone while scanning. If NFC scanning is unsuccessful you will be redirected to the Video pattern filming flow.



NFC flow

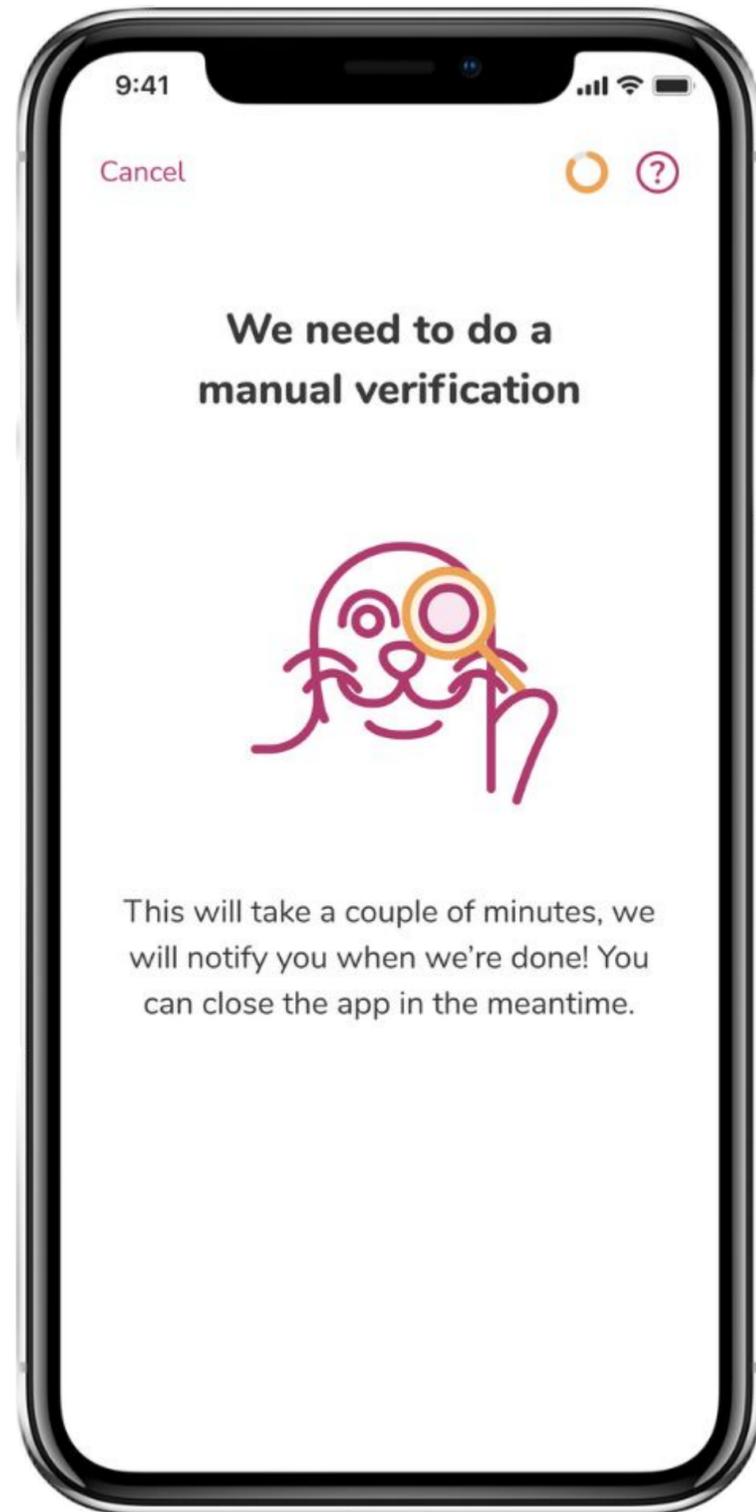
Video pattern flow

Video pattern

Put an ID document on a flat surface and repeat the pattern shown in the application's instructions while filming a document. Move a phone to follow the line. To ensure good lighting, the flash light of camera will turn on automatically.

