ID.me + Sterling

In-Person Verification

ID.me is partnering with Sterling Identity to allow eligible individuals to verify their identity in-person for a variety of purposes, including gaining access to government benefits. Qualified individuals may verify their identity in-person at select locations.



Quick & Easy

Verify at least TWO pieces of ID and match the individual to their information

How It Works

Individuals seeking In-Person Verification will:

Step 1

The individual checks into the Identity Network kiosk using their QR Code or Registration Code and confirms their information on the screen.

Step 2

The individual captures a photo of themselves along with photos of the required documents (see list of acceptable documents on reverse side).

Step 3

This is where the individual will need assistance. A kiosk technician will match the individual's selfie and document photos to ensure the photos are clear and legible.

Step 4

After the technician has validated the individual's captured photos and info, they will "Submit" on the kiosk to send the package of information to ID.me for final review.

Need additional assistance?

If you encounter issues or have questions **about the kiosk or this process,** please contact Sterling Identity Support at +1(844)787-3431.

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Acceptable Identification Documents

To verify their identity, individuals must present at least two of the following documents. The user will receive an email after registering with instructions regarding what documents they need to bring.

Additional documents may be acceptable — full up-to-date list can be found here: **Documents for in-person verification at help.id.me.**

https://help.id.me/hc/en-us/articles/4410262325143-Documents-for-in-person-verification



Primary Document List

- State-issued driver's license
- State-issued identification card, if the state's identification card standards are the same as for the driver's license
- U.S. passport or passport card
- Federal, state, or local government agency ID card with photograph
  - **Note:** Military IDs, temporary, and paper documents are not accepted.
- Foreign passport that has a passport number
- U.S. Coast Guard merchant mariner card
- USCIS permanent resident card (I-551)
- USCIS employment authorization card (I-766)
- Canadian driver's license

Secondary Document List

- Social Security card
- State government issued certificate of birth
- Marriage certificate (government certificate issued)
- Court order for name change/gender change/ adoption/divorce
- Current school ID with photograph
- Draft record
- Native American tribal document
- U.S. government issued consular report of birth abroad
- U.S. Tribal or Bureau of Indian Affairs identification card
- Vehicle Registration / Title
- Voter Registration / Voter Registration card

Other Secondary Document List

These secondary identification documents must list a statement or due date from within the last year. They must also display your full name, current address, and account number, except for pay stubs.

- Bank, loan, or financial institution statement issued by the bank (this must show the full account number, full name, and current address)
- Cable or internet bill
- Electric bill
- Gas bill
- Medical bill
- Phone bill
- Water bill
- Paycheck stub — the financial information can be redacted (removed, marked out, or otherwise hidden)

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