ID.me



Step-by-Step Guide:

Verifying Your Identity with Self Service

IAL2 / AAL2



Our Self-Service pathway allows you to verify your identity by uploading identity documents and a video selfie. This self-directed process guides you through each step on your screen, allowing you to complete your identity verification independently and at your own pace, whenever it's most convenient for you.

Self-Service takes 5-10 minutes to complete.
To verify, you'll need:

- ✓ A smartphone with a camera
- ✓ Photo ID (U.S. driver's license or state ID, U.S. passport, or U.S. passport card)
- ✓ Social Security number

The organization you're verifying for requires that your identity be verified at the IAL2/AAL2* level. This document walks you through the steps for verifying your identity at IAL2/AAL2 using our Self-Service pathway.

If you already verified your identity at IAL2/AAL2, you can verify your identity by simply signing in with your ID.me log in and consenting to share your information

***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.**

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The Steps

1 Get started

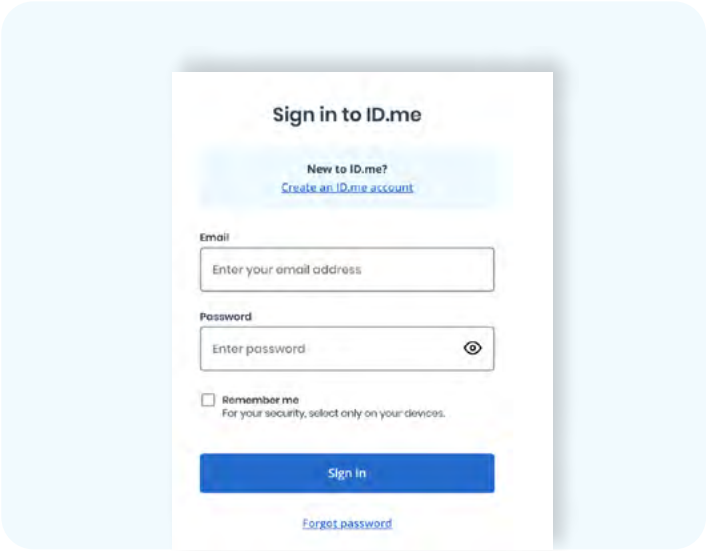
Go to your organization's website and select the **ID.me button.**



2 Sign in or create an account

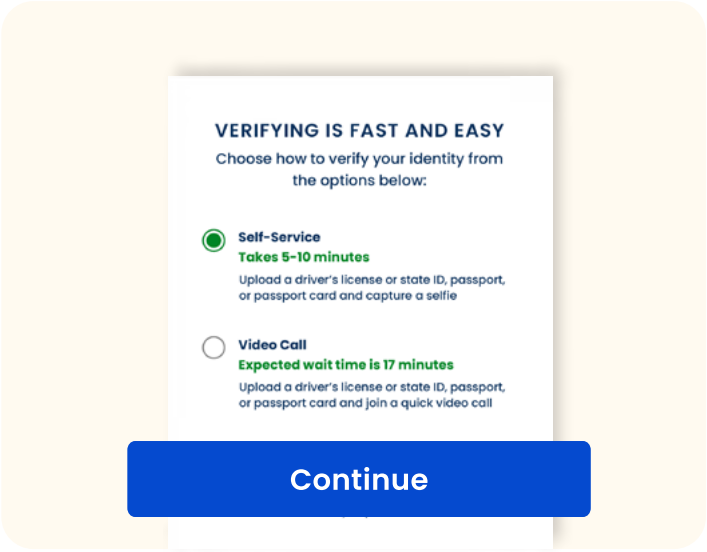
Sign in to your existing ID.me account.

If you don't have an ID.me account, select **Create an Account** and follow the prompts to add your email address, create a password, and add multi-factor authentication to protect your account.



