How to Guide Users Through the ID.me Verification Process
Workforce Agency In-Person Guide

The State of Oregon Employment Department has partnered with ID.me to ensure that only legitimate claimants are receiving unemployment benefits. This step-by-step guide is designed to help representatives assist claimants in verifying their identity via an ID.me Trusted Referee on a video chat call.

The customer's device must have the **ID.me Authenticator** application installed from the App Store. If the claimant does not have their own smartphone, **the process be completed on a non OED computer with a webcam.**

What the claimant needs:
- Their email address (preferably the one they used to file their claim)
- Their Social Security number
- Photo ID (driver's license, passport, or state ID)
- *Proof of name change document if they changed their name
- Additional Primary or Secondary documents (full list [here](#))

Helpful Links:
- OED Help Article:
  [https://help.id.me/hc/en-us/articles/1500003036721-Oregon-ED-How-do-I-verify-my-identity-for-th e-Oregon-Employment-Department-OED-](https://help.id.me/hc/en-us/articles/1500003036721-Oregon-ED-How-do-I-verify-my-identity-for-th)
- Primary and secondary documents: https://help.id.me/hc/en-us/articles/360017833054
- How to Verify Without a Smartphone:
  [https://help.id.me/hc/en-us/articles/1500007988602-How-do-I-verify-my-identity-without-a-smartp hone-](https://help.id.me/hc/en-us/articles/1500007988602-How-do-I-verify-my-identity-without-a-smartp)
- Why were my documents not accepted: https://help.id.me/hc/en-us/articles/360058791094

How to get started:

1. Direct the claimant to begin the identity verification process at one of two locations:

       a. https://hosted-pages.id.me/oregon-employment-department-identity-proofing for English or

       b. https://hosted-pages.id.me/oregon-employment-department-identity-proofing-spanish for spanish

2. Click the Green "Verify with ID.me" button to proceed

3. If the claimant has an existing account with ID.me, direct them to sign into their existing account. If they do not have an ID.me account, proceed to step 5.

4. Applicants must **create an ID.me account** by entering an email address and creating a password. If the applicant does not have an email address, please direct them to create one with a free email service. Please make sure the email address provided matches their My UI+ email address to speed up the process.

Create an ID.me account

Already have an ID.me account?
Sign in to ID.me

Email

Enter your email address

Password

Enter password

Confirm password

Reenter password

☐ I accept the ID.me terms of service and privacy policy

Create account

5. After signing up, the applicant's email inbox should have an email from ID.me. They should click the button in the email to **confirm their email address.** Then, return to the browser. The page will automatically move forward to the next step.

6. Applicants will then need to set up **multi-factor authentication** (MFA). If the user has a cell phone number, they can use the text message option (**do not select this option for the phones provided at the agency workforce location, only if it is their personal device**) and enter the six-digit code that they receive on their phone. If the user **does not have a phone**, proceed to the screen where ID.me lists MFA options. **Select "Code Generator".**

SECURE YOUR ACCOUNT

① — ② — ③

With multi-factor authentication (MFA), even if someone guesses your password, they won't be able to sign in as you.

Choose an option below to set up multi-factor authentication

Push Notification
Approve sign-ins via push notifications sent to the **ID.me Authenticator** mobile app.
[Select]

Code Generator Application
Generate verification codes via code generator apps like **ID.me Authenticator**.
[Select]

Text Message or Phone Call
Get a 6-digit code by text message or phone call.
[Select]

FIDO Security Key
Use a physical security key (insert or tap) with your device (supported browsers only).
[Select]

NFC-Enabled Mobile Security Key
Tap a YubiKey™ security key to your phone using the **ID.me Authenticator** mobile app.
[Select]

Click "Enroll with barcode or secret key" to reveal a QR code. Open the ID.me Authenticator App, click the green plus sign, then scan the QR code that appears. Use the one-time, six-digit password in the ID.me Authenticator App to complete MFA for the applicant. *The ID.me Authenticator App can be used for multiple accounts, just make sure to **clear the codes associated with user email addresses** to protect their privacy. If an **error arises, clear the app, or delete and download again.***

7. The applicant will be asked to generate a recovery key. **You must instruct the applicant to generate a recovery key. Write down the recovery code for the applicant so they can access their account later.**

3

SECURE YOUR ACCOUNT

Save your recovery code

In case you ever lose your phone or trusted device, you will need a recovery code to access your account.

