

How to Set Up and Protect Your ID.me Account

ID.me



A SIMPLE AND SECURE PROCESS

Multiple government agencies have partnered with ID.me to create a highly secure login process that ensures you, and **only you**, will be able to access your account.

In just a few short steps, you'll create your ID.me login, secure your account, and verify your identity. Once you're done, you'll be able to access your account as well as hundreds of other websites that offer ID.me as a login option. These include federal and state government agencies as well as healthcare platforms.



What You'll Need:



Computer and/or Mobile Phone with Camera and Internet Access



Knowledge of Financial History
– OR –
Photo ID (Driver's License, Passport, Passport Card, or State ID)



Email Address



Social Security Number

Set Up Your ID.me Account



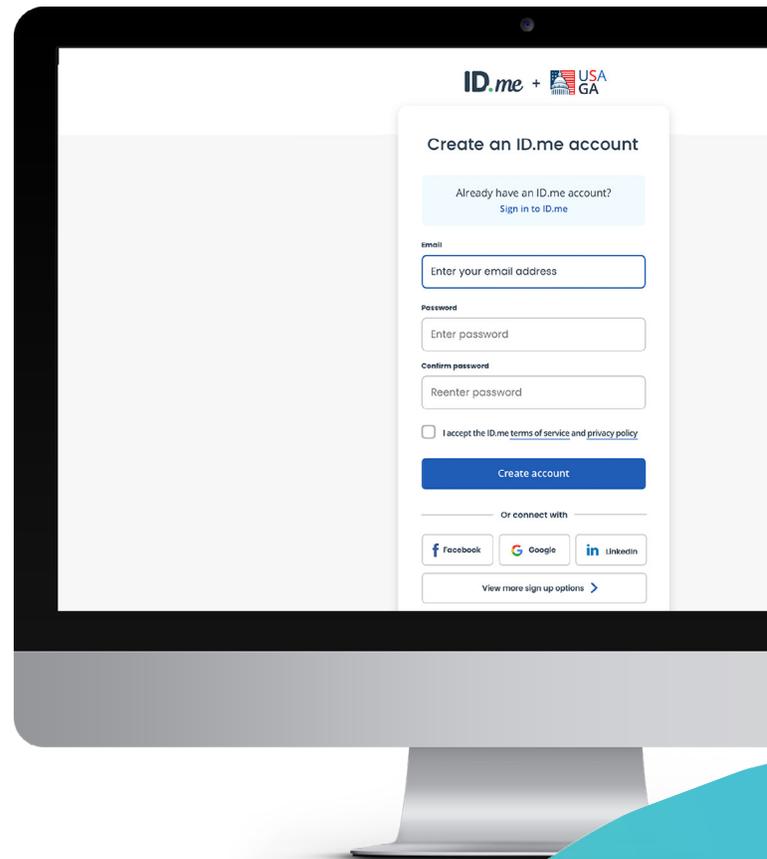
If you already have an ID.me account, you can **simply sign in** by clicking “Sign in to ID.me” and entering your login credentials. Otherwise, follow the steps below.

1

To **create your ID.me account**, enter an email address you can access and choose a password. Click the checkbox to accept ID.me’s terms and conditions and privacy policy. Then, click “Create account”.

2

Check your inbox for an email from ID.me. Click the button in the email to **confirm your email address**. Then, return to your browser. The page will automatically move forward to the next step.



Secure Your Account

COMPLETING THIS STEP MAKES YOUR ACCOUNT MORE SECURE



To **protect your account**, you'll set up extra security called multi-factor authentication (MFA). MFA uses a one-time passcode that is sent to your phone or generated via a mobile app each time you log in. That way even if someone gets access to your username and password, they won't be able to log in to your account without your device.

1

Choose an MFA option. You can receive a passcode via text message or phone call. You can also choose one of the other listed methods which use a phone app or physical keyfob to securely send the passcode.

2

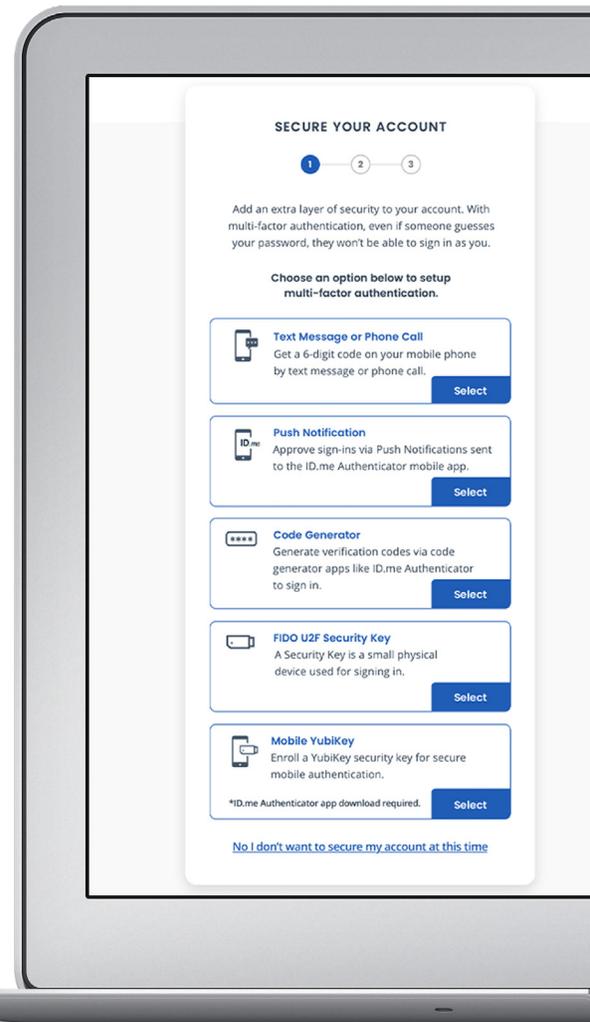
Most people choose to send the passcode to their phone. Just **enter your phone number** and then check your text messages or answer the phone to receive your 6-digit passcode.

