



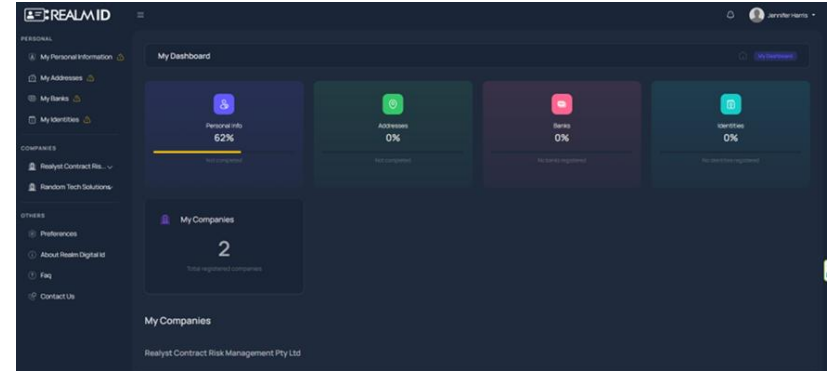
How to Update Personal Information (All User Groups)

01 October 2025

Welcome to Realm ID

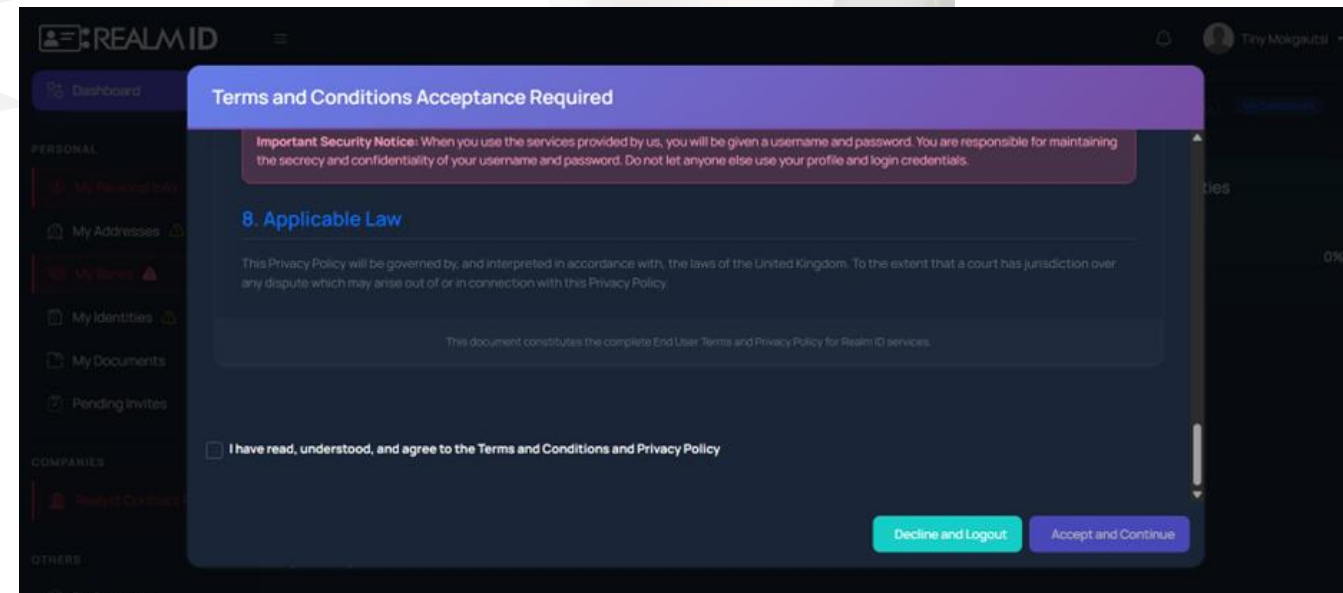
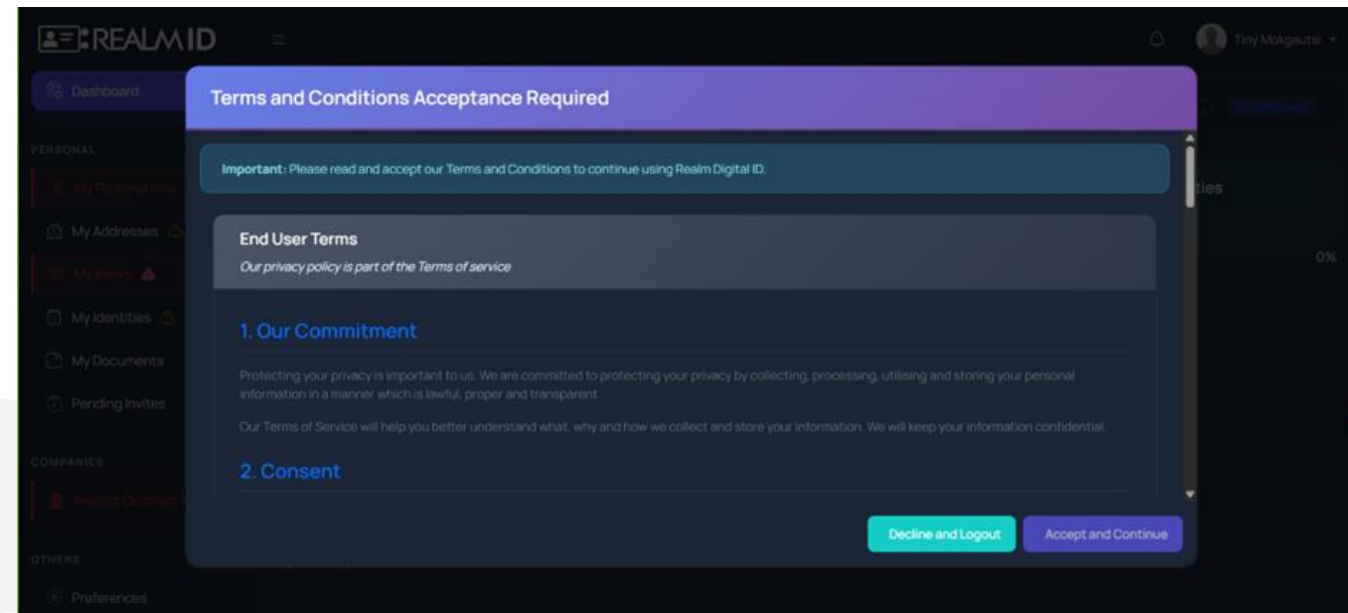
This training presentation is geared to all user groups.

