

Preparing Your Documents for Your TrueProfile.io® Verification



Contents

01

Introduction to
TrueProfile.io®

p.05

02

Gathering your
Documents in
Preparation for
Verification

p.09

03

Applying for
Your TrueProfile.io®
Verification

p.21

04

The Relationship
Between Regulators,
Authorities, and
Employers

p.29

05

How to Make the
Most of Your
TrueProfile.io® Report

p.35

06

Here's What
Your TrueProfile.io®
Verification
Will Look Like

p.39

07

TrueProfile.io's
Glossary of Terms

p.41

01

Why do I
need a
TrueProfile.io[®]
Verification?



If you've been asked to verify your professional documents by an employer or simply want to increase your chances of landing your dream job by presenting yourself as a trusted professional, then here's all of the information you need.

Preparing all of the required documents ahead of time makes the processes run without a hitch and means that your verified documents will be available on TrueProfile.io as soon as possible.

By using TrueProfile.io, your documents will be subject to Primary Source Verification (PSV). Primary Source Verification is a background screening process which verifies your credentials directly from the issuing source. For example, if you provide a university diploma, we will contact the university (the issuing source) to confirm all of the information detailed on that document including: course subjects, degree result, and study duration. TrueProfile.io, powered by the DataFlow Group, is a leading provider of Primary Source Verification with many add-

ed benefits designed to assist you throughout your career journey.

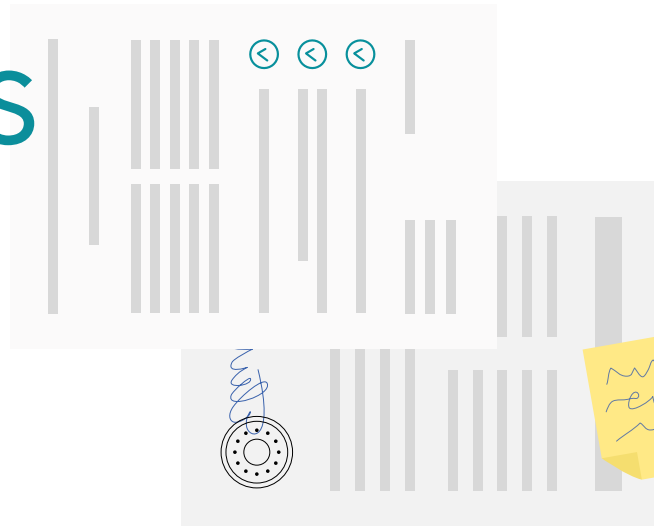
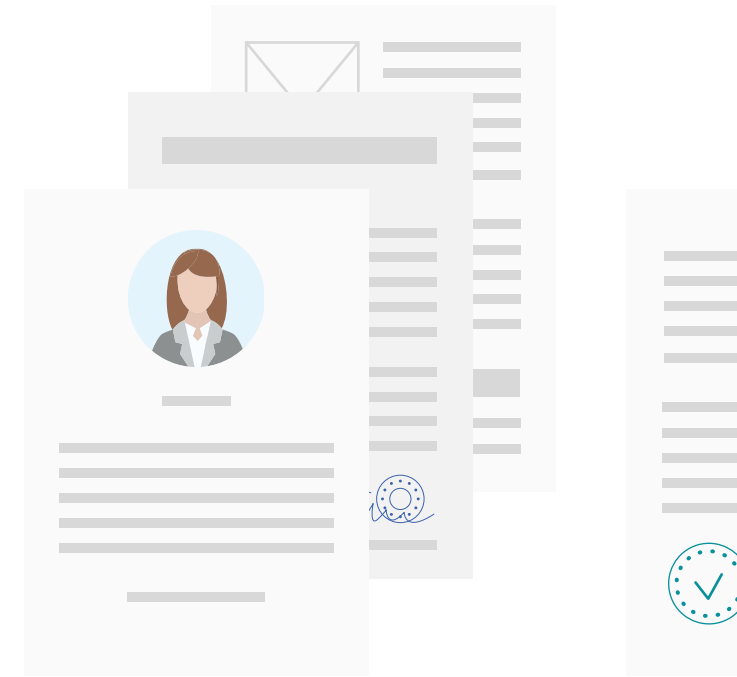
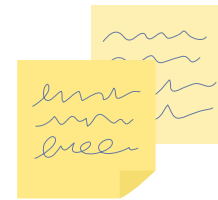
The DataFlow Group has been the industry choice and set the standard for PSV since 2006; when you submit your documents for verification via TrueProfile.io, the DataFlow team will take care of the verification process while you build your professional profile on TrueProfile.io and explore the benefits it offers. These will be highlighted later in this guide.

Whether this is the first time you've submitted your documents for verification or if you simply need to verify a new qualification, licence or diploma, this guide will ensure you have everything you need to get started as well as an overview of the verification process.

