How to pass your KYC on Synaps

Synaps
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How to pass your KYC **Synaps**

Through this guide you will learn how to go through the entire KYC process, understand what is required from you and how to do it as much as possible. Of course, this guide is bound to evolve over time with our future updates.

How to start ?

First of all, go to the link of the project on which you want to do your KYC. This can be a sub-domain such as « gate.synaps.io » which looks like a form or a dedicated URL if you are on the KYC process. You should have a view like this:

Often consisting of 3 steps, KYC requires you to pass your liveness, identity and proof of residency. These 3 steps will allow us to validate and confirm your identity in its entirety and authenticate the person you are.

1. Liveness

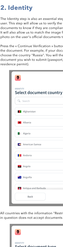
The liveness step is a special step in the KYC verification of a user as it will allow us to identify the person who holds the identity documents and prevent any fraud. Indeed, it is important that the person who wishes to create/have an account is the same person that uses the Synaps app.

You need to :

- Be in a bright place, with no shadows or reflections on your face or on your camera.
- Centre your face in the oval that will appear in your liveness.
- Remove any accessories that may impact with your face (glasses, cap, hat, mask ...)
- Make sure that the camera is focused on your face.

It is important to respect these instructions to pass your liveness step.

You should click on « Give face » to start the liveness challenge.



Once done, you will only have to wait few seconds to know if you have successfully passed your liveness step. Once your liveness step is completed and validated you should have the following view:

2. Identity

The identity step is also an essential step in the KYC verification of a user. It will allow us to verify the identity documents. Indeed, the documents to know if they are compliant, legal, unique and not falsified. It will also allow us to match the images from the liveness step with the picture on the said official documents to avoid identity theft.

Press the « Continue Verification » button and then fill in the country of your identity document. Then, depending on your identity document, choose the country "Russia". You will then be asked to select the type of document you wish to submit (passport, national ID, driver license or residence permit).

All countries with the information "Restricted", it means that the project in question does not accept documents from that country.

All document type with the information « Not accepted" means that the project in question does not accept this kind of document type.

Once you have chosen your document type, you can choose how to upload your document. You can either upload it from your computer or take a camera or drag and drop your passport from your computer or continue the process on your phone to take a picture of your passport. Choose the option that is the most convenient for you and make sure that the edges of the document is in a good quality, sharp, without reflection or cutting. Make sure it is also clearly visible and that the information is not cut or blurred.

After submission, our verification teams will review your submitted documents and validate or not your identity step. You will receive an email if your identity has been rejected with the reason why. It has been rejected, you can restart your KYC process is processed less than 24 hours in most cases.

3. Residency

We are almost finished, there is still the residency step in which you will need to provide a document that is dated with your full name and address and dated within the last 3 months.

The documents considered and accepted as proof of residency are the following:

☑ Fox Utility Bill
Gas Bill (gas)
Water bill (water)
Electricity bill (electricity)
Internet bill (broadband, internet)
Landline Telephone Bill
Mobile phone bill (mobile phone bill is valid if as mentioned above, and passport or identity card the front)

☑ Fox Bank Statement
IBAN / BIC with an issuing date less than 3 months old)
Official documents from banks in the country of residence

☒ Documents not acceptable:
Mobile phone bill
Rent receipts
Bills regarding life, property, car insurance
Any other invoices (amazon, aliexpress etc...)
Tax bill
National ID, Passport or Resident Permit (VISA...)
Other bills not listed above

☒ A document must be less than 3 months old. Otherwise, it will be rejected

Once you have a « Start verification » button to upload your proof of residency, you have select the country of the document. For example, if your proof of residency is a document from a Russian bank, you should select the country "Russia". Then choose the document type you are going to upload.

Once submitted, our verification team will be able to review your proof of residency. If this one is rejected, you will receive an email with the reasons why.

That's it ☑ You have completed your KYC, all you need to do now is wait for the team to review your documents. Once your identity has been validated, if you are such an outlaw/ban within this timeframe, please, contact the project directly and they will contact Synaps. Otherwise, send a DM directly to @Rachel on our Telegram. We will help you with your KYC.

Here is the final view when your KYC is fully validated

4. Additional Information

- Languages

You can change the language by pressing the icon with the flag (red box)

5. How to contact us ?

- Email
support@synaps.io

- Telegram
@Rachel-mel

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