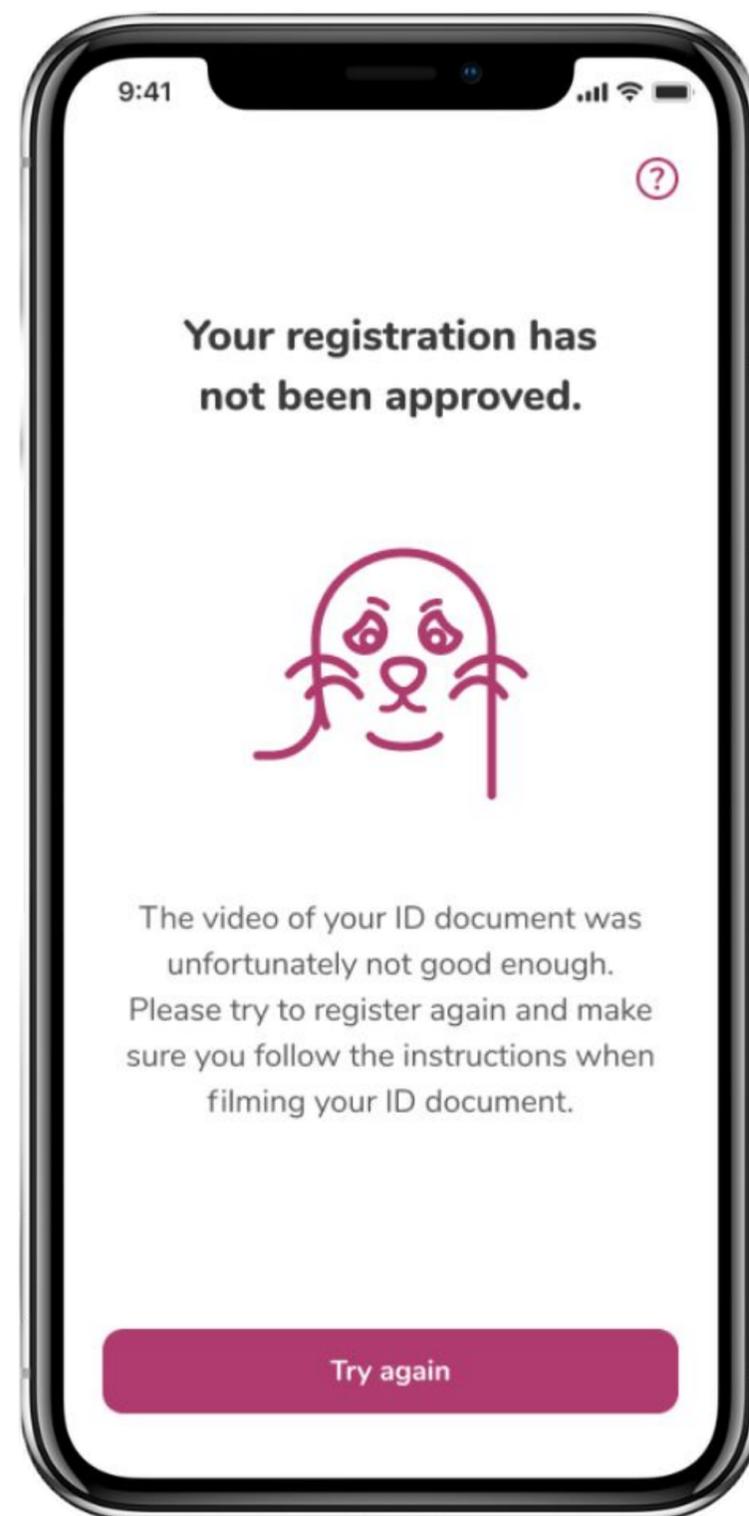
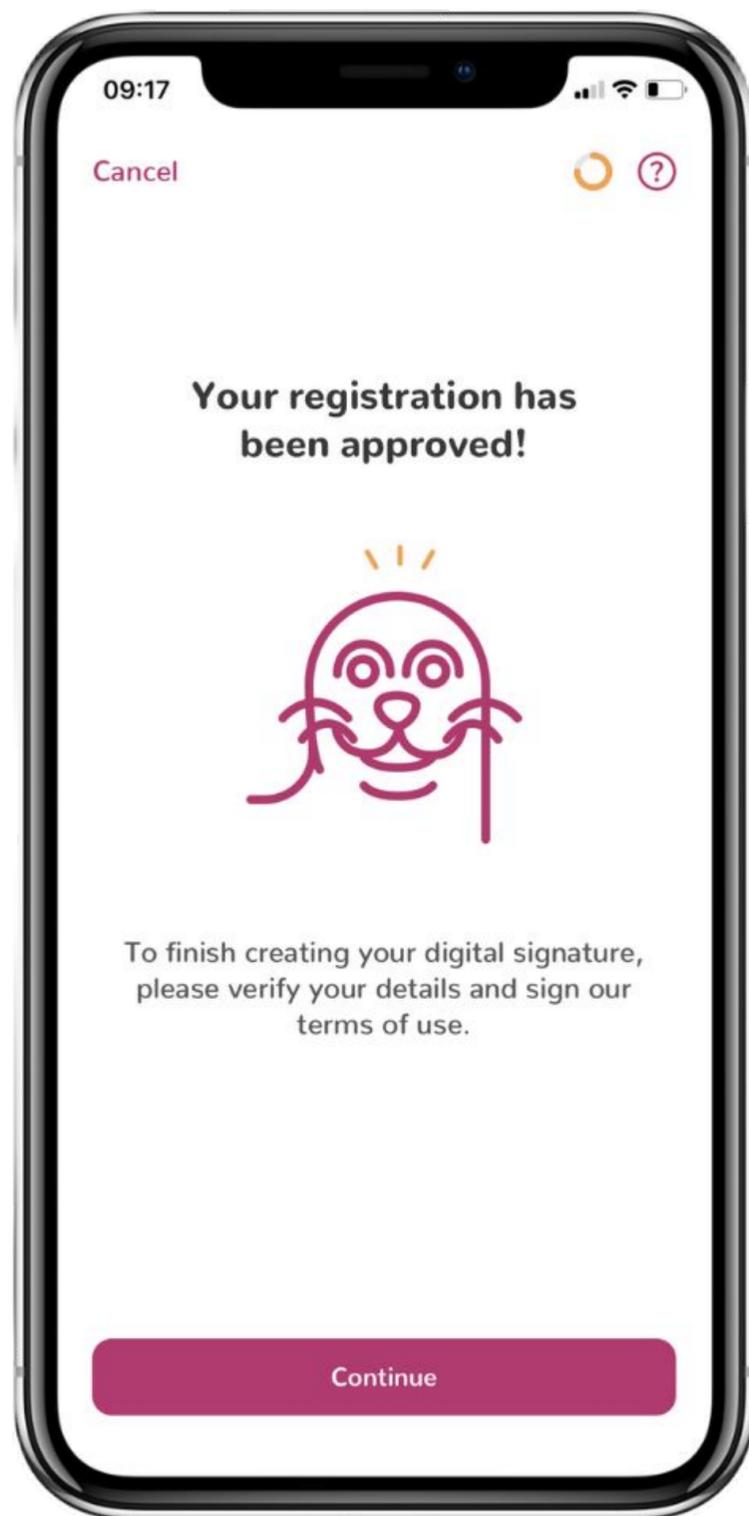
Passport: film biodata page
ID card/residence permit: film the front side & the back side.

