

Guide

# Getting started with Thirdfort



## Introduction

# Getting started with Thirdfort

Welcome to

Lawyer Checker's Guide to using Thirdfort. Thirdfort makes life easier for your clients during their big life moments, and makes your client checks safer and faster.

## In this guide, we'll cover:

- Support for you and your clients
- Ordering your Thirdfort check
- Downloading the report
- Interpreting the results of a report
- Understanding Thirdfort's checks

### Support for you

For queries relating to setting up and using Thirdfort, training new users, account management, billing or system issues, speak to your RelationshipManager.

For queries relating to a results report, speak to Thirdfort's Support team.

Email  
[thirdfortsupport@lawyerchecker.co.uk](mailto:thirdfortsupport@lawyerchecker.co.uk)

Phone  
0800 133 7127

Hours  
Monday to Friday 9:00am - 5:30pm

### Support for your clients

Send your clients to Thirdfort with any questions or problems they have, so you can get back to what matters most.

Support Hub  
Find tips, guides, videos and live chat at  
[www.thirdfort.com/app](http://www.thirdfort.com/app)

In-App Live Chat  
The quickest and easiest way for your clients to get hold of us

Email  
[help@thirdfort.com](mailto:help@thirdfort.com)

Phone  
0161 768 0083 option 1

Hours  
Monday to Friday 9:00am - 6:00pm

# Instructions

## How to sign in

When you were set up as a user, we sent you an email with login credentials to access our products and services order platform.

### To access your account:

- Go to [www.lawyerchecker.co.uk](http://www.lawyerchecker.co.uk) and click 'Sign In' on the top right

### Can't find your login credentials?

- Go to [www.lawyerchecker.co.uk](http://www.lawyerchecker.co.uk) and click 'Sign In' on the top right
- Click 'Forgotten your password/pin?' and enter your email
- Follow the steps in the email to reset your password and sign in

### Lawyer Checker : Secure Access

Please login using your Email Address, Password and PIN number. You must select your PIN number via the drop-down controls as an additional security measure. If you have any difficulty logging in, please [Contact Us](#).

Email Address

Password

PIN

Remember me next time.  
[Forgotten your password / PIN?](#)

[Log In >](#)

## Navigating the Lawyer Checker Portal

Lawyer Checker's order platform is designed to be quick and simple for you to use. When you login you will be taken to the home screen, where you can find the 'Perform Search' option to initiate an ID check or use the 'Search History' option to download completed reports.

To initiate an ID check you simply click 'Perform Search' under the Thirdfort ID Checker product description.

Your search history can be found by clicking on the blue 'Thirdfort' at the top of the page and selecting 'Search History' from the drop down option. From here, you can see all the information about the search submitted and the status, whether it's 'Pending' or 'Complete'.

If the search has a status of 'Complete', you will be able to click on the grey highlighted section to access and download your completed report (see example below).

### Your Searches

[Search](#) [Account and Entity Screen](#) [Consumer Bank Account Checker](#) [Thirdfort](#) [Thirdfort Lite](#) [Invoices](#) [Manage Users](#)

Client Name (3 letters min):  [Filter](#) Phone Number:  [Filter](#)

Date	ID	Client Name	Phone Number	Case Ref	Transaction Name	ID Check	ID Check Proof of Address	Sof Bank Statements	Sof Questionnaire	Search By	Status
01/03/2021	56812	Sheryl Hodgson	██████████	test	Test	False	False	True	True	██████████	Pending
16/02/2021	53510	Cassie	██████████	Testing API	Test	False	False	False	True	██████████	Pending
01/02/2021	49398	TOM LYES	██████████	TEST	TEST	False	False	True	True	██████████	Pending
13/01/2021	44524	Rachel Beattie	██████████	Test1	TEST1	True	False	False	False	██████████	Complete
12/01/2021	44432	Cassie	██████████	Testing API	Test	False	False	False	True	██████████	Pending



# Initiating a new ID check

A new ID check should be initiated for each individual you are representing. For example, if there are two parties involved in the sale of a property, two ID checks need to be initiated.