If you're unsure of any of the terminology used throughout this guide, you can find a helpful Glossary of Terms on the back page which should clear things up.



02 Gathering your Documents



No one loves sourcing important documents that you've no doubt stored for safekeeping in a place so safe that you probably can't remember where. However, to avoid any delays in receiving your PSV report, it's important to get the admin side in order before you get started.

As mentioned, by using TrueProfile.io, the verification will be carried out by the DataFlow Group. The following documents need to be prepared and sent to the DataFlow Group in order for your credentials to be verified.

Preliminary Documents

Preparation is key when it comes to verification. Before you can ask for a document to be verified, you must first secure that specific document. Most issuing authorities, prior to issuing you a certificate, will require you to present at least some form of identification. There may also be other miscellaneous requirements, depending on the issuing authorities' by-laws.



Birth Certificates

This document is the founding block of most other documents that pertain to your identity.

Photograph

A photograph was not previously considered a document. With advances in technology where we can store and transmit images, a photograph of the individual as well as the document are vital in verification. This is particularly relevant in documents that contain images, stamps, and ribbons.

Civil Status Certificates

This document refers to your marital status. Some employers will require you to present a document that proves your civil status. It can be referred to as a Certificate of No Marriage, Certificate of No Impediment, Single Status Certificate, a No Objection Certificate, and of course, the Marriage Certificate.

Name Change Certificate

This document is needed for persons using a name other than the name that they were born with. If you haven't changed your name since birth, you obviously don't need this document.

Passport

Although the passport is not verified in itself, it is the primary document that proves your identity to the DataFlow Group. While your birth certificate is the building block, it does not have your current signature or your photograph.

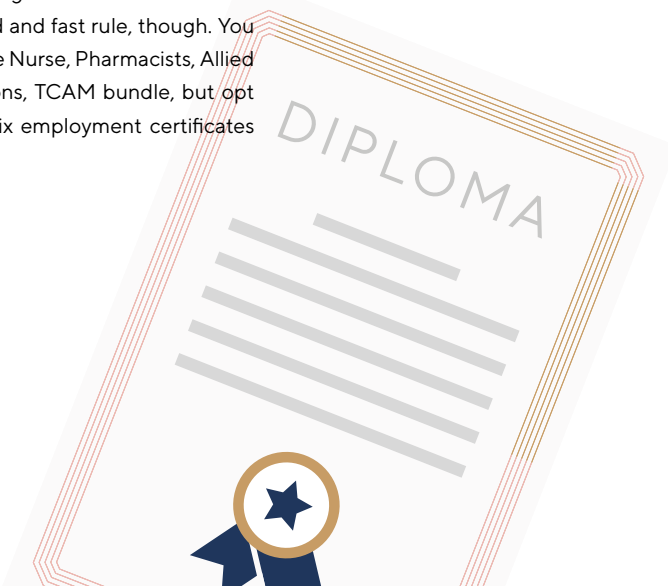
Government Issued IDs

These are documents or cards that are issued by a government or a government authority that can be used to identify you. A passport can be considered a government issued ID. For example, in the Philippines, the Philippine government issues several identification numbers to its citizens. This includes the Social Security System (SSS) ID, the Tax Identification (TIN) ID, aside from the Unified Multi-Purpose ID (UMID). In India, the government issues the Aadhaar Card, the Permanent Account Number (PAN) card, and the Electoral Photo Identity Card (EPIC or simply known as the voter ID).

Primary Documents

The primary documents are the files that will be submitted for verification. Various regulators, authorities, and employers have varying requirements. TrueProfile.io has classified the fundamental documents into 'bundles' according to the profession. Each bundle will correspond to the most stringent documentary qualification required by an authority for that particular profession.

For example, the Nurse, Pharmacists, Allied Health Professions 'TCAM bundle' will entitle you to verify 1 educational qualification, 1 license, last three years experience with a maximum of 3 employers, and 1 Certificate of Good Standing document verification. This is not a hard and fast rule, though. You can purchase the Nurse, Pharmacists, Allied Health Professions, TCAM bundle, but opt to verify up to six employment certificates instead.



Photocopy / Scanned / Image File

Clearst possible copy where every part of the document, including any footnotes, are highly legible.

Letter of Authorization

The Letter of Authorization or the LOA is a legal document that provides the DataFlow Group with permission to obtain information and conduct verification on the data that has been submitted to the company. This document is mandatory for a verification to proceed. Some issuing authorities may require a separate letter of authorization, depending on their legal liabilities and the laws of the country that they are operating in.

Passport

This is the document required by the DataFlow Group as the primary identification for the person whose credentials will undergo verification.

Bachelor's degree

The document to be submitted should contain the information on the degree and/or qualification attained. The name of the applicant should be legible, along with the details. The degree and the major, including the date of completion or graduation should be included on the document.

