

State Unemployment FAQ Guide

This guide is designed to help claimants address frequently asked questions about ID.me. Below, you will find answers to questions that claimants may encounter during the ID.me user journey.



ID.me Navigation FAQs

Where do I go to verify my identity with ID.me?

If you are filing an initial claim for UI benefits:

When you click the link to file an initial claim, you will see a page with instructions for verifying your identity, including a link directing you to ID.me. Follow this link to verify your identity.

If you received a notice from DES directing you to a URL to verify your identity with ID.me:

Click the link in that notice to verify your identity with ID.me.

If you are filing an initial claim or weekly certification in the PUA Portal:

Once you click the link to file a weekly certification or initial claim, you will see a page with instructions for verifying your identity, including a link directing you to ID.me. Follow this link to verify your identity with ID.me.

What do I do after I verify my identity as a new AZ DES claimant?

Make sure to click Allow to share your information with DES. You can continue filing your new claim or weekly certification with the DES.

If you verified your identity with a Trusted Referee, log back into your UI account to continue your claim or certification. When you click the ID.me link, log in with your existing ID.me credentials, then click Allow to share your information with DES. Note: you will NOT need to complete the entire verification process again.

What do I do after I verify my identity as an existing AZ DES claimant?

Make sure to click Allow to share your information with DES. You can continue filing your new claim or weekly certification with the DES.

If you verified your identity with a Trusted Referee, log back into your UI account to continue your claim or certification. When you click the ID.me link, log in with your existing ID.me credentials, then click Allow to share your information with DES. Note: you will NOT need to complete the entire verification process again.

When will I hear back from Arizona DES?

It will take 4-5 business days for DES to process your claim once you have successfully completed the ID.me verification. However, processing times could be longer if there are additional issues associated with your claim. Please do not call to check on the status of your claim before five business days have passed since you verified your identity with ID.me. DES will contact you if you need to provide further information. Continue to file your claims each week.

General ID.me FAQs

Who is ID.me?

ID.me is our federally certified technology partner for secure digital identity verification. ID.me helps make sure you're you – and not someone pretending to be you – when you request access to your benefits.

Does ID.me keep my information secure?

ID.me uses bank-grade security infrastructure and federally-compliant information protection practices to safeguard your data.

How does ID.me use my information?

ID.me never shares user data with third parties unless they receive explicit consent from the user to do so – on a case by case basis – after the user has been appropriately authenticated. In fact, ID.me requires your explicit permission before they send your information to our agency.

Why does ID.me ask for my social security number?

ID.me's verification process requires collecting sensitive pieces of information, like your Social Security number (SSN). ID.me needs this information in order to uniquely identify you, a critical step to prevent impersonation and fraud.

How do I verify my identity with ID.me?

In addition to entering your phone number for a mobile phone verification, you will have the option to either answer questions about your credit history or upload a photo of your government ID. If one or both of those methods does not work, you can verify your identity by speaking with a real person on a video call.

Why should I trust ID.me?

ID.me has been tested by independent authorities that have confirmed it meets the government's technical standards for privacy and information security. ID.me encrypts all personal data and is used by hundreds of organizations, including government agencies and private companies, to keep people's personal information.

Can ID.me verify claimants that are under 18?

No, ID.me does not verify claimants that are under the age of 18. These claimants will need to go through an identity verification process with AZ DES that does not involve ID.me.

