Top Nine Document Rejection Errors

December 9, 2020

Individuals must upload the required documents per the instructions to pass video chat verification. To save you time getting verified, we have created a list of the most common errors we see with document upload.

1 **Document Error One: Same Document Uploaded Twice**

If you upload the same ID card – such as a driver's license – as both a federal and a state ID, your documents will fail inspection. You must upload a separate document for each category in order to pass this step.

2 **Document Error Two: Ineligible Secondary Document**

Make sure the document isn't damaged and illegible. You also need to make sure that a statement or bill was issued within the last 90 days. The address and name must match the other documents and your information.

3 **Document Error Three: Ineligible Primary Document**

The Primary Document, like a Driver's License, must be legible and match the identity submitted. Make sure the document isn't expired. If it is expired, check if the date falls within an expiration extension granted by the state.

4 **Document Error Four: Image Does Not Match Document Selected**

Users who submit documents that don't match an accepted type will have their documents rejected. Examples include uploading an image of a Military ID, which is prohibited by federal law, or an EBT card.

5 **Document Error Five: Document Uploaded is a Photocopy**

Users who submit a scan or screenshot of a document will have their document rejected. Make sure you take a picture of the original document.

ID.me

6   **Document Error Six: Image of the Document is a Photocopy**

Users who submit an image of a scanned or photocopied document will also have their document rejected. We typically see this error when users take images of photocopies of birth certificates and SSN cards.

7   **Document Error Seven: Image Doesn't Capture Full Document**

Users must upload a complete image of the document. If the document is folded and information isn't fully visible, the document will be rejected. Birth certificates are frequently rejected for not including the seal or signature.

8   **Document Error Eight: Document is Expired**

If a federal or state ID is expired, the document will be rejected unless the issuing authority published an extension to the expiration date. Secondary documents like utility bills must be dated within the last 90 days.

9   **Document Error Nine: Front and Back of Document Required**

Users who commit this error don't upload the front and back images when required. This error is most frequently tied to driver's licenses. We also see this error when users select the wrong category for their document.