identity
ONE

SEAMLESS IDENTITY ISSUANCE

HAGUE   unicard

ABOUT US

For more than 35 years, Hague Group & Unicard Systems have been a leading provider of innovative ID issuance solutions and smart card applications for the Higher Education sector. Working closely with our customers has enabled us to supply tailored solutions that have not only streamlined their ID card issuance process but also lowered operating costs and greatly improved the Staff and Student satisfaction during peak intake periods.

Service & Support

Solution Overview

Print My ID Kiosk

ID Mobile

identityONE

CaptureME

Portfolio

Our Market

GLOBAL PRINCIPLE

distributor

10 Regional offices across the UK. Customers in over 70 countries worldwide

HAGUE

AUSTRALIA

Sydney(Head office)
Melbourne
Brisbane
Adelaide
Perth
Darwin

HAGUE Australia   unicard

PORTFOLIO

identity ONE

& MODULES

IDmobile

Service & Support

Solution Overview

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CaptureME

PORTFOLIO GALLERY
CaptureME

Website Link: CaptureME

CaptureME is a web-based service that provides potential cardholders with the ability to upload their own ID photo and a proof of identity verification document via a secure web browser on their computer or mobile device. The solution removes the need for the student or staff member to physically visit an ID station to get a photo taken for their ID card, or mobile credential (Virtual ID).

Background

One of the most requested requirements in the Educational sector has been for a solution that would reduce Student queues, a major issue across most Universities and awarding bodies at busy enrolment times. Not only was it busy and stressful for staff at these times, it was not a good first impression for students who had to wait for extended periods of time to get their ID card. To combat this, more casual staff would be hired, and additional ID card printers purchased. However, this only increased costs and did not have the desired effect on the queues and the student experience as expected.

Working closely with stakeholders, we were able to understand the common bottlenecks in their processes and developed a unique Web-based module called CaptureME. This solution gave students a more flexible way to apply for their ID plastic card or Digital credential (Virtual ID card) through a secure 24/7 online self-service portal.

Reduce Student Queues

Online Approval and Verification process

Reduce costly Overheads

Student Portal

The students can choose from several issuance options: Pick up at their preferred campus, Plastic card or digital credential (Virtual ID card) to be mailed/sent out to them or pick up from our secure 24/7 Self-service instant card issuance Kiosk.

The Self-serve Kiosk enables secure dispensing of new or replacement identity cards directly from an unattended kiosk. Cards can be printed in a matter of minutes on-the spot.

Success

Due to the success and proven benefits of the CaptureME an extremely high number of education customers now use this solution in conjunction with our ID issuance solution and the Self-serve kiosks.
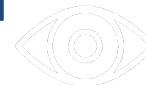
Reduction of enrolment queues, reduced costs, secure online student approval/verification and a better student experience at enrolment times are just a few of the major benefits that this solution could bring to your organisation.

Administration Portal

Our intuitive administration user interface brings automation and precision to previously manual tasks and provide operators with the tools to make productive decisions. Combined with ID photo batch approval/rejection options and card pick-up points help achieve higher throughput and quality assurance.

Service & Support

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PORTFOLIO GALLERY

identityONE

Website Link: identityONE

identityONE is a dynamic ID issuance solution developed based on our customers' needs for a flexible solution that allows them to take onsite photos, print, issue physical cards and mobile Digital ID credentials from any location on any device.
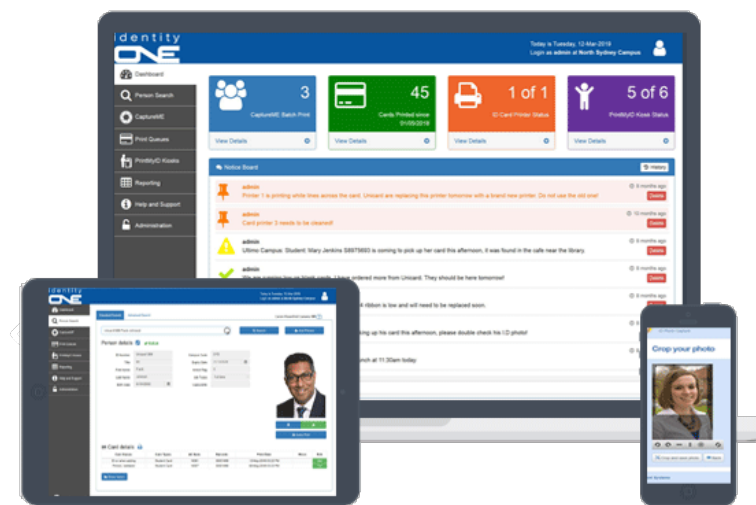
Benefits