3 Choose how to verify

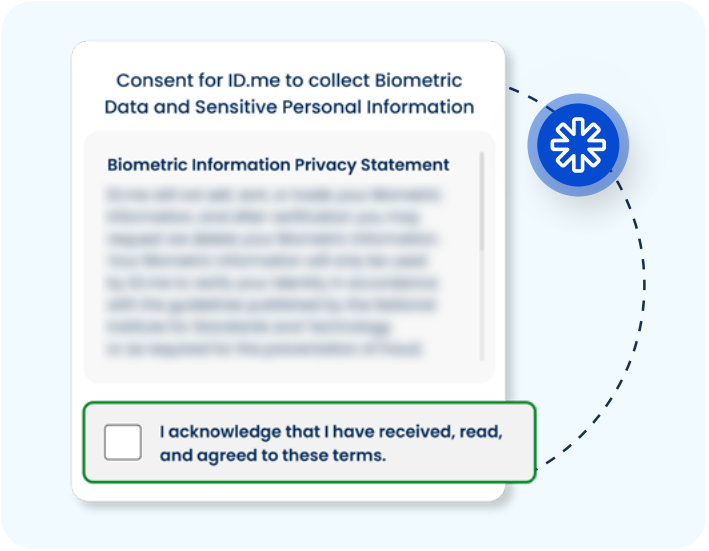
If you are given a choice for how to verify, select **Self-Service**.



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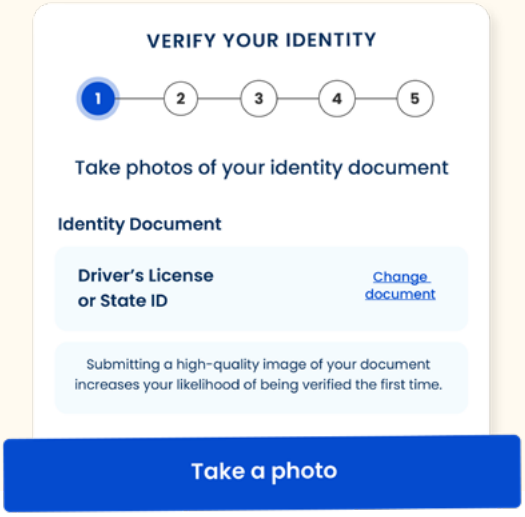
4 Allow ID.me to collect your information

Your information is only collected to verify your identity and help prevent fraud. We always ask for consent to collect your Biometric Information.



5 Take photos of your identity document

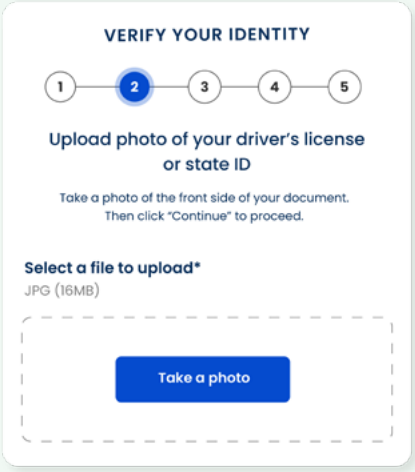
To take a photo of your driver's license or State ID from your mobile device, select **Take a photo**. If you want to take photos of your passport or passport card, select **Change document**.



6 Upload photos of your driver's license or state ID

Select **Take photo**, then take a 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.



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Document photo tips

Follow our tips to make sure you take a high-quality photo of your document.

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

Do place your document on a dark surface

Do match the orientation of the document



Don't crop the corners or edges of your document

Don't cover information

Don't take or submit blurry photos

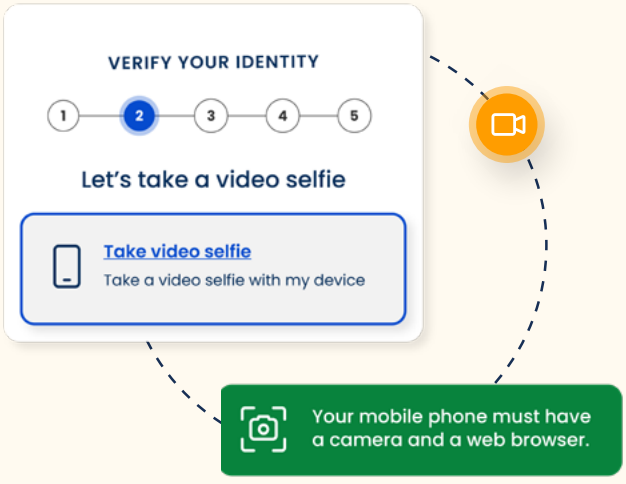
7 Submit your photos

After you upload the photos, ensure the images are clear and all information is visible, then select **Continue** to submit your photos for review.