Master's degree

As stated and all details as listed above should be present and legible.

Doctoral degree

The Doctoral degree document details should include the terminal degree conferred along with the date and the name of the applicant.

Specialty certificate

The document stating your specialization qualification. Note that some regulators require post-specialization qualification experience.¹



¹ Unified Healthcare Professional Qualification Requirements (UAE: DHA, MOH, DOH)

License

This means the document or card signifying that you have the privilege of practicing your profession in the country you are staying in. Details should include the period of validity and the date the license was obtained. The license number should be included in the document.

Employment certificate

The employment certificate can be your referral from a previous employer, the official Certificate of Employment issued upon termination of employment, the experience letter, or a recommendation letter. The document should include the name of the applicant, their designation, and the tenure of employment.

Certificate of Good Standing

Often referred to as GSC, this is a document pertaining to your professional standing. This document can be issued by the regulatory body which issued your license to practice. In countries where there are no licenses issued to practice, this document can be obtained from your most recent employer. Some regulators require that the GSC should have been issued within the last six months from the date of verification.

Basic Life Support training certificate

There are some regulators that require the BLS training certificate for particular professions. This will be verified and classified under licenses.



Supporting Documents

Supporting documents are additional documents that may be required by a specific regulatory body, but is not mandatory in all instances.

Transcript of records/Marks sheet. Some universities or colleges require the transcript of records or the marksheet to be submitted along with the degree certificate before confirming or verifying the authenticity of the diploma. While not a mandatory requirement, the absence of this document may result in delays.

Training and internship certificate/Continued Medical Education certificates. While not required for verification, these documents are a requirement by some regulatory bodies.



Class cards

In instances where the degree completion is in dispute, class cards may be of help to settle the issue.

Payslips / timecards / tax records

In instances of dispute or appeals cases, particularly in employment verification, supporting documents like salary slips will help in getting authenticated.

Fellowship / Membership certificate

The details of this document should contain the name of the applicant, the validity period, and the fellowship/membership conferred. Of particular importance is that the document should not be expired at the time of verification.

Surgical Log Book / Log Book

A document containing a record of the operative experience of the applicant and the amount of supervision received during the operation/surgery.² Nurses with Surgical logbooks can submit it, but it's not a requirement.

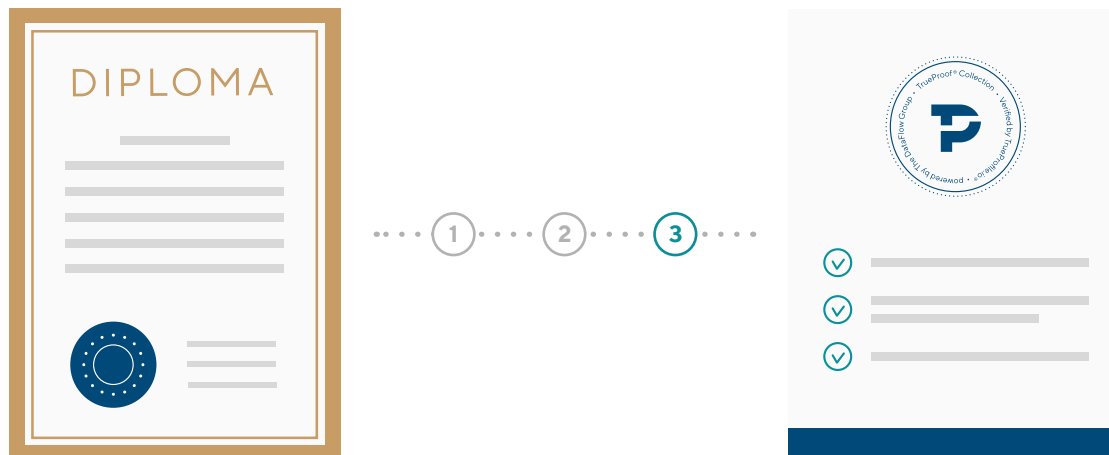
² General Surgery Logbook Survey, (The Royal College of Surgeons of England Bulletin), <https://publishing.rcseng.ac.uk/doi/pdf/10.1308/147363513X13500508920095>

Applying for your TrueProfile.io® Verification

By applying for your verification via TrueProfile.io, the applicant can take charge of the information flow. Prior to submitting an application, all the primary documents to be verified should already be in order, including the Letter of Authorization. We cannot reiterate enough the need to have the LOA on hand before the DataFlow Group can initiate the verification. As previously mentioned, the lack of a LOA will delay proceedings significantly.

An important detail that gets overlooked is the applicant's contact information. Applicants who utilize agencies which apply on their behalf may not have the correct contact details on their application. This results in significant delays where the DataFlow Group has to go through a third party in order to request for additional information when an incomplete or insufficient document has been submitted.

