

#### 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 Data sources like credit bureaus may have incorrect or outdated information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, <u>click here.</u>



A smartphone or tablet to take photos

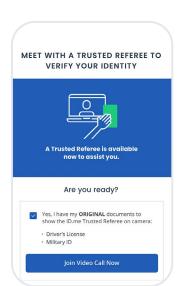


**Ability to join a video call** (computer with webcam or phone with camera)

If you're not ready, you can save your progress and return later.

# **Follow These Steps:**

YOU'RE ALMOST THERE	STEP 1
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.	Get Started
Verify identity on a video call	lf you see a button to verify your identity on a video call, click
Why am I seeing this?	it to start the simple process of finishing your verification.
We need two primary IDs or one primary plus two secondary IDs to proceed	STEP 3
2 Primary 2 Secondary	Upload Documents
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 ubmit images of the original documents, not photo copies.	Follow the instruction to take pictures of your IDs. To see a
Primary ID #1 Driver's License	list of valid IDs, click "What is a primary and



You have already uploaded this document.

V

Primary ID #2 Select a document

#### **STEP 1**

## **Get Started**

mail *	
caseyowens@g	mail.com
hone	
+1 (123) 45	6-7890
irst Name *	
Casey	
ast Name *	
Owens	
uffix	Date of Birth *
~	08/30/1972

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 2**

#### Confirm Information

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

#### **STEP 4**

#### Take a Selfie

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

### **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!

#### **STEP 5**

### **Confirm You Have Documents**

secondary document?"

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."



#### Now you can log in to any ID.me partner site! $\checkmark$