We provide you step by step guide on how to navigate side panel, add, update YOUR personal information



TERMS AND CONDITIONS

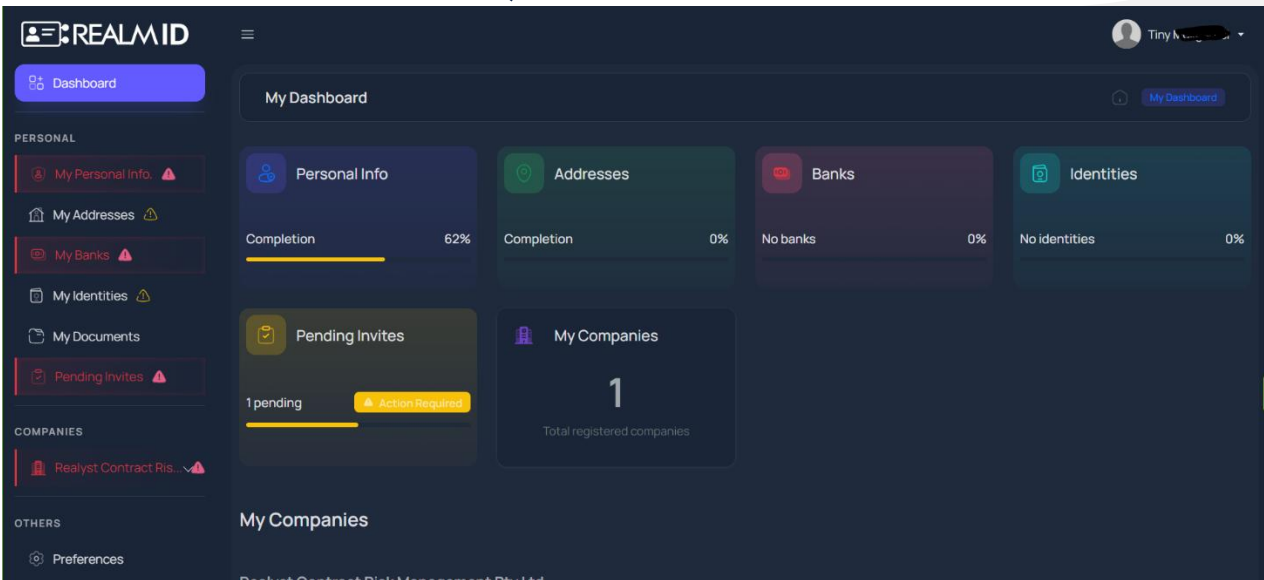
- To proceed to use Realm ID, you will be required to accept the Terms and Conditions.
- Please have and read through.
- Ensure to click the tick box indicating your have read and understood the terms and conditions and click “**Accept and Continue**”.
- If you do not agree, you will be logged out and do not need to continue to use Realm ID



