How to Set Up and Protect Your ID.me Account

ID.me

EDD Employment Development Department
State of California

NIST 800-63-3 — THE ONLY CERTIFIED CSP

California EDD has partnered with ID.me to create a secure identity verification process that ensures you, and **only you,** will be able to access your unemployment benefits.

In just a few short steps, you'll create your ID.me login, secure your account, and verify your identity.

If you are filing a new claim with California EDD:

- **Log in** or **create a new account** within **EDD's Benefits Portal**

- **File a new claim**

- You will be asked to **answer several questions** before being directed to ID.me

- Once you are directed to verify your identity, please begin your identity verification process and follow the guidance below

What You'll Need:

- **Email Address**

- **Mobile Phone with Camera**

- **Social Security Number**

- **Laptop or Computer (optional)**

- **Photo ID (Driver's License, Passport, Passport Card, or State ID)**
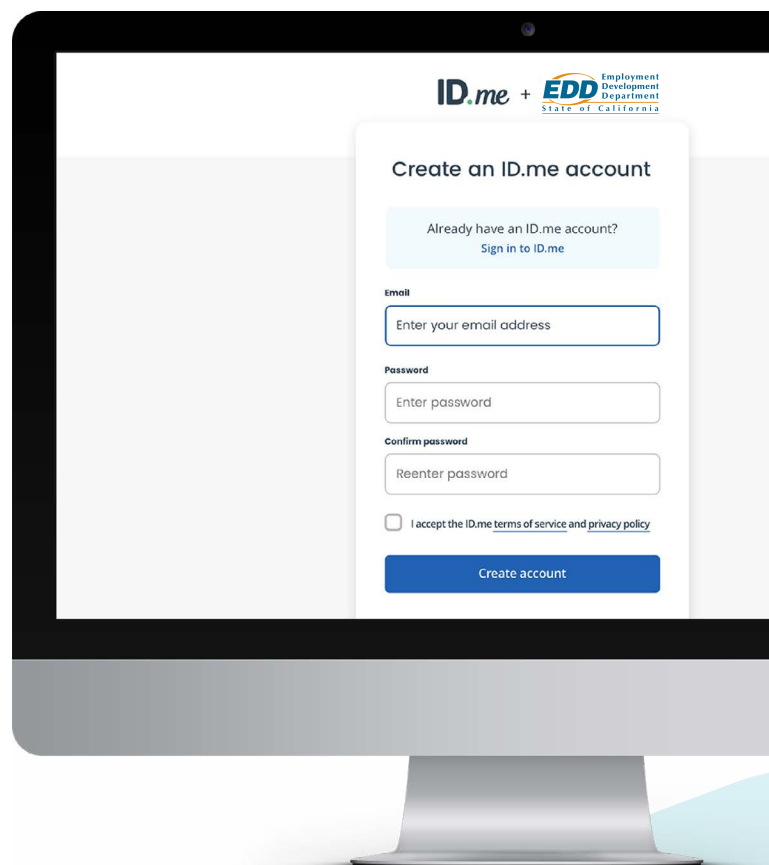
Set Up Your ID.me Account

If you already have an ID.me account, you can **simply sign in** by clicking "Sign in to ID.me" and entering your login credentials. Otherwise, follow the steps below.

STEP 1

To **create your ID.me account**, enter an email address you can access and choose a password. Click the checkbox to accept ID.me's terms and conditions and privacy policy. Then, click "Create account."

STEP 2

Check your inbox for an email from ID.me. Click the button in the email to **confirm your email address.** Then, return to your browser. The page will automatically move forward to the next step.

ID.me + **EDD** Employment Development Department State of California

Create an ID.me account

Already have an ID.me account?
Sign in to ID.me

Email

Enter your email address

Password

Enter password

Confirm password

Reenter password

I accept the ID.me terms of service and privacy policy

Create account

ID.me

Secure Your Account
Completing this step makes your account more secure

To **protect your account**, you'll set up extra security called multi-factor authentication (MFA). MFA uses a one-time passcode that is sent to your phone or generated via a mobile app each time you log in.