## What information do you need?

- The client's full name e.g John Smith
- The client's mobile number, this must be entered in the international format e.g. +447921345231
- Transaction Name – This is a reference for the client and will appear on the home page of the Thirdfort APP for the client to see. We recommend using an easily identifiable name such as; purchase of 5 Bell Road, or Giftor for Jane Smith purchase of 5 Bell Road.
- Your transaction reference – A reference for the ID check that will appear on your invoice. **N.B if you need source of funds tasks for each Purchaser in the transaction, the Transaction Ref must be the same for those ID Checks, this will ensure you are only charged for one source of funds per transaction for the purchaser(s). Giftor source of funds incurs a separate, additional fee.**

## Choosing your ID option and task(s):

When you initiate the ID check, you will need to choose which ID option you need before selecting the additional tasks. The ID options are 'Standard' ID check or 'Original' ID Check.

If you select 'Standard ID' you can choose any of the tasks for the client to complete on the app. If you select 'Original ID' all the options except 'Proof of Ownership Task' will be available.

Looking for Thirdfort lite? [Click here](#)

**Client details**

Full Name \*  
e.g: Jane Smith

Mobile Number \*  
+447123456789

Transaction Name \*  
e.g: 5 bell road, Lenton, CB33 5DE

**Identity checks**

Original ID  Standard ID

Proof Of Address

**Source of funds checks**

Bank Statement  
 Source of Funds Questionnaire

**About your search**

Transaction Ref \*  
Your File Reference

When selecting the 'Source of Funds Questionnaire', there will be an option for the Source of Funds to be for the 'Purchaser' or a 'Giftor' (please see example below):

**Source of funds checks**

Bank Statement

Source of Funds Questionnaire

Purchaser  
 Giftor

Click 'Submit' to send the request to the client.

Once you have initiated the ID check, your client will receive a welcome text with a link to download the app and complete their tasks.

When all the tasks have been completed, you will receive an email with your PDF report attached, alternatively, you can sign in to Lawyer Checker, where you can view and download your report.



# Interpreting the results of a report

## 1. Document report

The document report section of your results differs depending on whether your client has carried out a Thirdfort Standard or Thirdfort Original ID check. We explain both below.

If you see a check with an 'o' next to it, it doesn't mean it's failed. It just means that the check couldn't be done on that particular document, for example if a check is only relevant to a passport and you client has used their driving licence.

If your client has completed a **Thirdfort Standard ID Check**:

Type of check	What this means
NFC chip verification	Verifies that the identity document is a genuine, government-issued ID
Document validation	Checks for signs of tampering, which could mean the document is fake.
Data comparison	Confirms that the information extracted from the chip in the passport matches the information your client has entered in the app.

If your client has completed a **Thirdfort Original ID check**:

Type of check	What this means
Police record	Shows if the document has ever been reported as lost, stolen or compromised on a UK police database.
Visual authenticity	Checks for signs of tampering, which could mean the document is fake.
Image integrity	Confirms if the document image is of a high enough quality for us to do the checks.
Data validation	Checks that the data on the document number or Machine Readable Zone (MRZ) matches the other information on the document. The MRZ is the long number on the bottom of a passport.  A fail here usually means the document number or MRZ isn't in the right format and might be fraudulent.
Compromised document	Shows if the document has been used in ID fraud or advertised as 'for sale' on the internet. It also shows if the document has ever been reported as lost, stolen or compromised.

## 2. Facial similarity report

Type of check	What this means
Face comparison	Uses facial biometrics to check if the person in the photo and video matches the person in the ID.
Image integrity	Confirms the photo quality was good enough to complete face comparison checks.
Visual authenticity	Confirms whether the selfie is genuine. For example, if your client tried to take a photo of a photo, this would fail.

