

# ID.me Employment Benefits Integration & Workflow



The purpose of this document is to define the implementation steps for the ID.me integration options and to describe the ID.me workflow for claimant identity verification at the state level for employment benefits.

## OPTION 1: HOSTED LANDING PAGE (HLP) INTEGRATION

**Timeframe:** 48-72 hours for technical design, review, and implementation

**Flow:** ID.me sets up an HLP » State sends email with link to blocked users, who then self-verify through ID.me

- ID.me sends attributes back to state for individuals who have been successfully verified.

**Verification Results:** Delivered once every **Redacted**

### IMPLEMENTATION STEPS:

- 1 ID.me begins working on the HLP, sends link as soon as available to begin edits
- 2 ID.me works with state to designate authentication policy (NIST 800-63-2 LOA3 is standard)
- 3 **Redacted**  
  
**Redacted**
- 4 **Redacted**  
  
**Redacted**
- 5 **Redacted**
- 6 State sends ID.me final copy for wording on HLP
- 7 State sends ID.me any other stylistic updates to HLP
  - › State sends specified department logo & banner image
- 8 ID.me reviews emails to be sent to users
- 9 Both parties complete final review
- 10 Go live
- 11 State directs users (via email) to verify with ID.me at the HLP



**12** ID.me returns verified users to state  
**Redacted**

› Attributes returned:

- **Redacted**
- Full Name
- Email Address
- Phone Number
- SSN
- Date of Birth
- Address
- City
- State
- Postal Code
- Gender (optional)

**13** State then compares those users to their internal database of blocked users and alerts verified individuals that they can now sign in to their accounts

An example of a similar  
**Employment Benefits  
Workflow model can  
be found [here](#)**



**EXAMPLE COPY FOR HLP**

**[Program Name, State's] Online System for Reemployment Assistance**

**Verify Your Identity with ID.me**

Unlock your account to access your claim for [State] Reemployment assistance



**Verify your identity online – unlock your [Program Name] account to access your claim for [State] reemployment assistance**

Please use our secure, online identity verification service to unlock your account. It's quick, secure, and available 24-hours a day. If you run into any difficulties, ID.me offers video chat capability with trained and certified staff members to help you quickly and easily verify your identity.

Please Note: This site is only for claimants who are currently locked out of their [Program name] account due to [reason].

**Who is ID.me?**

ID.me is a trusted technology partner of the [State Program Name and link] in helping to keep your personal information safe. They are a federally certified identity provider. They specialize in digital identity protection and help us make sure you're you – and not someone pretending to be you – before we grant access to your [Program Name] account.

**I've verified my identity – what's next?**

[State acronym] will notify you once you have successfully verified your identity online and your information matches our records. It will take up-to [timeframe] to unlock your [Program Name] account. You'll receive an email from [official email] confirming that your account has been unlocked. Please visit [website] to log-in to your [Program Name] account and access your claim for [State] Reemployment Assistance.

**More Questions? We're here to help.**

Additional information that may be helpful to you is available on [website].

## EXAMPLE EMAILS TO BLOCKED USERS FOR HLP USE CASE



Prior to sending emails to users, please work with your ID.me representative to ensure a cadence is agreed upon. Best practice:

- 1 Go-live day: **500 users**
- 2 1-3 days after go-live: **500-1000 users**
- 3 4+ days after go-live: **10,000- 20,000 per week**

Please work with your ID.me representative should you desire a different cadence. We ask that you provide ID.me with no less than 48-hours' notice prior to sending out an email to blocked claimants

### Initial Email – Introduction to ID.me

(Sent from State Employment Department)

**Subject: Verify Your Identity to Access Your [State] Reemployment Assistance Claim**

Dear [Name],

You are receiving this letter from the [State Agency Name] team because your [Program Name] account has been locked due to [suspected fraud/unable to confirm your identity, ect.]. In order to unlock your account and process your claim for reemployment assistance, we need you to verify your identity using ID.me, a trusted technology partner of the [State Agency Name] in helping to keep your personal information safe.

ID.me is a federally-certified identity provider and specializes in digital identity protection. They help the [State Agency Name] make sure you are who you say you are – and not someone pretending to be you – before we grant you access to the sensitive information in your [Program Name] account. More information about ID.me is available [here](#).

To verify your identity and unlock your [Program Name] account, please click [HLP link] to begin. This site is only for claimants who are currently locked out of their [Program Name] account due to [suspected fraud/unable to confirm your identity, ect.]. We encourage you to verify your identity so that your [Program Name] account can be unlocked and you can access your claim for reemployment assistance as soon as possible.

Our #1 mission is to deliver reemployment assistance benefits to [State] residents as quickly as possible. The [Reemployment Assistance Resource Guide] is updated with additional information that may be helpful to you and is available here [hyperlink]. If you have additional questions, please contact our customer service line toll-free at [State phone number]. We have increased our customer service center capacity to better serve you. We ask for your patience as call volumes continue to be high.

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### Follow-Up Email – After ID.me has Verified Identity

(Sent from State Employment Department)

**Subject: Access Your [State] Reemployment Assistance Claim**

Thank you for verifying your identity. Your [Program Name] account is now unlocked. Please visit [site] to log in to your [Program Name] account and access your reemployment assistance claim.

# OPTION 2: STANDARD INTEGRATION (IMMEDIATE OR LONG-TERM SOLUTION)

**Timeframe:** 3-4 weeks for technical design, review, and implementation

**Flow:** Users self verify directly on the designated state webpage

**Verification Results:** Real time

## IMPLEMENTATION STEPS:

1 State creates a developer account with ID.me: [developers.id.me](https://developers.id.me)  
› State will designate authentication policy (NIST 800-63-2 LOA3 is standard)

2 Redacted

- Redacted

3 Redacted

Redacted

4 Both parties complete final review

5 Go live



## IMPLEMENTATION STEPS

- 6 Users begin to verify via ID.me
- 7 State receives real-time verification results
  - › Attributes returned:
    - Redacted
    - Full Name
    - Email Address
    - Phone Number
    - SSN
    - Date of Birth
    - Address
    - City
    - State
    - Postal Code
    - Gender (optional)

An example of a similar workflow model can be found at [VA.gov](https://www.va.gov)



## TECHNICAL USER FLOW

- 1 User clicks “Sign in with ID.me” button  
(linked to <https://api.idmelabs.com/saml/SingleSignOnService?AuthnContext=loa3> in sandbox and <https://api.id.me/saml/SingleSignOnService?AuthnContext=loa3> in production)

Sign in with **ID.me**

- 2 On the sign-up screen, the user is asked to create an ID.me account (if they do not already have one) with an email address and password. Then, the user will confirm ownership of the email address and proceed to the LOA3 identity verification flow.
- 3 After the user completes identity verification
  - › HLP: The user sees a success screen and receives an email from the state with next steps
  - › Full integration via SAML: The user is brought to the consent screen where they are able to see the attributes that may be released to your relying party.
- 4 Once the user consents to releasing their information, they are redirected to your platform with the above attributes in an encrypted SAML assertion.

## PROCUREMENT

ID.me is available under V3Gate – an SDVOSB – via GSA Cooperative Purchasing under the ID.me SIN. Learn more [here](#).