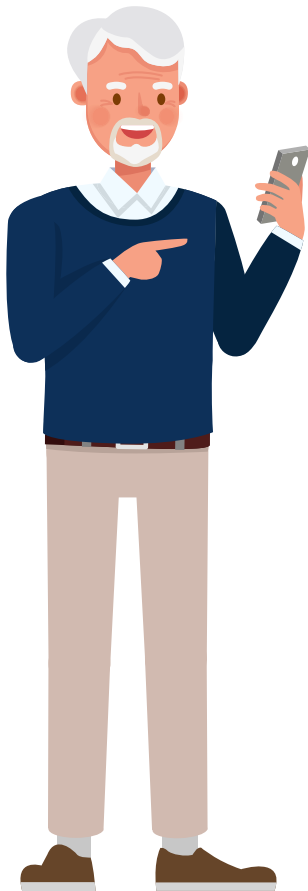




## Step-by-Step Guide:

# 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**.

**WE NEED MORE INFORMATION**

Start the process to join a video call

We weren't able to verify the information provided, but we're here to help.

We need you to upload a few more [documents](#) before connecting you 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? ^

Have more questions?  
Please [visit ID.me Support](#).

## 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**.

**Verify identity on a video call**

- 1 Take a video selfie**  
Only needed if you have not taken a video selfie before.
- 2 Confirm personal details**  
Enter or confirm your personal information.
- 3 Send documents for review**  
Upload identity documents and wait for them to be reviewed. You can also leave and we'll email you once we're done reviewing.
- 4 Join a video call**  
Meet with a video chat agent on a recorded video call.

**Get Started**

## Step 3

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

**Enter or review your information**

**Full Name**

**First Name\***

**Middle Name**

**Last Name\***

**Suffix**

**Date of Birth\***

**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?](#)

ID.me

**VERIFY YOUR IDENTITY**

Enter your Social Security number

Social Security Number

Continue



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**.

**Gather your documents**

First, you'll need:

**2 Primary Documents**

OR

**1 Primary and 1 Secondary Document**

[What is a Primary or Secondary Identification Document?](#)

We'll use the documents you submit to confirm your:

Note: Documents must be in your name. If the documents aren't in your name, we'll give you more options to verify your identity.

## 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**.



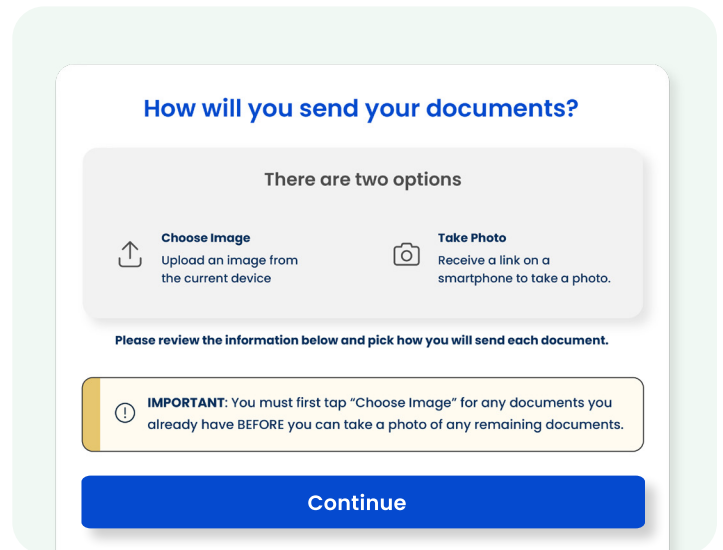
Does the selected document display the name you entered?

U.S. Social Security Card

- ☐ Yes, the name I entered is identical to the name on the document I will provide.
- ☐ Yes, but the document is in a different version of my name (eg. Mike vs Michael).
- ☐ No, the document is in a different name (eg. former name, maiden name). I will provide documents linking me to that name.
- ☐ No, I'd like to select a different document that is in my name.


## 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**.




How will you send your documents?

There are two options

 **Choose Image**  
Upload an image from the current device

 **Take Photo**  
Receive a link on a smartphone to take a photo.

Please review the information below and pick how you will send each document.

 **IMPORTANT:** You must first tap "Choose Image" for any documents you already have BEFORE you can take a photo of any remaining documents.

**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**.

Let's check everything for accuracy

Please review your personal information

You entered your name as:

Arthur Smith [Edit](#)

You entered your address as:

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

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.

