

ID.Me FAQs

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About ID.me

Who is ID.me?

ID.me is a federally certified credential service provider and trusted partner of government agencies, healthcare platforms, financial institutions, and other businesses, that verifies and authenticates their users.

What is Identity Verification/Proofing?

Identity Verification/Proofing is simply the process of confirming that someone is who they say they are. The process involves two steps:

1. Proving an Identity exists
2. Proving the identity belongs to the person claiming it

What is Authentication?

Authentication is the process of ensuring that a user is the same person who previously verified their identity on that account for services that they need to access again and again. Many services require multi-factor authentication (MFA). Under MFA, additional authenticators are tied to an account for extra security. ID.me's platform allows users to set up MFA for their account.

What happens after ID.me verifies my identity?

ID.me passes the relevant user data on to the organization and provides you with a verified login credential you can use to access their site.

Do I have to verify my identity every time I access this site?

No, identity proofing only has to be completed once per person. Once ID.me confirms that a real-life identity belongs to the individual trying to access a service, that individual has been officially verified.

What accessibility options does ID.me offer?

ID.me believes in "No Identity Left Behind." They are committed to creating a platform where anyone, regardless of racial background, income, language, or disability is able to prove their identity online. For more information on accessibility options [click here](#).

Is my information secure?

ID.me protects all sensitive data with stronger encryption than many financial institutions. They do not share information with third parties without our members' explicit permission. You decide whether or not you wish to release your information or to keep it private on a case-by-case basis.

Setting up your ID.me Account

What information/documentation do I need to set up my account?

- Email Address
- Social Security Number
- Knowledge of Financial History - OR- Photo ID (Driver's License, Passport, Passport Card, or State ID)
- Computer, Tablet, or Mobile Phone with Camera and Internet Access

How do I set up my account?

For step by step instructions on setting up and securing your account, please refer to this [Setup Your Account Guide](#). If you already have an ID.me account, you can simply sign in by clicking "Sign in to ID.me" and entering your login credentials.

If I made a mistake when setting up my ID.me account, can I go back in to correct it?

In order to correct a mistake on your account or profile you must contact ID.me support by [submitting a request here](#).

How do I reset my ID.me password?

If you can't remember your current password to access your ID.me account, you can have reset instructions sent to your primary email address. For step by step instructions on initiating a password reset [click here](#).

How do I change the primary email address in my ID.me account?

If your email address has changed, you can update the primary email address on your ID.me account. For step by step instructions on changing your account's primary email address [click here](#).

Completing the Verification Process

What is the verification process?

AZ DES applicants have the option to verify their identity with ID.me through the online Self-Service process or a video call with a Trusted Referee.

1. Self-Service: ~85% of applicants will verify their identity through ID.me's self-service option. This [Self-Service Guide](#) outlines the self-service verification process. You can also [click here](#) for step by step instructions.
2. Trusted Referee: ~15% of applicants will verify their identity on a video call with an ID.me Trusted Referee. ID.me developed the Trusted Referee workflow to make sure that all eligible citizens can verify for government services online, even if they don't have a credit history. This [Trusted Referee Guide](#) outlines the video call verification process. You can also [click here](#) for step by step instructions.

What are the main reasons someone might not be able to get past the verification?

Unsuccessful verification attempts may be due to the following reasons:

1. You may have already verified your identity with ID.me
2. ID documents photos may be blurry, shadowed or unreadable
3. ID documents submitted may be expired
4. Your submission may have contained an error or typo
5. Phone number may not be associated with your name and address
6. You may have recently moved
7. Data sources like credit bureaus may have erroneous or outdated information
8. Credit may be non-existent or frozen
9. You may not have correctly taken and submitted a "selfie" when prompted

Tips on how to take a good selfie

Sometimes the selfies you submit during the verification process aren't always accepted. Please refer to the following common issues with taking a selfie and techniques to fix them:

1. Go into a clearly lit room.
2. If there is a lot of light behind you and your face is shadowed, try turning around so that the light is in front of you instead.
3. Try to step away from the light source so that your face is still clear, but not blocked by the glare from the light.
4. If you are wearing glasses in your ID photo, wear glasses for your selfie. If you are not wearing glasses in your ID photo, do not wear glasses for your selfie.
5. Make sure that the camera doesn't cut off part of your face.
6. Make sure that no hats, scarves, masks, or anything else are blocking your face.
7. Make sure to hold the phone within a foot of your face so that we can clearly see your face.

8. Selfie works best if the camera is directly in front of your face. If it is angled up and pointed at your chin or angled down and pointed at your forehead, we can't see your full face.
9. Make sure you're the only person in the selfie.

For instructions on how to take and submit a selfie with a smartphone [click here](#)

For instructions on how to take and submit a selfie with a webcam [click here](#)

What happens if I struggle to complete the Self-Service verification?

If your online identity verification attempt was unsuccessful, you have the option to join a video call with ID.me with a trusted referee.

What is a Trusted Referee?

A trusted referee is a real person based in the US, who is trained to complete identity verification. Trusted Referees are available 24 hours a day, 7 days a week.