STEP 1

Choose an MFA option. You can receive a passcode via text message or phone call. You can also choose one of the other listed methods which use a phone app or physical key fob to securely send the passcode.
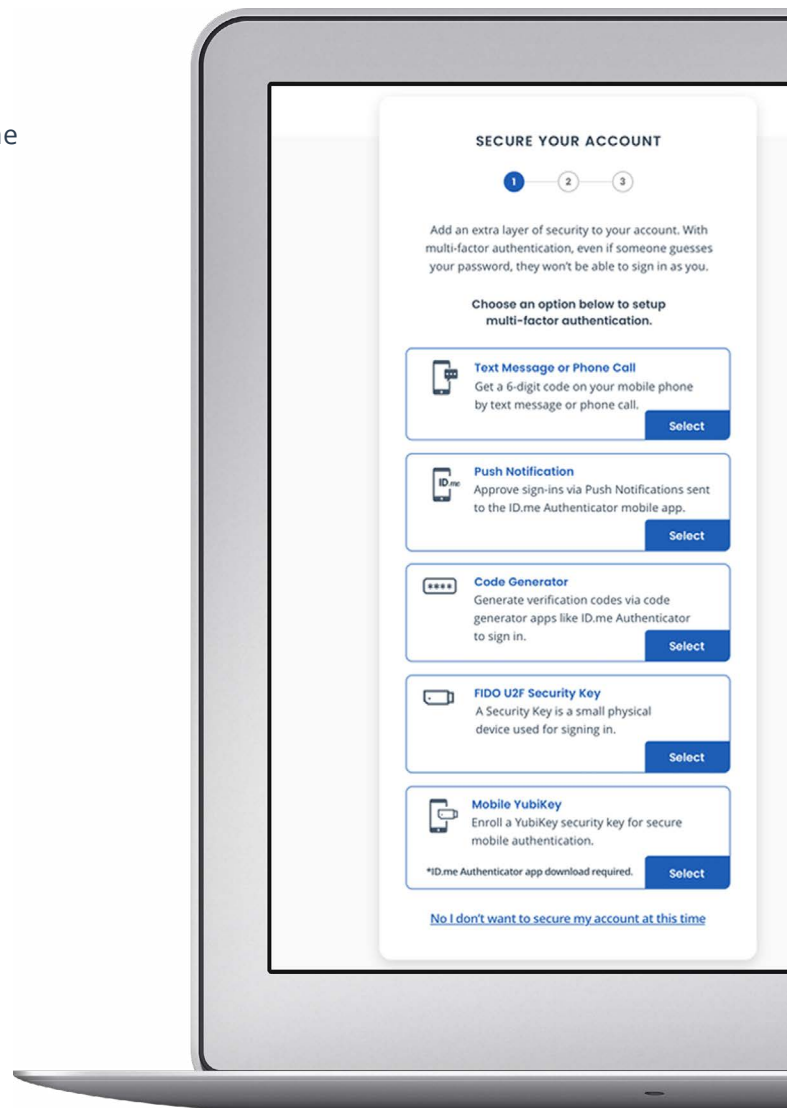
STEP 2

Most people choose to send the passcode to their phone. **Just enter your phone number** and then check your text messages or answer the phone to receive your 6-digit passcode.

STEP 3

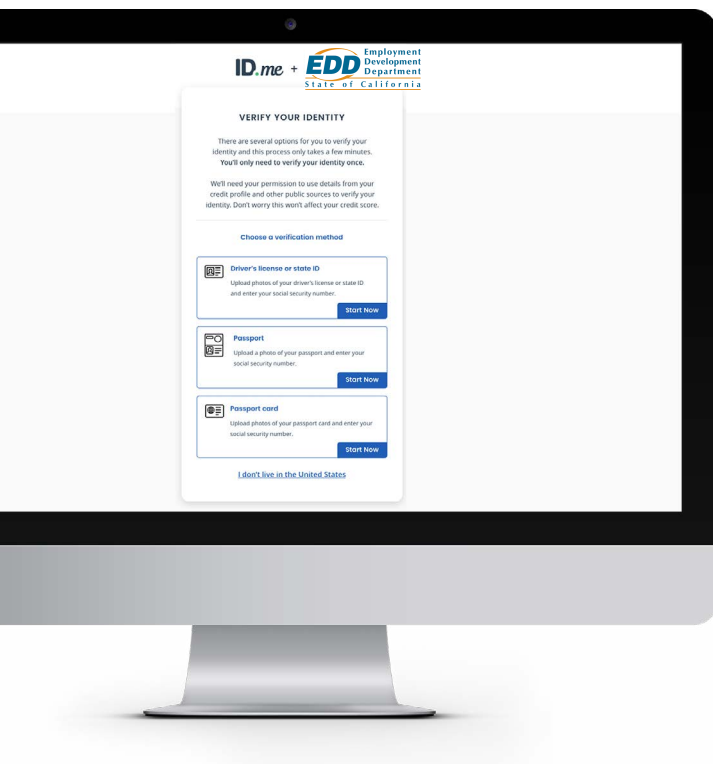Back on your browser, **enter the 6-digit passcode** and click continue.

STEP 4

If you want, you can **generate and save a recovery code**. The recovery code allows you to access your account even if you don't have the phone or device you used to set up MFA.

Verify Your Identity

Completing this process once also allows you to access other sites that offer ID.me as a sign-in option.