The building block of a verification is the document itself. The document should be of the clearest possible copy, with legible information and no parts deleted or cut-off.



TrueProfile.io®

The application process via TrueProfile.io is one that we would of course recommend and has been extensively documented in a step-by-step article which can be found on the TrueProfile.io blog.³ An applicant should create an account, complete the registration, and fill out the personal information. They can then choose a bundle depending on their profession and proceed to checkout. The next step would be to upload the soft copy of their primary documents, then transfer their data. The verification process will then be initiated by the DataFlow Group's verification team. Simple!

³ "How to Get DataFlow in Four Easy Steps!" (TrueProfile.io)
<https://blog.trueprofile.io/get-dataflow-four-easy-steps-2/>

03

Applying for Your TrueProfile.io Verification



The verification process by the DataFlow Group has been honed and put to the test by the million verification applications processed since 2006.⁴ Now, once an application has been received by the DataFlow Group, the next step will be the verification procedure.

The review of the information on your documents

This is the step wherein the Verifications Team review the documents with regard to the information submitted on the portals. For example, teams reconcile the name and the name on the document, etc. The required primary documents will also be reconciled with the package or the bundle that was paid for. For example, if Applicant Z paid to get a single document verified and he submitted both a Diploma and a License, he would get contacted by the DataFlow Group's Applicant Support Team to highlight the discrepancy. Ultimately, this stage ensures that all of the required documents have been provided in order to process the specific verification bundle.

Once the verification has been initiated, the documents will now be assigned a DataFlow Group Case number. Going forward, we will refer to the documents to be verified as a 'case' throughout the rest of this guide.

⁴ "About Us", (TrueProfile.io), <https://www.trueprofile.io/about-us>

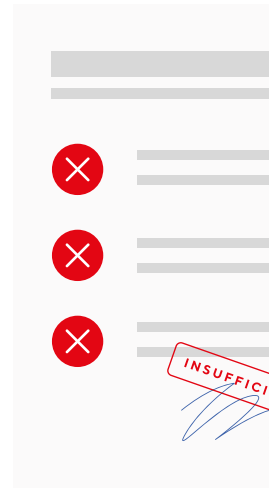
Insufficiency

Depending on the findings of the Verifications Team, a case may be tagged for Insufficiency. This means that there are documents that are missing which are required for verification to proceed. Foremost of these documents is the LOA. There are also issuing authorities that require their own LOA before they can confirm the veracity of the document. The DataFlow Group, through our substantial network of over 60,000 issuing authorities in over 200 countries⁵ and territories, have their required LOA template on hand.

Another reason that a case can be tagged for Insufficiency is if the document does not have a required signature, or the part where the signature should be has been cut off during the scanning process.

Once a case has been tagged for Insufficiency, the applicant will be contacted to acquire the missing component for the verification process. It can be an additional document, a re-scanning of an illegible document, or signing an unsigned authorization/document.

An applicant may also be contacted if the documents they submitted do not meet the licensing requirements of the regulator they are applying with. This is not the case for each regulator. The applicant must be responsible for ensuring that the submitted documents meet the requirements of the regulatory body of the country they are applying to.



⁵ "Who We Are", (The DataFlow Group), <https://corp.dataflowgroup.com/about-us/who-we-are/>

Verification with the Issuing Authority

A case can go directly to Verification if it has not been tagged for Insufficiency. This means that the Verifications Team can now contact the issuing authorities for the provenance of the document in question. Means of contact can be via phone, fax, email, post mail, or an in-person site visit. All possible means will be exhausted in order to authenticate the submitted documents. All the details of the submitted document will be checked and compared with the issuing authority to mitigate the risk of fraud.



Generation of PSV Report / TrueProof

Once all the documents or components in a case has been verified, a PSV Report or a TrueProof will be created. Depending on the results of the verification, the generated report is classified as the following:

POSITIVE - All the documents and its details have been found to be authentic.

UNABLE TO VERIFY (UTV) - All or part of the documents cannot be verified. Depending on the regulator, the notes on the PSV Report may show the comments and how the Verifications Team arrived at the UTV outcome.

NEGATIVE/DISCREPANCY - All or part of the documents are of questionable provenance. This may also mean that the document's issuing authority is in itself questionable, as in the case of diploma mills.

Quality Check

TrueProfile.io is powered by the DataFlow Group who adhere to the highest industry standards in their verification processes; which is why different industries trust us to mitigate the risk of fraud. A quality check is conducted throughout all the steps in our verification process, ensuring that our teams employ exhaustive due diligence in their part of the check tasks. A final quality check is applied to the generated PSV report/ TrueProof before it can be deemed satisfactory. If a PSV report or a TrueProof is to be transferred to a regulator, it will necessitate a quality check to ensure that all the data requirements of the particular regulator are presented in their order of preference.

