



UNHCR
The UN Refugee Agency

verify **plus**

UNHCR VERIFY PLUS

MOBILE APPLICATION

UNHCR MALAYSIA



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The UN Refugee Agency

VERIFYING UNHCR DOCUMENTS ISSUED TO REFUGEES

INTRODUCTION

In line with **global international protection standards**, for many years, the Office of the United Nations High Commissioner for Refugees (UNHCR) in Malaysia has been issuing documents to those registered with, and under the protection mandate of the Organisation – namely refugees and asylum-seekers – so that they have a means to prove their identity.

These documents also provide a means for **authorities to ascertain the identities** of asylum-seekers and refugees.

STRENGTHENING SECURITY FEATURES OF UNHCR DOCUMENTS

Since 2004, UNHCR has been shifting from paper-based identity documents to cards in order to strengthen the integrity of its documents as well as the systems to authenticate them.

As part of the Organisation's efforts to combat identity fraud and counterfeiting, UNHCR continuously updates and strengthens the security features of its identity documents.

Like the previous version of the UNHCR card, the current card includes **3D holograms, bar codes, and a secure Quick Response (QR) code**. It is further supported by **enhanced biometric data collection** at the UNHCR office.

UNHCR VERIFY PLUS MOBILE APPLICATION

In March 2021, UNHCR developed the **UNHCR Verify Plus Mobile Application**. This is the updated edition of UNHCR's earlier mobile Application, named "UNHCR Verify-MY", which has now been discontinued.

The UNHCR Verify Plus Mobile Application allows law enforcement authorities and others engaged in refugee protection and assistance work to **scan the QR code** and efficiently **verify the authenticity** of a UNHCR document. The UNHCR Verify Plus Application can be used to **scan QR codes on all UNHCR documents**.



This booklet provides you with information on the features of the UNHCR documents, as well as a guide to downloading and using the UNHCR Verify Plus Application to enable efficient verification of the authenticity of these official documents.

If you have issues with the Application, or have suggestions or questions, contact UNHCR at primes_support@unhcr.org

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FEATURES OF THE UNHCR IDENTITY CARD



FRONT OF CARD

1. Microtext

Each side of the card consists of a micro text with the words "United Nations High Commissioner for Refugees" in six languages: Four languages (English, French, Chinese and Arabic) on the left and two languages (Spanish and Russian) on the right.

2. Individual ID Number

Unique individual ID number of the Bearer.

3. Official UNHCR logo

The card has both standard UN and UNHCR logos.

4. QR Code for Card Serial Number

Using a 2D barcode scanner or Mobile Application, the serial number of the card can be retrieved.

5. Country Code

Country Code to differentiate in which country this card was issued. MY is for Malaysia.

6. Hologram Sticker

The hologram has both the standard UNHCR logo and the word "UNHCR".

7. Basic Biodata Information of Bearer

The basic biodata consists of Full Name, Date of Birth, Sex, Country of Origin, Card Issuance Date, and Card Renewal Date.

8. Watermark

The card has a watermark of the UN logo.

9. Barcode

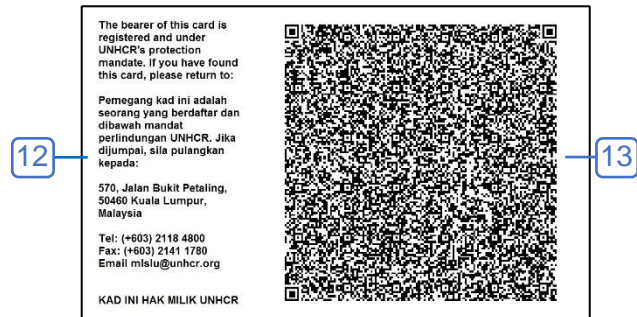
Using a 2D barcode scanner or Mobile Application, the barcode containing UNHCR Case Number of Bearer can be retrieved.

10. UNHCR Case Number

UNHCR Case number of the Bearer.

11. Photo

Photo of the Bearer.