8 Get ready for a video selfie

We compare your selfie to the photo on your identity document to ensure that you are you. Select **Take video selfie**.



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9 Begin the selfie process

You will allow access to your camera, then take your photo. When you're ready, select **Start**.



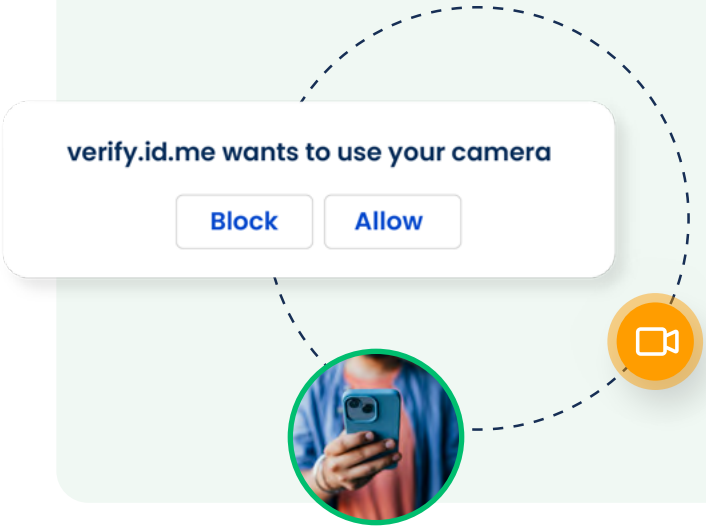
10 Review selfie tips

Review the tips for a successful video selfie, then, when you're ready, select **Start liveness detection.**



11 Grant camera access

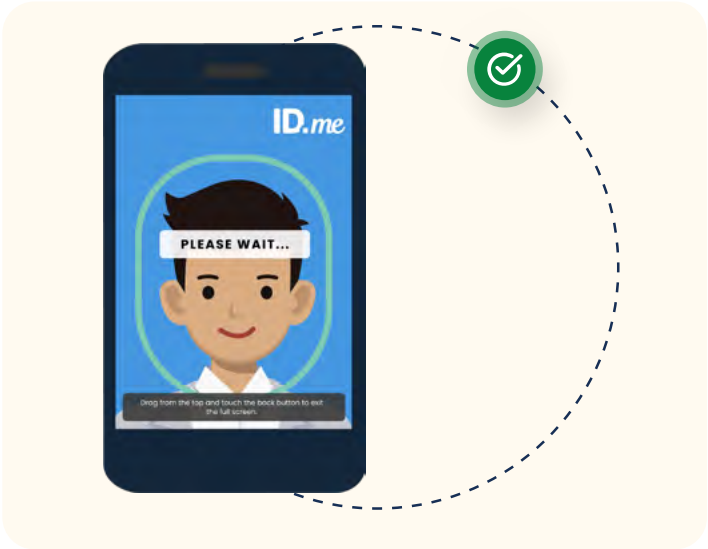
Allow ID.me to access your camera.



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12 Take the selfie

Make sure there's good lighting and hold the phone in front of your face. Wait until you get a "Processing Video Selfie" screen.



Here are some tips for taking a good selfie:



Avoid Glare

If you notice glare, step back from the light source.



Don't hide your face

Avoid clothing, like hats, scarves, masks, or anything else that can hide your face.



It's a selfie!

Make sure no one else is in view.





Set up lighting

Whether it's natural light or from a lamp, for example, make sure the light is in front of you.



Position the camera

Hold the camera directly in front of your face, about a foot away.

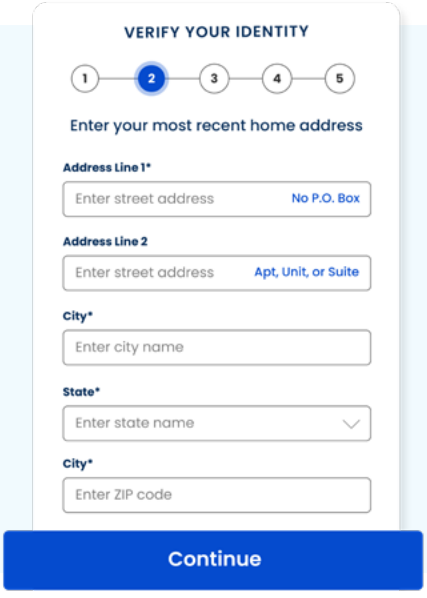


Check your background

Stand in front of a simple, plain background, if possible.