Report Transfer

A TrueProof requires a report transfer to the regulator of the applicant's choice. The same goes for an old report conducted with a different regulator that is now to be submitted to a new one. Regulators all have their own by-laws, requirements, and preferences; differing report templates need to be generated as a result.

Appeals Process

An appeal is when an applicant requests for the verification results to be reconsidered, as in the case with Unable to Verify or Discrepancy results. TrueProfile.io understands that no system is infallible, and that there are cases where a re-investigation is warranted. This will be judged on a case by case basis, depending on the information presented by the applicant.



04

The Relationship Between Regulators, Authorities, and Employers



Regulators, authorities, and employers look to the DataFlow Group for their verification, background, and immigration screening expertise. TrueProfile.io is a new service introduced by the DataFlow Group as a solution to answer the needs of verifying applicant qualifications for prospective employers.

Critical professions where the lives of people are at stake are in particular need of the highest standards of verification that is provided by a PSV Report or a TrueProof. The verification of health care professionals' credentials are a minimum requirement for accreditation by the Joint Commission International for hospitals.⁶

⁶ JCI Accreditation Standards for Hospitals 5th Edition, (Joint Commission International), 2013, p.62

True Proof Acceptance by Regulators and Authorities

Once you have your own TrueProof, you can request to have your report transferred to the following regulators and more:

Aequo International

Aequo International provides global education evaluation and language translation services to institutions and professionals in the United States of America.⁷ It is a wholly owned subsidiary of the National Association of State Boards of Accountancy (NASBA).⁸

Department of Health – Abu Dhabi (DoH)

The DoH oversees the healthcare practice in the Emirate of Abu Dhabi.⁹ The DoH were previously called HAAD.

Dubai Corporation for Ambulance Services (DCAS)

The DCAS was established to consolidate and standardize ambulance services in the Emirate of Dubai.¹⁰

Dubai Health Authority (DHA)

The DHA is responsible for the health of the public in the Emirate of Dubai. The regulator's mission is for the Emirate to become a leading healthcare destination by focusing on the consumer while pursuing excellence, innovation, and efficiency while maintaining an engaged and motivated workforce.¹¹

⁷ Aequo, <https://aequointernational.com/>

⁸ Aequo International Expands Services to Higher Education", NASBA, <https://nasba.org/blog/2017/03/01/aequo-international-expands-services-to-higher-education/>

⁹ "About Us", DoH, <https://www.haad.ae/haad/tabid/59/Default.aspx>

¹⁰ "Welcome Page", DCAS, <https://www.ambulance.gov.ae/en-us/pages/welcome-page.aspx>

¹¹ "About Us", DHA, <https://www.dha.gov.ae/en/Aboutus/Pages/Vision.aspx#>

Dubai Healthcare City Authority (DHCA)

The DHCA governs the Dubai Healthcare City (DHCC), a free zone within the Emirate and the world's largest healthcare free zone. Its regulating body is the Dubai Healthcare City Authority – Regulatory (DHCR). It is an independent body overseeing clinical and non-clinical facilities within the DHCC.¹²

Health Assurance Hospitals Company (DHAMAN)

DHAMAN is a Public Private Partnership established in Kuwait that aims to become the premier healthcare provider that aims to deliver the full spectrum of healthcare services.¹³

Ministry of Health and Prevention (MOHAP)

The United Arab Emirates' MOHAP sets the framework for the healthcare sector in the UAE, covering legislation, regulation, and supervision in accordance with international health standards.¹⁴

Ministry of Higher Education – Oman (MoHE)

The MoHE mission is to promote a progressive Higher Educational system that is sustainable whilst keeping in mind the preservation of the Omani cultural identity.¹⁵

Ministry of Manpower – Singapore (MoMS)

The MoMS oversees the Singaporean workforce and ensures the maintenance of a skilled foreign staff that complements the local employees.¹⁶

NASBA International Evaluation Services (NIES)

NIES evaluates and certifies the education and licensure of accountants who have completed their qualification outside the United States of America.¹⁷

National Health Regulatory Authority (Bahrain)

NHRA oversees the advancement and application of health regulations in the public and private sectors in the Kingdom of Bahrain.¹⁸

Oman Medical Specialty Board (OMSB)

The OMSB oversees healthcare in the Sultanate of Oman. It aims for the continuing development of physicians, researchers, and healthcare professionals.¹⁹

Oman Society of Engineers (OSE)

The OSE's objective is to regulate the practice of the engineering profession in the Sultanate of Oman, as well as advocating for the rights of engineers.²⁰

Qatar Council for Healthcare Practitioners (QCHP)

The QCHP oversees the regulation of healthcare practices and the accreditation of healthcare professionals in the State of Qatar.²¹

Saudi Commission for Health Specialties

The SCFHS oversees the regulation and sets the standards for the practice of health professions in the Kingdom of Saudi Arabia.²²