## 3. Address report

Type of check	What this means
Address matches	Confirms we've verified the client's address. We use Experian to verify 2 sources of address, like council tax bills or financial products.
Address match quality score	Confirms the sources were of a high enough quality.

### Electronic address considerations

If a report is returned with a consideration on the Electronic Address check this does not mean the report has failed. This just means that we were unable to verify your client's address with two quality Experian sources. If this happens, your client will be instructed to upload a proof of address for you to verify.

## 4. PEPs and sanctions check

Type of check	What this means
Politically Exposed, Persons (PEPs) and sanctions check	<p>Checks if the client's details flagged up against any potential PEPs. A PEP is someone with a high-profile political or public role, like government officials and senior executives. Being a PEP doesn't predict criminal behaviour, but means someone is more likely to be involved in financial crimes, like money laundering.</p> <p>We also check the client's details against sanction, warning and media exposure lists so you know if they're a higher risk to your firm. If you need more information, contact our support team.</p>

## 5. Financial information and source of funds

Type of check	What this means
Source of funds	<p>Digital or PDF bank statements: These must always be manually reviewed.</p> <p>Questionnaire: you will need to review the answers to the questionnaire and action any follow up.</p> <p>Additional documents: supporting evidence requested by you and uploaded by your client.</p>

# Understanding Thirdfort's checks

Here's a breakdown of each of Thirdfort's checks.

Lite ID	Original ID	Standard ID	Bank Statements and Source of Funds
<p>Instant verification for low risk transactions. Use Lite when the client has no access to a smartphone or tablet, or has no biometric or photographic ID.</p>	<p>Our original ID check, use this for bank-grade ID verification.</p>	<p>Government-grade ID verification offering our highest level of compliance.</p> <p>Compliant with HM Land Registry's Digital ID Standard.</p>	<p>Hassle-free anti-money laundering and source of funds checks.</p>
<ul style="list-style-type: none"> <li>• Electronic address match using a variety of sources from Experian e.g. electoral roll, credit data, utilities accounts (UK clients only)</li> <li>• Additional risk warnings check e.g. mortality, fraud alerts, postal redirects (UK clients only)</li> <li>• PEPs and sanctions screening (global coverage)</li> </ul>	<p><b>Lite ID plus:</b></p> <ul style="list-style-type: none"> <li>• Bank-grade ID verification using Onfido to prove the document is authentic</li> <li>• Facial biometrics to match your client to the photo on the ID</li> <li>• Liveness detection to prove your client is carrying out the check</li> </ul>	<p><b>Lite ID plus:</b></p> <ul style="list-style-type: none"> <li>• Government-grade ID verification powered by passport chip reading technology to prove the document is government-issued</li> <li>• Facial biometrics to match your client to the photo on the ID</li> <li>• Advanced identity verification with highest-grade liveness detection for spoof-proof ID checks</li> <li>• HM Land Registry Digital ID Standards compliant for stress-free compliance</li> </ul>	<ul style="list-style-type: none"> <li>• Instant digital bank statements using Open Banking technology</li> <li>• Customised source of funds questionnaire, including giftor checks</li> <li>• Document upload for additional evidence or bank statements</li> </ul>

## Take a look at some of our other products:

**Account & Entity Screen:** Check the details of a conveyancer you are transferring funds to against our unique real time database. Real time alerts and our save-to-file reports offer your firm peace of mind and an evidenceable audit trail.

**Consumer Bank Account Checker:** Validate the of destination for funds for the sale of a property or probate. Covering most UK bank accounts and powered by Experian, this cost-effective check is another part of law firm's armour against cyber criminals.

**Cyber Certification:** We have a team of expert assessors trained to certify the National Cyber Security Centre's Government backed scheme; Cyber Essentials, Cyber Essentials Plus, IASME Governance and ISO27001 audits. This scheme highlights chinks in your firm's network that cyber criminals could exploit and most importantly how to fix them.

## Protection is Prevention

