Verify Your Identity on a Video Call

No Identity Left Behind

Click this button to get to the finish line!

Verify Identity on a video call

If you see this button when you’re completing the ID.me verification it means that an ID.me employee, called a Trusted Referee, is standing by to help verify your identity.

You’ll only have to do this once!

Only Do This One Time

Talk to a Real Person

Takes Less Than 5 Minutes

How To Verify Your Identity On A Video Call

WHY AM I SEEING THIS?

ID.me’s primary identity verification process consists of several automated checks to protect against identity fraud. However, some people – through no fault of their own – can’t get past these checks. There are a number of reasons people might run into issues, including:

1. ID document photo may be blurry or shadowed
2. Data sources – like credit bureaus – may have incorrect or outdated information
3. Credit may be nonexistent or frozen
4. Phone number may not be associated with your name

WHAT YOU’LL NEED:

Two primary IDs OR one primary and two secondary IDs
For a list of valid documents, click here.

A smartphone or tablet to take photos

Ability to join a video call
(computer with webcam or phone with camera)

If you’re not ready, you can save your progress and return later.
Follow These Steps:

**STEP 1**
**Get Started**
If you see a button to verify your identity on a video call, click it to start the simple process of finishing your verification.

**STEP 2**
**Confirm Information**
Review your personal information to confirm it's accurate in case there was a typo in your previous entry.

**STEP 3**
**Upload Documents**
Follow the instructions to take pictures of your IDs. To see a list of valid IDs, click “What is a primary and secondary document?”

**STEP 4**
**Take a Selfie**
Follow the instructions to take and submit a photo of yourself.

**STEP 5**
**Confirm You Have Documents**
You'll see a wait time. If you exit, we'll email you once your documents have been reviewed. When you return, make sure you have your documents before clicking “Join Video Call Now.”

**STEP 6**
**Finish Up**
Start the video call, show the Trusted Referee your documents, and answer a few questions. And that's it – your identity has been verified!

Now you can log in to any ID.me partner site!

www.ID.me

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