I.D. VERIFICATION PROCESS

In an attempt to combat fraud, DEW will be implementing a new, one time only I.D. verification. As part of this I.D. verification process, claimants will be asked a series of personalized questions. These questions are intended to guard against unlawful use of your identity by someone pretending to be you. This is just an extra step to protect you from identity theft or other fraudulent activities.

Getting Started
When you login to the claimant portal, you will receive a message saying your identity must be verified to receive your benefits. Click “Identity Verification” to continue.

Enter Your Personal Information
After clicking “Identity Verification” you will be brought to a page asking for your personal information, such as your name, address and date of birth. Fill out the form completely and then hit the “Submit” button.
Answer the I.D. Verification Questions

The next page will navigate you to three personalized multiple choice questions to verify your identity. After answering the three questions, hit the “Submit” button to complete the I.D. verification process.

If you answer one of these questions incorrectly, you will be provided with two bonus questions.

Failure to answer the bonus questions will result in a delay in approval due to manual review being required.