Saudi Organization for Certified Public Accountants

The Saudi Organization for Certified Public Accountants (SOCPA) is a professional organization involved with overseeing accounting and auditing standards in the Kingdom of Saudi Arabia.²³

¹² "About Us", DHCR, <https://dhcr.gov.ae/en/AboutDHCR>

¹³ "About DHAMAN", DHAMAN, <http://www.dhaman.co/index.html>

¹⁴ "About Us", MOHAP, <http://www.mohap.gov.ae/en/aboutus/Pages/Strategy.aspx>

¹⁵ "Vision and Mission", MoHE, <https://mohe.gov.om/InnerPage.aspx?ID=d8d3fca8-0e81-429e-bf4c-3272d891df95>

¹⁶ "About Us", MoMS, <https://www.mom.gov.sg/about-us/vision-mission-and-values>

¹⁷ "About NIES", NIES, <https://nasba.org/products/nasbainternationalevaluationservices/aboutnies/>

¹⁸ "Welcome to NHRA", NHRA, <http://www.nhra.bh/>

¹⁹ "About Us", OMSB, <http://www.omsb.org/>

²⁰ "About OSE", OSE, <https://www.ose.org.om/about-us/who-is-ose>

²¹ "About Us", QCHP, <http://www.qchp.org.qa/en/Pages/AboutUs.aspx>

²² "About SCFHS", SCFHS, <https://www.scfhs.org.sa/en/about/pages/organization.aspx>

²³ "SOCPA Internal Law", SOCPA, <https://socpa.org.sa/Socpa/About-Socpa/SOCPA-Internal-Law.aspx>

05

How to Make the Most of Your TrueProfile.io[®] Report



With the continuous rise²⁴ of circular migration²⁵, the repetitive need for background screening that an applicant goes through is a problem that can be resolved by a portable solution like TrueProfile.io! Powered by the DataFlow Group, the leader in PSV solutions readily recognized in the Gulf Cooperation Council (GCC) region, an applicant can now enjoy a number of benefits by being verified via TrueProfile.io.



Becoming a Member

TrueProfile.io represents the new standard in document verification. An applicant can now take charge of their verification and share their credentials as and when required in their career. Once an applicant has had their credentials verified, it is theirs to keep forever. They can share their verified documents with employers, regulators, and government authorities. As the verified credentials are stored on the blockchain, members can be assured they are safe, secure, and fully portable – all you or their recipients need is an internet connection!

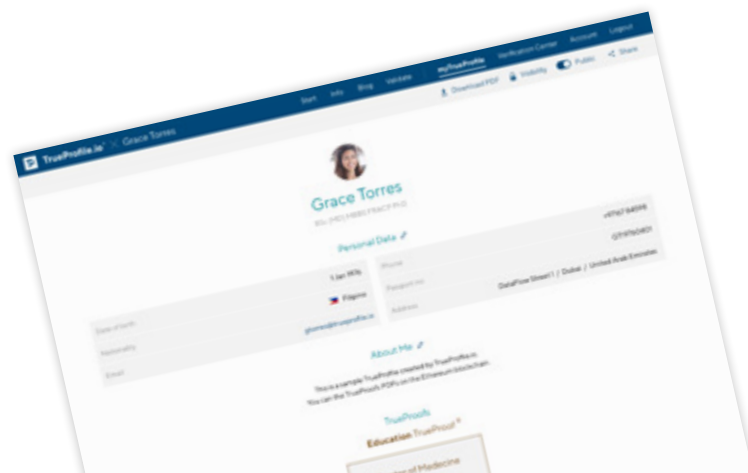
²⁴ Dovelyn R. Agunias, Kathleen Newland, Circular Migration and Development: Trends, Policy Routes, and Ways Forward, p.5

²⁵ "Key Migration Terms", International Organization for Migration, <https://www.iom.int/key-migration-terms>

TrueProof

In its simplest form, a TrueProof is a portable PSV Report incorporating the original document or credential and the TrueProof which is digitized and stored on the Ethereum blockchain. A TrueProof is truly portable, as an applicant can carry it with them worldwide and gain instant trust that their credentials have been verified. Best of all, with the blockchain technology, the credentials are rendered future-proof.