Proving your identity is as simple as uploading a photo of your government ID and taking a selfie. By verifying your identity through ID.me, your state unemployment agency ensures that you, and only you, are able to receive access to your unemployment benefits.
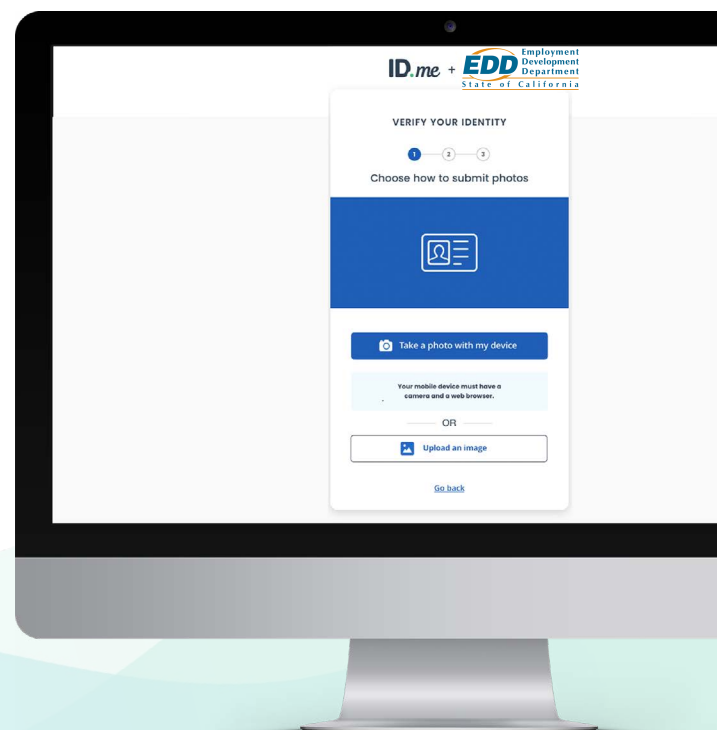
STEP 1

Choose a document type to submit: driver's license, state ID, passport, or passport card.
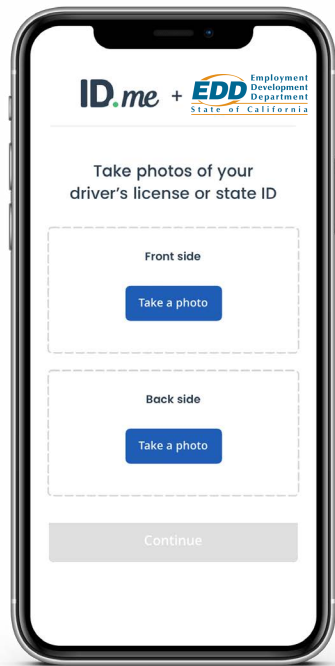
STEP 2

Either **upload existing photos** from your desktop OR **type in the phone number** of a cell phone that can take pictures. If you choose to take pictures with your phone, ID.me will text you a secure link that will open your phone camera.
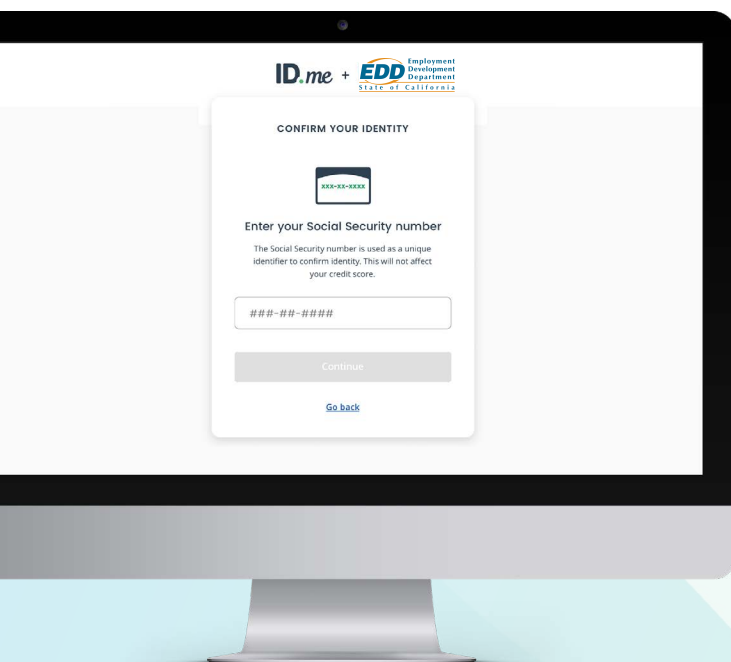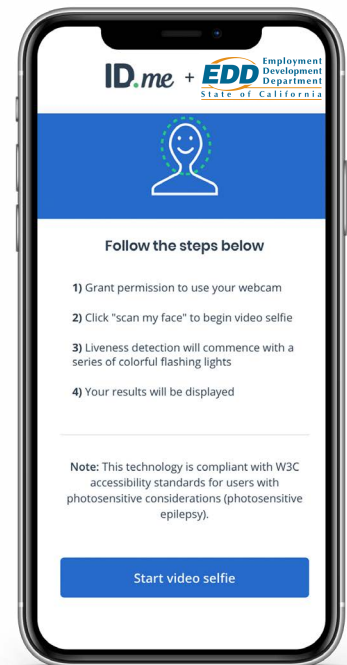
STEP 3