❖ Since identityONE is web-based and runs inside a web-browser, there is no compatibility issue with Windows or Mac operating systems. identityONE is the first truly cross-platform ID card issuance solution.

❖ There are no additional licenses per machine or time-consuming software installations to deal with, simply create additional user logins.

❖ Credentials can be managed from any device, from any location, a simple print credit purchase is all that is needed.

❖ Networked ID card printers and a centralised print manager means that printer drivers and settings are only installed once on the print server and do not need to be configured each time a new PC, or smart enabled device is used.

❖ The system helps remove the hassle of setting up extra workstations and printers at busy enrolment times.

Background

The CaptureME solution was a new concept for the education sector in the card issuance process but due to its ease and accessibility we started investigating if a new advanced Browser-based ID card solution could also benefit this sector. Feedback from several customers meetings confirmed that a new future proof ID card issuance solution needed to be developed. One that could not only streamline the traditional Plastic ID card issuance process but also have the capability to issue a Digital ID credential onto a mobile phone (Virtual ID).

Over the last year, the Digital ID credential being issued through CaptureME instead of the traditional plastic ID card has become more of a talking point due to COV-19. Automating and issuing the Digital ID credential to a mobile phone through our solution will greatly reduce the amount of Students that need to come onto Campus.

Seamless identity issuance

identity ONE

PORTFOLIO GALLERY
identityONE Solution

Service & Support

Solution Overview

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identityONE

Summary

The benefits of the identityONE solution are that it can meet all the requirements for issuance of new ID cards, replacement ID cards, Digital ID issuance credentials and printing/encoding requirements into a standardised, innovative, user-friendly, centralised ID Card solution. Please note that Mobile APP integration into your Library and payment gateway solution can also give you these additional capabilities: Top up ID card/Digital ID credential accounts, view account balances and transaction history.
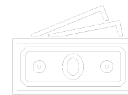
Web based Solution – multi platform

ID card Issuance Solution

Mobile Credential issuance option

PORTFOLIO GALLERY

ID Mobile

Website Link: ID Mobile

IDmobile

The IDmobile application was developed as an option to enhance the features of identityONE.

The all-in-one app can be used as a virtual ID card, providing students an alternative means of identity. Perfect for time and attendance applications and student exam identity verification. A person verifying the virtual ID in the field will have access to advanced real-time authentication through another version of the app on an authentication device, either smartphone or tablet. The digital virtual ID is checked with the backend student database in real-time, a fraudulent credential can quickly and easily be identified as invalid, making verification significantly simpler and more secure than traditional ID cards.

Library integration will also allow students to check their transaction history and top-up their account on the move. This helps bridge the gap between cash reloader stations and accessing their account online.

Background

Both Hague & Unicard had started investigating the Digital credential several years ago, but smartphone NFC technology was not ready to meet specific requirements needed. The main issue was that smartphone NFC technology software had restrictions on what it could be used for i.e. Apple iPhones were locked down and the NFC function could not be used by 3rd party developers for any communication with door access / Library MFD card readers. Due to this restriction, Unicard put the project on hold until a more open mobile communication method could be used.

In 2019 we discovered that advancements in the Bluetooth BLE technology meant that it could be used as a communication method on the phone with a compatible Bluetooth reader. As this technology was standard on most smartphones and was not locked down, it was decided that the time was right to develop a new Browser based ID solution (identityONE) that could incorporate CaptureME and issue not only Physical, PVC ID cards but also a digital ID mobile credential to a smartphone.

