

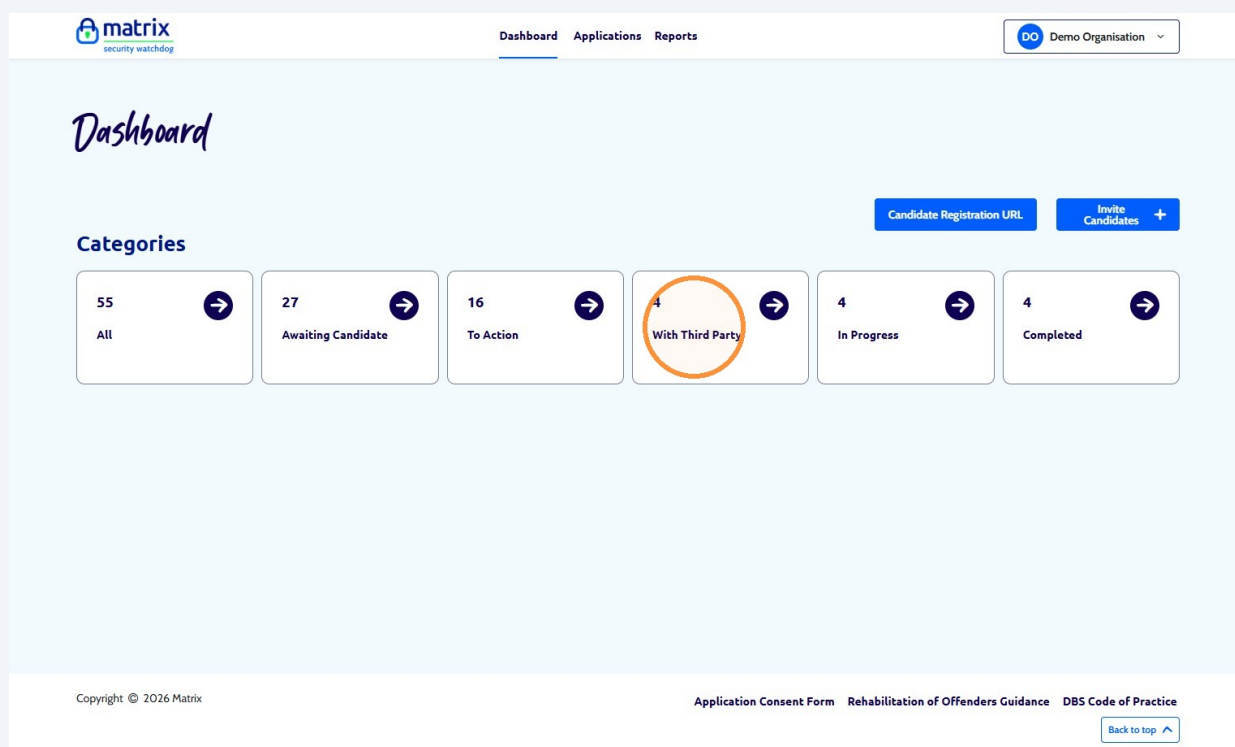
How to Monitor and Manage Applications with a Pending Digital Check