Follow the instructions to **take pictures of your ID.** For a driver's license, state ID, or passport card, remember to take a photo of the front and back. When you're satisfied with the photos, click continue.

STEP 4

Follow the instructions to take a **video selfie.** Ensure you're in a well-lit area. You'll be asked to look at the colors on your phone screen while ID.me takes a short video selfie to verify that you're really you.

STEP 5

The final step to verify your identity is to enter your Social Security number. **Why does ID.me ask for this?**

Confirm and Authorize
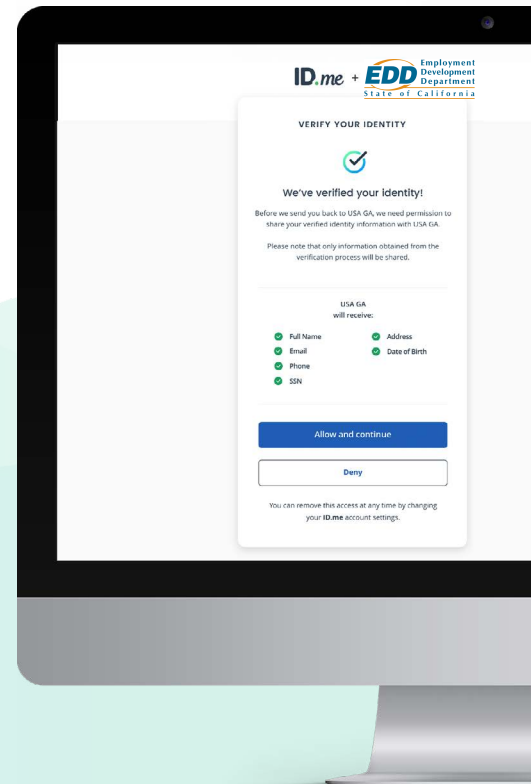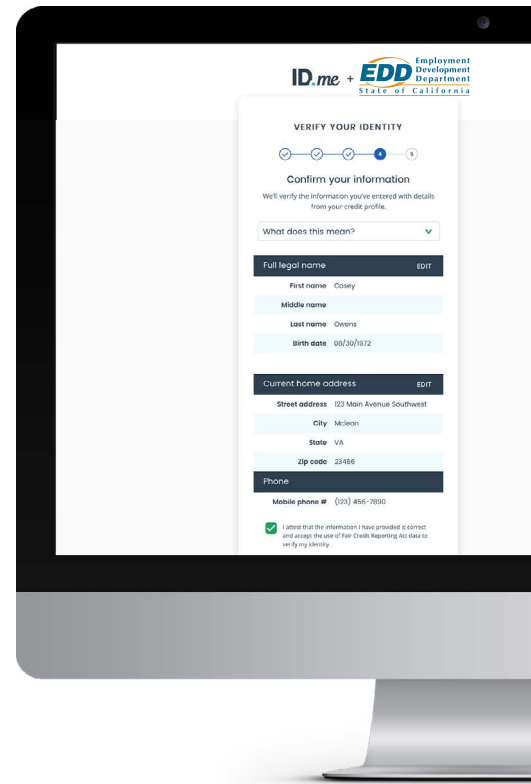## You're almost there!

The last step is to confirm your information and authorize ID.me to securely share your identity verification information with your state unemployment agency. ID.me will never share your information without your permission.

STEP 1

Make sure that all your information is **accurate and complete.** If it is, check the box attesting that the information is accurate, and then click continue. If not, hit the edit buttons to make changes.

STEP 2

You'll see a message saying that your identity has been successfully verified. By clicking **"Allow and continue,"** ID.me will be able to send your information to the agency and you will be granted access to your account.

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?

Get Stuck Along the Way?

At ID.me we have a **No Identity Left Behind** mission. If you get stuck along the way, we are here to help. You'll see a screen inviting you to connect with an ID.me team member via video call who will verify your identity in moments.

If you have additional questions, please navigate to **help. id.me** and ask our virtual assistant or submit a request. Our member support team is available 24 hours a day, 7 days a week and will get back to you as soon as possible.