UNC SUPPORT · USER GUIDE

How to complete your KYC

Verify your identity in the UNC app, step by step

unctech.co · support@unctech.co

KYC (eKYC) confirms that a real person owns your UNC account. It protects the UNC you mine: verified members can send their UNC, use the full app, and their verified referrals count toward their mining bonus. It takes about **5 minutes** and is free.

Quick summary

1. Wait for your invitation (you get a notification).
2. Open the app: tap **Verify Identity →** on the **Mining** screen, or go to **More → Profile → User Verification → eKYC**.
3. Enter your details exactly as on your ID.
4. Photograph the front (and back) of your ID.
5. Do the **face liveness check**: follow the moves on screen, about **20 seconds**. No paper or ID in your hand.
6. Tap **Submit for review**. Review usually takes **1–2 business days**.

Before you start

You need	Details
Your invitation	KYC opens when the UNC team invites your account. You receive a notification “You’re invited to verify!”. Until then the KYC screen shows “The UNC team will invite you soon.” Invitations go out in batches, and active miners are invited first: an account at least **30 days** old that has mined at least **30 UNC** is in line for the next batch.
Your age	You must be at least **13 years old**.
A valid ID	Your own government-issued document, **not expired**: a **Passport**, a **National ID Card** or a **Driver’s License**.
Your phone	The **latest version** of the UNC app, a working **front camera**, and a stable internet connection. Older app versions still ask for a paper with the date: update the app first.
Your face, uncovered	Take off sunglasses, mask and hat. Normal glasses are fine if your eyes are clearly visible. Only you in front of the camera.
A good place	Good, even light on your face (daylight is best, not behind you), a plain background, and a flat dark surface for your ID.

Where to find KYC in the app

- On the **Mining** screen, tap **Verify Identity →** (under your balance).
- Or go to **More → Profile → User Verification** and tap **eKYC (ID verification)**.
- The first screen, **Welcome to UNC eKYC**, explains KYC; tap **Continue**. The next one shows your checklist (“Miner’s commitments”). When your invitation is ticked, tap **Start eKYC**.

Step by step

The KYC screen has three steps, shown at the top: **Info → Documents → Liveness** (the face check).

1 Info: your details

Fill in every field exactly as it is printed on your document.

- **Document type**: Passport, National ID Card or Driver’s License.
- **Full name (as on document)**: same spelling and order as on the ID. Do not use a nickname or your UNC username.
- **Document number**: copy it carefully, including letters.
- **Country**: the country that issued the document.
- **Date of birth**: as shown on the document.

2 Documents: photos of your ID

Tap **Camera** (recommended) or **Gallery**.

- **Front side** (required): the side with your photo and name.
- **Back side** (optional): add it for a National ID Card or Driver’s License that has details on the back. A passport needs only the photo page.
- Lay the ID on a dark, flat surface. Fill the frame, with all four corners visible.
- All text must be readable: no glare, blur or shadow, and nothing covering any part of it.
- Use the original document. A photo of a screen, a photocopy or a scan will be rejected.

3 Liveness: a short face check

This step proves a real, live person is in front of the camera. You do **not** hold your ID card or any paper in it.

- Tap **Open front camera**. Read the **Face verification** screen and tap **I agree, start**, then **Start**.
- Hold your phone at eye level and **place your face in the circle**.
- The app then asks for a few moves, one at a time, in a **random order**: it always asks you to **turn your head to the side**, plus two of **look up**, **blink** and **smile**. Do each one slowly when it appears.
- Each move has **15 seconds**. If you are too slow the app says “Too slow — please try again” and you tap **Start** to try again. This does not use up a KYC attempt.
- Last, **look straight at the camera**: the app takes your selfie and you return to the KYC screen.
- Only one face may be in the camera; if anyone else is visible the app says “Only one face, please”.
- Your face is compared with your ID photo, and checked so that each person has only one UNC account. A photo, a screen or a video of a face fails the check.

The moves the app may ask for

You get the head turn and two of the others, in a different order each time, so the check cannot be faked with a photo or a recording.



Turn



Look up

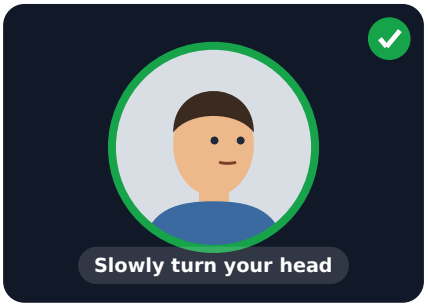


Blink

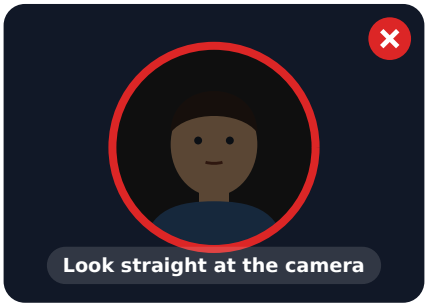


Smile

Check your face scan against these examples



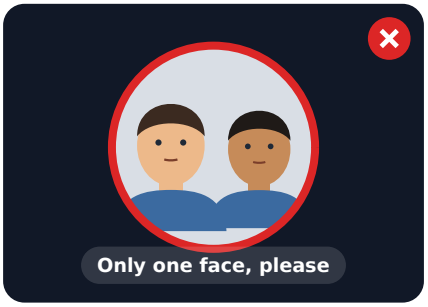
✓ Correct
Only your face, in the circle, in good light