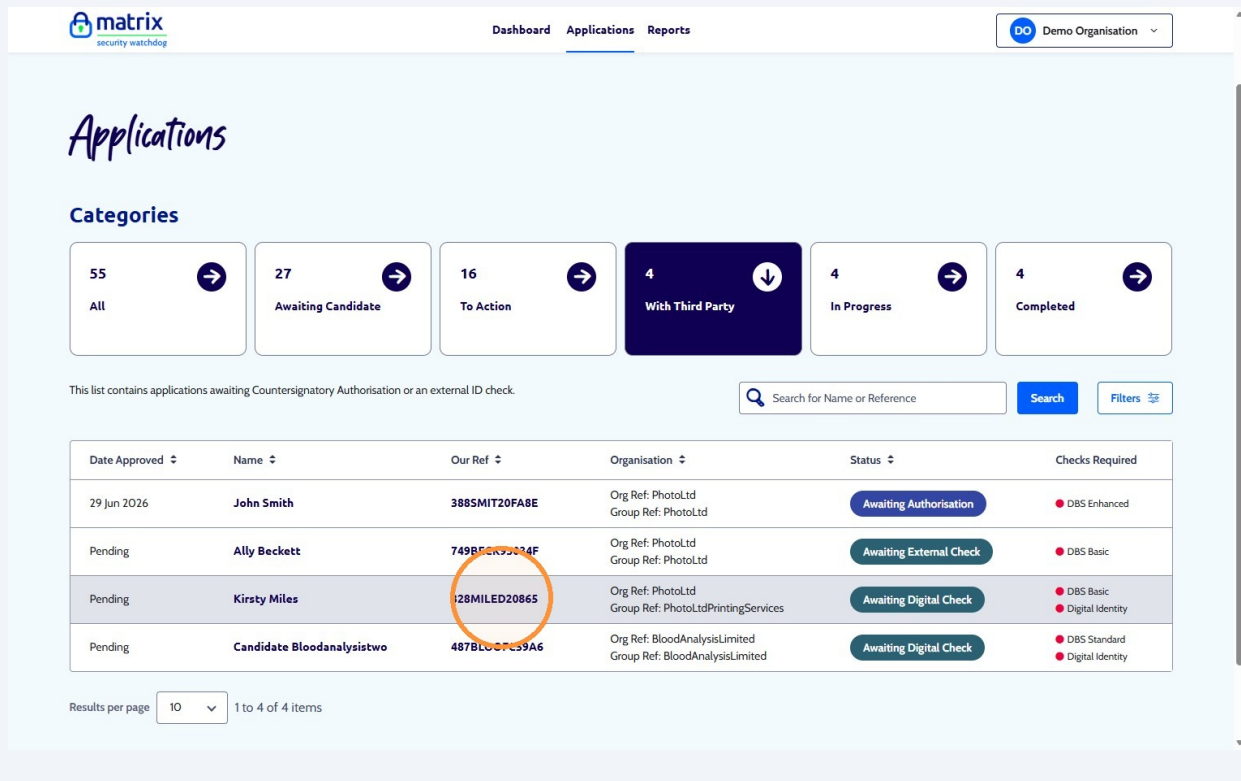
Learn how to manage and resend pending digital identity checks within the Matrix platform. This guide provides step-by-step instructions for resending guest links and resetting ID verification to ensure a smooth onboarding process.

- 1 For any applications where the Digital ID/RTW check is now pending, these will move to the **With Third Party** category

- 2 Click the **With Third Party** category from the Dashboard



3 Click the reference number or name of the application you wish to access



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Dashboard Applications Reports

DO Demo Organisation

Applications

Categories

- 55 All
- 27 Awaiting Candidate
- 16 To Action
- 4 With Third Party
- 4 In Progress
- 4 Completed