TrueProofs can be transferred to any authorities or shared with an employer once an applicant sets their profile to public. Applicants can toggle their settings anytime as required. Once an applicant has set their profile to 'public' they can also share a link to their verified document on LinkedIn. For example, a statement on LinkedIn which outlines your education can be verified by linking to your TrueProof for that particular education certificate.



myTrueProfile page

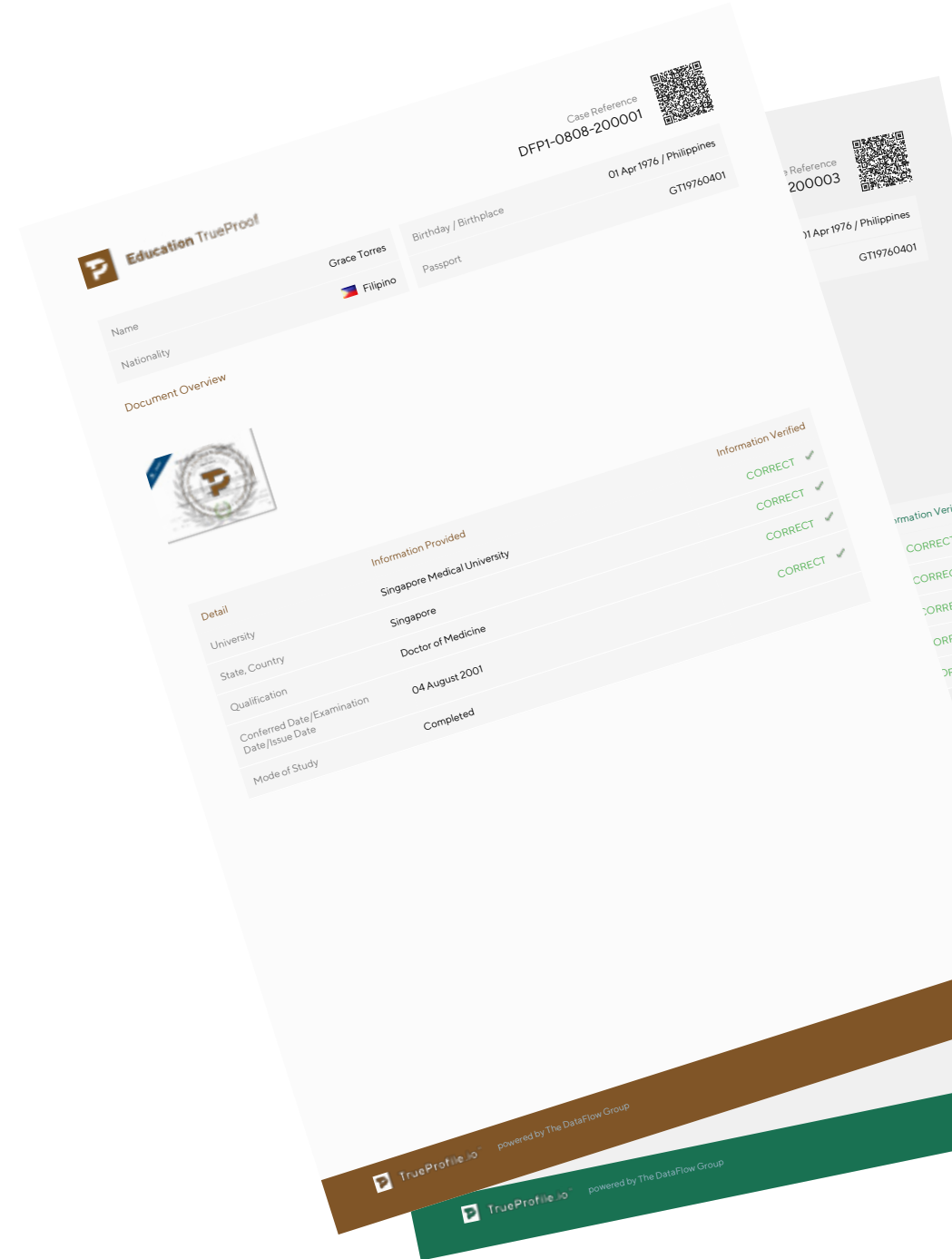
Think of the myTrueProfile page as the control room for your account. You can make any changes to your account information from this page. Toggle your profile from private to public, add contact information, and set your preferences. You can upload new documents, initiate a TrueProof for your new COE, and compile your TrueProofs in one accessible bundle. The myTrueProfile is also where you can link a TrueProof to your LinkedIn account to get that instant trust in your credentials. Simply link a statement on your LinkedIn profile, for example your University degree, to its corresponding TrueProof to verify that information to all of your connections.