BACK OF CARD

12. Standard Text

The card has standard text in two languages (English and Bahasa Malaysia) with the UNHCR Address and contact details:

English

"The bearer of this card is registered with UNHCR and under UNHCR's protection mandate. If you have found this card, please return to:"

Bahasa Malaysia

"Pemegang kad ini adalah seorang yang berdaftar dengan UNHCR dan dibawah mandat perlindungan UNHCR. Jika dijumpai, sila pulangkan kepada:"

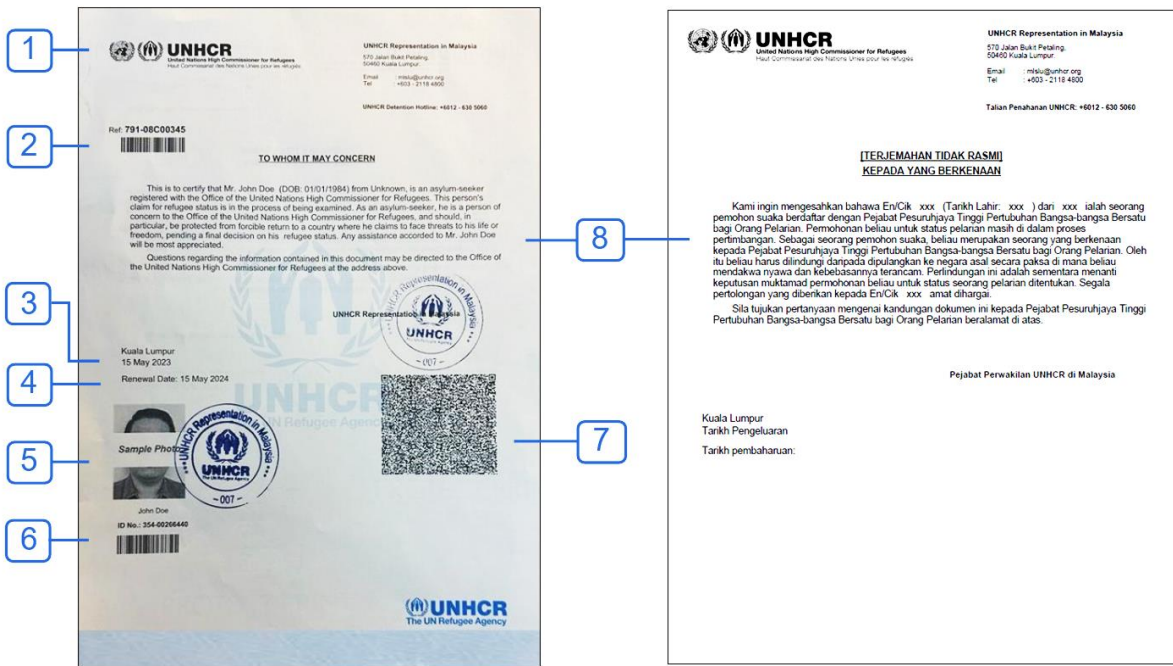
13. QR Code

The large QR code encodes basic biodata and photo of the card bearer. One can validate the authenticity of the UNHCR card by scanning the large QR code using the UNHCR Verify Plus mobile application (compatible with Android or iPhone).

Once scanned through the mobile application, and should the card be authentic:

- The mobile screen will show the Photo of the card bearer, UNHCR Case Number, Individual ID Number, Full Name, Date of Birth, Sex, Country of Origin, Card Issuance Date, and Card Renewal Date.
- By using the result shown on the screen, the bearer of the card can be verified.

FEATURES OF THE UNHCR LETTERS



FRONT OF LETTER

1. Official UNHCR logo

The letter has both standard UN and UNHCR logos.

2. UNHCR Case Number

UNHCR Case number of the Bearer.

3. Issuance Date

The issuance date of the letter.

4. Renewal Date

The renewal date of the letter.

5. Photo

Photo of the Bearer.

6. Individual ID Number

Unique individual ID number of the Bearer.