What do I do if I have a long wait time?

Depending on our volume of verifications, you may see long and/or fluctuating wait time estimates for Trusted Referee video calls. If you are unable to wait online at the moment, click "Save and Return Later". This enables you to save your uploaded documents and return at a more convenient time. For additional information and tips to complete your identity verification as soon as possible [click here](#).

Can I make an appointment with a Trusted Referee?

Unfortunately, appointments are not available. Trusted Referees are available 24 hours a day and video call verifications are completed in the order in which they are received.

What do I need to complete a video call with a Trusted Referee?

- Two primary ID's OR one primary and two secondary IDs
- A smartphone or tablet to take photos
- Ability to join a video call

What are Primary Identification Documents ?

Primary documents include the following and must be physically presented on Trusted Referee video calls:

- Driver's license (or learner's permit) from a U.S. state or territory (Must be a permanent license with photo. Temporary and/or paper documents are not accepted.)
- State-issued photo ID

- U.S. passport
- HSPD 12 PIV card
- U.S. passport card
- U.S. Permanent resident card (I-551)
- USCIS-issued Employment Authorization Card (I-766) (No employer-issued ID cards)
- Government Issued Photo ID (No US military ID cards. Must be a permanent document with a photo. Temporary and/or paper documents are not accepted.)
- Foreign (non U.S.) passport
- Veterans health ID card
- Transportation Security Administration (TSA) ID Card
- DHS trusted traveler cards (Global Entry, NEXUS, SENTRI)
- Canadian driver's license
- Certificate of Naturalization (Form N-550 or N-570)
- National ID card (only if residing outside of the U.S.)
- Federally recognized, tribal-issued photo ID

What are Secondary Identification Documents ?

Full-color scans and PDFs of the following are acceptable as secondary documents:

- Social Security card (the original document must be physically presented if you are verifying your identity on a Trusted Referee video call)
- U.S. DoD Certificate of Birth Abroad (FS-545)
- U.S. DoS Certification of Report of Birth (DS-1350)
- Consular Report of Birth Abroad (FS-240)

Scans and PDFs of the following are acceptable as secondary documents:

- U.S. voter registration card or certificate
- Letter attesting state residency
- U.S. Health insurance card
- DOD Certificate of Discharge or Release (DD214, DD256 or NGB form 22)
- U.S. birth certificate with official seal
- College or university student photo ID (current)
- U.S. Coast Guard Merchant Mariner card
- U.S. citizen ID card (Form I-197)
- Border crossing card
- Native American tribal document
- Canadian Indian and Northern Affairs card
- College or university transcript (current or previous year)
- Cable or Internet Bill (not older than 90 days, showing your account number, full name, and current address)
- Water Bill (not older than 90 days, showing your account number, full name, and current address)
- Phone Bill (not older than 90 days, showing your account number, full name, and current address)

- Gas Bill (not older than 90 days, showing your account number, full name, and current address)
- Electric Bill (not older than 90 days, showing your account number, full name, and current address)
- Bank, loan, or financial institution statement (not older than 90 days, showing your account number, full name, and current address; issued by the bank)
- Medical bill (not older than 90 days, showing your account number, full name, and current address)
- W-2 Form (or W-2C, W-2G, etc.)
- SSA-1099 Form (or 1099-SM, 1099-R-OP1, etc.)
- Non SSA-1099 Form (or 1099-DIV, 1099-MISC, etc.)
- 1098 Form (or 1098-C, 1098-MA, etc.)
- Pay stub (not older than 90 days)
- Auto Insurance Card
- Insurance Statement (Auto, Home)
- Selective Service registration document with full SSN

Why were my documents not accepted?

- The following are not acceptable:
 - Screenshots
 - Company employee ID cards (badge cards, building passes, etc.)
 - Invalid or expired documents
- We recommend submitting at least one document showing your current address
- The name on your identity documents may be different from the name you provided on your application
- You may need to prove your social security number
- Your documents may be faded or illegible
- Image errors including: missing corners, glare or other obstruction
- Do not upload the same document twice, you must upload separate documents for each category
- Failure to submit both the front and back of documents when prompted
- Using photocopies, all documents submitted must be originals

*For tips on how to avoid delays and ensure that your documents will be accepted on the first try, watch this [video](#) or [click here](#) for more information.

What do I do if my name has changed?

If the name on your identity documents is different from the name you provided on your application, you may be asked to verify your identity on a Trusted Referee video call. For more information on name changes [click here](#).

Additional Resources

Guides and Videos

- This [Full Guide](#) includes step by step instructions for the Self-Service verification process
- This [Short Guide](#) and [Spanish Short Guide](#) are a quick reference for the Self-Service verification process
- This [Video](#) is an ID.me smartphone help guide
- This [Video](#) is on verifying your identity on an ID.me video call
- This [Video](#) shows you how to correctly upload documents for ID.me video call verification

ID.me Support

- Applicants can submit a support ticket, interact with ID.me's virtual assistant, or search FAQ's on ID.me's support website: [Help.ID.me](#)
 - To submit a request for help with identity verification or general assistance, [click here](#)