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 Data sources – like credit bureaus – may have incorrect or outdated information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