

Live Video Proofing Resource

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Video Proofing Resource

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Your computer must be equipped with a webcam in order for you to complete a live video proofing. To ensure the success of your proofing session, complete the following pre-checks:

1. Have your [Approved Documents](#) ready;
2. Have a working [Webcam](#) or [Smart Phone](#);
3. Run a [Webex System Test](#) before your appointment.

At the end of a successful proofing session, you'll be provided an activation code for your security credential. Write it down, and keep track of it. Once your proofing is complete, the code cannot be retrieved by anyone, including Exostar Customer Support. The activation code expires 30 days from the issue date. If your activation code is lost or expired, it may result in additional cost to you or your company to repeat the identity verification process.

For additional information, browse our collection of frequently asked questions below.

The Interview Process

What will happen during my interview?

Step 1. Shortly before your proofing interview, you receive a Webex invite via email. Launch Webex by clicking the link in the email. When prompted, select your webcam for video, but *do not connect* to the audio.

Step 2. An Exostar proofing agent calls at the time of your proofing appointment, and asks you to answer a series of *yes* or *no* questions. You must also show acceptable and unexpired identification via webcam.

Step 3. At the end of a successful proofing appointment, the proofing agent provides an activation code for your security credential. Have a pen to write it down!

Approved Documents

What documents can I use to prove my identity?

A valid and unexpired government photo ID is required. For non-US nationals, you must provide a valid and unexpired photo ID that is recognized and accepted by the US Federal Government.

Webcam Check

Do I have a webcam?

Nearly all modern laptop computers come with built-in webcams. If you aren't sure whether your laptop has a built-in webcam, speak to your IT Department or the manufacturer of the computer. Manufacturer websites contain any necessary documentation and drivers to get a built-in webcam up and running.

If you don't have a webcam, one can be purchased cheaply online or from a local retailer. Some easily accessible retailers may be:

- [Amazon.com](#) (US and Abroad)
- Best Buy (US and Abroad)
- Curry's (UK)
- Most PC or computer retailers

What webcams can I use?

Generally, we recommend any name-brand USB 2.0 webcam with autofocus capability, though 720p capability is also recommended. A webcam with a microphone is not required. Here are some suggested products compatible with most computers:

- http://www.amazon.com/Microsoft-LifeCam-HD-5000-720p-Webcam/dp/B00A16W920/ref=dp_ob_title_ce
- http://www.amazon.com/Rocketfish-2-0MP-Widescreen-WebCam-RF-HDWEB/dp/B004H1MCKY/ref=pd_cp_e_3
- http://www.amazon.com/Microsoft-LifeCam-HD-6000-Notebooks-7PD-00008/dp/B009KG9FUQ/ref=dp_ob_title_ce
- http://www.amazon.com/Logitech-Webcam-Portable-Calling-Autofocus/dp/B004WO8HQ4/ref=pd_cp_e_1
- http://www.amazon.com/HP-Webcam-HD-3110-Widescreen-TrueVision/dp/B003ZYDQW2/ref=sr_1_1?s=electronics&ie=UTF8&qid=1366333901&sr=1-1&keywords=hp+webcam

Webex System Test

What application do you use to conduct the proofing interview? Can I test my system in advance to ensure my technology works during the interview?

Exostar Live Video Proofing takes place within a secure Cisco Webex meeting. Before your appointment we highly recommend performing the [Webex System Test](#) on your machine, as there is very limited time during the proofing session to troubleshoot your system configuration. Excessive troubleshooting time during the proofing appointment may result in the need to reschedule.

Join by Smart Phone or Tablet

Can I join the proofing session from a mobile device?

Newer mobile devices such as a 3rd generation or later iPad, iPhone 5, and many Android devices support the Cisco Webex Meetings App, which can be downloaded from iTunes and the Google Play store. These devices may have sufficient front-facing camera quality to successfully complete the live video proofing if a more conventional webcam is not available to you. Note if you choose to go this route, Exostar personnel cannot provide troubleshooting for your device. You can download the Cisco Webex Meeting App by navigating to the below links:

- Google Play Store Link: <https://play.google.com/store/apps/details?id=com.cisco.webex.meetings&hl=en>
- Apple iTunes / App Store link: <https://itunes.apple.com/us/app/cisco-webex-meetings/id298844386?mt=8>
- You can also search for "Webex" from your device app store.

Follow the steps below to launch the video proofing session:

Step 1. Open the **Cisco Webex Meetings App** on your smart phone.

Step 2. Accept Terms and Conditions (if you haven't done so yet), and click **Join Meeting**.

Step 3. Enter your meeting number (Webex meeting email invite), and click **Join**.

Step 4. Do not connect the audio (the proofing agent will call you), but select the **Camera Icon** and click **Start My Video**.

Information Safety

What information will be recorded? How is the integrity of my personal information guaranteed?

The Proofer shall not collect or record copies or images of the identity documents presented by the Applicant during the proofing event.

The Proofer shall record the results of the proofing event in an SSL/TLS protected MAG session which is authenticated by Level 4 PKI two-factor credentials. Level 4 PKI certificate is a Medium Level of Assurance hardware certificate issued to Exostar staff to ensure a trusted connection between the user and Exostar systems. Exostar proofers will need to be in possession of and leveraging their credential in order to access the systems necessary to conduct the proofing. The issuance process for a PKI Level 4 credential is significantly more rigorous than Phone OTP, hardware OTP, and many other industry-standard credential types.

No recording or transcript of the Video Proofing event shall be created or retained by any party. The minimum retention periods for archive data is 3 years for Exostar's MAG Platform and EAG Subscriber authentication events, and 10 years and 6 months for Exostar OTP proofing, provisioning, re-sync, and de-provisioning events.

Exostar records and stores the type of document presented, the issuer of the document, the unique document number, the legal name as it displays on the document, and the expiration of the document.

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