13 Enter your physical address

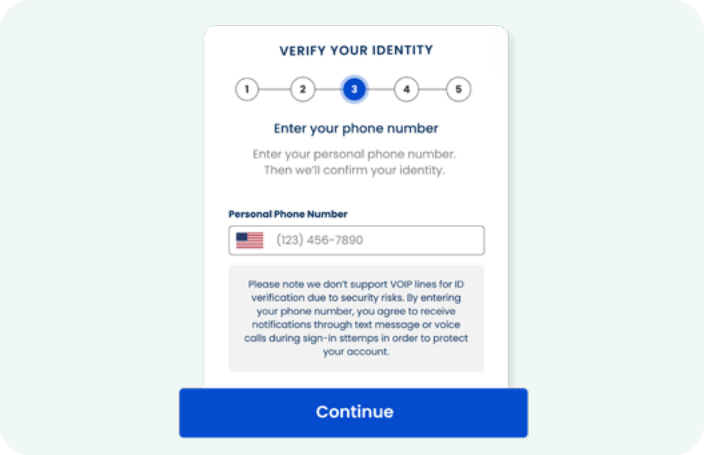
When prompted, enter your most recent home address.



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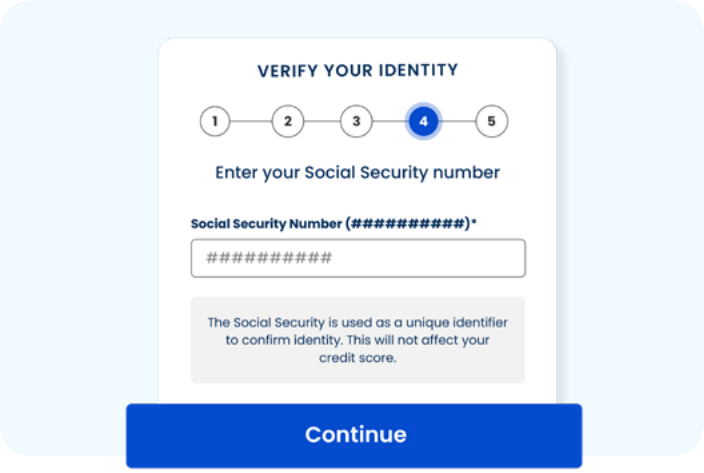
14 Enter your phone number

If prompted, enter your phone number.



15 Enter SSN

Enter your Social Security number.

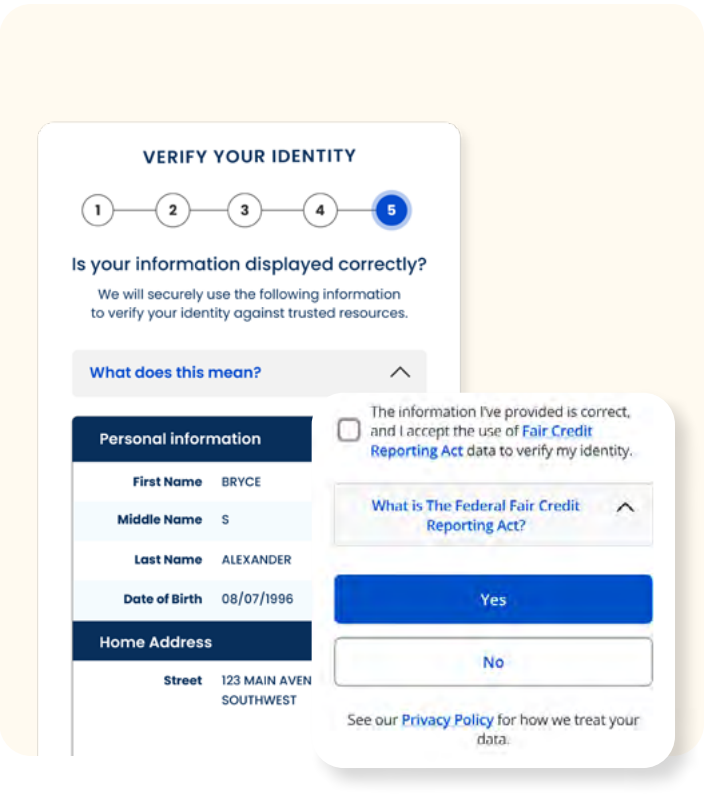


16 Confirm information

Review your information to ensure it is accurate.