Business Partners

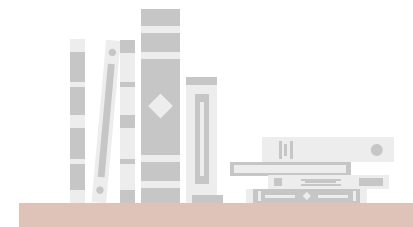
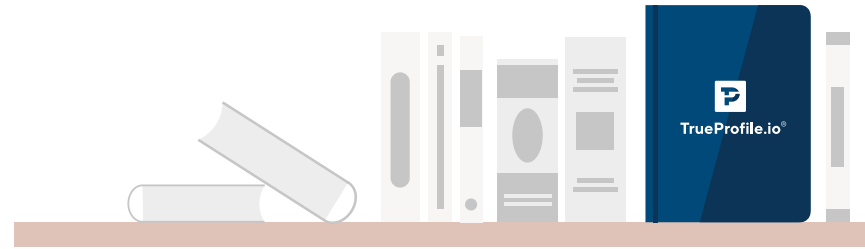
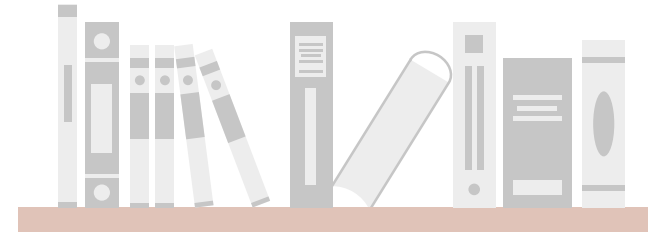
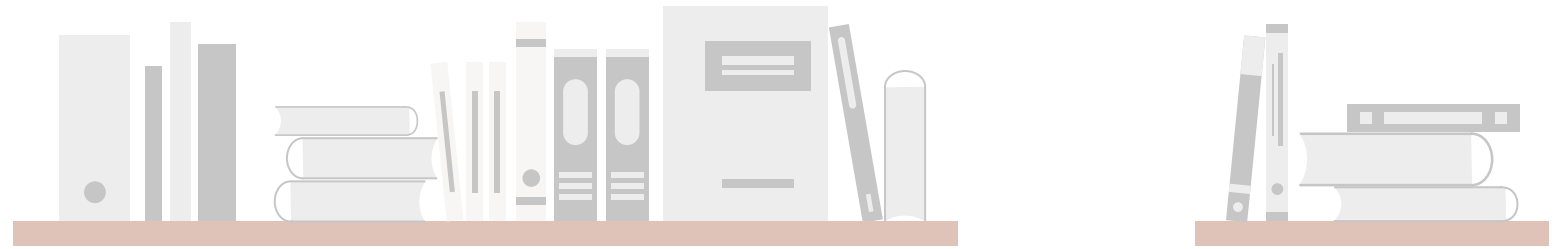
TrueProfile.io's Business Partners can take advantage of the DataFlow Group's experience and global reach in background screening. Businesses in industries like healthcare, aviation, banking²⁶, and engineering where lives and reputations are at stake should have employees in sensitive positions undergo verification. A Business Partner can benefit from TrueProfile.io's streamlined assessment, digitized platform, and enhance their reputation in the industry with DataFlow-verified personnel. Members who did their verification via the Business Partners can opt to make their profiles public, as well as transfer their TrueProofs to other regulators and Business Partners.

²⁶ "Financial advice firm impersonated client to her super fund, banking royal commission hears", ABC News, 24 Apr 2018, <https://www.abc.net.au/news/2018-04-24/banking-royal-commission-financial-advice-impersonated-client/9692844>

06 Here's What Your TrueProfile.io[®] Verification Will Look Like



07 TrueProfile.io's Glossary of Terms



We know that at first the terminology used in the verification can be overwhelming. Don't worry - you don't need to learn everything by heart, simply reference our glossary for a full explanation.



Applicant

The person whose documents are undergoing verification.

DataFlow Case Number

It is an alphanumeric code issued to a document or a group of documents submitted by an applicant. It is assigned by the DataFlow Group.

DataFlow/The DataFlow Group

The world's leading provider of Primary Source Verification, background screening, and immigration compliance solutions.

Diploma mills

An organization that grants diplomas and credentials to individuals based on questionable qualifications and achievements. Examples of these are online universities that grant MBAs based on "life experience."

Issuing Authority

The primary source of the document to be verified. For example: for diplomas, the Issuing Authority is the University or College.

LOA

It is an acronym for Letter of Authorization. For DataFlow verification purposes, it is a necessary legal document without which the process of verification cannot be initiated.

myTrueProfile

The myTrueProfile page is the collection of all TrueProofs where a member can control the settings of their membership profile.

Negative Verification/Discrepancy

The PSV Report shows that a part or the whole of the document cannot be authenticated.

Positive Verification

The PSV Report shows that all documents have been confirmed as legitimate information.

PSV

It is an acronym for Primary Source Verification, the means of verifying a document directly from the source.

PSV Report/TrueProof

It is the report generated by the DataFlow Group that gives information on the verification.

Reference Number/CRN

It is an alphanumeric code assigned to the applicant by a regulator.

Regulator/Authority

The governing body of a state issuing licenses to practice a profession.

TrueProfile.io

A new digital service provided by the DataFlow Group.

TrueProof

A document issued by TrueProfile.io showing that a document has been verified directly from the source. A Primary Source Verified (PSV) report.

Unable to Verify/UTV

The PSV Report shows that a part or the whole of the document cannot be verified.

Ready to
get started?



www.trueprofile.io