7. QR Code

The QR code encodes basic biodata and photo of the letter bearer. One can validate the authenticity of the UNHCR letter by scanning the QR code using the UNHCR Verify Plus mobile application (compatible with Android or iPhone).

Once scanned through the mobile application, and should the letter be authentic:

- The mobile screen will show the Photo of the bearer, UNHCR Case Number, Individual ID Number, Full Name, Date of Birth, Sex, Country of Origin, Issuance Date and Renewal Date.
- By using the result shown on the screen, the bearer can be verified.

BACK OF LETTER

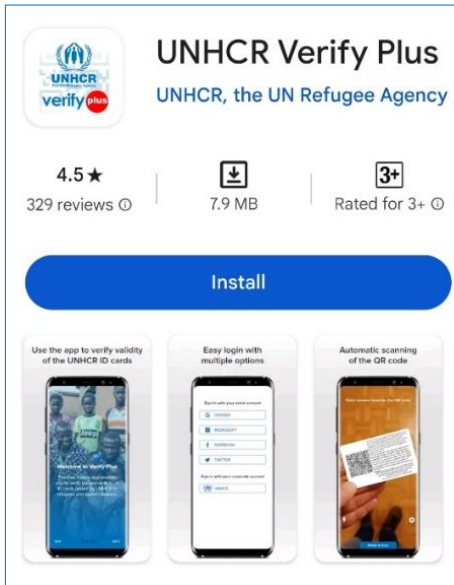
8. Standard Text

The letter contains the basic biodata information of Bearer in two languages (English and Bahasa Malaysia). The basic biodata consists of Full Name, Date of Birth and Country of Origin.

Note: Security Feature

- The UNHCR letter is printed on secure paper, which includes:
 - A UNHCR logo water mark.
 - Ultraviolet (UV) detectable threads.
- A unique UNHCR stamp is placed on the photo and at the bottom of the standard text.

UNHCR VERIFY PLUS MOBILE APPLICATION

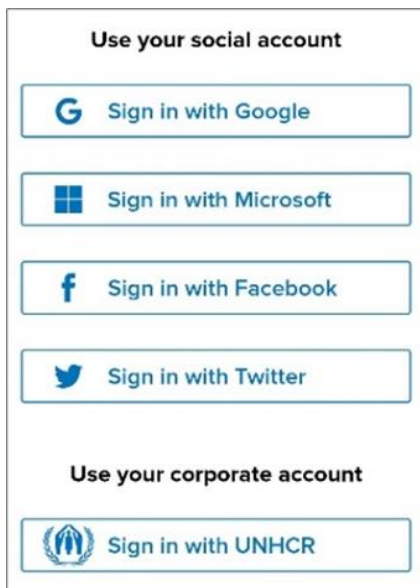


WHAT IS THE VERIFY PLUS MOBILE APPLICATION?

- **UNHCR Verify Plus** is UNHCR’s mobile application that can be used to verify the authenticity of UNHCR documents.
- The UNHCR Verify Plus Application replaces UNHCR’s earlier application named “UNHCR Verify-MY”.
- It is an **instant verification of UNHCR documents** using the QR code.
- For use of **law enforcement authorities and other stakeholders** working on refugee protection and assistance.

MULTIPLE SIGN-IN OPTIONS

- Sign in with your **social network account** (Google, Microsoft, Facebook, Twitter), **private email**, or **UNHCR corporate email**.
- The application can see the user’s email address or username only to track usage of the application.
- Other personal data are not collected.



HOW TO DOWNLOAD THE UNHCR VERIFY PLUS APPLICATION

- The App is **FREE**.
- It is available through **mobile app stores for Android and Apple iOS**.
- To install, search for “UNHCR Verify Plus” on Google Play or App Store.
- **Do not download** the application from other sites.