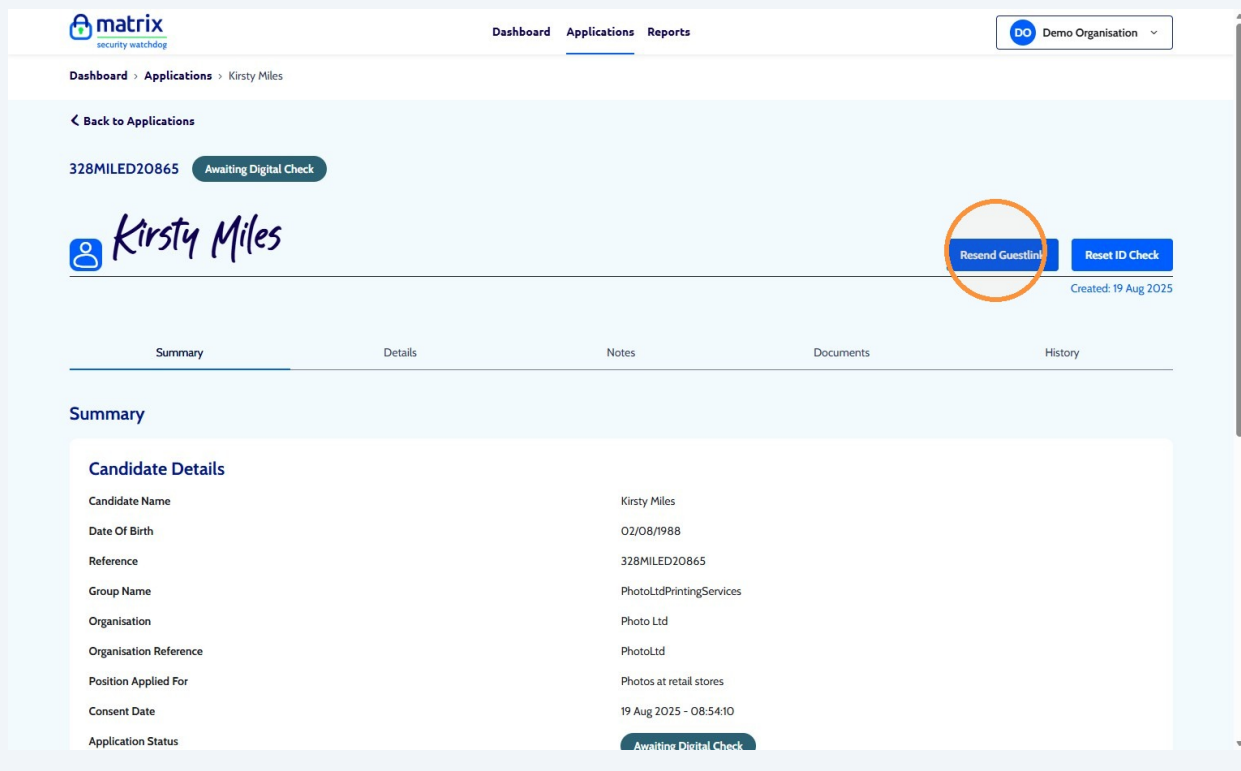
This list contains applications awaiting Countersignatory Authorisation or an external ID check.

Search for Name or Reference Search Filters

Date Approved	Name	Our Ref	Organisation	Status	Checks Required
29 Jun 2026	John Smith	388SMIT20FA8E	Org Ref: PhotoLtd Group Ref: PhotoLtd	Awaiting Authorisation	DBS Enhanced
Pending	Ally Beckett	749R5CR9334F	Org Ref: PhotoLtd Group Ref: PhotoLtd	Awaiting External Check	DBS Basic
Pending	Kirsty Miles	328MILED20865	Org Ref: PhotoLtd Group Ref: PhotoLtdPrintingServices	Awaiting Digital Check	DBS Basic Digital Identity
Pending	Candidate Bloodanalysistwo	487BLUC0FL39A6	Org Ref: BloodAnalysisLimited Group Ref: BloodAnalysisLimited	Awaiting Digital Check	DBS Standard Digital Identity

Results per page 10 1 to 4 of 4 items

4 If the link the candidate has for submitting their digital check has expired, or if they need to be sent it again, click **Resend Guestlink** and confirm the action



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Dashboard Applications Reports

