

SAPPHIRE CONTRACTING

A practical guide to completing your Credas check

Why you have received this check

As part of Sapphire's onboarding and compliance process, you may be asked to complete identity, address or other screening checks through Credas. The exact checks presented to you will depend on the requirements of your onboarding journey.

Credas is a digital identity verification provider. The original Credas guide states that the provider is certified against the UK Government's Digital Identity and Attributes Trust Framework.

Important

Completing a Credas check does not by itself confirm that onboarding is complete. Sapphire may need further information or evidence before your engagement can proceed.

Before you start

- A smartphone with a working camera and internet connection
- The unique registration code sent by email or SMS
- An identity document shown as accepted in the app
- Your current residential address details

For the clearest result

- Complete the check in a well-lit area.
- Make sure your document is clear, undamaged and fully visible.
- Avoid glare, shadows or covering any part of the document.
- Enter your details carefully and check them before submitting.

Completing your check

1. Download the Credas app

Use the link in the email or SMS sent to you. The message will also contain your unique registration code.

Downloading our App



1. You will receive an email/SMS providing you with a link to download the Credas app. You will also be provided with an Unique Registration Code. You will need this to log into the app



2. The link will bring you to the Apple store/ Goggle play store to download the Credas App


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2. Log in

Open the app, follow the introductory prompts, enter your registration code and review the terms and conditions.

Logging In



3. Click 'Let's Go'



4. Enter your Unique Registration Code you were given in the email/SMS



5. Click 'Let's get started!'

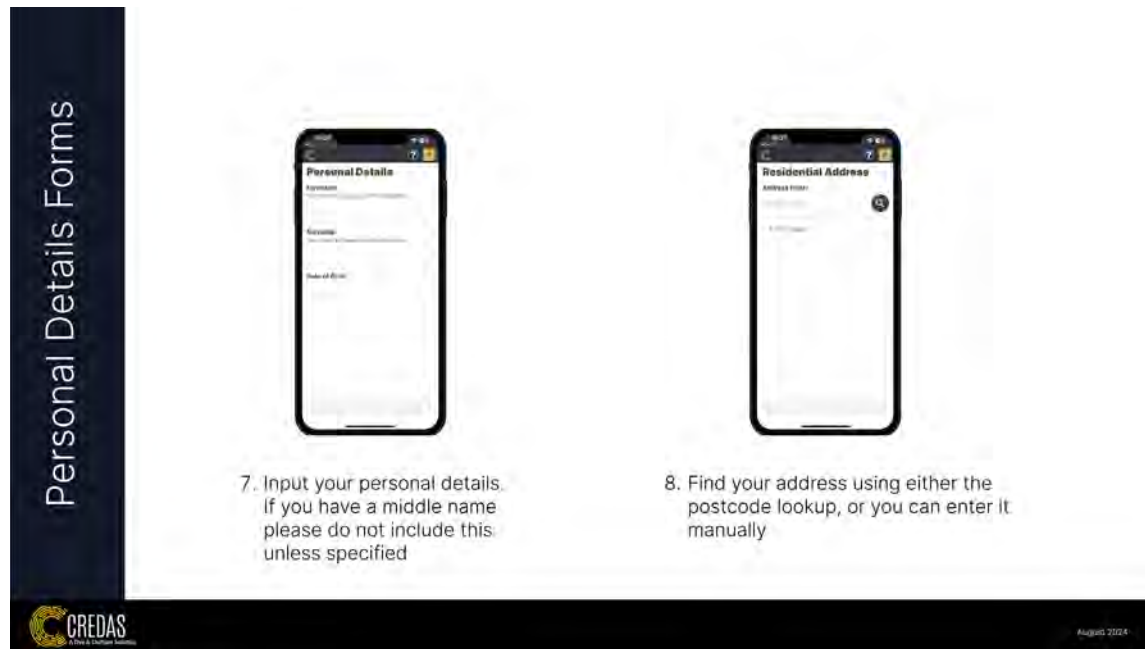


6. Please read through and accept the T & C's


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3. Enter your personal details

Enter the details requested in the app. Make sure they are accurate and consistent with your identity document. Only include a middle name where requested.