Over the last year, the Digital ID credential has become a major talking point due to COV-19. Automating and issuing the digital credentials through the CaptureME and the identityONE solution has been seen as a great step forward to reducing the student queues and the spread of the virus at busy enrolments times.
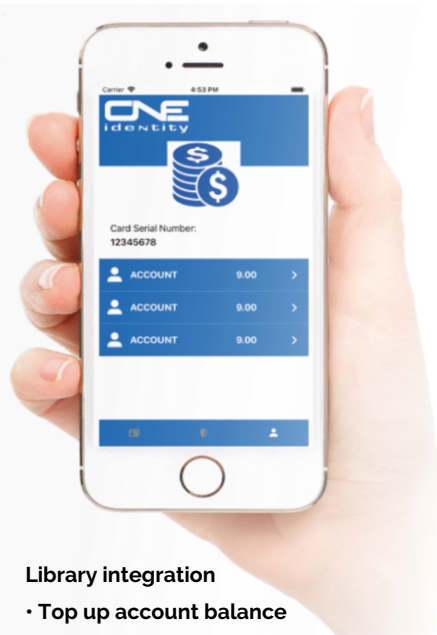
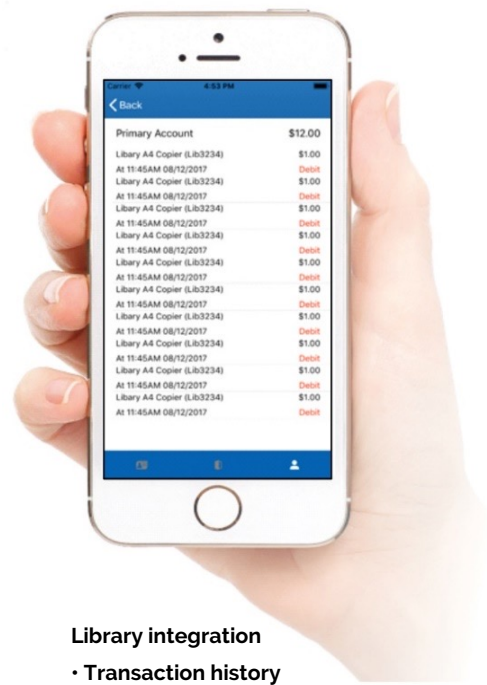# PORTFOLIO GALLERY

ID Mobile

IDmobile

Developed by Unicard, in partnership with the Hague Group the mobile app replaces all functions of a physical ID card.

· Virtual / Visual / Digital ID, Proof of Age, Enrolment Status

· Supports Bluetooth mobile credentials for access control

· Time & Attendance, Exams, Event attendance monitoring

· Secure ID verification with tamper proof credential

· Order a replacement ID card, mobile credential from within the app
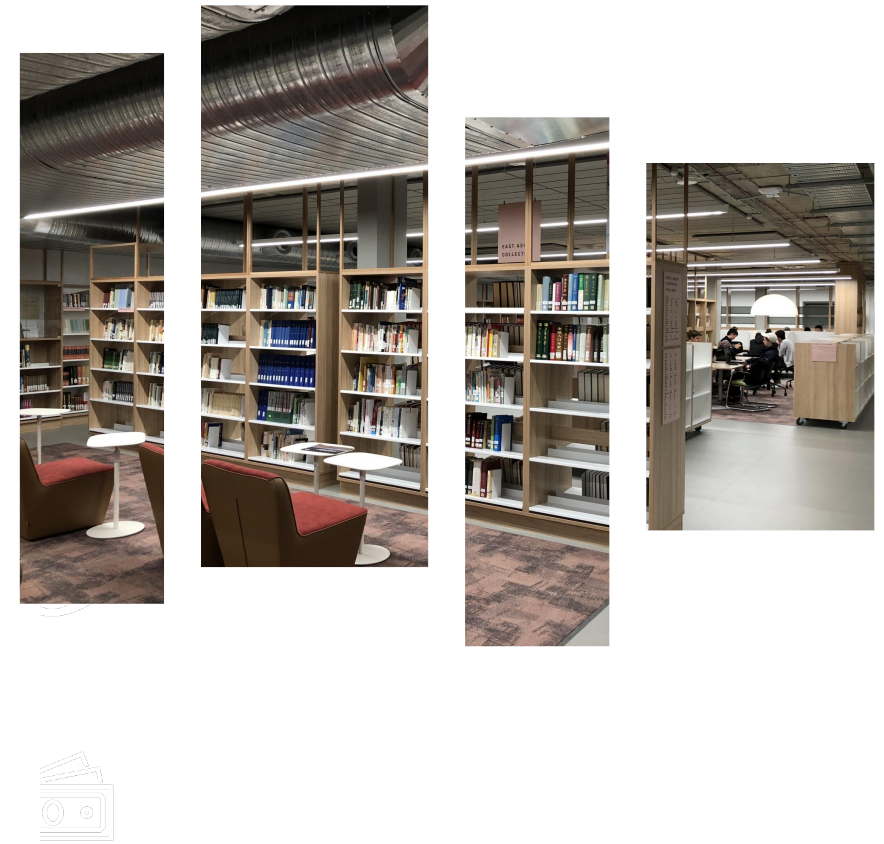
· Admin app to check ID

