Verify Your Identity on a Video Call

NO IDENTITY LEFT BEHIND

Why Am I Seeing This?
ID.me’s primary identity verification process consists of several automated checks to protect against identity fraud. However, some people – through no fault of their own – can’t get past these checks. There are a number of reasons people might run into issues, including:

1. ID document photo may be blurry or shadowed
2. Data sources – like credit bureaus – may have incorrect or outdated information
3. Credit may be nonexistent or frozen
4. Phone number may not be associated with your name

What You’ll Need:

- Two primary IDs OR one primary and two secondary IDs
  For a list of valid documents, click here.
- A smartphone or tablet to take photos
- Ability to join a video call (computer with webcam or phone with camera)

If you’re not ready, you can save your progress and return later.
Follow These Steps:

1. **Get Started**
   - If you see a button to verify your identity on a video call, click it to start the simple process of finishing your verification.

2. **Confirm Information**
   - Review your personal information to confirm it's accurate in case there was a typo in your previous entry.

3. **Upload Documents**
   - Follow the instructions to take pictures of your IDs. To see a list of valid IDs, click “What is a primary and secondary document?”

4. **Take a Selfie**
   - Follow the instructions to take and submit a photo of yourself.

5. **Confirm You Have Documents**
   - Make sure you have the ID documents you uploaded on your person, then check the box and click “Join Video Call.”

6. **Finish Up**
   - Start the video call, show the Trusted Referee your documents, and answer a few questions. And that’s it – your identity has been verified!

Now you can log in to any ID.me partner site!