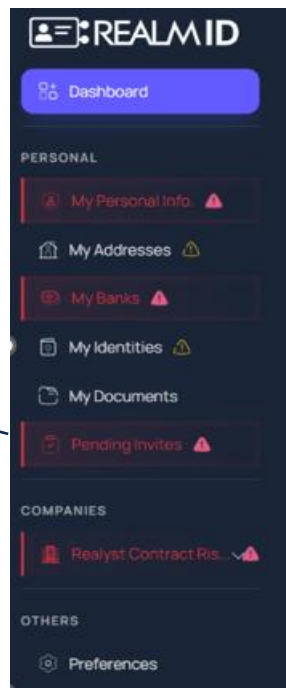
Dashboard

MY DASHBOARD

My Dashboard is the landing page of Realm ID application and displays status of **YOUR** personal information captured in the application.



Side panel

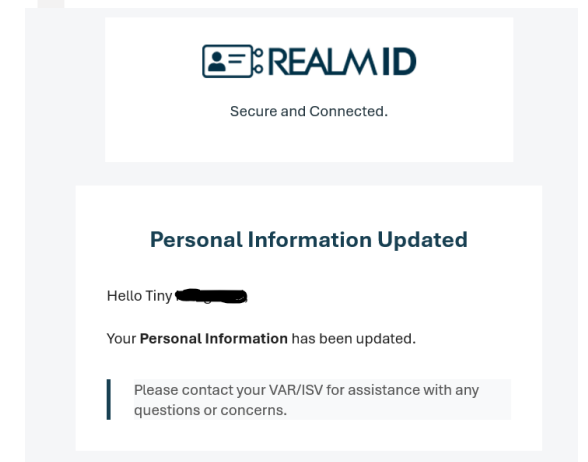
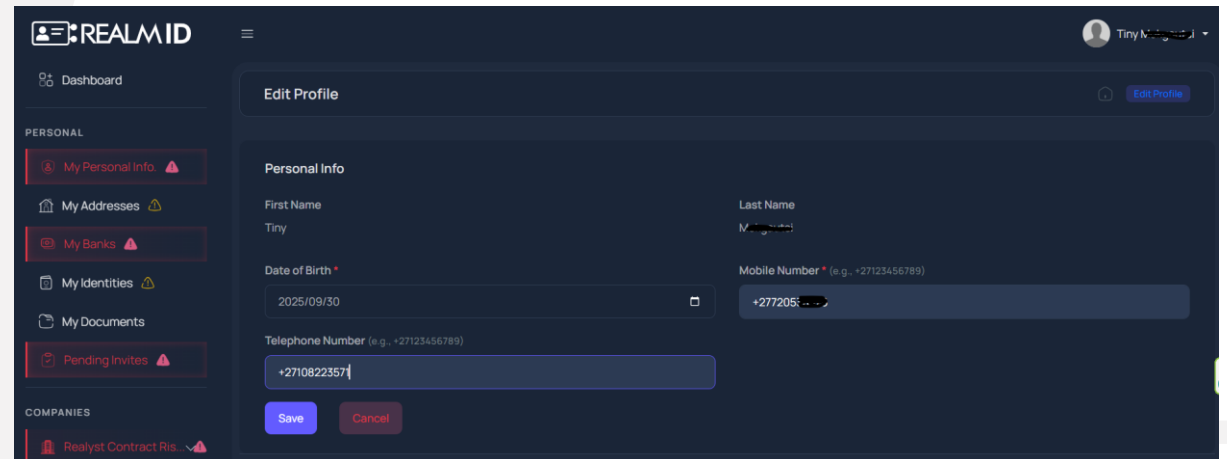
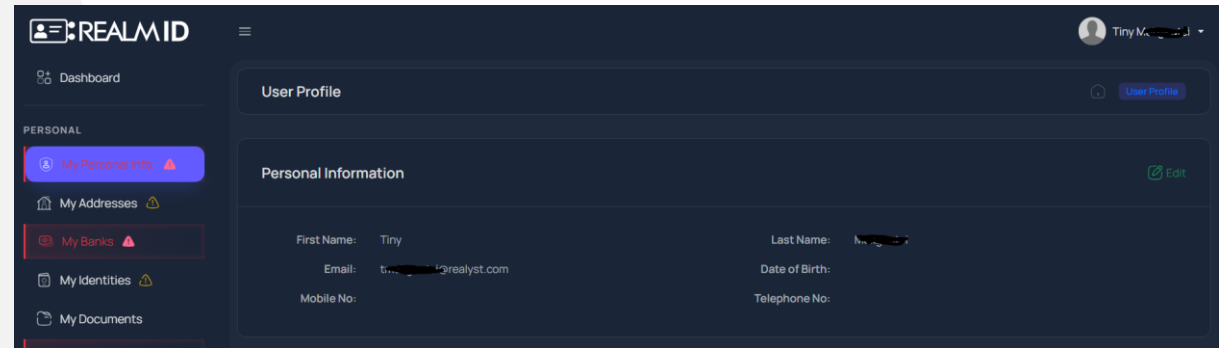