Please print, write down or download a copy of this code.

IDME-J24H-8TP1-GGO5

Continue

8. After this, the applicant can begin verifying their identity. First, they will be asked to choose which government document they would like to upload.

VERIFY YOUR IDENTITY

There are several options for you to verify your identity and this process only takes a few minutes. **You'll only need to verify your identity once.**

We'll need your permission to use details from your credit profile and other public sources to verify your identity. Don't worry this won't affect your credit score.

Choose a verification method

Driver's license or state ID
Upload photos of your driver's license or state ID and enter your social security number.
Start Now

Passport
Upload a photo of your passport and enter your social security number.
Start Now

Passport card
Upload photos of your passport card and enter your social security number.
Start Now

4

9. The applicant will need to consent to biometric data collection. The claimant should click the "I acknowledge" checkbox (ID.me's privacy policy and user terms of service are available on www.id.me).

10. Applicants can then take photos of their documents with the center's smartphone or tablet or upload them from their computer.
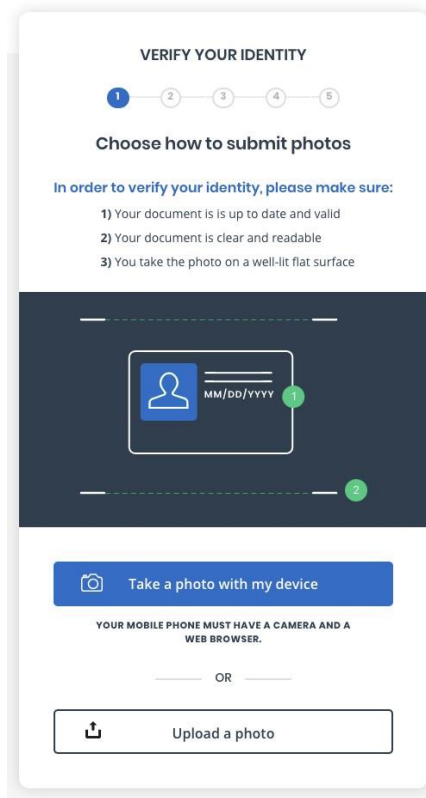
If using the smartphone or tablet, ID.me will text a secure link that will open a camera page where you can take photos.

Make sure the user takes clear photos of the documents and that all four corners are visible. **ID.me cannot verify expired IDs. If the claimant has an expired ID, please escalate to your state office.**

11. The applicant will be instructed to take a **video selfie** with the device they are using. If the applicant is using a desktop or laptop, they can now take a selfie with their webcam or smartphone.

VERIFY YOUR IDENTITY

(1)—(2)—(3)—(4)—(5)
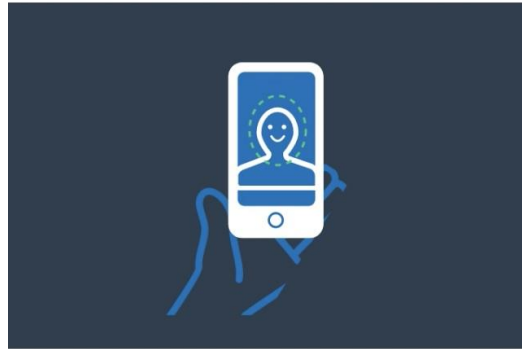
Let's take a selfie

Take a selfie with my phone

YOUR MOBILE PHONE MUST HAVE A CAMERA AND A
WEB BROWSER.

