

Read a result

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Every result gives you a decision in plain words and a sentence saying why. The rest of the page is there for when you want to look closer.

1 Open the result

Go to **Checks** and choose the check you want, or search for the person or your document reference. A result opens on its own as soon as you run a check from the app.

2 Read the decision and its sentence

The **Decision** card at the top shows the result and a sentence explaining it, such as why something wasn't approved automatically. **What this means** explains each decision in a little more detail.

3 Compare the signatures yourself

Under **Questioned signature** you can see the signature we found beside each reference it was compared with, and how closely each one matched. **Why** lists anything else that shaped the decision.

What the decisions mean

- **Approved automatically**: a clear match to the reference signatures, enough to pass your settings without anyone looking. There is nothing for you to do.
- **Approved**: probably genuine, but not clear enough to pass on its own. File it, or spot-check a few.
- **Needs a look**: we can't say either way, so have a person look at it beside the references.
- **Failed**: strong signs that someone else signed, or that the signature was copied from a reference. Have a person look at every one; it is never a rejection on its own.
- **Couldn't read**: the image is too poor to compare. Ask for a better copy. There is no charge.
- **No signature**: we couldn't find a signature on the document. Check it was the right file. There is no charge.

The number and the range

The large number is how likely it is that this person made the signature, from 0 to 1. 0.95 is very likely theirs, 0.50 is a coin toss and 0.05 is very unlikely. The range beside it, such as likely 0.93–0.98, shows how firm that number is. A wide range means read it with care, and more reference signatures usually narrow it.

The card below shows where the number sits against the levels your organisation has chosen, which is what decided the result.

Results of a check against an ID or signed form

These show a card for each person, saying whether the documents were **Signed by this person**, are **Consistent with the ID**, **Doesn't look like this person** or **Can't tell**, followed by a line for each document.