

Resellers verification process

There are various situations where, for security reasons, it is essential to validate certain data before proceeding with an action. This validation process not only protects the user's interests but also safeguards the system's integrity, reducing the risk of errors or unauthorized access. While it may seem like an extra step, prioritizing security is crucial to avoiding bigger issues down the line.

IMPORTANT: All shared documents will be handled with the utmost care to ensure their security and confidentiality. They will be utilized exclusively for the specific purpose for which they were provided, in strict adherence to the protocols and standards outlined in our ISO certification. This approach underscores our commitment to maintaining compliance and safeguarding sensitive information.

Documents accepted for data verification

Individual verification

Acceptable identification documents vary by country. A scanned passport is always preferred to verify identity and is required in some cases. In [this article](#) you can see the documents accepted for data verification in each country.

Company verification

The exact type of document varies depending on the country and the type of legal entity, but Openprovider typically accepts a copy of one of the following documents:

- Articles of Association
- Charter/Bylaws
- Certificate of Incorporation
- Nonprofit Organization Charter

The list of accepted documents may vary depending on the country and type of entity. You can find more details of documents accepted per country in [this article](#).

Address verification

These are the acceptable ways to verify an address:

- Utility bill of last 6 months
- Bank statement or mobile phone invoice of last 6 months
- Government-issued letter
- Residence certificate

Phone verification

In some cases, we need to perform telephone verification to ensure that the data is accurate and valid. This step helps confirm that the provided contact information corresponds to the actual user and avoids any potential discrepancies. For this phone validation we will need:

- Copy of ID
- We will call on the phone number on file and ask you to verify the account details (confirm the request, ask to confirm the address on records for the account)

Common Requirements for documents

- The format must be no more than one step removed from the original document:
 - Document copies and scans must be in PDF format and taken directly from the original document; they can't be processed, converted, or embedded in other files
 - A picture of a physical document must be the original, unprocessed picture in JPEG or PNG format
 - Screenshots aren't acceptable
- Photos and scans of the Photo IDs must be in color
- Images must not be low-quality
- Identity and legal entity documents must not be expired
- Documents must be readable and in a valid upload file format
- Documents must not be cropped or missing pages with crucial information, and all borders must be visible
- If the country of residence differs from the country of the account, a passport is required for identity verification

Situations where data must be verified

A reseller wants to disable the 2FA (admin contact or other)

- Ticket must be sent by the user (email address) that wants to disable the 2FA
- Copy of ID
- Selfie holding the ID
- Selfie holding a paper written: "I want to disable the 2FA. Today is [date of today]"

A reseller wants to add, remove or modify IP whitelist

- If ticket is sent by the admin user: no more proof is needed
- If ticket is not sent by the admin user:
 - Copy of ID
 - Selfie holding the ID
 - Selfie holding a paper written: "I want to update the IP list of RID [RID]. Today is [date of today]"

A reseller wants to reset the password but he is not receiving the email or he is not able to reset it from his end

- Ticket must be sent by the user (email address) that wants to reset the password
- Copy of ID of the user
- Selfie holding the ID
- Selfie holding a paper written: "I want to reset the password. Today is [date of today]"

A reseller wants to know which is his username

- Ticket must be sent by the user (email address) that wants to reset
- No more verification is needed.

A reseller lost access to his email and wants to change it (used for RCP)

- Ticket must be sent by the admin of the account
- Copy of ID
- Selfie holding the ID
- Selfie holding a paper written: "I want to update the email of RID [RID]. Today is [date of today]"

Acceptable verification documents by country

See the following [list of documents that Openprovider accepts](#) as proof of identity and entity for some of the countries the Openprovider supports. Please, if you are trying to validate data from a country that you can not find here, contact the support team on support@openprovider.com.

Revision #2

Created 2026-08-07 14:52:07 UTC by Sarath

Updated 2026-08-07 16:01:18 UTC by Sarath