



■ If you have any queries regarding photocopied or scanned certificates please call 0845 519 5768

## Guide to acceptable contractor scanned certificates

Original certificates are preferred to ensure acceptance on-site. Original certificates are added to cardholder profiles with a watermark stating **'RESET SCANNED DOCUMENT – RESET VERIFIED ORIGINAL DOCUMENT'**. This assures the person checking your profile that we have verified and scanned the original certificate.

However, please be aware that some of our client sites will only accept scans of original certificates verified by Reset and therefore may choose not to accept a contractor scanned document as acceptable.

If original certificates are unavailable, good quality scanned copies of certificates can be presented on the cardholder's profile as long as they meet the criteria below.

Please note that certificates scanned by yourselves will be presented on screen with a watermark stating **'CONTRACTOR SCANNED DOCUMENT - NOT A RESET VERIFIED ORIGINAL'**. This warns the person checking the profile that you have not provided the original documents to Reset for verification.

Only scanned certificates that meet the criteria below will be accepted and uploaded to the cardholder's Reset profile.

### Scanned certificates must be:

- A good quality colour copy or scan of the certificate (original wherever possible)
- Scans must be emailed as a PDF document to support@rcscard.co.uk
- One certificate or card only per page
- The copy must be straight
- The whole certificate must be visible
- All text including course title and dates are all clearly legible
- Nothing else is on the certificate such as a skills card
- Skills or association cards – we require a colour copy of both the front and back of the card



If we receive scans of certificates or cards that do not meet the above criteria they will not be added.

### Unacceptable Examples:

Not straight



Black and white



Skills card in copy



Copy of a copy (faint)



Damaged (Date unclear)



Two certificates in one image

