ECS Application System – Photo update (September 2021)

The way photographs are handled in the ECS card application system has been changed to provide better guidance help a better quality photograph to be submitted with an application.

A good quality passport style photograph is needed. There is a link to the photo guidance document in the instruction on the photo upload page.
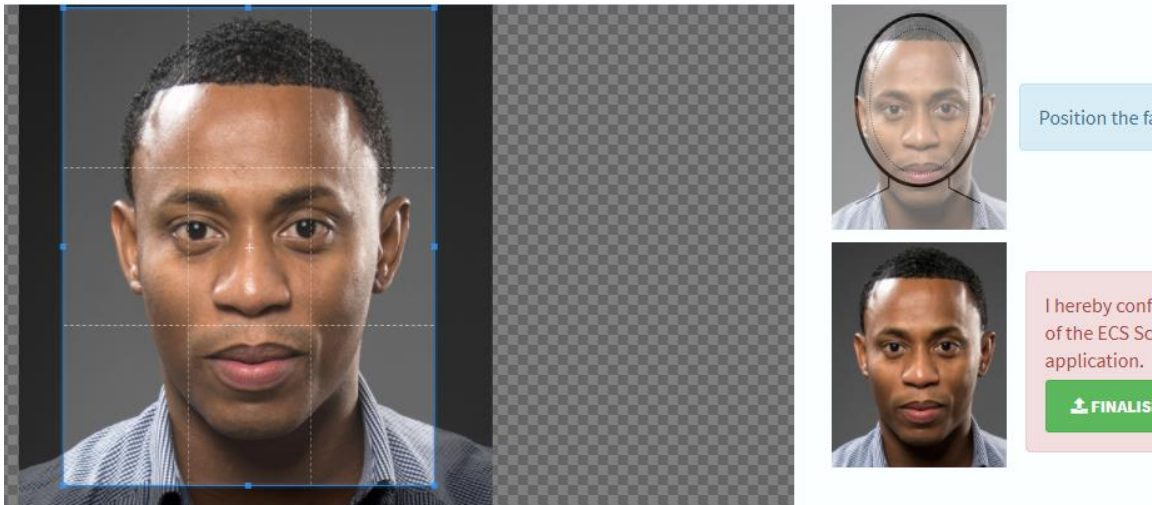
The image supplied should be a good likeness of the applicant and similar in size and position to the one shown here.

The image should be in clear focus and of the applicant on their own.

There should be a plane background with the applicant looking directly at the camera.

If the image handling system is confident that the picture uploaded is a good likeness of the applicants compared to ones already held on file and is cropped correctly then the system will accept the photo without any further action needed.

Simply use the selection grid and the oval guide to adjust the applicant's image ready to be uploaded. The click the green button to finalise the image upload.

In all cases a new up to date photograph should be uploaded for each ECS application.

Validation of the photograph is then carried out when the application processed.

Although the system may allow the image to be uploaded a good quality passport style photograph will ensure that any application is not held up due to a poor quality or incorrectly sized image.

If the same photograph as was used for a previous application the following message will be shown.

Photo Upload Errors   ×

The photo supplied does not meet the requirements of the ECS Scheme. To help resolve these please find below the problems that we found:

> - The image supplied appears to match very closely to your previously verified image. You should ensure that you have supplied a recent and up to date image of yourself.

⬆ UPLOAD A DIFFERENT PHOTO OR RE-CROP

✔ USE THIS ONE (I UNDERSTAND THIS MAY DELAY PRODUCTION OF MY APPLICATION)

Validation of the photograph is then carried out when the application processed.

Although the system may allow the image to be uploaded a good quality passport style photograph will ensure that any application is not held up due to a poor quality or incorrectly sized image.

For demonstration purposes if we use some totally different photographs then the following results upload errors are identified by the automated system. In all these cases the photograph will be rejected during the application processing if the photo was to be uploaded.

This image is not a passport style and of a different person to the one kept on file.

Photo Upload Errors   ×

The photo supplied does not meet the requirements of the ECS Scheme. To help resolve these please find below the problems that we found:

> - The width of your face is too small in the image. Either take a photo where you are closer to the camera or use the cropping tool to position the face according to the guide lines in the photo tool.
> - The height of your face is too small in the image. Either take a photo where you are closer to the camera or use the cropping tool to position the face according to the guide lines in the photo tool.
> - The centre of your face is too high in the image. Please provide a photo where you are positioned in the centre of the image.
>
> - Are you sure that you have uploaded the correct photo? The photo you have uploaded appears to have substantial differences to your past verified photo,
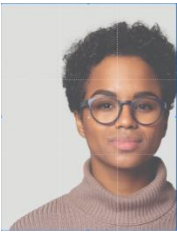
This image is cropped far too tightly and is not the same person, so the following message is shown.

Photo Upload Errors ✕

The photo supplied does not meet the requirements of the ECS Scheme. To help resolve these please find below the problems that we found:

- The width of your face is too large in the image. Please provide a photo where you are positioned in the centre of the image..

- The height of your face is too large in the image. Please provide a photo where you are positioned in the centre of the image.

- Are you sure that you have uploaded the correct photo? The photo you have uploaded appears to have substantial differences to your past verified photo,

The position of the applicants face in the photograph is important. It must be central to the image and cropped evenly.

The incorrect person is shown in this image and is far too much to one side of the image. The following error message is show in this case.

Photo Upload Errors ✕

The photo supplied does not meet the requirements of the ECS Scheme. To help resolve these please find below the problems that we found:

- The width of your face is too small in the image. Either take a photo where you are closer to the camera or use the cropping tool to position the face according to the guide lines in the photo tool.
- The height of your face is too small in the image. Either take a photo where you are closer to the camera or use the cropping tool to position the face according to the guide lines in the photo tool.
- The centre of your face is too far to the right. Please upload an image where your are looking straight at the camera and you are positioned in the centre of the image.

- Are you sure that you have uploaded the correct photo? The photo you have uploaded appears to have substantial differences to your past verified photo,