ID.me Troubleshooting

Why was my identity verification attempt unsuccessful?	<p>There are several reasons why an identity verification attempt may be unsuccessful. One potential cause is that the information provided to ID.me does not match the authoritative sources they use for identity verification. Alternatively, an attempt may be unsuccessful if a user entered incorrect information or if the identity documents provided do not meet federal digital identity protection guidelines.</p>
I didn't answer my credit history questions correctly. What do I do next?	<p>You can verify your identity by uploading a photo of your driver's license or state ID, passport, or passport card. If one of those options does not work, you can verify your identity on a recorded video chat with a trained ID.me Trusted Referee.</p>
ID.me is not processing the photos of my government ID. What should I do?	<p>When taking a picture of your document, make sure all four corners are visible, turn off your flash to reduce glare, place your document on a dark surface, and match the orientation to the document (e.g., use landscape for driver's licenses). If you're still experiencing difficulties, look for the "Verify identity on a video call" button to join a video chat with a Trusted Referee.</p>
What should I do if I don't own a mobile phone with a camera and internet connection?	<p>ID.me can still verify your identity even if you don't own a mobile phone. Identity verification with ID.me is a one time event and can be completed on a device that you borrow from a friend/family member or one that is available at a public location, like a library. When using a borrowed device, it's likely that you will need to verify your identity over a video chat with an ID.me Trusted Referee. You will be given the option to "Verify identity on a video call" after several self-service attempts.</p>
Why did I get a text message from ID.me about unemployment benefits?	<p>You may have received a text message asking if you used ID.me to log in to AZ DES's site. This is an automated alert from ID.me that is designed to protect your identity from unauthorized use.</p> <ul style="list-style-type: none">• If you remember signing in to ID.me, take no action.• If you do not remember signing in to ID.me, reply "N".

How can I tell if I successfully verified with ID.me?	<ol style="list-style-type: none">1. Visit ID.me and sign in to your account using your email address and password.2. Click the Sign In & Security tab.3. When prompted, select and complete your preferred multi-factor authentication method.4. In the left navigation area, click Privacy.5. Look for the Websites Granted Access section and see which websites are listed. If AZ DES is listed, you are all set.
I received an error saying that I have already verified my identity. What should I do?	<p>This error is usually related to having a duplicate ID.me account. A verified account may already exist for you under a different sign-in and there can only be one verified user per account created.</p> <p>Try signing into your previously verified ID.me account to continue. If you do not remember verifying your identity or cannot remember your login credentials, please contact ID.me at help.id.me for help.</p>
How do I contact ID.me for assistance?	<p>Please navigate to help.id.me to interact with ID.me's virtual assistant (on the lower right) or to submit a help request. ID.me's support team is available 24 hours a day, 7 days a week and will respond to your question as soon as possible.</p>
Should I reach out to ID.me if I have not received my unemployment claims?	<p>There is no need to return to ID.me after verification. Once you are verified, you do NOT need to verify again.</p>

ID.me Trusted Referee FAQs

What is a Trusted Referee video chat?

If your self-service identity verification attempt was unsuccessful, you can verify your identity on a recorded video chat with a Trusted Referee instead. This process consists of two steps. First, a Trusted Referee will review your uploaded documents. If the documents are not acceptable, the Trusted Referee will send you a message explaining why your document(s) were rejected and request that you try again. If the documents are acceptable, a Trusted Referee will invite you to a video chat to present the physical copies of your documents. Please review the list of acceptable documentation on the ID.me Support page to help you through the process.

What documents do I need for the Trusted Referee video chat?

You will need either two primary IDs or one primary and two secondary IDs. Please navigate to this link for a list of acceptable documents: <https://help.id.me/hc/en-us/articles/360017833054>. (you can also search for “What is a Primary or Secondary Identification Document?” on the [help.id.me](#) site). Be sure to have the physical documents on hand before joining the video chat.

Can I speak to a Trusted Referee in a language other than English (e.g., Mandarin, Spanish, ASL, etc.)?

At the beginning of your video chat, you may ask for a Trusted Referee who speaks your language, including sign language for the hearing impaired.

The number of bilingual Trusted Referees is limited, and your call may need to be rescheduled.

How long does the Trusted Referee video chat take?

Depending on the number of claimants attempting to verify their identity, the Virtual In-Person wait time can vary; however once you join the video chat session with an ID.me Trusted Referee, the verification process should take 15 minutes or less.

Can I ask someone to help me on a Trusted Referee call?

Yes, you are allowed to bring a friend or family member on a Trusted Referee video chat to provide assistance. To protect the integrity of the identity verification process, all helpers must state their name and relationship to you on the video chat. Additionally, adult helpers (over 18) must show their ID on screen during the session. Helpers under age 18 must state their date of birth.



If you're unable to help the claimant, please direct them to [help.id.me](#) where they can submit an inquiry. ID.me's member support team is available 24 hours a day, 7 days a week and will respond to the claimant's question as soon as possible.