If everything is correct, select **Yes**.
If something is inaccurate, select **No** and update your information.
Your information will be reviewed before you can proceed.

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.

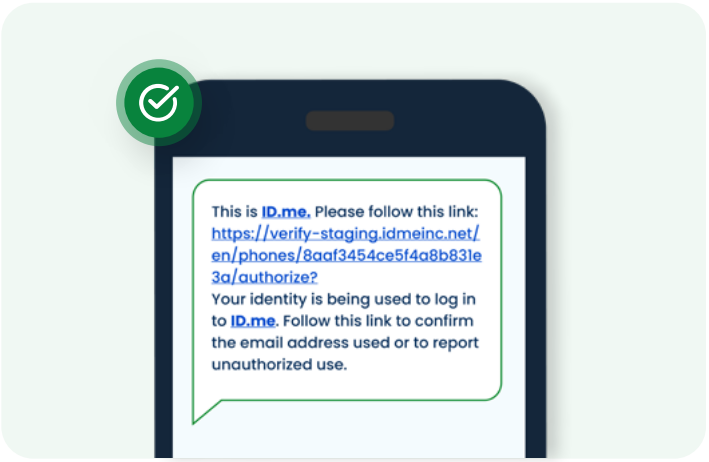


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17 Confirm your phone number

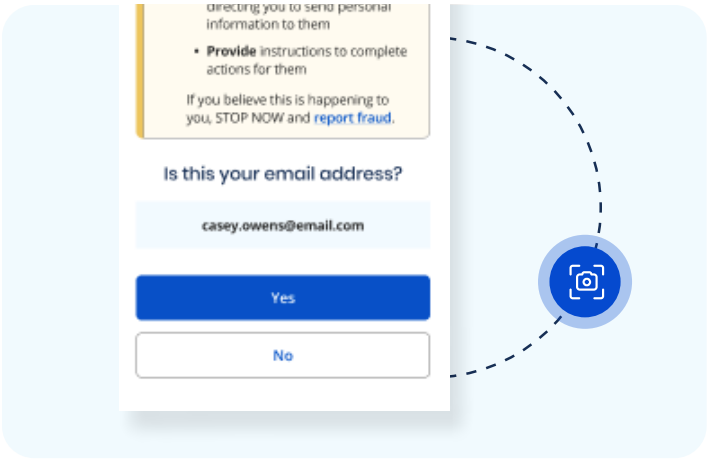
You'll receive a text message to confirm your phone number.

Click the link in the text.



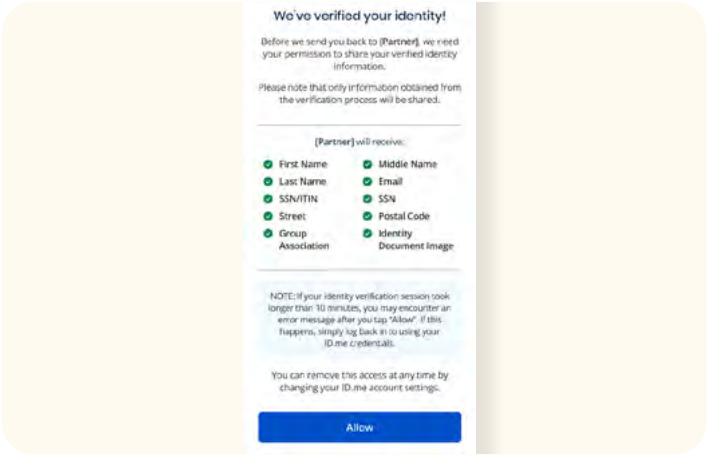
18 Confirm your email address

To help prevent fraud, confirm the email address displayed is yours.



19 Share your information

From the Authorize screen, review the information that the organization will receive and then select **Allow** to consent to share that information with the organization.



Have trouble verifying?

If you aren't able to verify on your own, you may be prompted to finish your verification on a video call with an ID.me agent.

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.

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