3

On your browser, **enter the 6-digit passcode** and click continue.

4

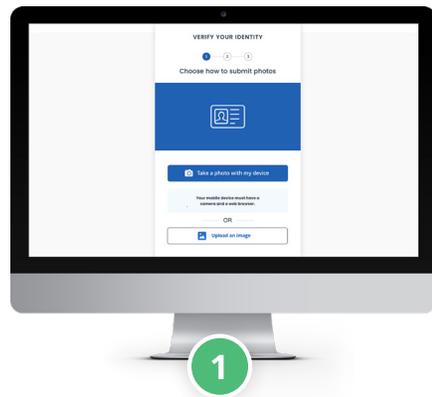
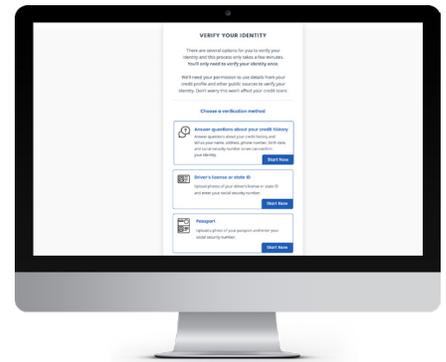
If you want, you can **generate and save a recovery code**. The recovery code allows you to access your account even if you don't have the phone or device you used to set up MFA.



Verify Your Identity

COMPLETING THIS PROCESS ONCE ALSO ALLOWS YOU TO ACCESS OTHER SITES THAT OFFER ID.ME AS A SIGN-IN OPTION.

Proving your identity is as simple as answering a few questions about your credit history or uploading a photo of your government ID. By verifying your identity through ID.me, the agency ensures that only you, and not someone pretending to be you, are able to gain access to your account. **You can choose to answer questions on your credit history or to upload a picture of a government ID card.**

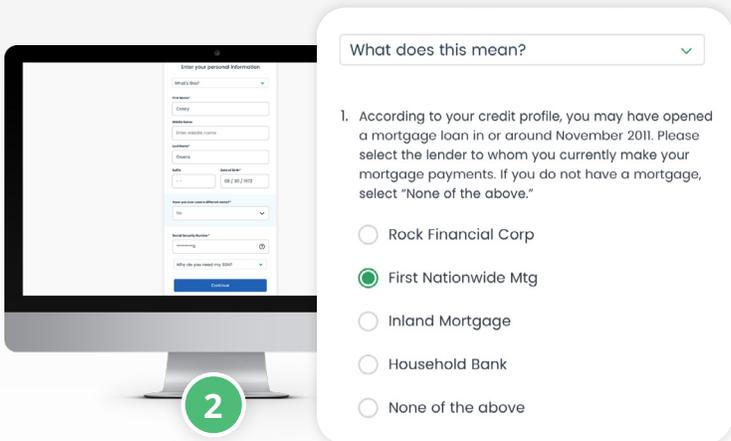
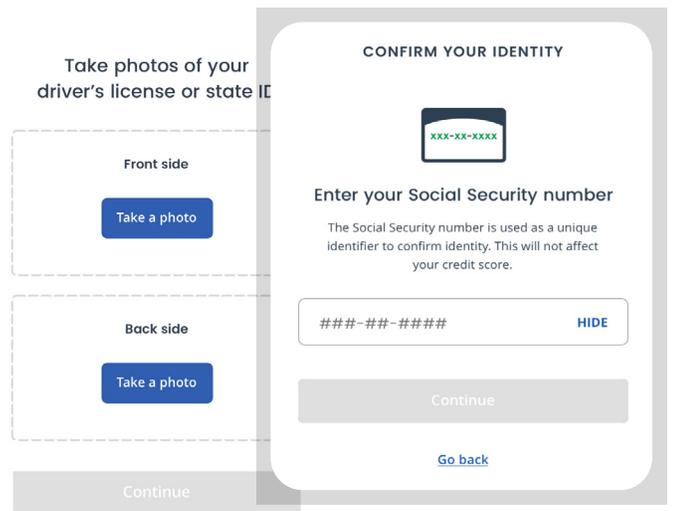


Option 1: Upload or take photos of your government ID

Either **upload existing photos** OR **type in the phone number** of a cell phone that can take pictures. If you choose to take pictures with your phone, ID.me will text you a secure link that will open your phone camera.