Take a selfie with my webcam

YOUR WEBCAM MUST BE ABLE TO OPEN ON THE
DEVICE YOU ARE ON RIGHT NOW

12. Ensure the applicant is in a well-lit area. They will be asked to look at the colors on the phone or computer screen while ID.me takes a short video selfie to verify their presence.
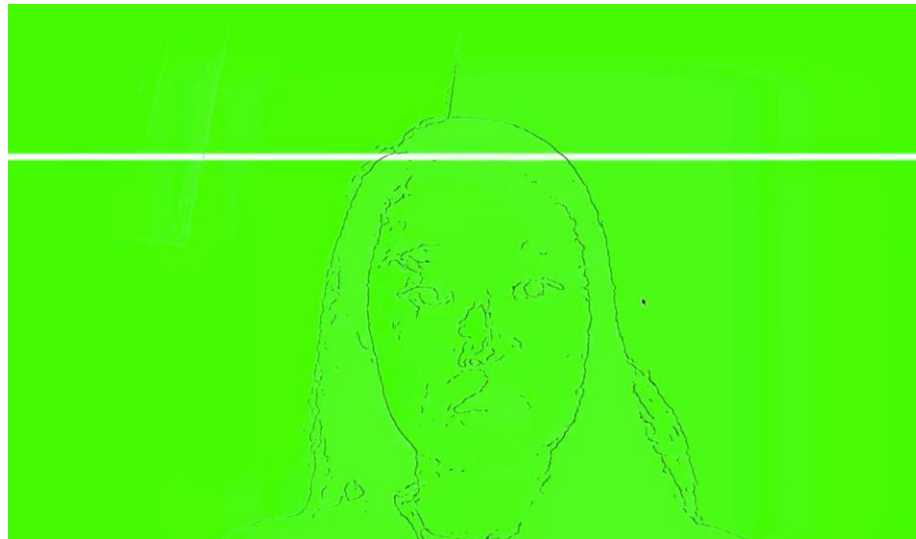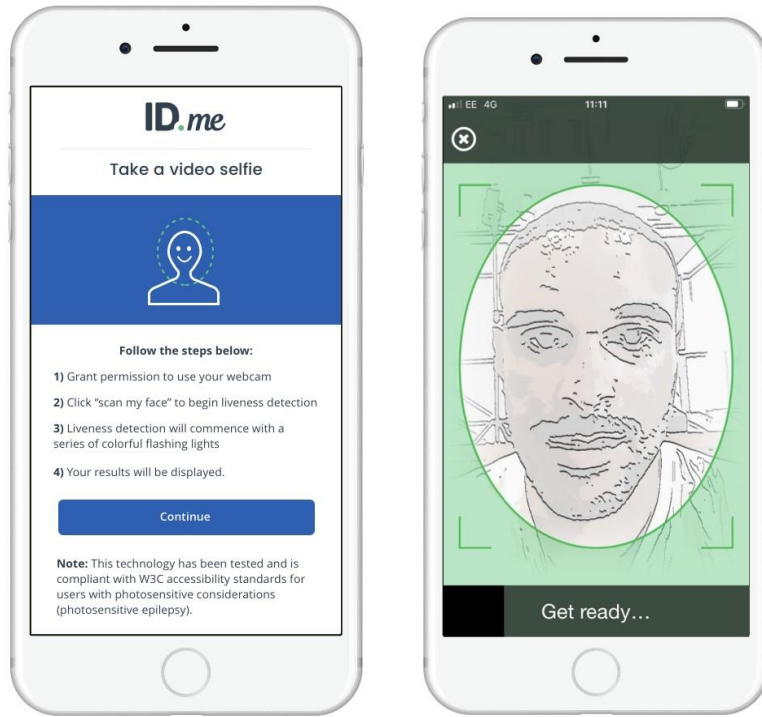
13. Have the applicant enter their Social Security number (SSN) when prompted. ID.me requires an SSN to verify an individual's unique identity.

CONFIRM YOUR IDENTITY

Enter your Social Security number

The Social Security number is used as a unique
identifier to confirm identity. This will not affect
your credit score.

###-##-####   HIDE

Continue

Go back

14. The last step is to confirm the applicant's information. Have them look through the confirmation screen to confirm their information is correct.

15. Once verified by ID.me, the applicant will be brought back to the portal to finish creating an account before moving on to filing a claim.

16. If an applicant cannot verify their identity through the self-service process, they will be directed to verify their identity on a video call with an ID.me Trusted Referee (see below).

Begin Trusted Referee (TR) Information

WE NEED MORE INFORMATION

Start the process to join a video call

We weren't able to verify the information provided, but we're here to help.

