



“TOGETHER
WE ARE STRONGER
AND WILL BE HEARD”

PREPARING FOR YOUR **GOV.UK** **ONE LOGIN** **IDENTITY CHECK**



A SIMPLE GUIDE FOR MEMBERS



Helping you feel confident and prepared for your identity verification as part of the compensation process.



INSIDE THIS GUIDE:

- ✓ What you need
- ✓ Step-by-step process
- ✓ Helpful tips
- ✓ Alternative options
- ✓ Getting help



YOU ARE NOT ALONE
WE ARE HERE
TO SUPPORT YOU



Your information. Your story. Your rights.



We're here every step of the way.

Preparing for Your GOV.UK One Login Identity Check

A Simple Guide for Members of the Infected Blood Family Support Network

Many members will be asked to verify their identity using **GOV.UK One Login** as part of the compensation process. This guide explains what you need, how to prepare, and what to expect.

Please don't worry. The process is straightforward for most people, and if you cannot complete it online, there are alternative ways to verify your identity.

Before You Start

It is a good idea to have everything ready before beginning.

You will need:

- ✓ A mobile phone, tablet or computer
- ✓ Access to your email account
- ✓ Your mobile phone (to receive security codes if required)
- ✓ A quiet place with good lighting

You Will Need Some Identification

You may be asked to use one of the following:

- A valid UK passport
- A UK photocard driving licence
- A biometric residence permit or card (if applicable)

Some people may be able to verify their identity by answering security questions instead, or by visiting a Post Office if they cannot use the app.

Download the GOV.UK One Login App (If Required)

If you're using a smartphone, you may be asked to download the **GOV.UK One Login** app.

The app is free and is provided by the UK Government.

During the Identity Check

If using the app, you may be asked to:

- Take a photograph of your ID document.
- Scan the electronic chip in your passport (if using a biometric passport).
- Take a selfie so the system can match your face to your ID.

Follow the on-screen instructions carefully. Good lighting makes this much easier.

Helpful Tips

- ✓ Clean your phone camera lens.
- ✓ Remove hats, sunglasses and face coverings.
- ✓ Make sure your face is well lit.
- ✓ Place your ID on a flat surface when photographing it.
- ✓ Take your time—there is no need to rush.
- ✓ Ensure your phone has enough battery.

If You Don't Have a Smartphone

Don't panic.

There are other ways to verify your identity, including:

- Answering security questions online (where available).
- Completing your identity check at a participating Post Office.

These options are available for people who cannot use the app.

If You Experience Problems

Common issues include:

- The camera won't focus.
- The passport chip won't scan.
- The selfie isn't accepted.
- You cannot access your email.
- You don't have suitable ID.

If this happens:

- Try again in good lighting.
- Restart your phone if needed.
- Read the on-screen guidance carefully.
- If you still cannot complete the process, contact the service that asked you to verify your identity for further assistance.

Keep Your Information Safe

The government will never ask you to:

- ✗ Share your password.
- ✗ Share security codes with anyone else.
- ✗ Pay someone to complete your identity check.

Only use the official GOV.UK website or official GOV.UK One Login app.

Need Help?

If you are struggling, don't suffer in silence.

The Infected Blood Family Support Network understands that many members may not feel confident using online services.

Please ask a trusted family member or friend to help if you need assistance, or contact the appropriate support team if you are unable to complete the identity check yourself.

Remember—you are not expected to know how to do everything on your own.

Together, we will support each other through every stage of the compensation process.