Can I update my photo in my CheckHub?

Verification of Identity · https://workerchecks.com/tl/mga-doc/can-i-update-my-photo-in-my-checkhub/

How to Update Your Photo ID on Your Worker Checks Profile

Overview

This article explains the process and necessity of completing a new Verification of Identity (VOI) if you wish to update the photo ID associated with your Worker Check profile on our website.

Can I Manually Update My Photo ID?

No. For security and system integrity, we are unable to manually replace the photo that was used during your initial verification process.

The original photo is a vital component of your Worker Check. Biometric matching was successfully conducted against this specific image to confirm your identity at the time of issue.

How Do I Update My Photo?

To update your photo, the only secure and verifiable method is to complete a **new Verification of Identity (VOI)**.

This process ensures the continuous security of your account and maintains the integrity and accuracy of our records by confirming your identity against the new image.

Steps to Update Your Photo:

1. Navigate to the **Verification of Identity product** on our website and purchase.
2. Follow the instructions to complete the new VOI process.

- This will involve submitting a new photo and performing the biometric checks against your nominated identity document.

Link to Start the Process:

You can easily start this process here: https://workerchecks.com/product/verification-of-identity/

Still Completing Your Application?

Want to change your photo, retake your selfie or retake your profile picture while you are still completing your police check application? If your selfie or ID photo did not upload properly, refresh the page and take it again before you submit. See Upload Failed During the Selfie or ID Photo Step . Once your check has been completed, the photo is locked to that check, as explained above.

Need Further Assistance?

If you have any questions about the Verification of Identity process or require support, please contact our support team.

Related checks and compliance services

National Police Check

Fast, ACIC-accredited online clearance.

BusinessHub – Bulk Worker Checks

Bulk billing, live tracking and secure portals.

VEVO Right to Work Check

Instant visa work-rights verification.

Bankruptcy & Insolvency Check

Real-time AFSA financial history checks.

International Police Check

Overseas criminal history screening.

Qualification Verification

Verify degrees, certificates and training.