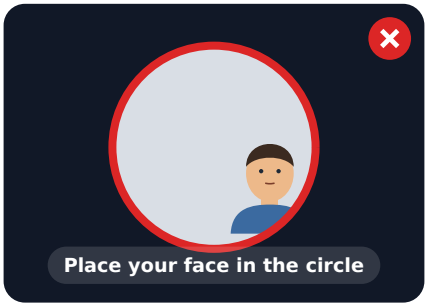
✗ Too dark
Face a window or lamp; no light behind you



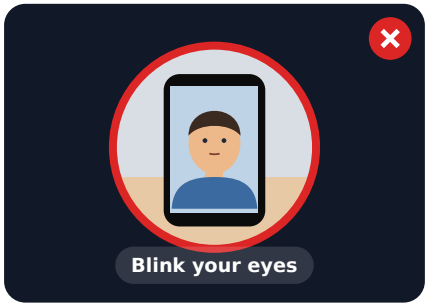
✗ Face covered
No sunglasses, mask or hat



✗ Two faces
Do the check alone



✗ Not in the circle
Phone at eye level, face filling the circle



✗ Photo or screen
A picture, screen or video always fails

4 Submit for review

- Check your details once more, then tap **Submit for review** (after a rejection the button says **Re-submit**).
- Your status changes to **Under Review**. Our team usually reviews within **1–2 business days**.
- You get a notification when you are approved, or if anything needs to be fixed. You can keep mining while you wait.

Why a KYC is rejected, and how to avoid it

Reason	What to do
Blurry, dark or cut-off ID photo	Retake in daylight, hold still, keep all four corners in frame.
Name or number does not match the ID	Type the name and number exactly as printed, letter for letter.
Expired document	Use a document that is still valid.

Reason	What to do
Photo of a screen, photocopy or scan	Photograph the original document itself.
Edited, filtered or AI-generated image	Use the camera in the app, with no filters or editing.
Liveness check failed	Do the check yourself, live, in good light, following each move on screen. A photo, screen, mask or video of someone else fails.
Face does not match the ID, or face not visible	Your own ID, and your whole face visible: no sunglasses, mask or hat.
Someone else’s document	Only the owner of the document can verify with it.
Duplicate account	One person may have only one UNC account. Verify only your own account.
Under 13	KYC is open from age 13.

Your 3 attempts

Every KYC submission counts as one attempt, and each account has **3 attempts**. If a submission is rejected, the KYC screen shows the reason and how many attempts are left. Read the reason, fix it, and submit again. Retrying the face check before you submit does not count as an attempt.

On your last attempt

When only 1 attempt is left, the app warns you. Take extra care: check every detail and photo against this guide before submitting.

If your KYC is suspended

After 3 rejected attempts, KYC is suspended and the app shows: “Your KYC has been suspended by the UNC Team. Please send an email to the support team with your UNC username and email address.”

Tap **Email support** on that screen: it opens an email to **support@unctech.co** with your username and email already filled in. Or write to us yourself with both.

> **Support can reopen your KYC only once**, with 3 new attempts. If those are not approved either, the KYC is **suspended permanently** and cannot be reopened again. Your account, balance and mining are not affected: you can keep mining.

Frequently asked questions

I don’t have the KYC button, or it says I will be invited soon.
KYC opens by invitation. Keep mining daily: active accounts are invited first. You will get a notification when it opens for you.

The app asks me for a paper with today’s date.
You have an older version of the app. Update UNC from the App Store or Google Play: the current version uses the face check instead, and no paper is needed.

Do I hold my ID card in the face check?
No. Your ID is only photographed in the Documents step. In the face check, only your face is in the camera.

The face check keeps saying “Too slow” or does not find my face.
Move into good light, hold the phone at eye level, keep your whole face inside the circle, and do each move slowly and clearly. Remove sunglasses, mask or hat.

Which documents are accepted?
Passport, National ID Card or Driver’s License. It must be government-issued, in your name, and not expired.

My country is not in the list.
Make sure you have the latest version of the app. If your country is still missing, email support@unctech.co with your UNC username and the country, and we will add it.

My name has an accent or a different script.
Type it as it appears in the Latin letters on your document (for example, on the passport’s name line).

How long does review take?
Usually 1–2 business days. You will receive a notification with the result.

Can I keep mining during review?
Yes. Mining continues normally.

Is my data safe?
Your photos and face template are used only to verify your identity and prevent duplicate accounts, and are never sold. UNC never asks for your password, PIN or recovery codes, and staff will never ask you to verify outside the app.

Need help?

Email **support@unctech.co** with your UNC username and the email address of your account, and describe the problem. A screenshot of the KYC screen helps us answer faster.