

ID.me +



Verify Your Identity on a Video Call

NO IDENTITY LEFT BEHIND

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!

Only Do This
One Time

Talk to a
Real Person

Takes Less Than
5 Minutes

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 Data sources – like credit bureaus – may have incorrect or outdated information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

ID.me accepts the following tribal documents as a secondary ID:

- Native American tribal document
- Tribal-issued photo ID card
- Canadian Indian & Northern Affairs card

For a list of valid documents, [click here](#)



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

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?

1

Get Started

If you see a button to verify your identity on a video call, click it to start the simple process of finishing your verification.

We need two primary IDs or one primary plus two secondary IDs to proceed

2 Primary

1 Primary & 2 Secondary

[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 submit images of the original documents, not photo copies.

Primary ID #1
Driver's License

You have already uploaded this document.

Primary ID #2
Select a document

3

Upload Documents

Follow the instructions to take pictures of your IDs. To see a list of valid IDs, click "What is a primary and secondary document?"

MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY

A Trusted Referee is available now to assist you.

Are you ready?

☒ Yes, I have my **ORIGINAL** documents to show the ID.me Trusted Referee on camera:

- Driver's License
- Military ID

[Join Video Call Now](#)

5

Confirm You Have Documents

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."

Confirm your personal information

Email *
caseyowens@gmail.com

Phone
+1 (123) 456-7890

First Name *
Casey

Last Name *
Owens

Suffix
--

Date of Birth *
08/30/1972

[Continue](#)

2

Confirm Information

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

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](#)

4

Take a Selfie

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



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!



Now you can log in to any ID.me partner site!