



PKF
Francis Clark

Companies House ID verification

Walkthrough



Companies House ID verification

Introduction and how this works

There are two main options for verifying your ID: (1) using the government website, and (2) paying an authorised corporate service provider (ACSP).

For most people, the government website is the recommended option. We recommend paying an ACSP if you do not have standard photo ID; if your name on the ID does not match Companies House; or if you have been locked out of the government website.

If you are kicked out at any point, you can restart the process from <https://www.gov.uk/guidance/verify-your-identity-for-companies-house>

The website will guide you through two main steps:

1. Set up a Gov.uk One login email account with two-factor authentication which can be used to access Companies House
2. Verify your ID by
 - Downloading an app which guides you to scan your ID and take a selfie
 - Answering security questions
 - Inputting your ID details and then arranging an appointment at a nearby Post Office to show them the supporting documents in person

Before you start, you should

- Set aside 45 minutes to work this through (it will likely take 20-40)
- Choose the email address you want to link your verified ID to. This is likely to be either your main work email, or your main personal email. If you already have your own email address on Companies House, you will probably use that, but you can change it here if you want to:
<https://identity.company-information.service.gov.uk/user/email/change>
- Gather the required documents and information. This includes photo ID such as a passport or driving license; your current address; and the year you moved in.

The year needs to be accurate (and match the government's records), or you can find yourself locked out of the process. You can check dates here: <https://www.gov.uk/search-property-information-land-registry>

Companies House ID verification

Walkthrough (page 1 of 7)

1. Start at this webpage:

<https://www.gov.uk/guidance/verify-your-identity-for-companies-house>

You can access this on a computer, tablet, or smartphone. We recommend using a computer or tablet. Later in the process it will display a QR code that you want to photograph: it is easier if this is not on your phone screen.

Read all pages carefully: these answers matter, and you don't want to give an incorrect answer because you were moving too quickly.

2. Click “verify your identity”

Verify your identity >

The next page has more information about picking an email address.

3. Click “go to Gov.uk One login”

Go to GOV.UK One Login

If you already have a Gov.uk One Login account, you'll want to sign in here. Otherwise,

4. Click “create your Gov.uk One login”

Create your GOV.UK One Login

5. Enter your chosen email address, and click “continue”

Continue

Companies House ID verification

Walkthrough (2 of 7)

6. Open your email account and find the confirmation email with a security code

Enter the code.

7. Set a password

This needs to be at least eight characters long, using both letters and numbers.

8. Set up a method for security codes: text message or authenticator app

If you select “authenticator app”, the website will display a QR code that you need to photograph with your app.

Open your authenticator app, scan the QR code, and follow your phone’s instructions.

This is fine if you are viewing the website on a separate monitor, but difficult if you are viewing it on the same smartphone where the app sits. In that case we recommend you initially set up text messages. It is possible to change this later by logging into your account and changing the security settings.

At this point, **you have a Gov.uk One login, linked to Companies House.**

Now you can verify your ID (see next page).

Companies House ID verification

Walkthrough (3 of 7)

9. Verifying your ID

The next screen can be confusing.

Ignore the link halfway down. Instead, **whichever route you intend to use**, click “**continue**” at the bottom under route three.

We're taking you to verify your identity with GOV.UK One Login

GOV.UK will ask you some simple questions to find the best way for you to verify your identity. Depending on the answers you provide, you'll then be guided to use one of the following routes:

Route 1: Use the GOV.UK mobile phone app

This is the fastest way to verify. GOV.UK One Login allows you to download an app that scans your biometric ID.

The mobile app:

- is fast and simple
- works with any up-to-date mobile phone
- is secure - the app only communicates data, it doesn't store anything

You can delete the app when you've finished.

[Check if your mobile phone can use the GOV.UK app \(opens in new tab\)](#)

Route 2: Verify online without the mobile phone app

If you cannot verify using the mobile phone app, you can still verify online without it. You'll need to answer a few questions about yourself to confirm who you are.

Route 3: Verify in person

If you cannot verify using the mobile phone app or online, GOV.UK One Login will tell you how to verify in person at the Post Office.

Continue

Companies House ID verification

Walkthrough (4 of 7)

10. Work through the following questions:

- What type of photo ID?
- Are you on a computer right now?
- Do you have a smartphone you can use?
- Do you have an iPhone
- Do you have a passport
- What model do use

These questions determine which route you are sent on – downloading an app, answering security questions, or arranging to visit a local post office.