Library integration

· Top up account balance

· Barcode for Library

Library integration

· Transaction history

PORTFOLIO GALLERY

Print My ID Kiosk

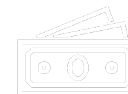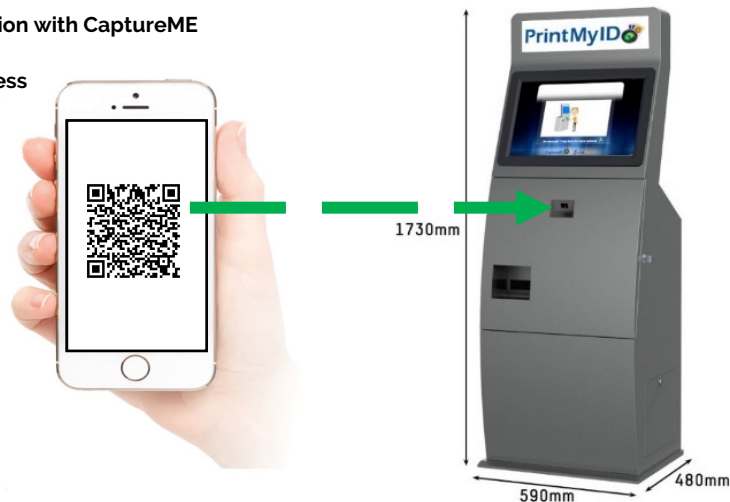**Website Link:** [Print My ID Kiosk](#)

Background

Self-service, highly secure, ID card issuance kiosk

In conjunction with identityONE and CaptureME modules, the Self-Service ID kiosk offers customers the flexibility of picking up their ID cards outside of the normal office opening hours. Customers can go at their convenience rather than being constrained to certain hours of the day. The Kiosk can be used for new card issuance or replacements of lost, stolen, damaged and expired cards.

• Supports High Definition Retransfer and Direct To Card ID Card printers.

• Provides flexibility to customers by allowing them to pick-up their ID card
 outside of normal card services operating hours.

• QR Code reader for one-time use authentication or sign in with A.D / SSO credentials

• Seamless integration with CaptureME

• Secure 24 / 7 Access

SOLUTION OVERVIEW

identity ONE

CUSTOMER SERVICE

Hague group offers a telephone and email Helpdesk service during contract nominated hours.

When a customer requires support they can phone or submit a new support case ticket directly from the identityONE Dashboard, a confirmation email will then be sent to the customer with a unique case number for tracking and quality control purposes. Hague & Unicard staff are instantly notified of new cases as they arrive.
Our CRM system (NetSuite) keeps a log of all Service calls, times, and communication and supplies reports on this data.

General Support Hours – Dependant on terms in Contract
Hague provides support during the following hours
08:30am – 17:30pm Monday to Friday.
After hours and public holiday support: Available at additional fee.

Training -The Unicard training material and methods have been developed through years of experience in the educational ID and cost recovery solution market.

For general enquiries, product information or to arrange a demonstration, please contact by the links below:

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