

FAQ's :

What is ID.me?

ID.me is a trusted technology partner that helps government agencies – like the Oregon Employment Department – help keep your personal information safe. It provides secure digital identity verification to make sure you are who you say you are– and not someone pretending to be you.

How does ID.me work?

ID.me verifies your documents using “selfies,” or photos of yourself, to photo-match. This helps prevent criminals from using stolen document images. ID.me uses advanced facial recognition that compares the picture of the applicant on the ID document to the “selfie” you provide.

Why do I need to verify my identity?

Criminals are taking advantage of the pandemic to file claims for unemployment benefits using the names and personal information of people who have not filed claims. That means someone could use your social security number and date of birth to file a claim.

We have partnered with ID.me to keep your personal information safe.

How do I verify my identity?

Visit the link supplied in the email or letter that we sent to you asking to verify your information. Follow the instructions you see on the webpage to verify your identity. You may be asked to submit a “selfie”.

If your online identity verification attempt is unsuccessful, you may use ID.me’s Trusted Referee verification option. Trusted Referees are available 24 hours a day via video call.

What is acceptable documentation?

A driver’s license or state ID, passport or passport card are acceptable. All documents must be current.

Temporary IDs are not acceptable. Photocopies and screen captures are not acceptable.

How do I complete a Trusted Referee video Call?

If your identity verification attempt was unsuccessful, you can use the Trusted Referee verification option. This option allow you to join a short video call where you can upload and present acceptable documentation to verify your identity.

Trusted Referees are available 24 hours a day. To connect with a Trusted Referee:

- Repeat the verification process,
- Click the Verify identity on a video call button, and
- Follow the prompts on the screen below.

During the call, **you must have the physical copies of your documents** with you to show live on-camera to the Trusted Referee

I’ve already been verified by ID.me. Do I have to do this again?

If you were previously verified by ID.me, you do NOT have to verify again. If you have already been verified by ID.me, the Employment Department will receive notice confirming your ID verification.

What if I need assistance in another language or do not have internet access?

ID.me is available in English and Spanish. Only call the numbers below if you need assistance in another language or do not have access to the internet:

- Portland: 503-570-3700
- Eastern/Central Oregon/Bend: 541-383-1399

You may call these phone numbers from other parts of Oregon, however, there may be an additional phone charge. We are working on a toll-free line and will have it available as soon as we can. Please do NOT use these numbers if you can complete ID verification through the ID.me website.

Can I speak to a Trusted Referee in a language other than English (Mandarin, Spanish, ASL, etc.)?

Yes. ID.me provides video calls for individuals who cannot self-serve using their website. At the beginning of your video call, you can ask for a Trusted Referee who speaks your language, including sign language.

You also may choose to bring a translator or other type of helper with you to your Trusted Referee video call. A friend or family member can act as a translator, or help provide identity information. All helpers must state their name and relationship to the person whose identity is being verified.

The Trusted Referee will then ask the helper to consent to be photographed. Adult helpers (over 18) must show their ID on screen during the screenshot/photograph. Helpers under age 18 must state their date of birth. Identity verification cannot proceed unless helpers consent to these requirements.

What is the cost to use ID.me?

There is no cost to individuals who need to be verified through ID.me.

Is my information secure?

ID.me's technology is used by federal and state agencies, healthcare organizations, financial institutions, retailers, and non-profit organizations. They have an experienced security team and are approved by the U.S. government to verify IDs. All Personally Identifiable Information (PII) is encrypted. When information is encrypted it means other people cannot read it.

What does ID.me do with my information?

Your personal information is used for identity verification ONLY. This verification is only sent to the Oregon Employment Department. ID.me does not share your personal information with third parties. For more information, please read their [FAQs](#) and [Privacy Policy](#) at ID.me.

What if I need help?

Please visit ID.me and submit a request to the Member Support team. Visit help.id.me and select "Submit an Inquiry" near the bottom of the page.