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Online Appointments:

A Guide to Successful ID Copy Uploads

The four most important features of ID copies are:

- The line barcode on ID documents and Smart Cards
- The PDF417 Type barcode on Smart Cards
- The ID number

Examples of ID copies that will NOT upload successfully are:

This image is too bright, so the tool will not be able to read the ID number or barcode.

This may be a copy of a copy of an ID document. If you take photos of poor quality copies, your upload will not be successful.

This image is too dark, so the tool will not be able to distinguish the individual bars on the barcode.

Again, this may be a copy of a copy of an ID document, resulting in failed upload.

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Part of the ID number is hidden by a finger, so the tool will not be able to read the number. This will also be the case if the barcode is obscured by a finger.

Upload will be unsuccessful.

Part of the barcode and ID number is obscured by glare – perhaps caused by the camera's flash.

Upload will be unsuccessful.

The tool scans the information horizontally. This image is skew, so the tool will not be able to read the information.

Upload will be unsuccessful.

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This image is cropped – only a portion of the ID number and barcode is visible.

Upload will be unsuccessful.

The image is cropped – the ID number and barcode is not visible.

Upload will be unsuccessful.

The example below will upload successfully.

ID number horizontal and legible

Barcode horizontal and legible

This image was scanned with Camscanner, a free app downloadable to Android phones, iPhones, iPads and Windows 8 phones. The scanner automatically improves images to ensure horizontal, clear and legible information.

You can download the app from Play Store, App Store or from the official Camscanner website.

Upload of this ID copy will be accepted and you will be able to continue with the online appointment.

These are examples of ID Smart card copies that will NOT upload successfully:

This image is skew. The tool scans information horizontally, so it won't be able to read the ID number. In addition, the photo was taken from too great a distance.

Upload will be unsuccessful.

This image is taken from too far away, so the text is too small and faint. In addition, a finger is obscuring the information on the card and the card is skew.
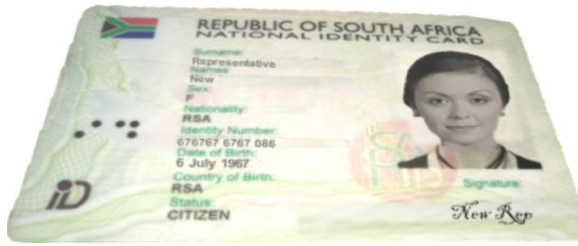
Upload will be unsuccessful.

The camera's flash caused glare on the barcode and ID number, so the tool will not be able to scan the barcode or ID number.
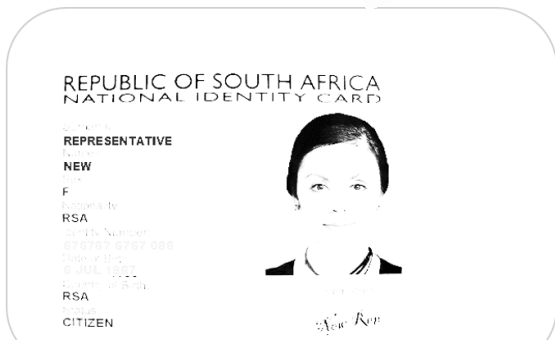
Upload will be unsuccessful.

This image is distorted and the text and barcodes are too small and faint.

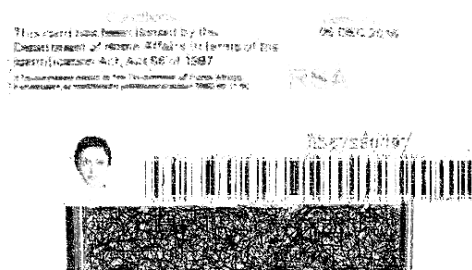Upload will be unsuccessful.

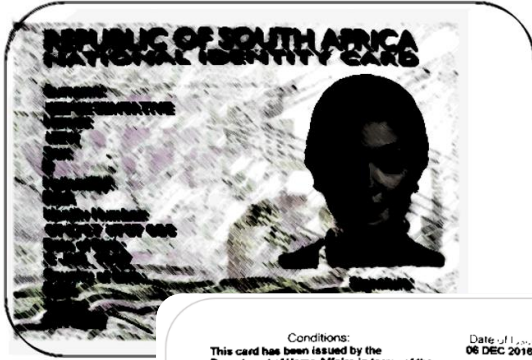This image is cropped so that a portion of the ID number and barcodes are not visible.

Upload will be unsuccessful.

This images are too bright. The ID number is not visible and the barcode bars cannot be distinguished.

Upload will be unsuccessful.

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This image is too dark. The information on the card is not legible, so the tool will not be able to scan the barcodes.

Upload will be unsuccessful.

This copy will upload successfully (scanned by Camscanner):

REPUBLIC OF SOUTH AFRICA
NATIONAL IDENTITY CARD

Surname:
REPRESENTATIVE
Names:
NEW
Sex:
F
Nationality:
RSA
Identity Number:
676767 6767 086
Date of Birth:
6 JUL 1967
Country of Birth:
RSA
Status:
CITIZEN

Signature:

Conditions:
This card has been issued by the
Department of Home Affairs in terms of the
Identification Act, Act 68 of 1997
If found please return to the Department of Home Affairs
For enquiry or verification purposes contact 0800 60 11 90

Date of Issue:
06 DEC 2016

RSA

0567880097

| ID number clearly visible | Back and front of ID card uploaded | Barcodes clearly visible |

Things to keep in mind:

- Place the ID copy flat on an uncluttered surface.
- Ensure that it is lined up horizontally and not skew.
- Keep your fingers or other objects clear of the copy.
- Ensure that the camera flash does not cause glare on the image.
- Do not take the picture too far away from the copy.
- Do not take the picture too close to the copy.
- Ensure that the image is not too dark.
- Ensure that the image is not too bright.
- Ensure that the parts of the ID number and / or barcodes are not cropped off.
- Do not enlarge the image so that the information on it is distorted.
- Upload both sides of Smart ID cards.

Please note: If any of the details on the ID copy or Smart Card has been manipulated or obscured by handwriting, that copy will not be uploaded.

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