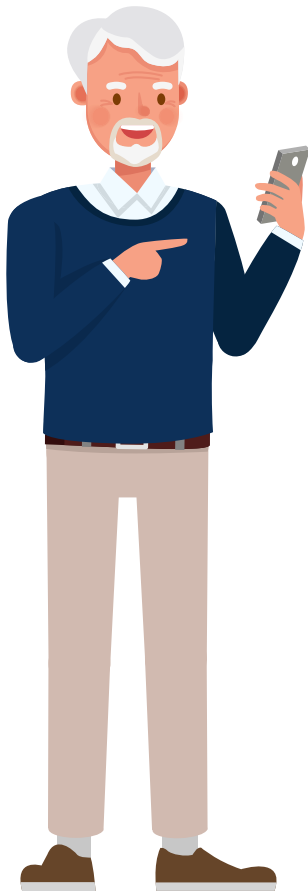




Step-by-Step Guide:

Verifying Your Identity on an Extended Video Call

IAL2/AAL2



If you tried verifying your identity using Self-Service and weren't successful, or if you don't have a smartphone and need to verify your identity on a desktop computer, you may have the option to finish verifying on a video call with a Video Chat Agent.

This document outlines the steps for verifying your identity at IAL2 /AAL2* on an extended video call. You'll need:

- ✓ Two primary documents (U.S. driver's license or state ID, U.S. passport, or U.S. passport card) or
- ✓ One primary and at least one secondary document

For example, you could use your driver's license or state ID as a primary document, along with your Social Security card or utility bill as a secondary document. Visit [Primary and secondary identification documents](#) for a complete list.

You may also need to submit additional documentation:

- ✓ To prove your Social Security number
- ✓ To prove your current address
- ✓ If your name has changed

*Identity Assurance Level 2 (IAL2)/Authenticator Assurance Level 2 (AAL2) is a classification set by the Department of Commerce's National Institute of Standards and Technology (NIST), a U.S. government agency responsible for developing standards in technology and security.

The Steps

Step 1

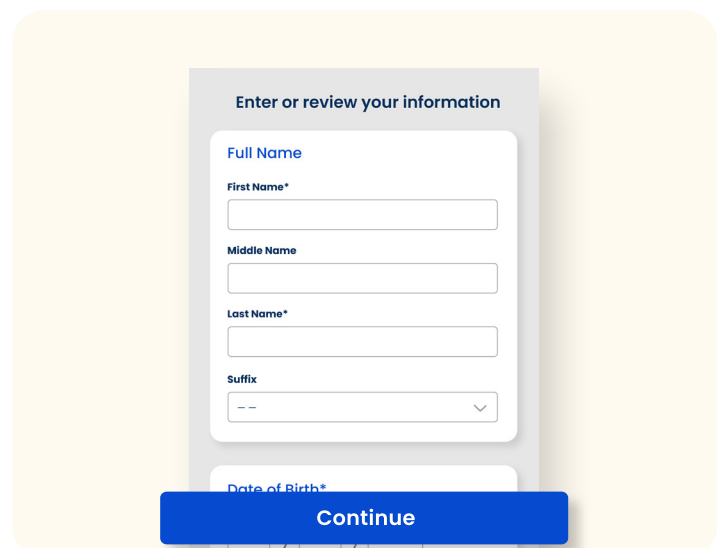
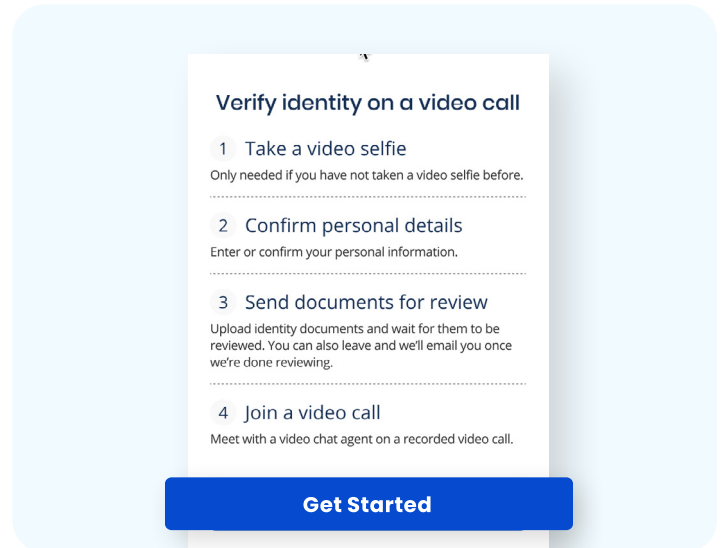
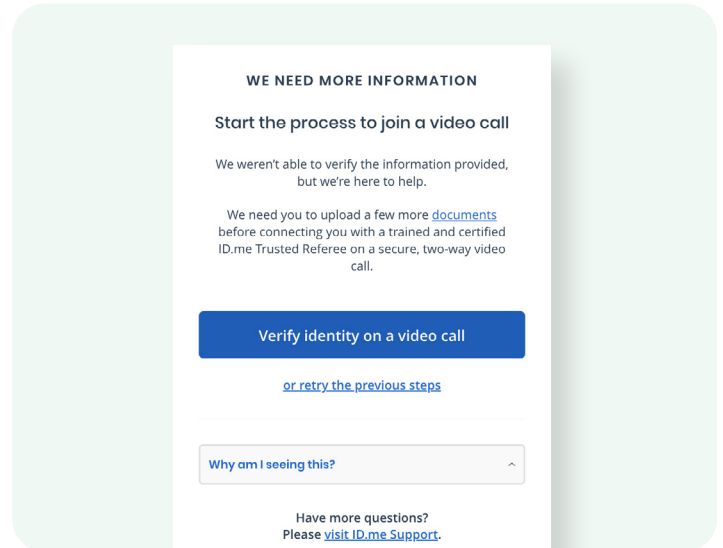
If your Self-Service attempt wasn't successful, you'll be able to select **Verify identity on a video call**.

