

# Claims Conference Paneem Digital Identity Verification User Guide

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## What you need to perform the identity verification through Paneem

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You will need the following to perform Paneem:

1. Claims Conference Registration number and date of birth.  
Your registration number and the date of birth we have on file can be found on the letter you received asking you to perform Paneem.
  2. Government issued photo identity document such as a passport or driver's license. The identity document must show your date of birth on the front page of the document.  
An identity document can be used even if it is expired.
  3. Mobile device, tablet, or computer that is connected to the internet and has a camera.
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## How to get to Paneem

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There are two ways to use Paneem:

### Option I: Mobile App

On your mobile device or tablet, go to the App store (Apple App store; Google Play etc) to download the Paneem app.  
Search "Paneem" and download.

### Option II: Web browser

To use Paneem, open a web browser (e.g. Google Chrome) and go to

<https://paneem.claimscon.org/>

You can use Paneem through a web browser on a computer, laptop, or cell phone. It can be used on a cell phone even without having to download the app.

Your device must have a camera in order to be able to complete the process.

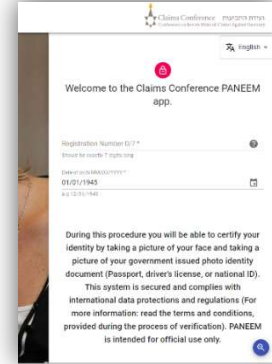
## How to log into Paneem

Log into Paneem by entering your Claims Conference Registration Number and date of birth.

! Use the date format **MM/DD/YYYY**.

Registration number and the date of birth associated with your claim is noted on the letter asking you to do Paneem.

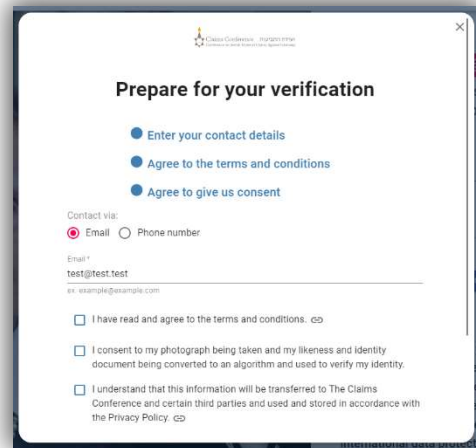
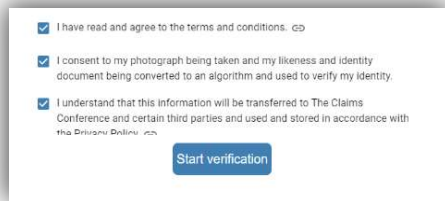
If this information is not available to you or you are having trouble logging in, please contact us.



## Starting the verification process

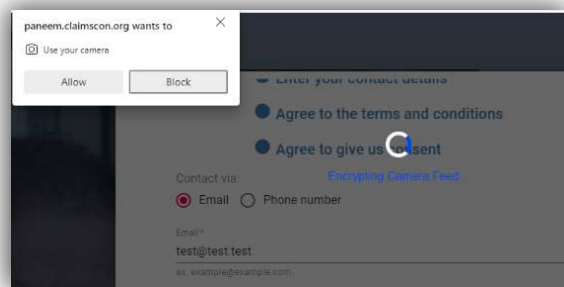
Enter your contact information (either email or cell phone number). Once the verification process is successfully completed, a confirmation message will be sent to you (this process may take up to 48 hours).

Mark the three checkboxes; the 'Start verification' button will appear.



! You may be prompted to permit the use of your camera for this process.

(If the verification process is not starting but the window asking to allow the use of the camera does not appear automatically, you may have to click on the lock icon in your browser's address bar to permit the use of your camera.)