Follow the instructions to **take pictures of your ID**. For a driver's license, state ID, or passport card, remember to take a clear photo of the front and back. When you're satisfied with the photos, click continue and return to your browser.

You'll then be asked to enter your social security number. [Why does ID.me ask for SSN?](#)



Option 2: Answer questions on your credit history

First, you'll be asked to fill out some personal information, including your social security number. [Why does ID.me ask for SSN?](#)

You will then be provided with multiple-choice questions. After selecting your answers, click "Continue." Please note, this is not a credit inquiry.

Confirm and Authorize

YOU'RE ALMOST THERE!

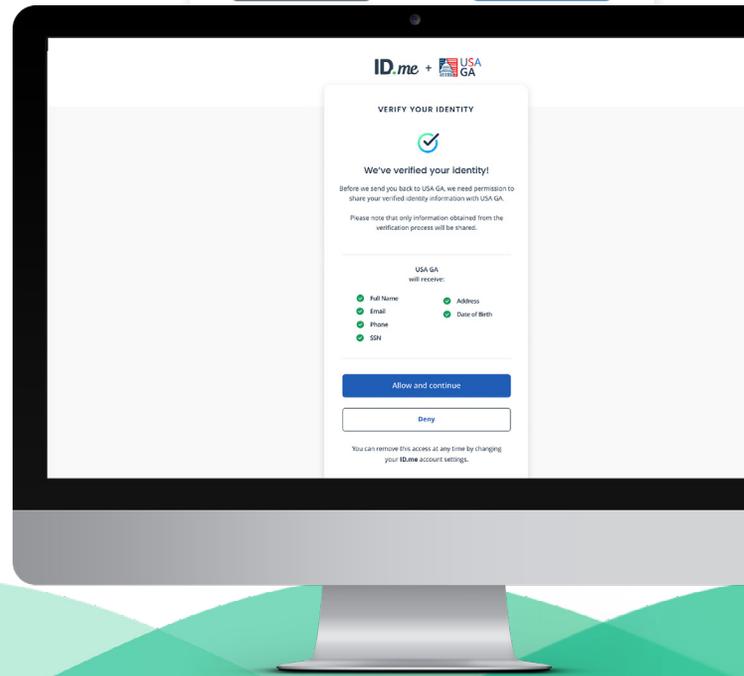
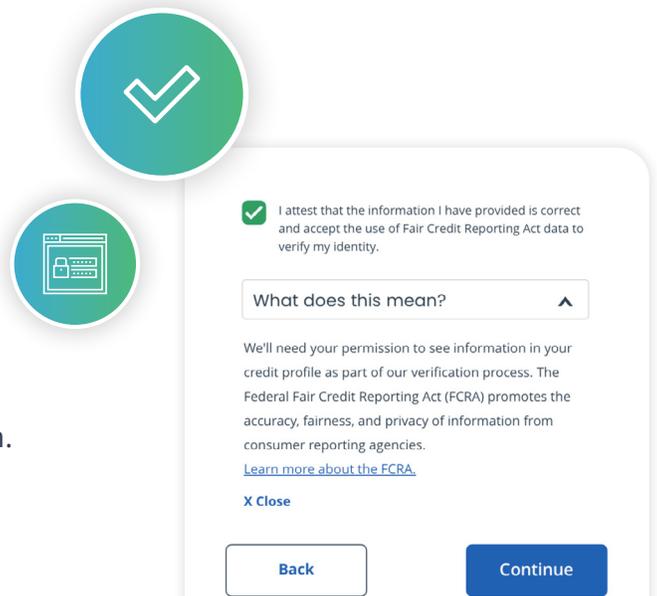
The last step is to confirm your information and authorize ID.me to securely share your identity verification information with the agency. ID.me will never share your information without your permission.

1

Make sure that all your information is **accurate and complete**. If it is, check the box attesting that the information is accurate, and then click continue. If not, hit the edit buttons to make changes.

2

You'll see a message saying that your identity has been successfully verified. By clicking **"Allow and continue,"** ID.me will be able to send your information to the agency and you will be granted access to your account.



YOU'RE ALMOST THERE

Complete identity verification

Have your documents inspected virtually.
Connect with a trained and certified ID.me
Trusted Referee on a secure, two-way video call.

Verify identity on a video call

[or retry the previous steps](#)

Why am I seeing this? 

Get Stuck Along the Way?

At ID.me we have a **No Identity Left Behind** mission. If you get stuck along the way, we are here to help. You'll see a screen inviting you to connect with an ID.me team member via video call who will verify your identity in moments.

If you have additional questions, please navigate to help.id.me and ask our virtual assistant or submit an inquiry. Our member support team is available 24 hours a day, 7 days a week and will get back to you as soon as possible.