## How to Take a Video Selfie

The video selfie step should take you about a minute to complete.



## Step 1

Before uploading documents, consent for ID.me to collect biometric

Hit continue and upload your documents. Once complete, you will be asked to take a video

# Follow the steps below

1) Grant permission to use your camera

2) Click "scan my face" to begin video selfie

**3)** Liveness detection will commence with a series of colorful flashing lights

4) Your results will be displayed

Note: This technology is compliant with W3C accessibility standards for users with photosensitive considerations (photosensitive epilepsy).

Start video selfie

## Step 2

Allow ID.me to use your phone's webcam.

You will then be asked to take a video selfie.











Before beginning, make sure you're in a well-lit area. Make sure your face appears clearly on the screen and fits within the oval. You will then see a series of colored flashing lights. Keep your face still while it is captured in the video selfie.





You will then be notified whether your attempt was successful. Move on to **Step 5** after your video selfie is uploaded.



You've reached the maximum number of live selfie attempts

Please go back to the browser on your device to continue. You may now close this page.



If your video

successful by

your third try, you will be

verifying your

video call with

**Trusted Referee** 

identity on a

selfie is not

routed to

an ID.me

on your

browser.



If your attempt fails, you will have the option to retry two more times.

#### YOU'RE ALMOST THERE

#### We need more information

We weren't able to verify the information provided, but we're here to help.

Connect with a trained and certified ID.me Trusted Referee on a secure, two-way video call to review <u>eligible documents</u>.

### Verify identity on a video call

Why am I seeing this?

Have more questions? Please <u>visit ID.me Support</u>.



Once the video selfie is complete, you will automatically continue to the next step of verification with ID.me. If you started verifying on a laptop/desktop browser, please return to that device.