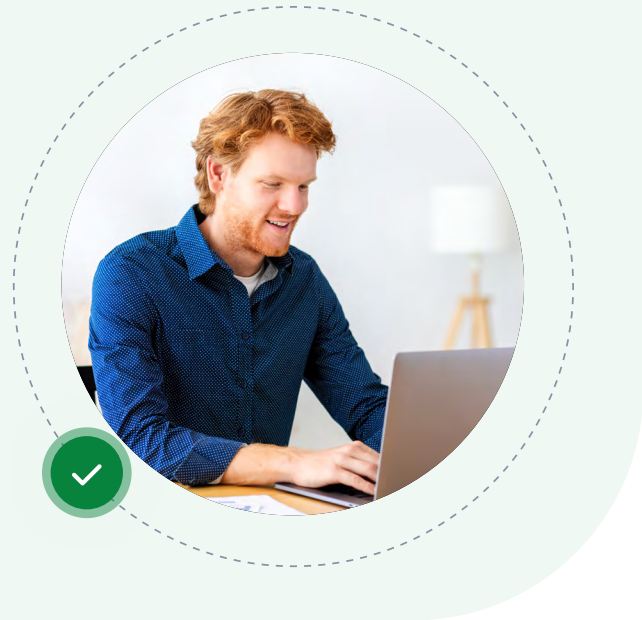


## Overview:

# Document upload tips and troubleshooting



During verification, your document(s) will be matched with your personal information to make sure it's you who is verifying.

## Document requirements

The document requirements depend on the organization or website you need to access and if you're verifying using Self-Service or on an extended video call.

- ✓ **Self-Service:** Fastest and most common way to verify. You will need a primary document, specifically a driver's license, state ID, passport, or passport card
- ✓ **Extended Video Call:** If you have difficulty verifying with self-service, need additional document options, or live outside the US, you'll need to verify on an extended video call. You need 2 primary documents, or 1 primary and 1 secondary document. You may need to upload additional documents to prove your address, Social Security number, or if your name has changed.

### Primary documents

Primary documents prove your identity with information like your name, photo, and date of birth. Common examples include driver's licenses, passports, passport cards, and state IDs.

### Secondary documents

Secondary documents indirectly prove your identity by connecting your personal information to something official like an account or government record. Examples include utility bills, vehicle registration, and tax forms.

### Unacceptable documents

You cannot use the following documents for verification:

- ✓ Company employee ID cards. We do not accept employee ID badges, building passes, etc.
- ✓ Digital driver's license or state IDs
- ✓ Documents that are voided.
- ✓ Forms you fill out yourself, including tax forms
- ✓ Unemployment documentation
- ✓ Unofficial student records

## Sometime acceptable documents

Under certain occasions, you can use the following documents:

- ✓ **Expired or temporary documents:** When verifying over a video call, you can use an expired driver's license or state ID—if it expired within the last 12 months. You will need to upload a photo of your expired license or ID along with documentation of your renewal, extension, or a temporary ID from the DMV. Otherwise, expired or invalid documents will not be accepted.
- ✓ **Photocopies:** Primary documents, Social Security cards, Health insurance cards and birth certificates must be original to be accepted. Other documents may be submitted as photocopies.



## Tips for taking an acceptable photo of your document

Confirm that the required information is clearly visible before submitting your photo(s) for review.