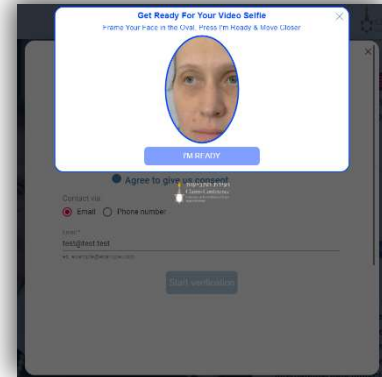
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## Taking the video

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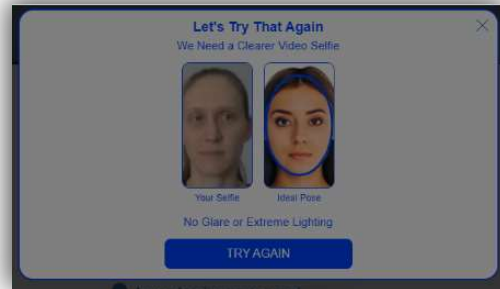
Paneem will ask you to take a selfie video.

When your face appears completely inside the oval frame, click the 'I'm ready' button and follow the instructions. You will be asked to move back or forth to take a very short selfie video.



If Paneem is not able to record the video, an error message will appear explaining the issue.

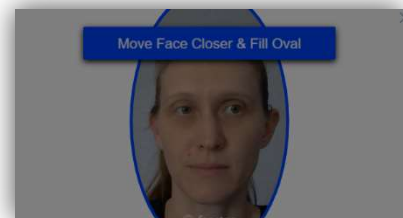
Click the 'Try Again' button to attempt taking another video.



If you are **not** succeeding in taking the video, click 'Yes' when asked if you are 'Having trouble?'.

You will now be able to take a photograph (instead of a video). Simply make sure that your face appears within the oval frame and stay still to take the picture. If you

are using a cell phone, you will now also be able to switch between the front and back camera of your device. Please note, in the mobile version, you take a picture by tapping the screen.



### **Tips on how to successfully complete the face scan:**

- Ensure that there is good lighting (not too dark or too bright)
- Remove anything that obscures your face (hat/glasses/mask)
- Lean mobile device against a flat surface if it is difficult to hold it still
- Sit directly across from the mobile device to face the camera with your full face in view
- Wipe the camera with a tissue to remove blur

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## Scanning the identity document

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Next, you will be asked to capture your identity document.

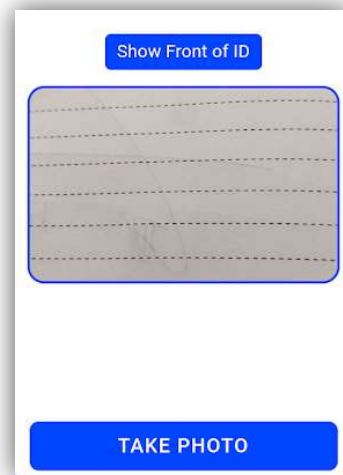
Please use a government issued identity document that shows a photograph and your date of birth. Paneem will scan the front page of your document. Do not use a document that shows your date of birth only on the back side.

Make sure that the entire document appears in the window and is being captured; the image must include your photograph and all the writing on the document.

If the image cannot be captured or is too blurry, an error message will appear asking you to again scan the document.

You may also be asked to review the photograph to determine if it is clear and legible.

If Paneem is **not** succeeding in automatically scanning your document, click 'Yes' when asked if you are 'Having trouble?'. You are now able to take a photograph of your document yourself. Please note, in the mobile version, you take a picture by tapping the screen



### **Tips on how to successfully complete the document scan:**

- Make sure the whole document appears in the frame and is readable.
- Do not hold the document immediately in front of the camera – it will make the image appear blurry; move back slightly before taking the image.
- Do not cover the document with your fingers
- Lay the document on a blank, flat surface and position your phone directly over the document to capture the image
- Make sure that it is not too dark or bright (if there is glare on the image it may not be readable)

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## Process completion

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Once the document is successfully scanned, a screen will appear saying that the process is complete.

You will also receive a confirmation email or SMS text message. This process may take up to 48 hours.