You can view the side panel, listing the different tabs that will allow you to add or edit your personal information such as address, banking details and IDs.



MY PERSONAL INFORMATION

- To edit your personal information, click the “**My Personal Information**” tab from the side panel.
- Click the “**Edit**” tab
- Update all required fields
- Use the International format to capture your mobile number and telephone number.
- Click the “**Save**”.
- ★ The red or yellow icons next to the My Personal Information will disappear indicating information has been successfully updated.
- A notification will be emailed indicating that your Personal Information has been updated.



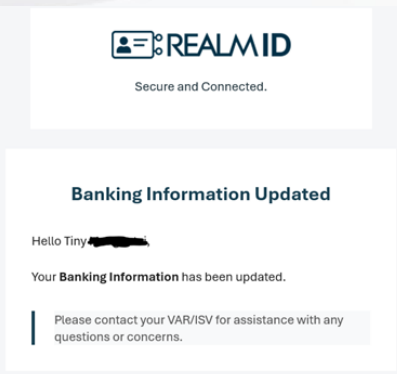
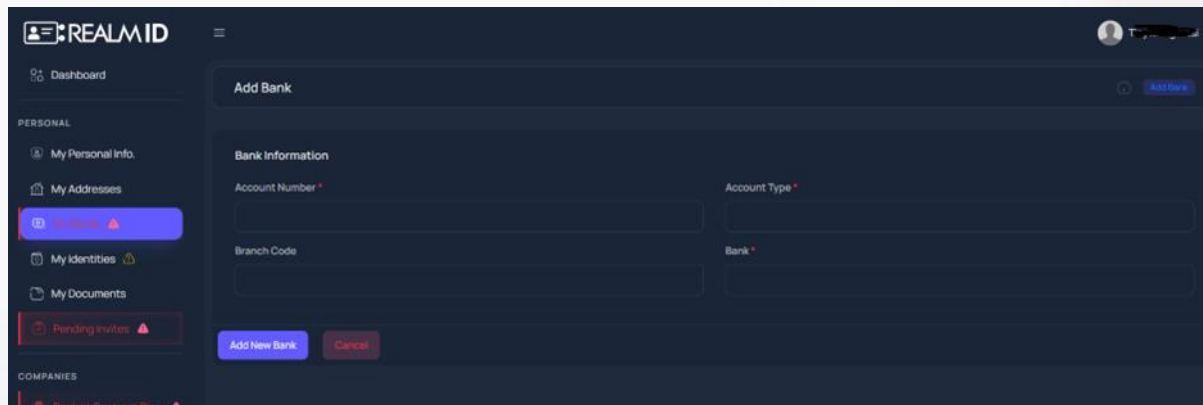
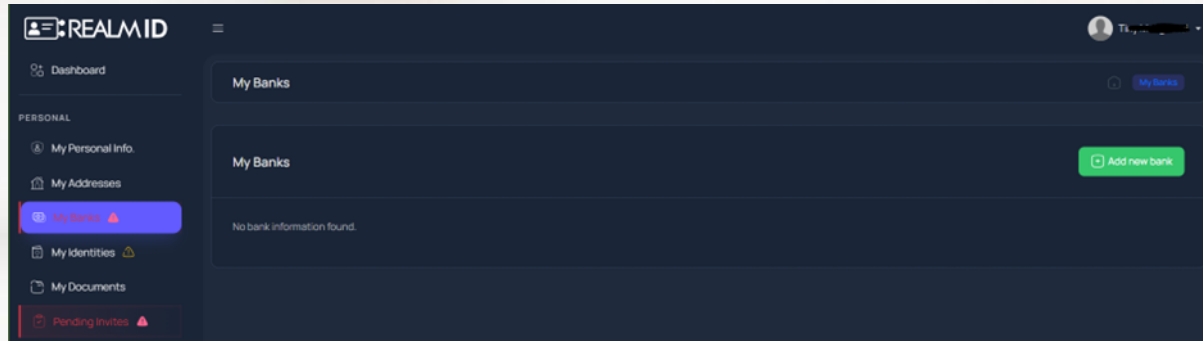
MY ADDRESSES



- To update your address information, click the “**My Addresses**” tab from the side panel.
- Click “**Edit**” tab and update your physical address and postal information and click “**Save Address**” tab.
- ★ The red or yellow icon next to the My Addresses will disappear once successfully saved.
- A notification will be emailed indicating that your Physical Address and Postal Address has been updated.