Address information

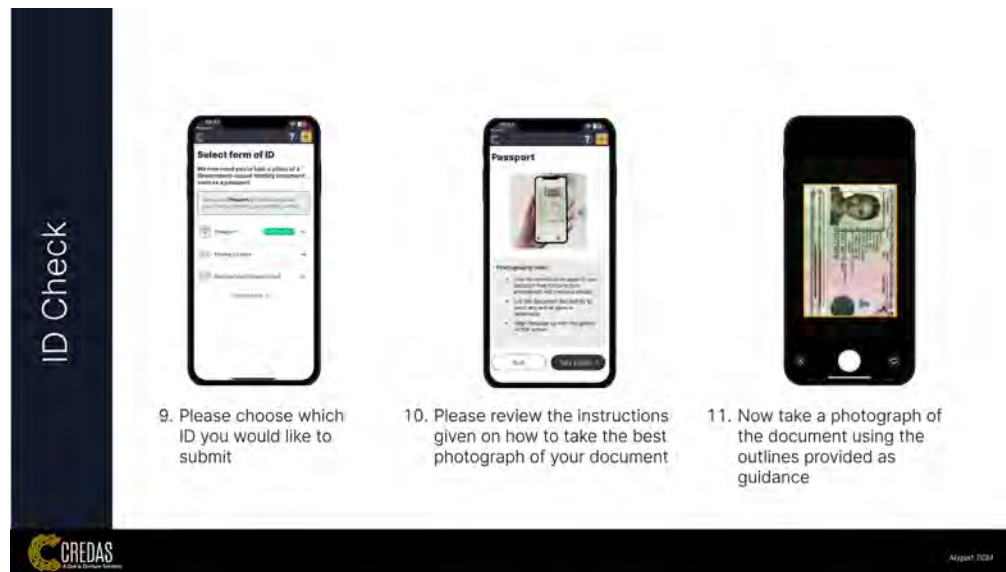
Use the postcode lookup where available. If your address cannot be found, or you do not have a UK address, choose the manual entry option and enter your current residential address in full.

Address evidence

If the app or Sapphire asks for address evidence, use the document types specified in your invitation or instructions. If you are unsure whether a document is acceptable, contact Sapphire before submitting it.

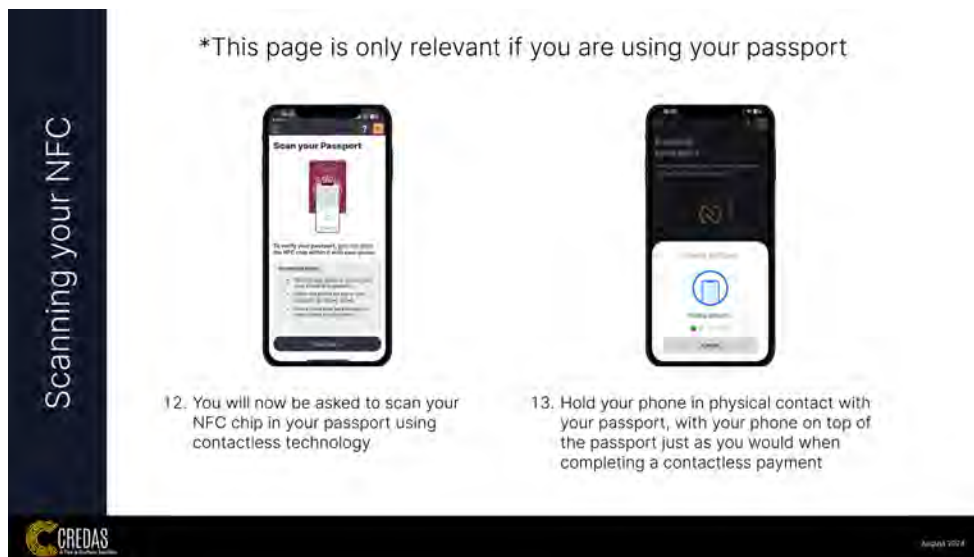
4. **Capture your identity document**

Select an available document type and follow the on-screen instructions. Place the document on a flat surface, keep every edge visible and avoid glare. The Credas guide says scanned copies are not accepted because the document and selfie must be captured in real time.



