



Verify Your Identity on a Video Call

NO IDENTITY LEFT BEHIND

Click this button to get to the finish line!

Verify identity on a video call

If you see this button when you're completing the ID.me verification it means that an ID.me employee, called a Trusted Referee, is standing by to help verify your identity. You'll only have to do this once!

Only Do This One Time

Talk to a Real Person

Takes Less Than 5 Minutes

How To Verify Your Identity On A Video Call

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 Data sources – like credit bureaus – may have incorrect or outdated information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](#).



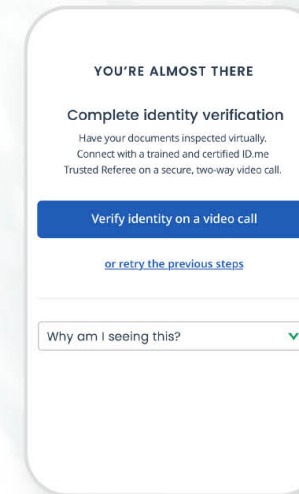
A smartphone or tablet to take photos



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.

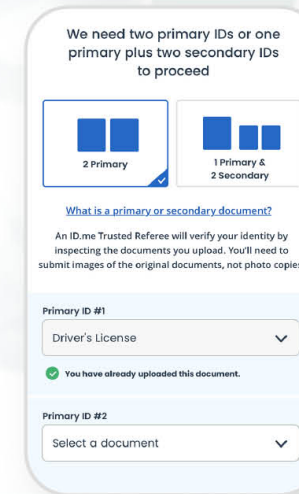
Follow These Steps:



1

Get Started

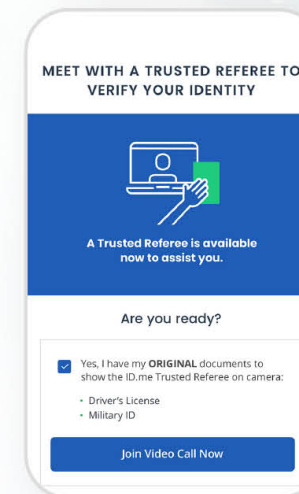
If you see a button to verify your identity on a video call, click it to start the simple process of finishing your verification.



3

Upload Documents

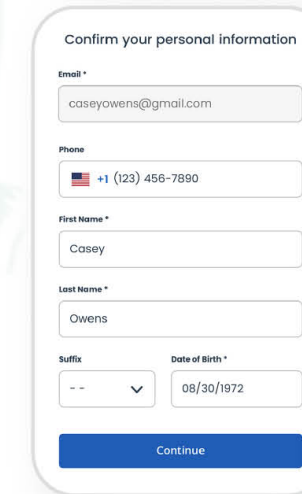
Follow the instructions to take pictures of your IDs. To see a list of valid IDs, click "What is a primary and secondary document?"



5

Confirm You Have Documents

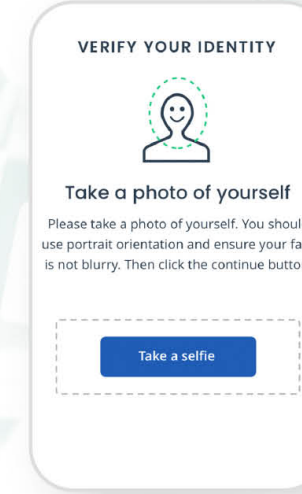
You'll see a wait time. If you exit, we'll email you once your documents have been reviewed. When you return, make sure you have your documents before clicking "Join Video Call Now."



2

Confirm Information

Review your personal information to confirm it's accurate in case there was a typo in your previous entry.



4

Take a Selfie

Follow the instructions to take and submit a photo of yourself.



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!