MY BANKS

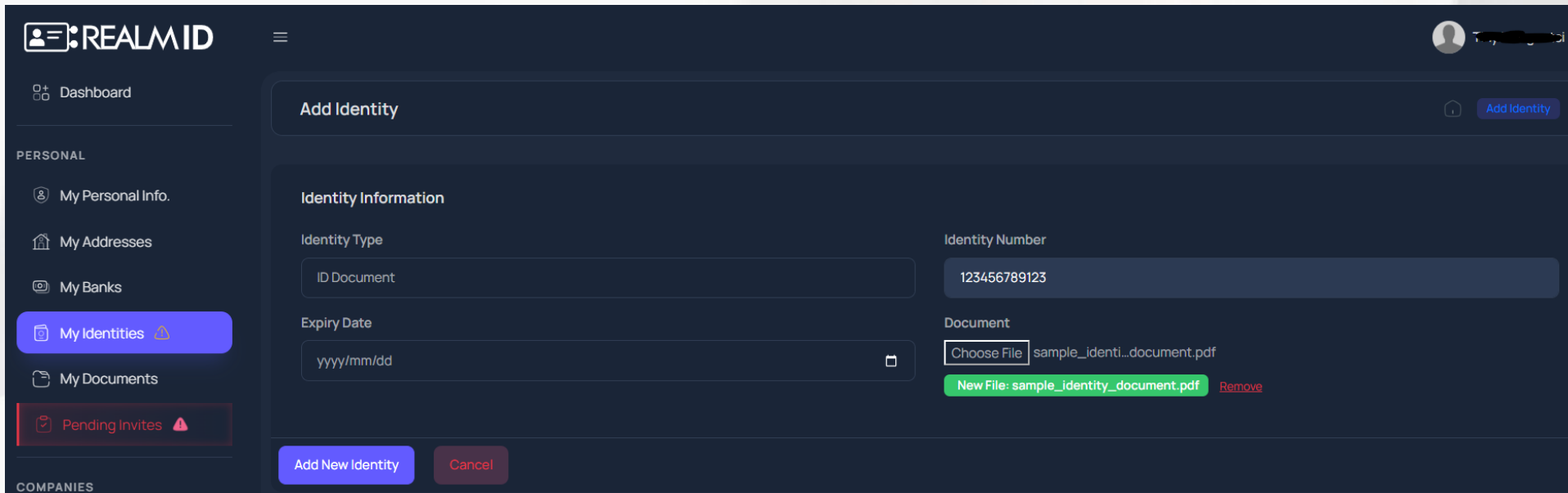
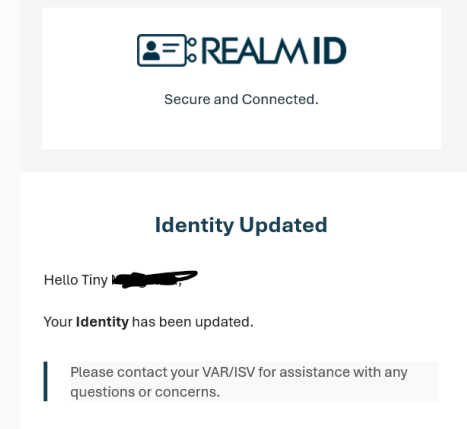
- To add your banking information, click “**My Banks**” tab from the side panel.
- Click “**Add New Bank**” tab to add new banking details, Account number, account type, Branch code and Name of bank and click “**Add New Bank**” tab to save your information.



★ **Please note your banking details are key to ensure that you receive payment for your services. Ensure all fields are completed**

MY IDENTITIES

- To add your personal identification documents, click “**My Identities**” tab from the side panel.
- Enter your identity type, identity number, expiry date and upload the copy of your ID and click “**Add New Identity**” to save.



