

QCS CONNECT

How to capture your facial biometrics



Your head should be in the centre of the photo, with a clear gap around the sides and top of your head.

Make sure:

- your face is fully visible and not tilted or turned
- your hair is out of your eyes and away from your face
- your expression is neutral and your mouth is closed.

We recommend you remove your glasses.

Make sure you're in a well lit room.

Avoid glare from the sun and use a plain wall as background.

Front facing camera recommended.

Look at the camera not at the screen or the timer at the bottom.

The app suits most smart phones with a working camera.

You have three attempts to capture your facial biometrics. If you are unable to do this, contact your case officer who will be able to help.