DOWNLOAD:
<https://tinyurl.com/43zhymv3>



DOWNLOAD:
<https://tinyurl.com/58m6w6t2>

HOW TO USE THE VERIFY PLUS APPLICATION



SCAN THE QR CODE

- The verification requires that you have a **document issued** by UNHCR at hand.
- Use the application to **scan the QR code** that is usually printed on the back of the ID card or in front of the letter.
- Point the QR code towards the phone camera and the application will automatically scan it.

SCANNING WITH NO INTERNET CONNECTION

- You can still verify UNHCR documents with **no Internet connection**. Enable **'Offline Mode'** to allow the application to read offline-enabled QR codes.
- The application will automatically switch to offline mode if the Internet connection to the mobile device is lost.
- You can also **manually enable** 'Offline Mode' to verify UNHCR documents when you have no Internet connection.
- When Internet connection is established, manually disable 'Offline Mode'.

READING THE RESULTS

- Once scanned, the results will show documents that are authentic or not authentic.
- The following guide will help you understand the results and what to do.

Note: You can enlarge the photo in the application to read the results more clearly.



A. DOCUMENTS THAT ARE NOT AUTHENTIC

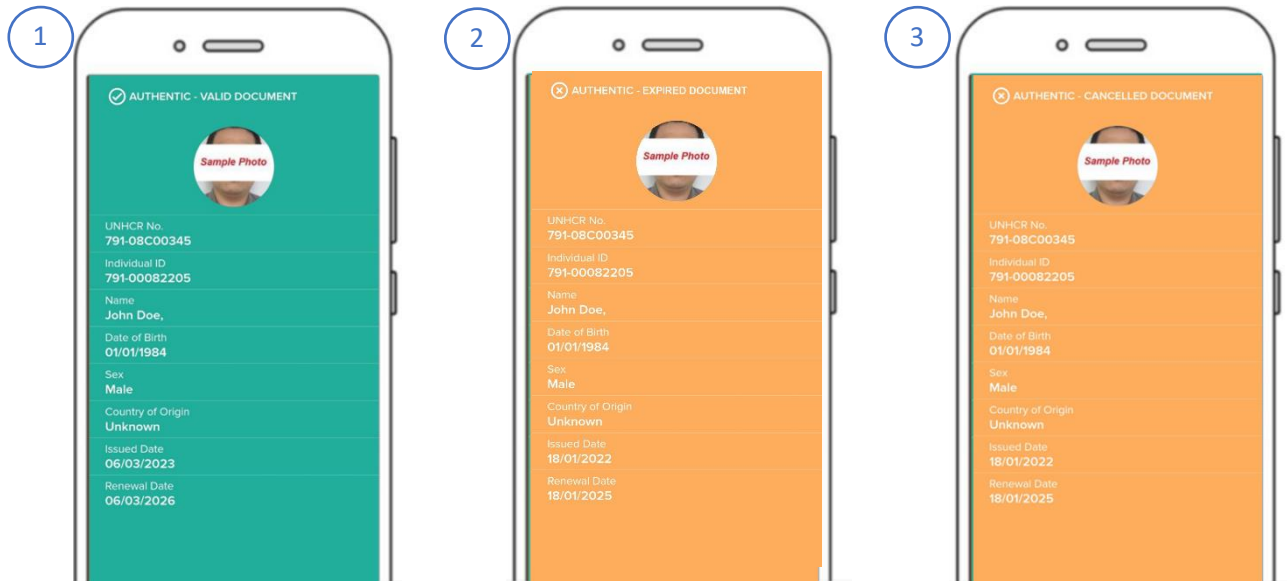
Message displayed: 'Incompatible QR Code'

- The document is not a genuine document issued by UNHCR.
- If you receive this result upon scanning a document, please **contact UNHCR for further verification**.