If you have a smartphone, we recommend you say “yes” you have one and follow the instructions to download the “Gov.uk ID check app”.

These links show you what to look for:

<https://apps.apple.com/gb/app/gov-uk-id-check/id1629050566>

https://play.google.com/store/apps/details?id=uk.gov.documentchecking&hl=en_GB

11. Download and open the app from the Apple Store or Google Play Store.

The app should look something like this:



GOV.UK ID Check

GOV.UK ID Check is a secure way to confirm your identity when you sign in to a government service with GOV.UK One Login.

This app uses open source software. View the open source licences.

Continue

Companies House ID verification

Walkthrough (5 of 7)

12. Click “continue” and follow the instructions.

In particular,

- You will need to log into the Gov.uk One login account you just established, using your password and security code
- You need to specify whether you first visited the website on your phone or on a separate computer
- If you started on a separate computer, you need to photograph a QR code to link the sessions

With all that established, the app knows you’re in the right place, so it can start verifying your ID.

13. Follow the instructions to verify your ID:

- Photograph your passport page
- Scan the biometric chip in your passport:
 - Place top half of phone on bottom half of passport
 - Phone is touching passport
 - If it doesn’t work – remove any magnet attachment or case from the back of your phone
- Scan your face with your selfie camera
 - If it doesn’t work – try scanning against a bland white/grey wall

At this point, you should see

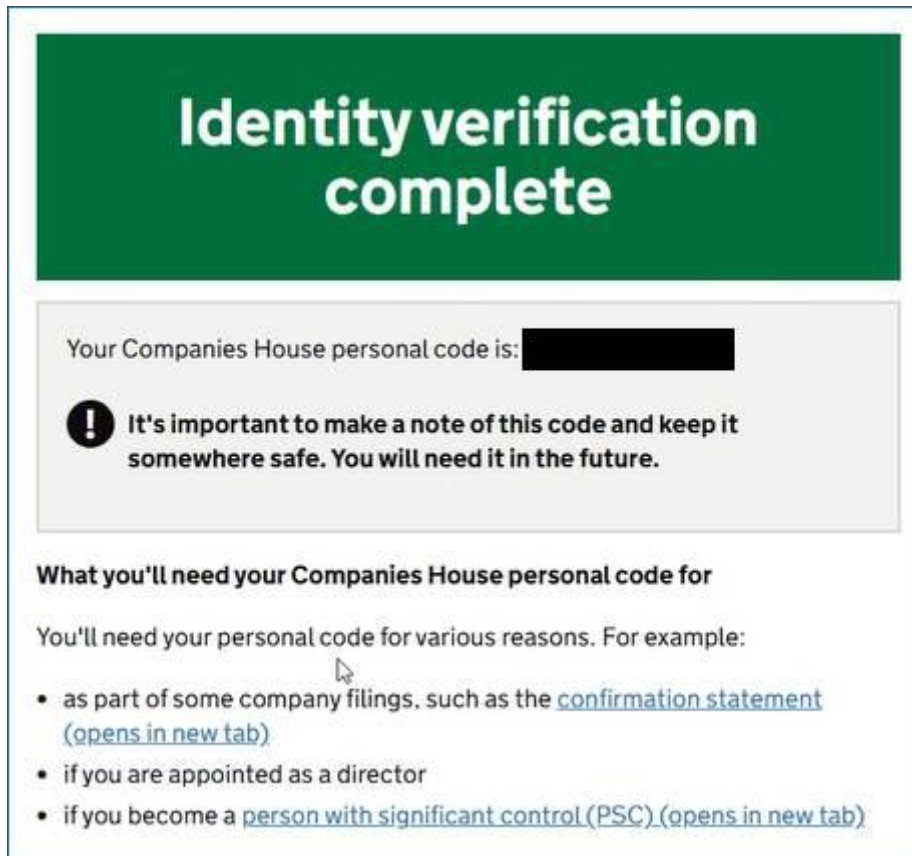
We’ve successfully matched you to the photo on your ID

You’ll need to enter your current home address (and previous address, if you’ve recently moved) when you continue.

