

Scan Quality Guide (350–400 DPI)

DIRCO, Apostille & Notary Submissions

Required Scan Settings

- Resolution: 350–400 DPI
- Colour mode: Full colour (not black & white)
- File format: PDF preferred (JPG accepted if clear)
- Avoid compression or reduced quality settings

How to Scan Using a Scanner

- Set resolution to 350–400 DPI
- Scan in colour
- Ensure all edges are visible
- Avoid shadows, blur or cut-off corners

How to Scan Using a Mobile Phone

- Use a scanning app (not the camera app)
- Recommended apps: Adobe Scan, Microsoft Lens, CamScanner
- Set quality to high or maximum
- Disable auto-enhance if stamps appear blurred

What Must Be Clearly Visible

- All text
- Signatures
- Official stamps and seals
- Page edges and margins
- Serial numbers (if applicable)

Common Scan Errors to Avoid

- Low resolution below 300 DPI
- Blurry or angled photos
- Shadows across the document
- Screenshots instead of scans

- Filters or image effects applied

Important Notes

- Scans are used for pre-check and assessment only
- Original documents may still be required
- Laminated documents cannot be processed
- Poor-quality scans may delay processing