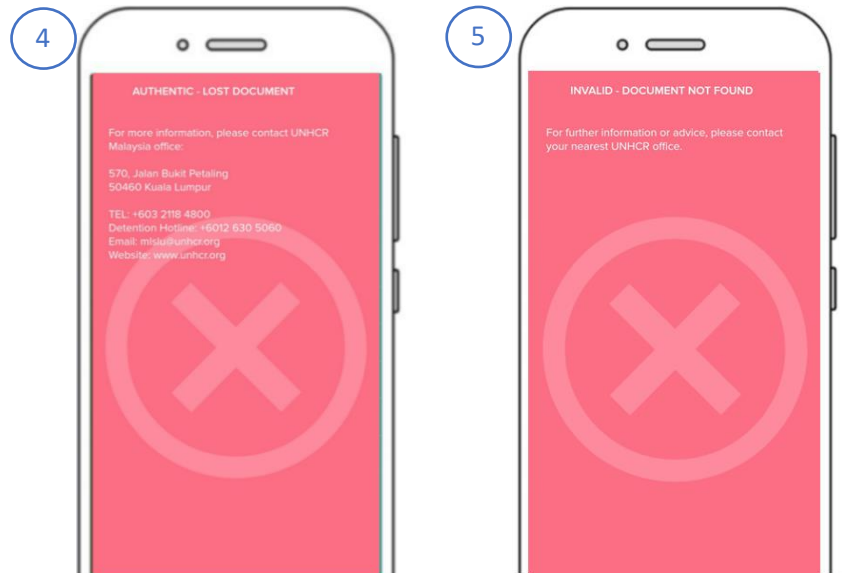
HOW TO USE THE VERIFY PLUS APPLICATION

B. AUTHENTIC DOCUMENTS

Once documents are scanned, **results that display the following images indicate that the documents are authentic.**

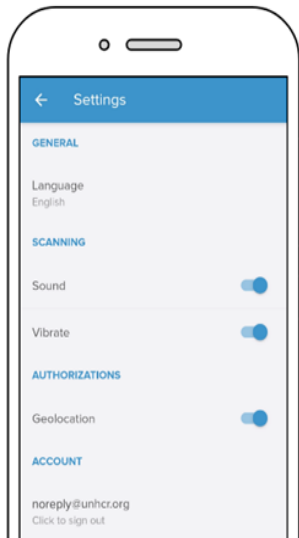


- You can compare the information displayed in the application with the information printed on the document. The information should match.
- If you receive results as **shown in Images 2, 3, 4, and 5**, please **contact UNHCR** for further explanation.
- For results in **Images 4 and 5** ('Authentic - Lost Document' and 'Invalid - Document not found'): While the image does not show the biodata information, please note that this is an authentic document and is currently being replaced.

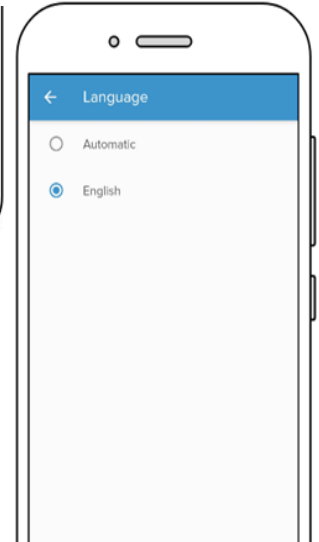


ADJUSTING SETTINGS IN THE APPLICATION

SETTINGS THAT CAN BE ADJUSTED IN THE APPLICATION



- The light (flash) can be turned on/off on the scanning screen to help the application read the QR code under low light conditions.
- The light (flash) can be turned on/off on the scanning screen to help the App read the QR code under low light conditions.
- The language of the labels in the results screen can be selected either as English or Automatic to display a local language.
- Sound and vibration can be switched on/off to improve the user experience during scanning.
- Collection of the geolocation data can also be enabled or disabled.
- The tutorial can be accessed at any time.



BASIC TROUBLESHOOTING

- In case of issues when signing-in or when scanning the QR code, the appropriate error messages will be displayed to provide the possible reasons for the problems.
- If there are issues with scanning, you should try to hold the mobile phone steady to bring the QR code into camera focus.
- Varying the distance of the phone from the QR code, or the angle of the QR code, or changing the light condition, can also help the application to better scan the QR code.