Continue

Companies House ID verification

Walkthrough (6 of 7)



The screenshot shows a green header with the text "Identity verification complete". Below this, it says "Your Companies House personal code is:" followed by a blacked-out code. A warning icon and text state: "It's important to make a note of this code and keep it somewhere safe. You will need it in the future." Below this, a section titled "What you'll need your Companies House personal code for" explains that the code is needed for various reasons, such as company filings, appointments as a director, or becoming a person with significant control (PSC). Links are provided for "confirmation statement" and "person with significant control (PSC)", both marked as opening in a new tab.

Identity verification complete

Your Companies House personal code is: [REDACTED]

! It's important to make a note of this code and keep it somewhere safe. You will need it in the future.

What you'll need your Companies House personal code for

You'll need your personal code for various reasons. For example:

- as part of some company filings, such as the [confirmation statement \(opens in new tab\)](#)
- if you are appointed as a director
- if you become a [person with significant control \(PSC\) \(opens in new tab\)](#)

14. Save this code for safekeeping

The code is recorded in Companies House, so you can get it back later, but it is safest to have your own copy.

Before your confirmation statement is prepared, you will need to share this code with the person filing it.

15. Check everything looks okay on Companies House.

Go to

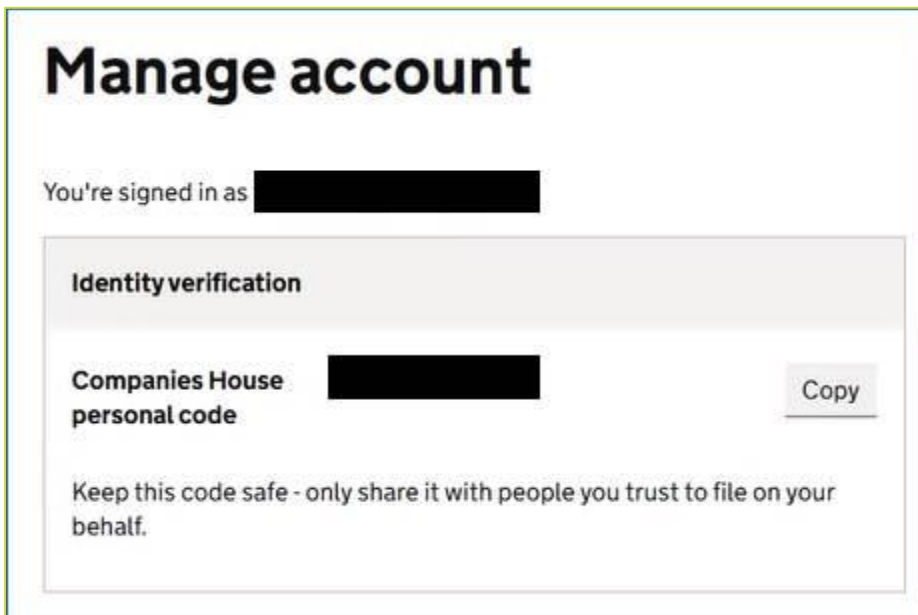
<https://identity.company-information.service.gov.uk/user/account>

You might need to log into Companies House again. From now on, you will log into Companies House through Gov.uk One login, using the password and two-factor authentication you set up earlier in this process.

Companies House ID verification

Walkthrough (7 of 7)

Once you're on your account page, you should see the following:



Manage account

You're signed in as [REDACTED]

Identity verification

Companies House personal code [REDACTED] [Copy](#)

Keep this code safe - only share it with people you trust to file on your behalf.

That is the other place you can get your code when needed for filing a confirmation statement.

If your account page looks like that, your ID has been verified, and Companies House knows it.

We can assist with the website and app process shown above if necessary. If you wish to take this route, please contact one of our offices to make a face-to-face appointment with our ID verification team who can work through the website alongside you.

If the ID verification failed or you were locked out while answering security questions, you will need the assistance of an authorised corporate service provider (ACSP) rather than using the website.

One option is First Corporate Legal Services – an independent third-party provider who provide ID verification for £35 plus VAT:

<https://fcls.co.uk/idv-and-registration/>

Bristol

0117 403 9800

Poole

01202 663600

Taunton

01823 275925

Exeter

01392 667000

Salisbury

01722 337661

Torquay

01803 320100

Plymouth

01752 301010

Southampton

02380 012890

Truro

01872 276477

pkf-francisclark.co.uk | contact@pkf-francisclark.co.uk

Francis Clark LLP is a member firm of the PKF International Limited network of legally independent firms and does not accept any responsibility or liability for the actions or inactions on the part of any other individual member firm or firms.