

App Users Help Guide

A helpful guide on how to use our app



Introduction to Checkboard

Checkboard is a convenient service that helps individuals save time when applying to buy or rent a home. Our approach is simple: we use our app to capture your personal details, verify your identity using advanced Al techniques, and connect to your financial accounts through open banking to confirm your income and regular expenditures.

Once your application is submitted, we immediately get to work. Our cutting-edge technology accelerates transaction times by up to 75% and provides personalized Checkboard reports with informative results.

Designed for estate agents, landlords, and businesses of all sizes, Checkboard provides a onestop-shop for identity, credit, affordability, proof of funds, and anti-money laundering checks.

With our free mobile application, individuals looking to rent or buy can provide all the information needed to purchase or rent properties from a single provider.



Receiving Invitation

An invitation to our app will be sent to you via text message (SMS) or email.

Your Checkboard invitations are typically sent to you via email or text message. The sender's name will appear as Checkboard. The check requester will likely ask for your contact information, such as your phone number or email, to facilitate sending the invitations.



Entering Your Email Address

Tap on continue and enter your email address. You can tap outside the box or press done to confirm the email address (this depends on your phone).

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This is to ensu	ure secure communica Ir flow	tion
regarding you		
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To coure yo	ou receive relevant informati	on about services
Checkboard	to share communicate with	you by email
accress.		
	Continue	

Step 1: Tap in the box.



Step 2: Save by tapping continue.

Identification Section

Step 1: Ensure you have the original in-date **passport** or **driving license** before starting this check.

Make sure you can scan the document on a neutral surface. This image which sometimes includes the background will be uploaded to your report.

× Select the type of ID doo you want to add	cument
Issuing country	Change
United Kingdom	Change
Accepted documents:	
Driving licence	
Passport	
or	×
I don't have any of these docum	Select the type of ID document
	you want to add
More about verification	Issuing country United Kingdom Chang
	Accepted documents:
	Driving licence
	Passport >
_	or
	I don't have any of these documents
	More about verification



Step 2: Now that you are in a room with sufficient lighting and a neutral surface to place your document, let's start scanning!

- 1. Select the correct issuing country.
- 2. Next, select the document you wish to scan, either **passport** or **driving license.**

Step 3: Scan the ID, and make sure the whole page fits within the frame.

You want to make sure the photo capture is not blurry and not cropped.

Next, scan your face, ensure the room is bright and that your face fits within the frame.



Address Verification

If you reside in the UK, follow the steps below:

- Select UK in country.
- Enter the postcode and select address from the dropdown.

If you don't reside in the UK, please fill in all address fields.

To add more addresses, please tap on add address and repeat the steps.

÷	Address	⑦ Help
Address	details	
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Enter the postcor	de	
Enter po	stcode	
Select address		
Select ac	dress	~
Is this your currer	nt address? No	
From		
Select da	ate	Ë
To Calastal		-
Select da	ate	
	Add	

Uploading Documents

You can upload documents to provide further evidence for things such as proof of address, employment, source of funds, etc.

Follow the steps below if you need help with uploading your documents:

Document Upload Help	← Document Upload ⑦ Help	Document Upload Help	← Document Upload ③ Help
/2	1/2	1/2	1/2
Supporting documents	Supporting documents	Supporting documents	Supporting documents
Ve use supporting documents to confirm formation entered in previous steps.	We use supporting documents to confirm information entered in previous steps.	We use supporting documents to confirm information entered in previous steps.	We use supporting documents to confirm information entered in previous steps.
- Upload document	+ Upload document	+ Upload document	+ Upload document
×		Bank Statements	Bank Statements
Select document		halifax_Nov_20223	halifax_Nov_20223
Recent Utility Bill	€ ×	Bank Statements	Bank Statements
Council Tax Bill	Bank Statement	halifax_Nov_20223	halifax_Nov_20223
Bank statement Building society management	(2) Camera		
House insurance Certificate	Gallery	Unloading documents	
Motor Insurance Certificate	Documents	optonoling documents	I have uploaded everything
Continue		0 - 10%	I will upload later

Step 1: Select the type of document you'd like to upload.

Step 2: Select the source of the document. You have the camera option in case you want to take a picture of the document. **Step 3:** Select the document and upload it. Wait until the upload is completed.

Step 4: You can upload further documents by tapping on *+Upload document*.

If you're happy with the document provided, you can tap *I have uploaded everything*.

Source of Funds: Open Banking () Hel 🗰 HSBC Barclays 0 0 Inheritance Monzo ou can verify you Banking or £150,000 ŭ DBS £50000 Step 4: 1.Search your bank name. 2.Connect to digital banking. Step 1: Tap on +Add funds.

Step 2: Select on a proof of funds, i.e. Savings. Step 3: Tap on Verify via Banking.

3. If successful, you should be redirected back to the Checkboard app.

and tap on Confirm.

You can now go back to the main screen and keep adding the rest of the funds until matching the purchase price. This will allow you to move to the next step.

Proof Of Fun	nds ⑦ Help	÷	Proof Of Funds (Help	÷	Proof Of Funds	Help	÷	Proof Of Funds	Help
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			_		You can verify y	your funds securely via	Open	Gint		
Provide a breakdown of		Q Search for you	ur proof of funds		Banking or uplo	ad documents.		Funds amour	at	
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Amount provided so far: £100,000					£50000		GBP	1.111		
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proof of funds.		Property Sale		>				Proof of fund	ls .	
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Salary; £50.000	>	Inheritance		>						
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Step 1:		Step 2:			Step 3	3:		Ste	p 4:	
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documents.

Help Centre

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Flow review		
3/4 steps completed Start now and finish at your own pace - progress will be saved automatically.	any	
S Flow Started		Should you require any assistance at any s during your Checkboard process, simply c
R ID Verification Verified		on the Help button located in the top rig
Proof of Address Verified	_	
🔿 Get cover	>	This will redirect you to our Help Centre wl you can find the support you need.
Once you complete all sections of this form, it will automa submitted after 30 minutes. If you do not want the form to please contact us through chat or email us at hello@checkb	ically be v be submitted, oard.com.	
Sent		
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To access FAQs, please visit us at help.checkboard.com.

If you require additional assistance or would like to ask any further questions, reach out to our customer support team via chat in-app or via email at **hello@checkboard.com.**