PREPARE FOR YOUR VIDEO CALL

Waiting for a video call

8 minutes  
(Updates every 120 seconds)

✓ Your documents have been reviewed

2 Waiting for next available video call

Please have the following physical documents ready for presentation:

- U.S. Passport

Don't have time to wait?

Choose a date and time that works for you.  
Skip the wait, but show up on time!

[Schedule an appointment](#)

OR

Save your application and leave the waiting room.  
You will lose your place in line, but we'll email instructions about how to rejoin to amy.avishay+5262022@id.me

## 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.

ID.me is verifying your identity.

Turn on your microphone + Have your original documents in hand

Tell your video chat agent if any of the following are true:

- You did not login or create an account with ID.me
- Someone is messaging you via text or social media to follow these steps
- Someone other than ID.me sent you the link to join this meeting directly

Video Chat Agent

Participants will be listed here when the host joins.

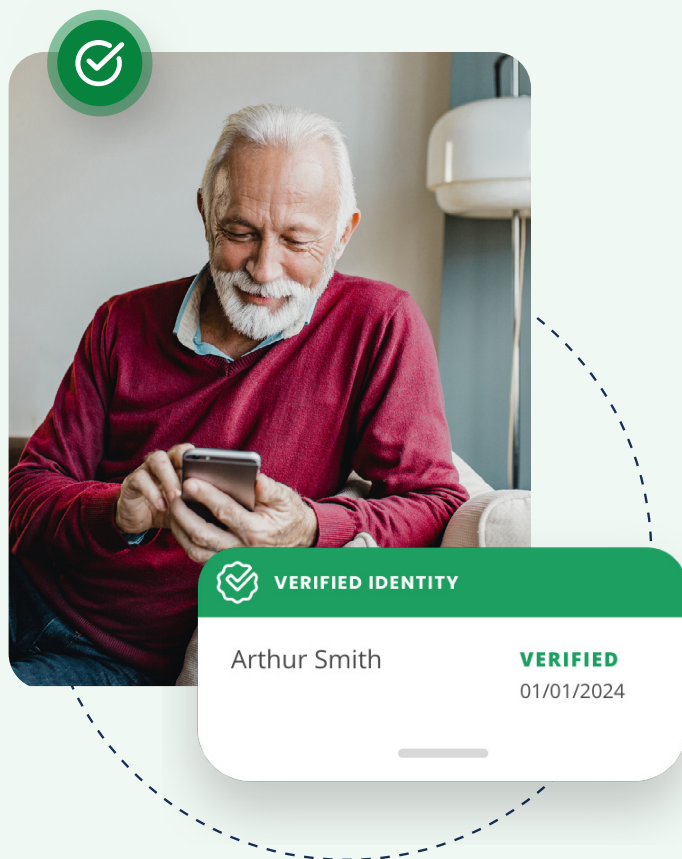
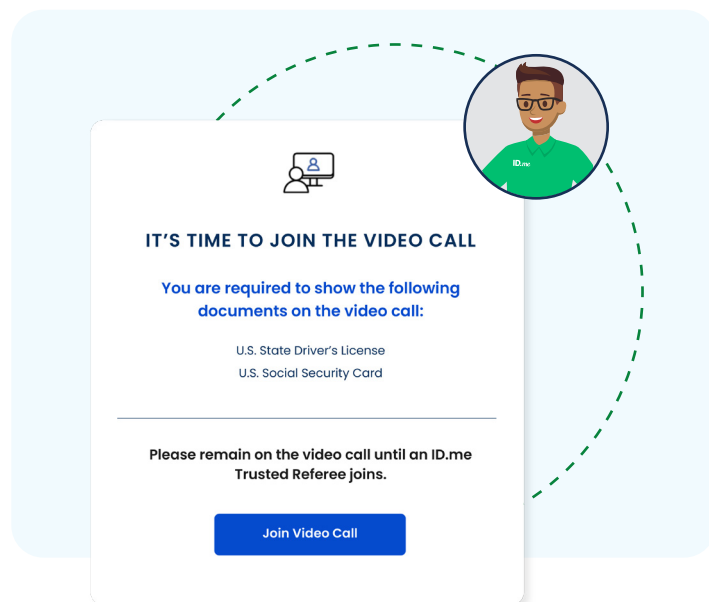
## Step 15

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.](#)

**ID.me**