

DIA Matrix 1

The digital ID authentication (DIA) process requires that certain candidates present their primary ID for scanning. This document will help guide you through how to answer the "Reconfirm signatures match" question during the DIA process. Refer to the DIA instructions in the policies and procedures guide and to the exam sponsor's ID policy if you have additional questions.

Starting with item 1 below, answer the question presented. Next, follow the corresponding directions beside your answer to move throughout the document. You are finished when you determine an answer to the DIA question.

Primary ID:

1	Does the candidate's primary ID include a visible signature?
Yes	Go to 2.
No	Go to 3.

2	Did the candidate's signature for the rules agreement match the signature on the primary ID?
Yes	Answer Yes to the DIA question.
No	Go to 8.

Secondary ID:

3	Does the exam sponsor's ID policy require a secondary ID?
Yes	Go to 4.
No	Go to 5.

4	Did the candidate's signature for the rules agreement match the signature on the secondary ID?
Yes	Answer Yes to the DIA question.
No	Go to 8.

Supplemental information:

5	<p>Which of the following supplemental information did the candidate present?</p> <p>Note: A supplemental ID is different from a secondary ID. It is only required at check-in to help verify a candidate's signature by exam sponsors requiring only a primary ID.</p>
ID with name/ signature	Go to 6.
ID with name/ photo	Go to 7.
Name-change or other document	Go to 8.
No supplemental information presented	See the exam sponsor's client reference for special instructions.

6	<p>Did the candidate's signature for the rules agreement match the signature on the supplemental ID the candidate presented?</p>
Yes	Answer Yes to the DIA question.
No	Go to 8.

7	<p>Did the candidate's photo on the supplemental ID match both the photo on the candidate's primary ID and the candidate standing in front of you?</p>
Yes	Answer Yes to the DIA question.
No	Answer No to the DIA question.

8	<p>Did you accept a name-change or other supplemental document that explained the signature difference?</p> <p>Note: This includes any documentation accepted by the exam sponsor's policy.</p>
Yes	Answer Yes to the DIA question.
No	Answer No to the DIA question.