



U.S. Department  
of Veterans Affairs

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 Data sources – like credit bureaus – may have incorrect or outdated information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

**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?

## 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.

**Confirm your personal information**

Email \*

Phone

First Name \*

Last Name \*

Suffix  Date of Birth \*

[Continue](#)

## STEP 2

### Confirm Information

Review your personal information to confirm it's accurate in case there was a typo in your previous entry.

We need two primary IDs or one primary plus two secondary IDs to proceed

2 Primary

1 Primary & 2 Secondary

[What is a primary or secondary document?](#)

An ID.me Trusted Referee will verify your identity by inspecting the documents you upload. You'll need to submit images of the original documents, not photo copies.

Primary ID #1

You have already uploaded this document.

Primary ID #2

## 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?"

**VERIFY YOUR IDENTITY**

**Take a photo of yourself**

Please take a photo of yourself. You should use portrait orientation and ensure your face is not blurry. Then click the continue button.

[Take a selfie](#)

## STEP 4

### Take a Selfie

Follow the instructions to take and submit a photo of yourself.

**MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY**

A Trusted Referee is available now to assist you.

Are you ready?

☒ Yes, I have my **ORIGINAL** documents to show the ID.me Trusted Referee on camera:

- Driver's License
- Military ID

[Join Video Call Now](#)

## 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!