ID.me

State Unemployment FAQs

This guide is designed to help claimants address frequently asked questions about ID.me. Below, you will find answers to questions that claimants may encounter while using ID.me.

Who is ID.me?	ID.me is our federally-certified technology partner for secure digital identity verification. ID.me helps make sure you're you – and not someone pretending to be you – when you request access to your benefits.
Does ID.me keep my information secure?	ID.me uses bank-grade security infrastructure and federally-compliant information protection practices to safeguard your data.
How does ID.me use my information?	ID.me never shares user data with third parties unless they receive explicit consent from the user to do so – on a case by case basis – after the user has been appropriately authenticated. In fact, ID.me requires your explicit permission before they send your information to our agency.
Why does ID.me ask for my social security number?	ID.me's verification process requires collecting sensitive pieces of information, like your Social Security number (SSN). ID.me needs this information in order to uniquely identify you, a critical step to prevent impersonation and fraud.
How do I verify my identity with ID.me?	In addition to entering your phone number for mobile phone verification, you must upload photos of your government ID. If that method doesn't work, you can verify your identity by speaking with a real person on a video call.

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Why was my identity verification attempt unsuccessful?	There are several reasons why an identity verification attempt may be unsuccessful. One potential cause is that the information provided to ID.me does not match the authoritative sources they use for identity verification. Alternatively, an attempt may be unsuccessful if a user entered incorrect information or if the identity documents provided do not meet federal digital identity protection guidelines. If your first three verification attempts are unsuccessful, click on the "Verify identity on a video call" button to join a video call with an ID.me employee that is trained and certified to verify your identity.
What is a Trusted Referee video call?	If your self-service identity verification attempt was unsuccessful, you can verify your identity on a recorded video call with a Trusted Referee instead. This process consists of a short video call with a trained ID.me employee where you present acceptable documentation to verify your identity.
What documents do I need for the Trusted Referee video call?	You will need either two primary IDs or one primary and two secondary IDs. Please navigate to this link for a list of acceptable documents: help.id.me/hc/en-us/articles/360017833054-What-is-a-Primary-or-Secondary-Identification-Document-. Be sure to have these physical documents on hand before joining the video call.
ID.me is not processing the photos of my government ID. What should I do?	When taking a picture of your document, make sure all four corners are visible, turn off your flash to reduce glare, place your document on a dark surface, and match the orientation to the document (e.g., use landscape for driver's licenses). If you're still experiencing difficulties, Locate and click the "Verify identity on a video call" button to join a video call with a Trusted Referee.
How long does the Trusted Referee video call take?	Depending on the number of claimants attempting to verify their identity, the Virtual In-Person wait time can vary; however, once you join the video call session with an ID.me Trusted Referee, the verification process should take 15 minutes or less.

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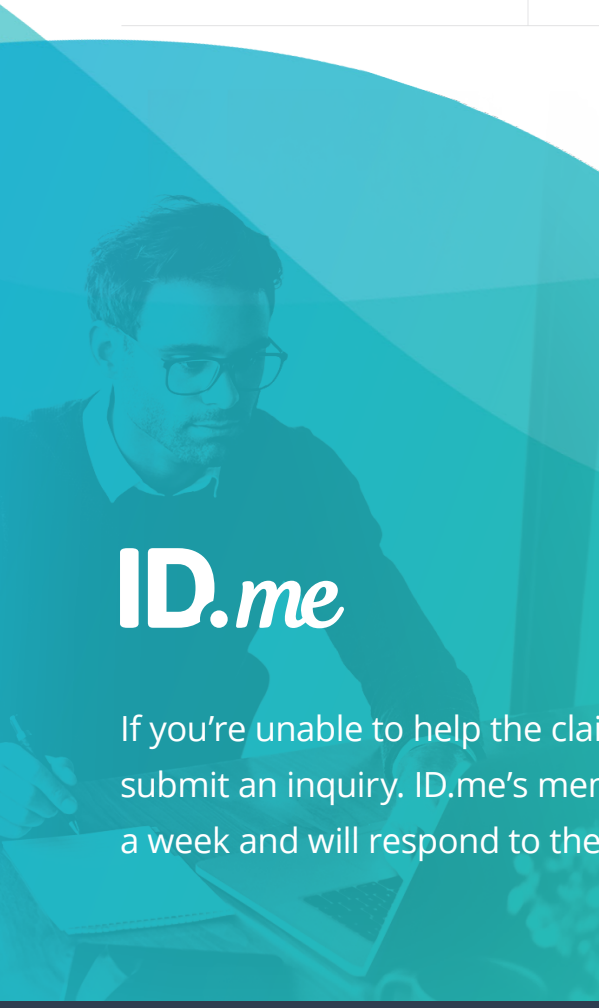
What should I do if I don't own a mobile phone with a camera and internet connection?	ID.me can still verify your identity even if you don't own a mobile phone. Identity verification with ID.me is a one time event and can be completed on a device that you borrow from a friend/family member or one that is available at a public location, like a library. When using a borrowed device, it's likely that you will need to verify your identity over a video call with an ID.me Trusted Referee. You will be given the option to "Verify identity on a video call" after your third self-service attempt.
I received an error saying that I have already verified my identity. What should I do?	This error is usually related to having a duplicate ID.me account. A verified account may already exist for you under a different sign-in and there can only be one verified user per account created. Try signing into your previously verified ID.me account to continue. If you do not remember verifying your identity or cannot remember your login credentials, please contact ID.me at help.id.me for help.
How do I contact ID.me for assistance?	Please navigate to help.id.me to submit a request or interact with ID.me's virtual assistant (on the lower right). ID.me's member support team is available 24 hours a day, 7 days a week and will respond to your question as soon as possible



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If you're unable to help the claimant, please direct them to help.id.me where they can submit an inquiry. ID.me's member support team is available 24 hours a day, 7 days a week and will respond to the claimant's question as soon as possible.

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