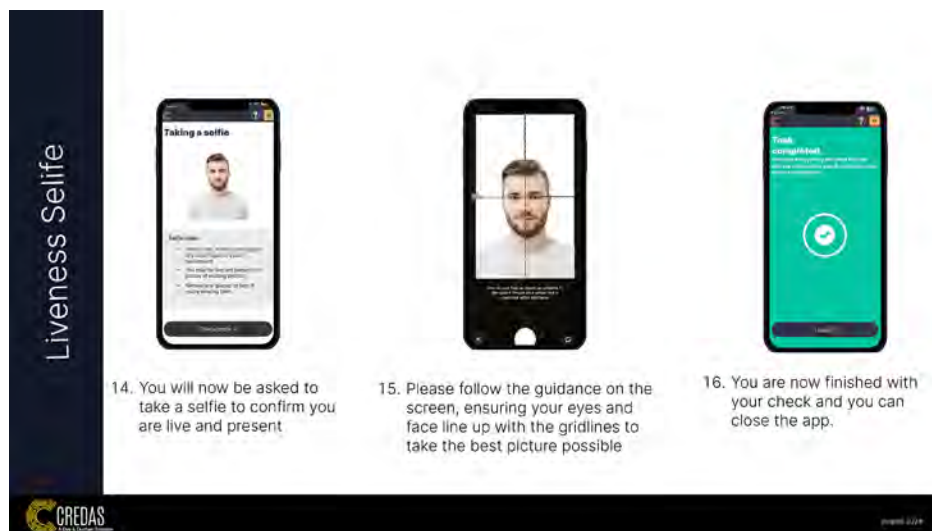
5. **Scan the passport chip, if asked**

If you use a biometric passport, the app may ask you to scan its NFC chip. Place the phone in physical contact with the passport and keep it still while the scan completes.



Complete the live selfie

Follow the on-screen guidance and align your face and eyes with the displayed guides. When the capture is successful, your check can be submitted.



What happens next?

- Sapphire will review the result returned through the screening process.
- You may be contacted if the check cannot be completed automatically or further evidence is needed.
- Do not send additional personal documents unless Sapphire asks you to do so through an approved route.

Protect your details

Only use the registration link and instructions issued for your Sapphire onboarding. If a message looks unexpected or you are unsure whether it is genuine, contact your Sapphire representative.

Help and common questions

I need help. What should I do?

Contact the Sapphire representative or team that invited you to complete the check. Explain which screen or step is causing difficulty.

I do not have a UK address.

Choose the option to enter your address manually and provide your current residential address in full.

I do not have an identity document shown in the app.

Contact Sapphire before continuing. Sapphire can confirm whether another verification route is available for your circumstances.

Why can I not upload a scan of my document?

The Credas guide states that the selfie and identity document must be captured in real time and that scanned identity documents are not accepted.

I do not have a smartphone.

The Credas guide suggests using a trusted friend or family member's smartphone and states that information will not be saved onto the app or device. If that is not possible, contact Sapphire to discuss an alternative route.

My check did not complete successfully.

Do not repeatedly submit different details or documents. Contact Sapphire and provide a brief description of the issue so the result can be reviewed and the next step confirmed.

Quick completion checklist

Check	What good looks like
Invitation received	You have the Credas link and unique registration code.
Details checked	Your personal details match the identity document you are using.
Address entered	Your current residential address has been entered accurately.
Document captured	Every edge is visible and the image is clear and free from glare.
Selfie completed	You followed the live capture instructions in the app.
Support requested	You contacted Sapphire if a required step or document was unavailable.

Key message

Identity and screening checks help Sapphire maintain a secure and compliant onboarding process for workers, agencies and clients. Accurate information and early contact when support is needed help prevent avoidable delays.

Need support?

Please contact the Sapphire Registrations Team on 01625 539997 or email registrations@sapphireorg.co.uk. Include your name and a short description of the issue, but do not email copies of identity documents unless specifically asked to use an approved route.