 [What is a video pattern?](#)



Manual Vetting

Every application is reviewed by the Manual Vetting Team. During manual check, a highly trained Specialist will check the data received, inspect document validity and authenticity to prevent fraud.



Manual Vetting

Your application is approved if it meets ZealiD requirements and rejected if it doesn't.



[Most common reasons for declining an application](#)

Serial Number

What is the structure of the Serial Number?

—

1. 3 character natural identity type reference:

- **"PAS"** for identification based on passport number.
- **"IDC"** for identification based on national identity card number.
- **"PNO"** for identification based on (national) personal number (national civic registration number).
- Two characters according to local definition within the specified country and name registration authority, identifying a national scheme that is considered appropriate for national and European level, followed by the character ":" (colon). E.g. **"AR:"**

2. 2 character ISO 3166 [2] country code

3. hyphen-minus "-"

4. identifier (according to country and identity type reference)

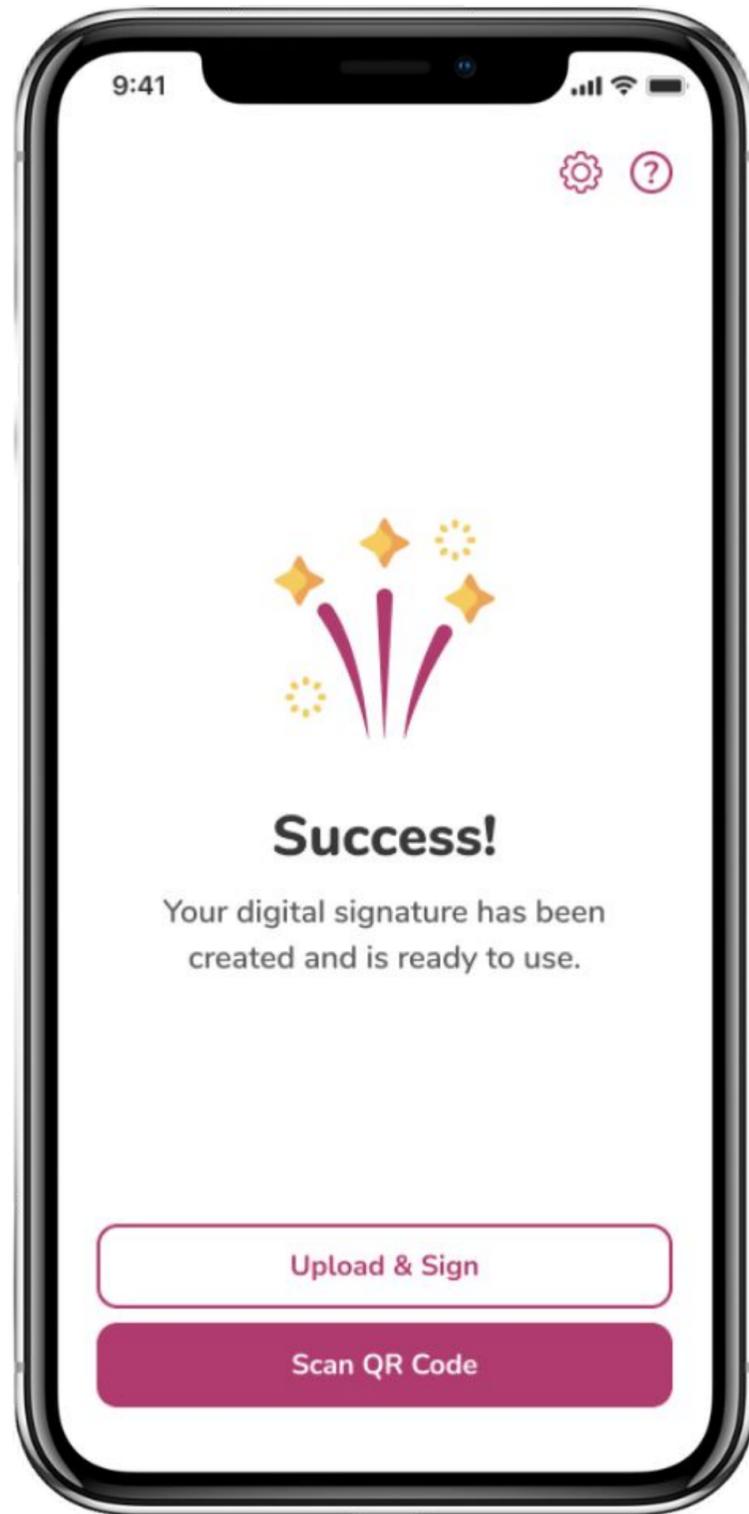


Example:

A user has registered with a Swedish Passport:

1. **PNO** (identification based on personal number)
2. **SE** (country code for Sweden)
3. **-** (hyphen-minus)
4. personal number

Serial Number PNOSE-123456789



Scan QR code

Click “Scan QR Code” to scan a code presented in your signing platform. Once a QR code is scanned and confirmed with Face ID or Touch ID, your documents will be signed with a qualified electronic signature.

FAQ

- **What time can users register?**

Users can download the ZealiD app and register at any time; however, currently, the manual vetting service is available Monday-Friday 7:00-19:00, Saturday-Sunday 11:00-16:00 CET, meaning users will not be able to receive final approval outside of service hours. If users already have registered via the ZealiD app, they can use it for signing and authentication at any time.

- **How long does the registration take?**

Up to 8 minutes, including Manual Review.

- **Do users need to register every time?**

No. The user is required to register only at the beginning of using the ZealiD app. Once you successfully complete the registration, you can use your qualified electronic signature until the expiry date of the certificate.

- **How long is the certificate valid?**

The maximum validity time for signature is two years.

More information can be found in the [ZealiD Help Center](#).

Registration process: [video](#)

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