We need you to upload a few more documents before connecting you with a trained and certified ID.me Trusted Referee on a secure, two-way video call.

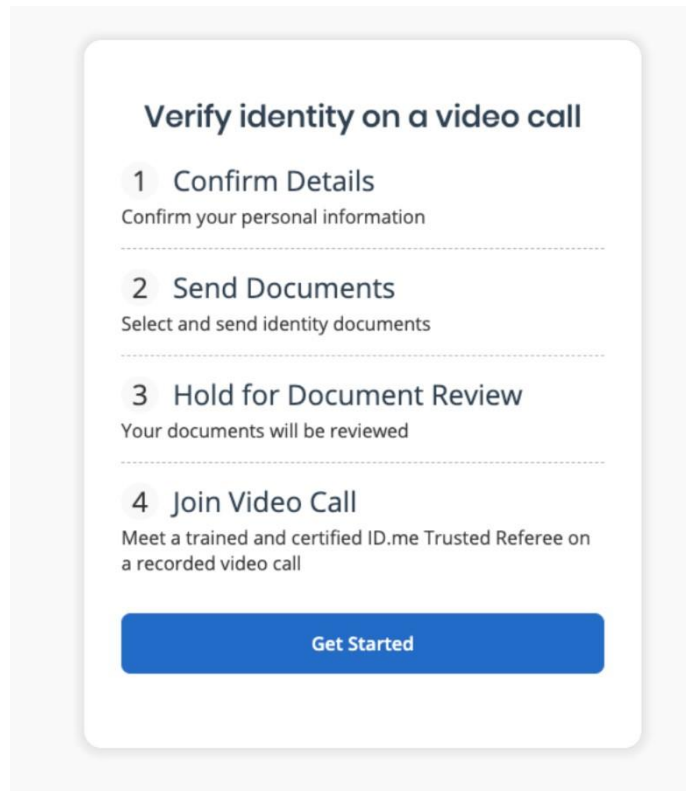[Verify identity on a video call]

or retry the previous steps

──── OR ────

[Return to partner]

Why am I seeing this?   ▲

Have more questions?
Please visit ID.me Support.

17. The applicant will be routed automatically to a video call with a Trusted Referee. Click "Get Started" to continue.

Verify identity on a video call

1 Confirm Details
Confirm your personal information

2 Send Documents
Select and send identity documents

3 Hold for Document Review
Your documents will be reviewed

4 Join Video Call
Meet a trained and certified ID.me Trusted Referee on a recorded video call

Get Started

18. The applicant must then confirm their personal information, address, and Social Security number.

Review and update your information

Full Name

First Name *

Middle Name

Last Name *

Suffix
--

Date of Birth

MM/DD/YYYY *
mm/dd/yyyy

Phone

Personal Phone Number *

Current Address

Country *
United States

Address Line 1* *

Address Line 2

City *

State *

Zip Code *

Continue

Confirm your Social Security number

Social Security number (SSN) is used as a unique identifier to confirm your identity.
This will not affect your credit score.

Enter your Social Security number

Confirm your Social Security number

Go Back
Continue

19. Applicants will then choose which documents they plan to upload for the Trusted Referee session. They will be asked to take photos of their IDs and submit them using a link sent to the center-provided smartphone or tablet. They must have:

● Two primary IDs or one primary ID and two secondary IDs (click here for guidance on what a primary/secondary ID is)
● Proof of SSN (in some cases; click here for guidance on eligible documents)
● Proof of name change document if they changed their name
● Proof of address, could be a primary/secondary document that has their address on it

Gather your documents

First, you'll need:

2 Primary Documents

OR

1 Primary and 2 Secondary Documents

What is a Primary or Secondary Identification Document?

Additionally, you will need to send:

a photo of yourself

We'll use the documents you submit to confirm your:

- Full name
- Date of birth
- Address
- Social Security number

⊙ **Note:** Documents must be in your name. If the documents aren't in your name, we'll give you more options to verify your identity.

Applicants can select which documents they want to submit on the following screens.