**Do** take your photo straight on, and not at an angle



**Don't** crop the corners or edges of your document



**Do** place your document on a dark surface



**Don't** cover information



**Do** match the orientation of the document



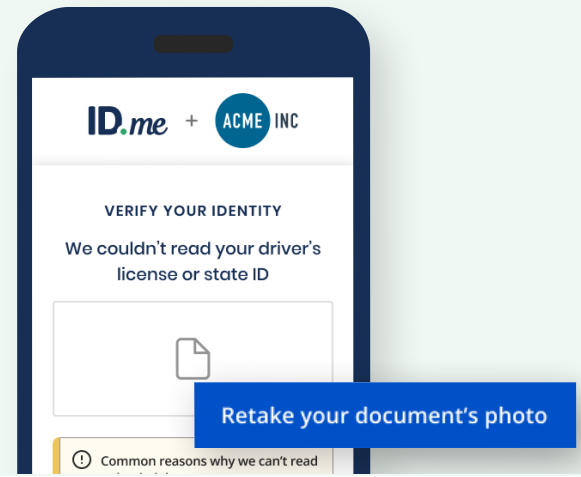
**Don't** take or submit blurry photos

## Why documents are rejected

Documents can be rejected for a variety of reasons. Read the error message or email carefully before resubmitting photos of your documents.

## Self-Service

If you are completing verification via Self-Service, the error screen will explain why your document was rejected.



These are common reasons why your document may have been rejected in Self-Service:

Reason	What to do next
Uploaded unacceptable file type	You must upload .jpeg or .png files when verifying with Self-Service. HEIC photo type is not acceptable. If you are on an iPhone, make sure your live photos are turned off.
Uploaded unacceptable file type	Your document must be unexpired. If you only have an expired primary document, you will need to verify on a video call.
Uploaded document did not match the name or address you provided.	<p>Your documents may be valid, but you may need to edit your submitted information (such as name or address) to match the information on your documents. Otherwise, you can change to a different document type that matches the information you entered.</p> <p>If your document information contains typos, especially your name or address, you may need to request a new document from the organization or agency you got the document from, or choose a different document to verify.</p>

### I don't have a smartphone

If you don't have a smartphone with web access and a camera, you can verify on a computer with a Video Call.





## Video call

If you are completing your verification on a video call, you will receive an email with details on why your document(s) were rejected.

These common reasons why your document may have been rejected by a document reviewer during a video call:

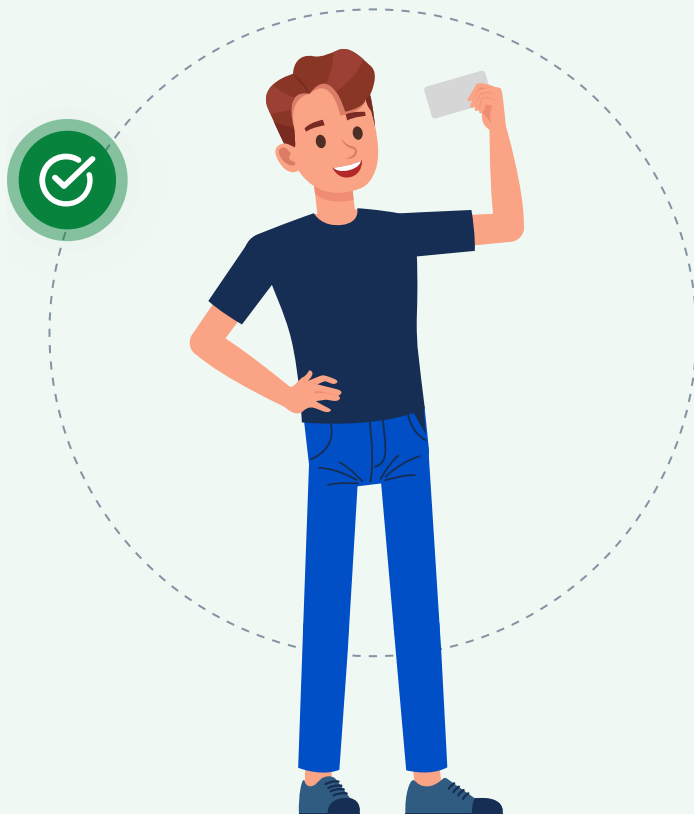
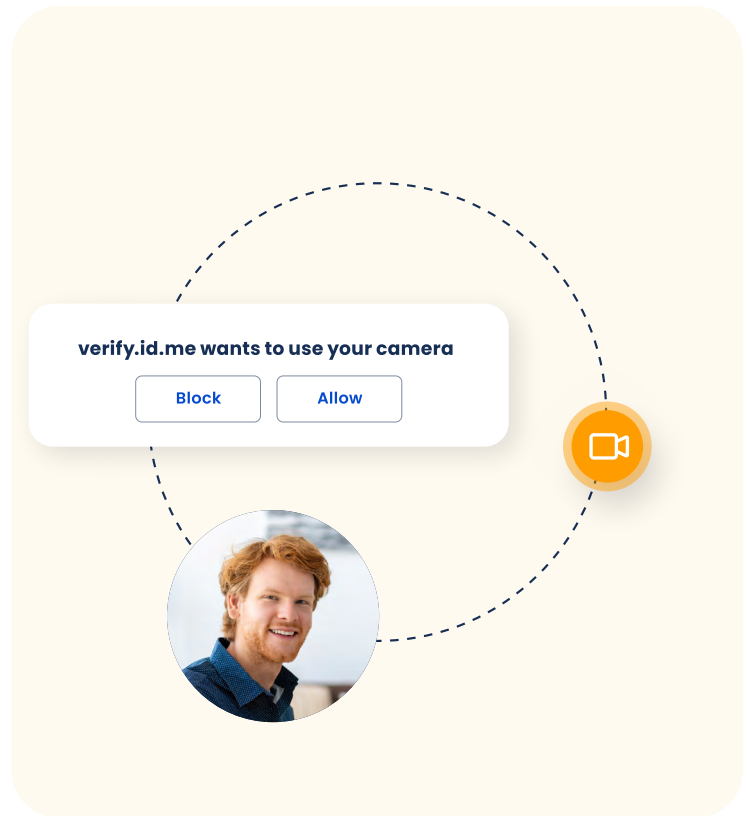
Reason	What to do next
<b>Uploaded unacceptable file type</b>	You must upload .jpeg, .png, or .pdf files when verifying over an extended video call. HEIC photo type is not acceptable. If you are on an iPhone, make sure your live photos are turned off.
<b>Mismatch between the document type you selected and the document type you uploaded</b>	During verification, you are prompted to select the type of document you will upload. Ensure the type you select matches the document you upload. For example, if you chose a driver's license as the document type, upload a photo of your driver's license.
<b>Uploaded expired document(s)</b>	You can still use it to verify if it expired within the last 12 months. You will need to upload a photo of your expired license or ID along with documentation of your renewal, extension, or a temporary ID from the DMV.
<b>Uploaded document did not match the name or address you provided</b>	Your documents may be valid, but you may need to edit your submitted information (such as name or address) to match the information on your documents. Otherwise, you can change to a different document type that matches the information you entered.  If your document information contains typos, especially your name or address, you may need to request a new document from the organization or agency you got the document from, or choose a different document to verify.
<b>Uploaded document was unreadable</b>	Only upload documents that are in good condition, where the required information (such as your SSN or address) and your photo, if applicable, is clearly readable.

## My camera didn't work

If you get an error message saying ID.me is blocked from accessing your camera it means that your device's settings are preventing the browser you are using from accessing your device's camera.

You must grant ID.me permission to access your device's camera during the verification process. When prompted, select **OK** or **Allow**.

If this prompt didn't display, go to your device settings to grant permissions to use your camera. For step-by-step instructions, visit [Granting permission to use your device's camera \(help.id.me/hc/en-us/articles/1500005941721\)](https://help.id.me/hc/en-us/articles/1500005941721)



## Technical issues

To minimize issues during verification, we recommend that you:

- ✓ Ensure you can connect to the internet and that your device has a working camera.
- ✓ Update your browser and operating system to the latest version.
- ✓ Clear cache and cookies if you need to try again.
- ✓ Try using a different device if the upload still doesn't work after checking all of the above.