Step 2

You'll begin a new process to verify your identity on a video call with an ID.me agent. Some information from previous attempts may be available to confirm or reuse. Select **Get Started**.

Step 3

Enter or review your information and update it, if needed. After you confirm your information is correct, select **Continue**.

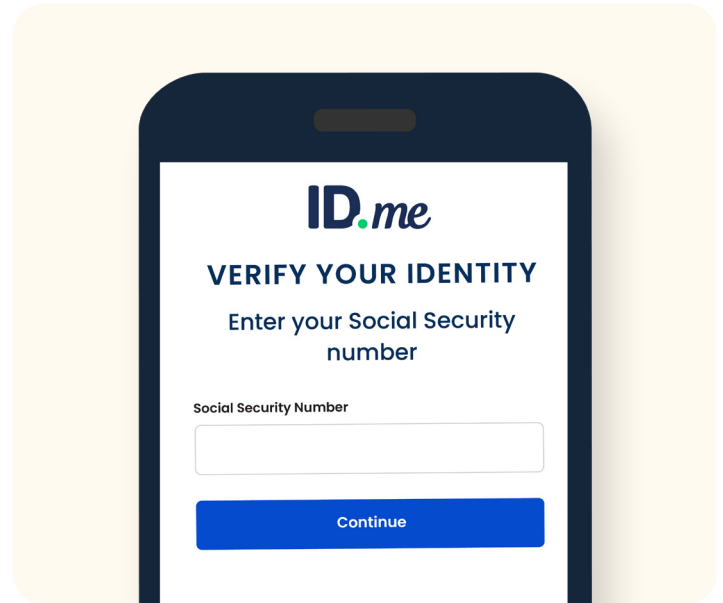


Step 4

Enter your Social Security number, which helps ID.me uniquely identify you, then select **Continue**.



[Why does ID.me ask for my Social Security number?](#)



The information I've provided is correct, and I accept the use of the Fair Credit Reporting Act to verify my identity.

[What is The Federal Fair Credit Reporting Act](#)

We'll need your permission to see information in your credit profile as part of our verification process. The Federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information from consumer reporting agencies.

Continuing with this step will NOT affect your credit score.

[Learn more about the FCRA](#)

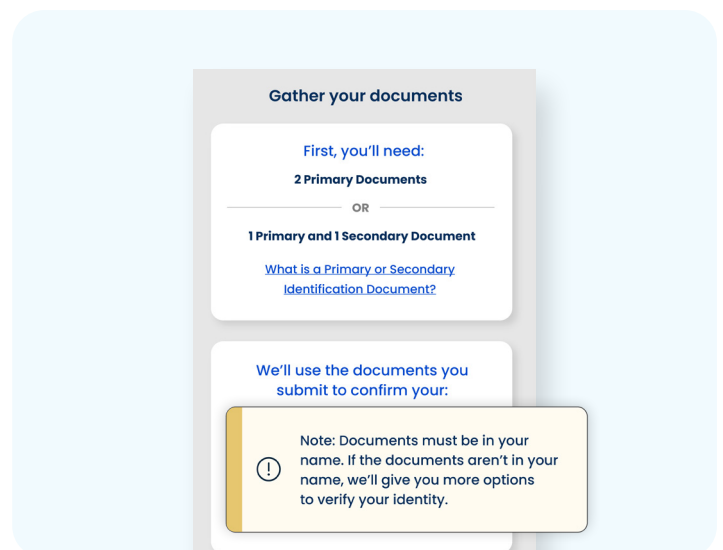
[Close](#)

You may be asked to allow ID.me to review your credit profile. This "soft" check will not affect your credit score. Select the checkbox for the Fair Credit Reporting Act to continue.