REALMID

Dashboard

PERSONAL

- My Personal Info.
- My Addresses
- My Banks
- My Identities**
- My Documents
- Pending Invites

COMPANIES

Add Identity

Identity Information

Identity Type: ID Document

Expiry Date: yyyy/mm/dd

Identity Number: 123456789123

Document: Choose File sample_identi...document.pdf

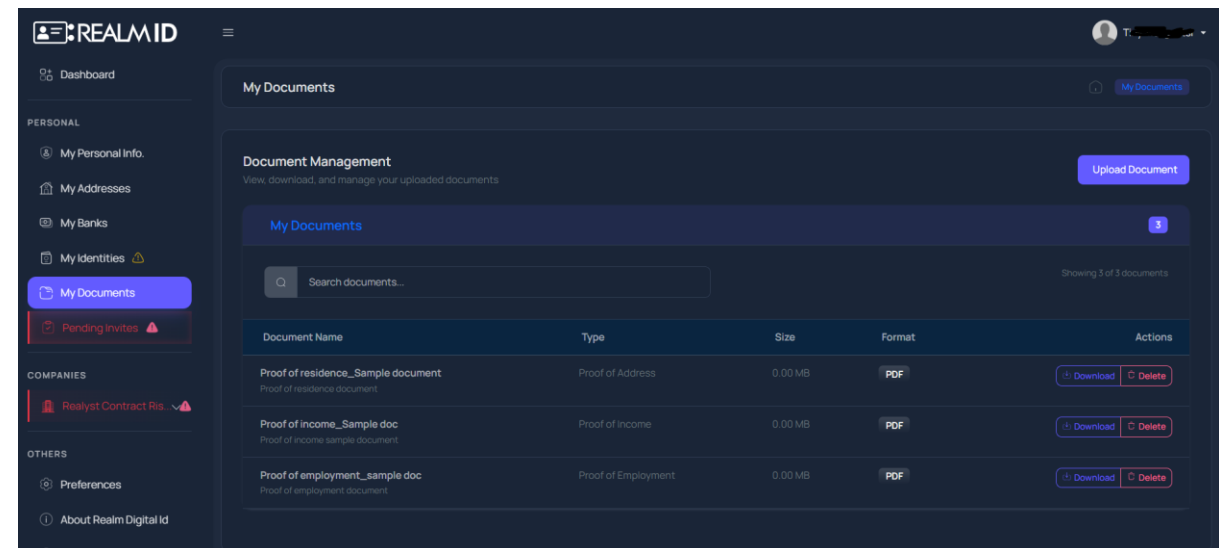
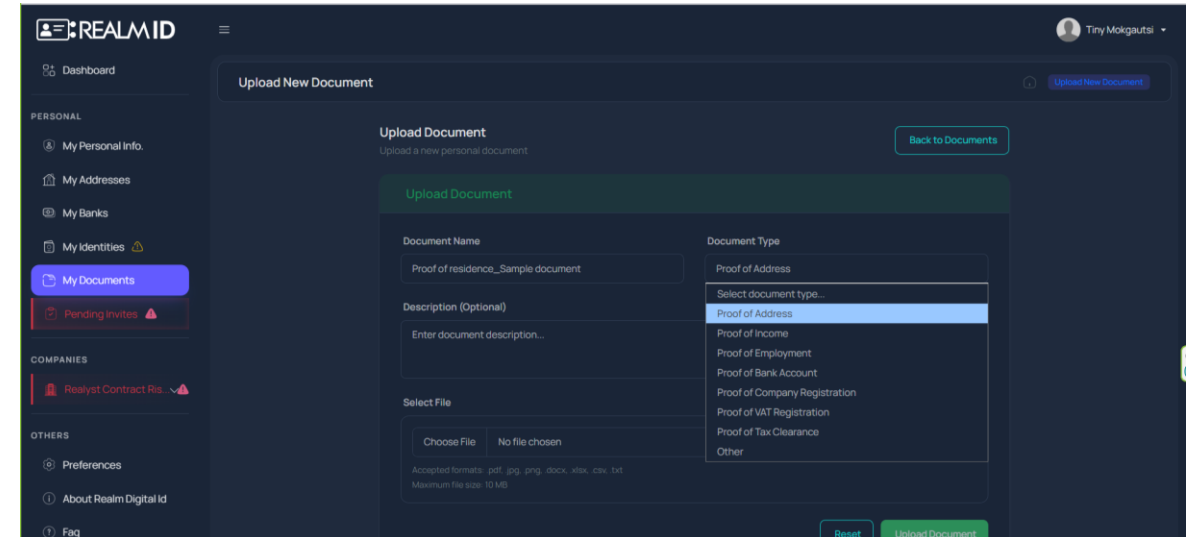
New File: sample_identity_document.pdf Remove