DO Demo Organisation

Dashboard > Applications > Kirsty Miles

< Back to Applications

328MILED20865 Awaiting Digital Check

Kirsty Miles

Resend Guestlink Reset ID Check

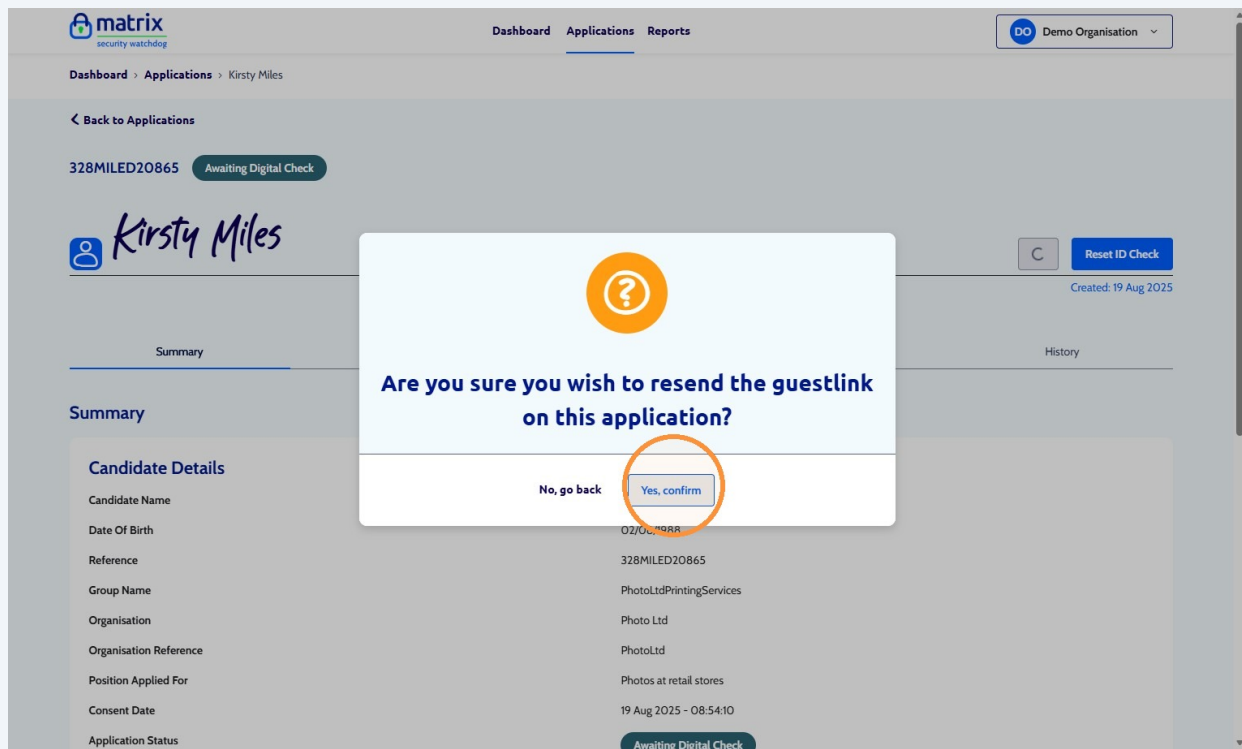
Created: 19 Aug 2025

Summary Details Notes Documents History

Summary

Candidate Details

Candidate Name	Kirsty Miles
Date Of Birth	02/08/1988
Reference	328MILED20865
Group Name	PhotoLtdPrintingServices
Organisation	Photo Ltd
Organisation Reference	PhotoLtd
Position Applied For	Photos at retail stores
Consent Date	19 Aug 2025 - 08:54:10
Application Status	Awaiting Digital Check



5

This will generate a new link that will be emailed to the candidate. The Container ID field will be updated with a new value to confirm that a new link has been generated

6

If the candidate is unable to submit their digital check, or you wish to verify their identity manually instead, click **Reset ID Check** and confirm the reset.

This will allow the ID Check process to be completed manually instead

< Back to Applications

328MILED20865 Awaiting Digital Check

 **Kirsty Miles**

Resend Guestlink

Reset ID Check

Created: 19 Aug 2025

Summary

Details

Notes

Documents

History

Summary

Candidate Details

Candidate Name	Kirsty Miles
Date Of Birth	02/08/1988
Reference	328MILED20865
Group Name	PhotoLtdPrintingServices
Organisation	Photo Ltd
Organisation Reference	PhotoLtd
Position Applied For	Photos at retail stores
Consent Date	19 Aug 2025 - 08:54:10
Application Status	Awaiting Digital Check

< Back to Applications

328MILED20865 Awaiting Digital Check

 **Kirsty Miles**

Resend Guestlink

↺

Created: 19 Aug 2025

Summary

History

Summary

Candidate Details

Candidate Name	Kirsty Miles
Date Of Birth	02/08/1988
Reference	328MILED20865
Group Name	PhotoLtdPrintingServices
Organisation	Photo Ltd
Organisation Reference	PhotoLtd
Position Applied For	Photos at retail stores
Consent Date	19 Aug 2025 - 08:54:10
Application Status	Awaiting Digital Check



Are you sure you wish to reset the Identity Check on this application?

No, go back

Yes, confirm