Step 5

Next you'll submit your identity documents. Select **Continue**.




Step 6

Select the first document you'll use to verify, and then select **Continue**. If there are pre-approved documents you have already uploaded, you can reuse the documents by selecting them.

 [Reusing documents to verify your identity](#)

Select address document

Select ONE document from the options below

 The document must show your name and full address.

U.S. State Driver's License
Valid, unexpired

Expired U.S. State Driver's License
Valid, expired within 12 months with a renewal

Step 7

Confirm that the address on your document matches the address you entered earlier by selecting **Yes, the name and address I entered are the same as the document I will provide**, and then select **Continue**.

Confirm address on document:

You entered your name as:

Casey Owens [Edit](#)

You entered your address as:

123 Main Avenue Southwest
McLean, VA 23456 [Edit](#)

Does the selected document display the name and address you entered?

U.S. State Driver's License

Step 8

Now, choose the next document you want to upload and then select **Continue**.



- U.S. Birth Certificate**
Certified copy issued by a city, county, state, or territory vital statistics office
- Non-Driver Identification Card (State-Issued)**
Valid, Unexpired
- U.S. Social Security Card**
with full SSN

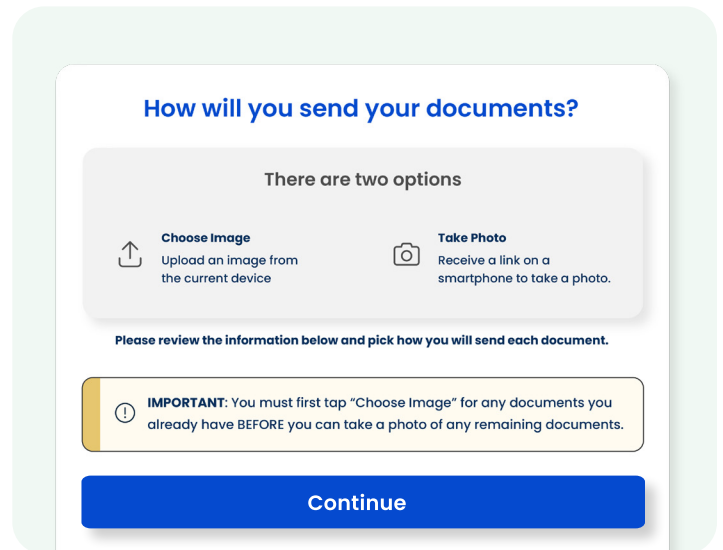
Step 9

Confirm that the name on your document matches the name you entered earlier by selecting the appropriate option, and then select **Continue**.



Step 10

Choose how you'll send your documents. If you have images of your documents on your device, select **Choose image** and navigate to the appropriate image file. To take new pictures, select **Take Photo**. Then select **Continue**.



Step 11

If you're taking new photos, allow access to our smartphone's camera and take a clear photo of the front and back of your document.

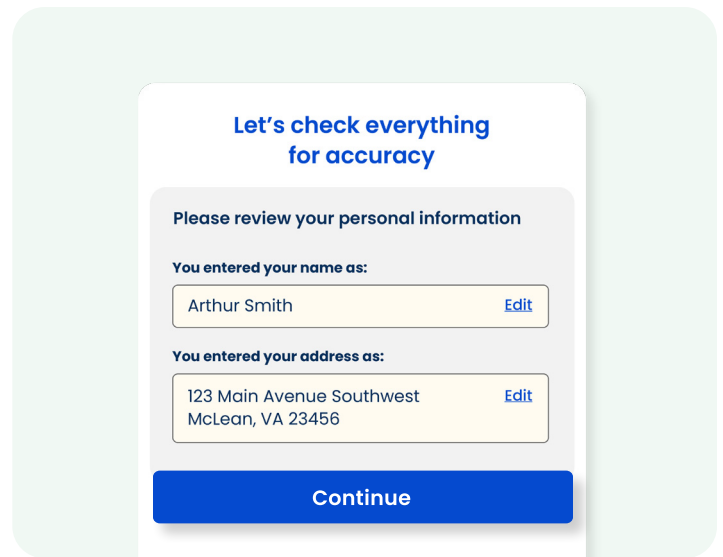


Remember: You'll need to have the original version of each of your documents. You cannot use copies.



Step 12

Compare the personal information you entered to the information displayed on the documents you uploaded and ensure everything matches, then select **Continue**.

