

Increasing the Legibility of Identification Submitted to BackCheck

In order to ensure the identification submitted to BackCheck is legible, we have outlined some instructions that will help increase the legibility of the identification that is received.

Email Transmission of Information (RECOMMENDED APPROACH)

- Scan all copies of ID and Forms. We recommend a 300 dpi resolution and, if available, set the “scanning” resolution to photo quality or equivalent
- Email attachments to orders@backcheck.ca
**All emails including size of attachment must be less than 10 Megabytes

Fax Transmission of Information

- Improve quality of photocopied ID
 - Use the best photocopier available
 - Increase the size of photocopy output to 200% or greater
 - Adjust brightness, intensity and contrast settings as appropriate. This is especially important for ID that has a dark background
 - Ensure ID is 100% legible (text and official government insignia) before faxing
- Fax Settings
 - Use the best fax machine available
 - Ensure Fax Sending options are set to photo or highest quality/resolution if available
 - Adjust brightness, intensity and contrast settings as appropriate. This is especially important for photocopied ID with a dark background

Please contact BackCheck’s Client Care Team with any further questions at 1-866-455-7293.