

WE ARE YOUR DOL



Department
of Labor

ID.ME CLAIMANT GUIDE

WHAT IS ID.ME?

ID.me is an online verification tool for individuals to prove their identity and is used by governments and businesses in 31 states, multiple federal agencies, and over 500 name brand retailers. NYSDOL is committed to protecting our customers' identities and preventing fraud. ID.me allows us to do just that.

*You may be asked to verify your identity through ID.me only if 1) you are applying for unemployment benefits or 2) you are updating your banking information with us.

WHEN WILL I NEED TO USE ID.ME?

If we notify you that you must complete ID Verification, you must complete the ID.me process before your claim can be approved and your payments processed and released.

ONLINE CLAIMS

After filing an online claim you may receive an online message stating you need to complete Real Time ID.me Verification. You must complete this while logged into your NY.Gov account so do not log out of your NY.Gov account.

IVR (PHONE) CLAIMS

After filing a claim over the phone using the IVR system, you may receive a letter notifying you that you must complete ID.me verification. The letter will include a website and instructions on how to complete the ID.me verification process.

VERIFYING WITH ID.ME

SELF SERVICE

Self-service is the most common verification method. You'll be guided through the process using your smartphone or computer. To verify, you'll need: a mobile phone that has a camera or a computer with a webcam, email address, Social Security number, two government-issued identity documents (driver's license, passport, passport card, or state ID).

IN-PERSON

With In-Person Verification, you can complete your document and selfie upload steps of your verification at select retail locations. To verify your identity in person, you'll need: an ID.me account, email address, Social Security number, two identity documents.

HOW TO USE ID.ME

You'll need specific information and documents to verify your identity when using self-service or in person. We recommend gathering any necessary documents before you begin the verification process.

Step 1: Access your ID.me account if you have one when prompted, or click on the "Create an ID.me Account" link on the page to create one.

Step 2: Set up a multi-factor authentication (MFA).

Step 3: Choose an approved document to submit.

Step 4: Upload your photo.

Step 5: Enter your social security number.

For more information about verifying your identity with ID.me, **watch this video** and visit **ID.me Support**.



View the ID.ME webpage on
dol.ny.gov/idme-process