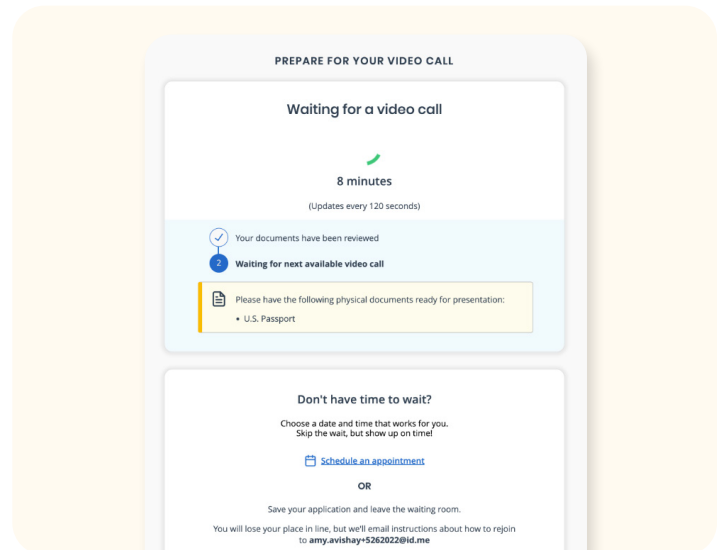


Step 13

Next, you'll wait while your documents are reviewed.

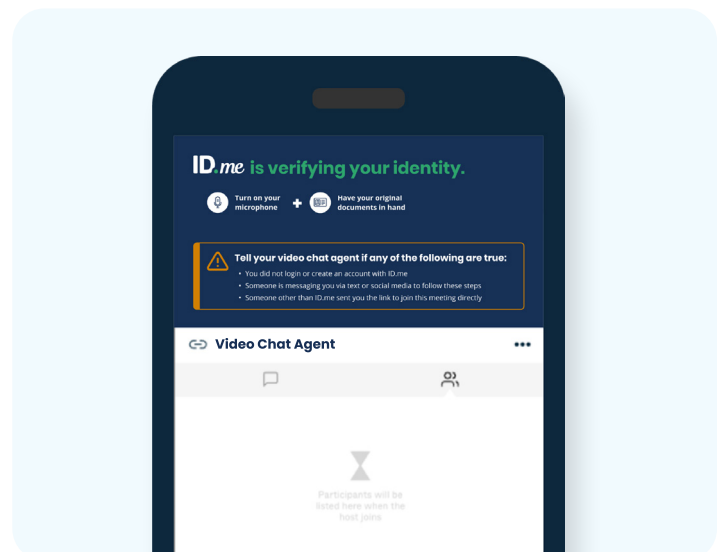
After we approve your uploaded documents, you'll be prompted to wait for the next available video call. An estimated wait time will display in the same window.

If you don't have time to wait or would like to come back another time, you can select **Save & Exit** or you can choose to instead schedule an appointment.



Step 14

There will be a short wait while you wait for your agent to join. Use this time to ensure your audio and video are working and that you have your documents with you.



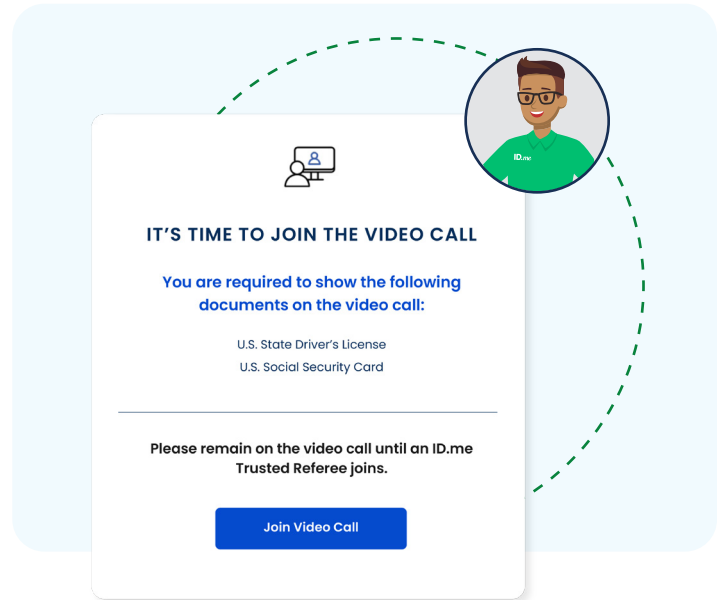
Step 15

When prompted, select **Join video call** to join the agent.

After you're verified, go back to the organization's application and sign in using your ID.me account.

Then, consent to share your information with the organization.

You'll also receive a follow-up email from ID.me with instructions on how to complete the process.



Need Help?

For answers to the most common verification questions, browse the [ID.me Help Center](#)

Or, to email ID.me Support, go to the [ID.me Contact Support page.](#)