Add New Identity Cancel

MY DOCUMENTS



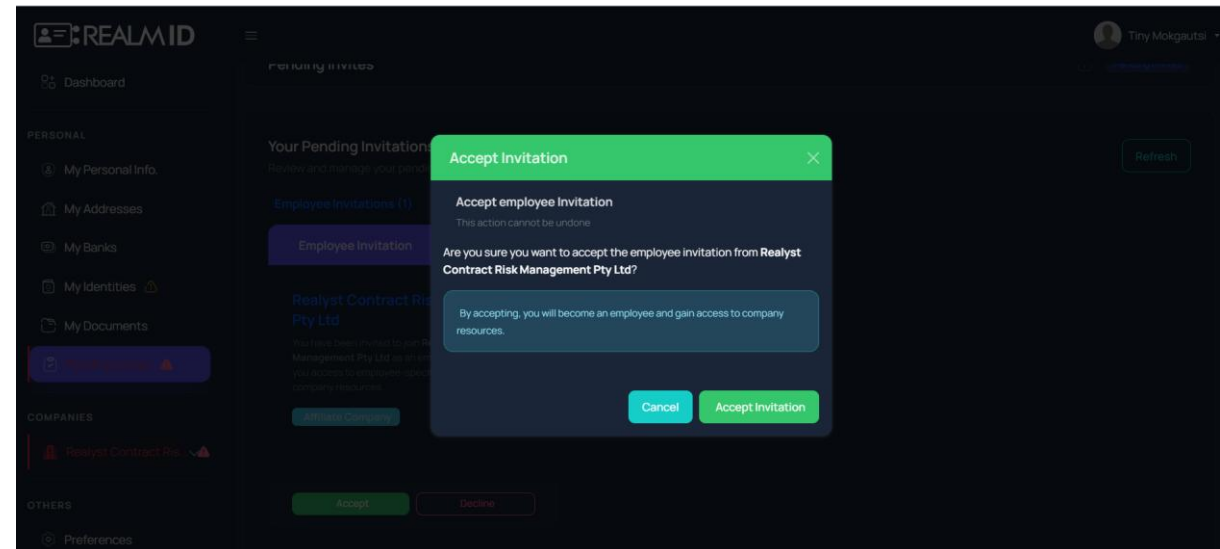
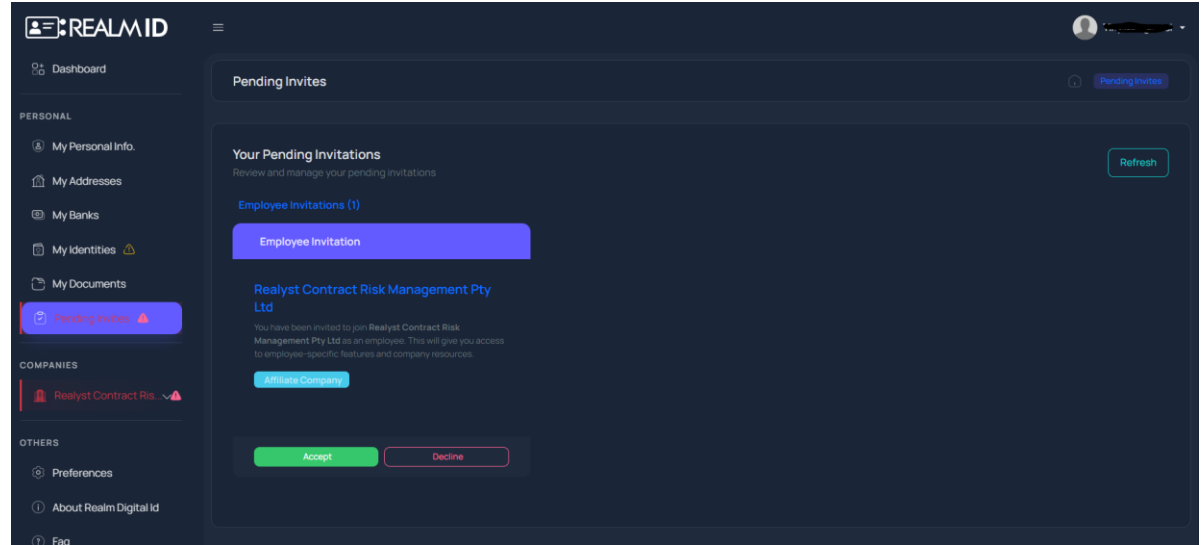
- Click “**My Documents**” tab from the side panel to manage and upload your documents.
- You can upload any of your personal documents and store them in one place, e.g., proof of address, letter from bank, certificates, etc.
- Ensure documents do not exceed maximum 10 MB.
- File formats include pdf, word, excel, txt, png and jpeg,



