

Tip Sheet: Capturing Facial Images

As a part of the pre-examination stage in eMedical, panel clinics are required to capture a digital facial image of each applicant at the time of their appointment and then upload the image to their case in eMedical.

Applicants are no longer required to bring passport size photographs with them to their appointment.

Note: A scanned image of a photograph must not be uploaded because a scan is not a true image of an applicant's facial features.

The photographs uploaded in eMedical are used for identification purposes during the visa application process and verified against other information in departmental systems.

It is therefore important that photographs uploaded in eMedical meet biometric standards. The instructions below will assist you to ensure your clinic's photographs meet the requirements for US Department of State (DOS).

What to include when capturing a biometric quality photograph?

A photograph must include:

- the full head including hair (with a clear gap around the sides and top of head)
- neck and shoulders
- both eyes (opened)
- nose
- mouth (closed) and
- neutral expressions (no frowning or smiling)

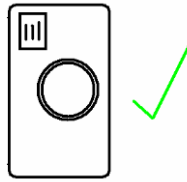
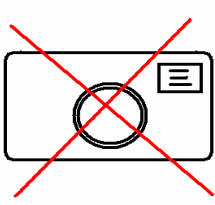
Are there any exceptions?

Religious head covering - if a head covering is required for religious reasons make sure the full facial features are not obscured. Face covering veils are not permitted.

Prescription glasses - If a person is wearing prescription glasses then ensure the frame does not cover any part of the eyes and that there is no reflection. Glasses must be taken off if they are tinted or have a heavy-rimmed frame.

What are the specifications for capturing biometric photograph?

- The person whose photo is being captured must be positioned in front of a plain, smooth, flat and light coloured background.
- The person must be centred and face the camera straight on.
- There should be no objects (e.g. furniture, other people, etc.) in the background.
- There should be ambient lighting in the area where the image is being captured.
- The distance from the centre of the person's head to the camera lens should be approximately 1.4 metres.
- The photograph must not be blurry and there should be no shadows, red-eye or light reflected on the face.
- The photograph must be in high quality colour.
- The camera must be held in a vertical orientation (portrait) (see below).



What are the minimum camera requirements?

Facial images must be captured using a digital camera set to the lowest resolution (minimum pixels) in order to capture a final image of <500 KB. The camera should be capable of saving images in JPG, JPE or JPEG format.

Examples of standard biometric photographs



Below are examples of photographs that DOS would NOT consider acceptable for eMedical purposes:

1. Photograph with objects in the background



2. Scanned images of photographs



3. Photograph taken with a webcam and uploaded in eMedical



Pre upload

Post upload