



Verify Your Identity on a Video Call

No Identity Left Behind

Only Do This
One Time

Talk to a
Real Person

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!

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 Data sources – like credit bureaus – may have incorrect or outdated information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, phone or tablet with camera)

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

Follow These Steps:

Verify identity on a video call

1 Confirm Details

Confirm your personal information

2 Send Documents

Select and send identity documents

3 Hold for Document Review

Your documents will be reviewed

4 Join Video Call

Meet a trained and certified ID.me Trusted Referee on a recorded video call

Get started

STEP 1

Get Started

If you see a button to verify your identity on a video call, click “get started” to start the simple process of finishing your

Review and update your information

Full Name

First Name *

Middle Name

Last Name *

Suffix

Date of Birth

MM/DD/YYYY *

Phone

Personal Phone Number *

Current Address

Country *

Address Line 1 *

Address Line 2

City *

State *

Zip Code *

Continue

STEP 2

Review and Update Information

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

NEXT →

Follow These Steps:

Confirm your Social Security number

Social Security number (SSN) is used as a unique identifier to confirm your identity. This will not affect your credit score.

Enter your Social Security number

Confirm your Social Security number

[Go Back](#) [Continue](#)

STEP 3

Confirm Your Social Security Number

[Why does ID.me ask for my SSN?](#)

Review and update your information

Full Name

First Name *

Middle Name

Last Name *

Suffix

Date of Birth

MM/DD/YYYY *

Phone

Personal Phone Number *

Current Address

Country *

Address Line 1 *

Address Line 2

City *

State *

Zip Code *

[Continue](#)

STEP 4

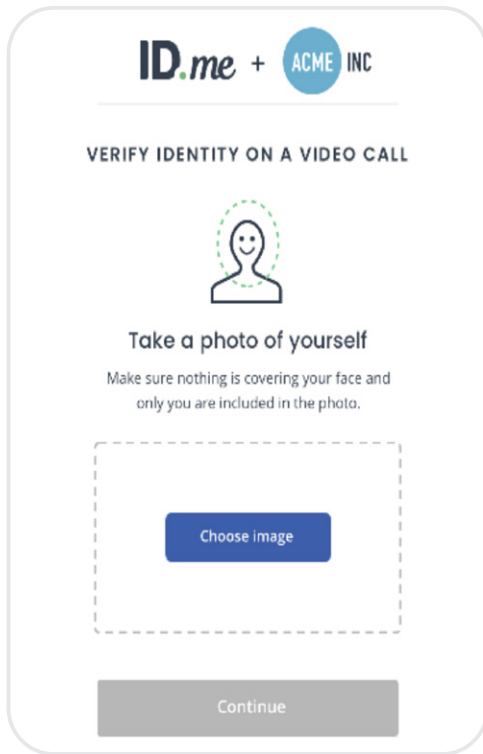
Gather Your Documents

Proving your identity is as simple as uploading a photo of 2 primary documents OR 1 primary and 2 secondary documents.

Additionally you will need to send a photo of yourself (selfie).

[NEXT](#) →

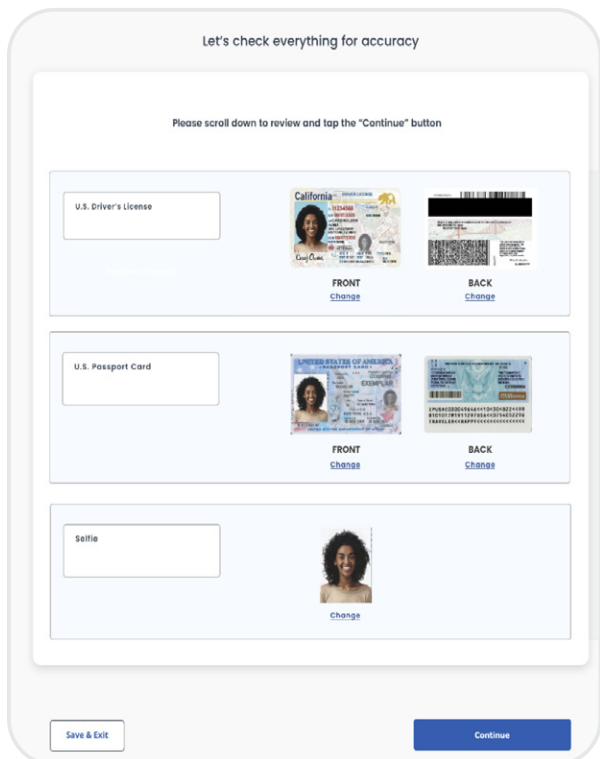
Follow These Steps:



STEP 5

Take a Selfie

Follow the instructions to take and submit a photo of yourself. You will have the option to use a mobile phone with a camera or computer with a webcam



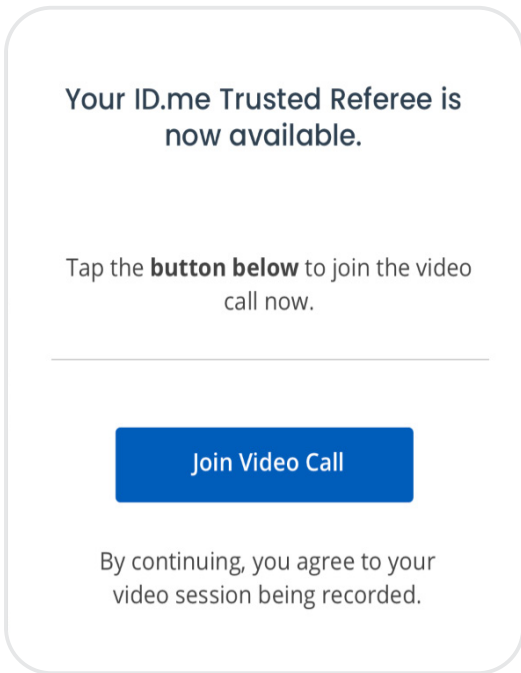
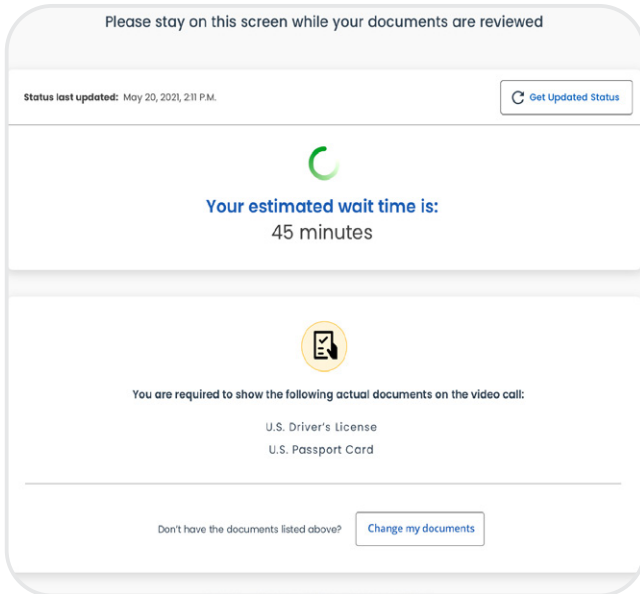
STEP 6

Double Check

Make sure that all your information is **accurate and complete**. If it is, click Continue.



Follow These Steps:



STEP 7

Confirm You Have Documents

While your documents are under review, you'll see an estimated wait time. If you click "save and 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."

NEXT →

Follow These Steps:



STEP 8

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!