Select primary document

⚠ **Your primary document must be:**
  • An original   • Physically shown on the video call

Select ONE document from the options below

U.S. Driver's License ✓	U.S. Passport	U.S. Permanent resident card (I-551)
Resident Card	State-Issued ID	U.S. Passport Card
USCIS-issued Employment Authorization Card (I-766) *No employer-issued ID cards	Certificate of Naturalization (Form N-550 or N-570)	Foreign (non U.S.) passport
Veteran's health ID card	Transportation Security Administration (TSA) ID Card	HSPD 12 PIV card
DHS trusted traveler cards (Global Entry, NEXUS, SENTRI)	Canadian driver's license	Federally recognized, tribal-issued photo ID
Other Government-Issued Photo ID		

• Shows full name and date of birth
• Unexpired
• This document allows you to drive a vehicle

• No photocopies or screen captures of your document
• Full-color scans acceptable

Go Back   Save & Exit   Continue

After submitting a document, applicants will be asked to confirm the name on their document.

Confirm name on document

You entered your name as:

Casey Owens   Edit

Does the selected document display the name you entered?

U.S. Driver's License ✓

○ Yes, the name I entered is identical to the name on the document that I will provide.

○ No, I'd like to select a different document that is in my name.

Go Back   Save & Exit   Continue

20. Applicants will then send their documents to ID.me. They can choose to upload their documents via a link texted to a smartphone, or they can upload their documents via a desktop computer.

How will you send your documents?

⚠ NOTE: Your identity verification is NOT approved until you enter the waiting room to join a video call and meet with an ID.me Trusted Referee.

There are two options

⬆ **Choose Image**
Upload an image from the current device

🖼 **Take Photo**
Receive a link on a smartphone to take a photo

Please review the information below and choose how you will send each document

U.S. Driver's License
Change Document Type   ⬆ Choose Image
                                                   📷 Take Photo

U.S. Passport Card
Change Document Type   ⬆ Choose Image
                                                   📷 Take Photo

Selfie   ⬆ Choose Image
                                                   📷 Take Photo

Go Back   Save & Exit   Continue

21. The applicant will be asked to take a selfie with the provided smartphone or tablet. Make sure the photo is taken in portrait mode and not blurry. Do not upload a photo with any social media filters. They can also upload a selfie from

the mobile device or computer. Applicants wilsl be asked to review their selfie and their document photos to make sure everything is correct.

Selfie

Take a photo of yourself

Make sure nothing is covering your face and only include yourself in the photo.

[Choose Image]

Go Back   Continue

Let's check everything for accuracy

Please scroll down to review and tap the "Continue" button

U.S. Driver's License	FRONT Change	BACK Change

U.S. Passport Card	FRONT Change	BACK Change

Selfie	Change

22. The applicant will be placed in a queue for their documents to be reviewed and for a Trusted Referee to become available. They will see an estimated wait time. Before joining the call, make sure the applicant has their original documents on hand.

23. If the applicant's documents are rejected for any reason, they will see a screen telling them to review and resend the documents. This could take some time, so ID.me will send an email to the applicant once the new documents have been reviewed.

Update your documents for review before a video call

(!) **Please review and resend the rejected documents below.**

✉ We will send you an email once your new documents have been reviewed.
*In times of high volume, it could take a while.

✓ When your documents are approved, make sure you have your documents physically in your hand.
We won't be able to verify your identity otherwise.

Please review the information below and pick how you will send each document

(!) **NOTE:** If you change your document type, you may also need to replace or add documents.

Rejected Document(s)

❌ **Photocopies are not accepted**
Please take a photo of the original document

U.S. Driver's License
Change Document Type

⬆ Choose Image

📷 Take Photo

Uploaded Document(s)

U.S. Passport Card 🔒

Selfie 🔒

24. If an applicant is experiencing long wait times at your office or has a different problem, ID.me works with the workforce agency to complete identity verification for urgent escalations (e.g. low tech users, legislative requests). The workforce agency contacts an ID.me representative with a list of claimants that can then bypass the general ID.me Trusted Referee queue.

25. Once verified by an ID.me Trusted Referee, the applicant can return to the portal to finish creating an account before moving on to filing a claim.