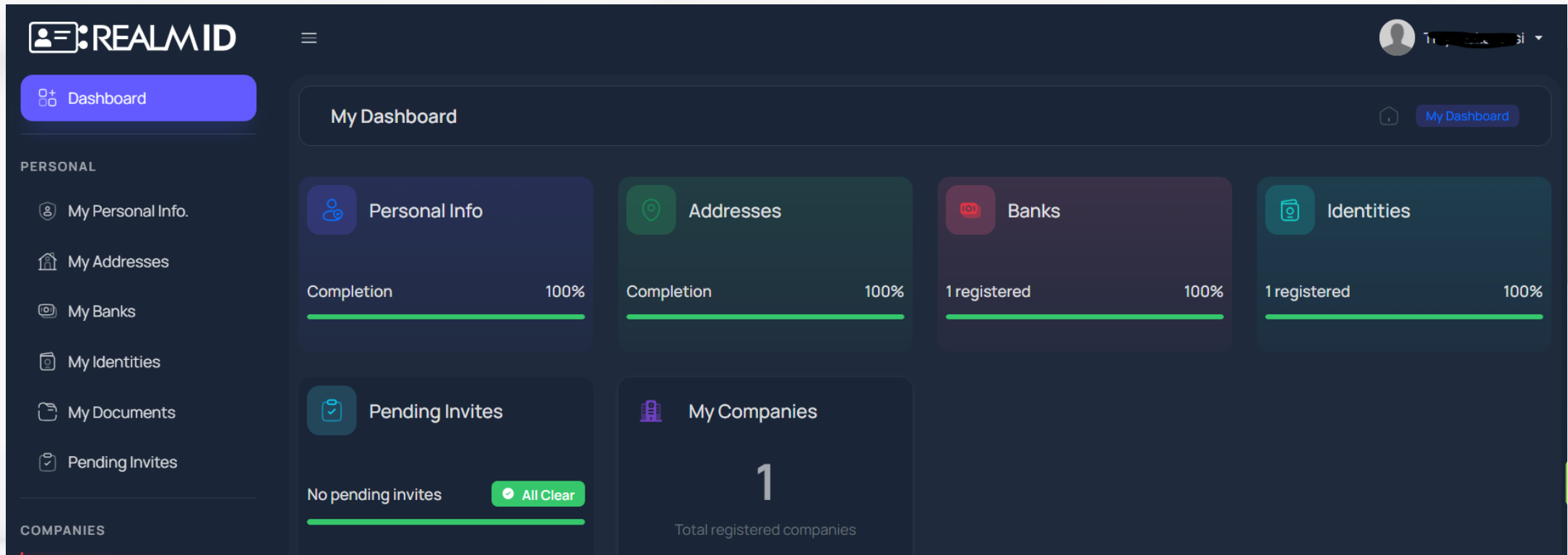
PENDING INVITES



- You may receive invitations via email from companies within the Realm ID eco-system to connect.
- Click “**Accept Invitation**” to be part of the affiliated client or employee
- ★ Please note that you do not have to re-register as you will have registered already. Just simply go to the login tab to login with your existing credentials



Once all your personal information has been updated, your dashboard will be updated accordingly and indicate the level of completion of each information detail. If you still have red or yellow icons next to the tabs, this indicates information is still missing



The screenshot displays the REALM ID dashboard interface. On the left, a sidebar menu lists navigation options: Dashboard (highlighted), PERSONAL (My Personal Info., My Addresses, My Banks, My Identities, My Documents, Pending Invites), and COMPANIES. The main content area, titled 'My Dashboard', features four cards for personal information: Personal Info, Addresses, Banks, and Identities. Each card shows a completion status of 100% with a green progress bar. The Banks card also indicates '1 registered'. Below these, there is a 'Pending Invites' card showing 'No pending invites' and an 'All Clear' button, and a 'My Companies' card showing '1 Total registered companies'.

Category	Item	Status/Count	Completion
PERSONAL	Personal Info	Completion	100%
	Addresses	Completion	100%
	Banks	1 registered	100%
	Identities	1 registered	100%
COMPANIES	Pending Invites	No pending invites	All Clear
	My Companies	1 Total registered companies	

NB: Please refer to the Updating Company Information guide for steps on how to update your company information. Please note only company owners and/or administrators will be able to update Company Information