NIST 800-63-3 COMPLIANT

Trusted Referee

In-Person Identity Proofing

ID.me

Modern government, healthcare, and financial services rely on trusted identities more than ever.

To ensure that all users can securely access these services, ID.me provides an in-person identity proofing solution to complement its online identity proofing solution.
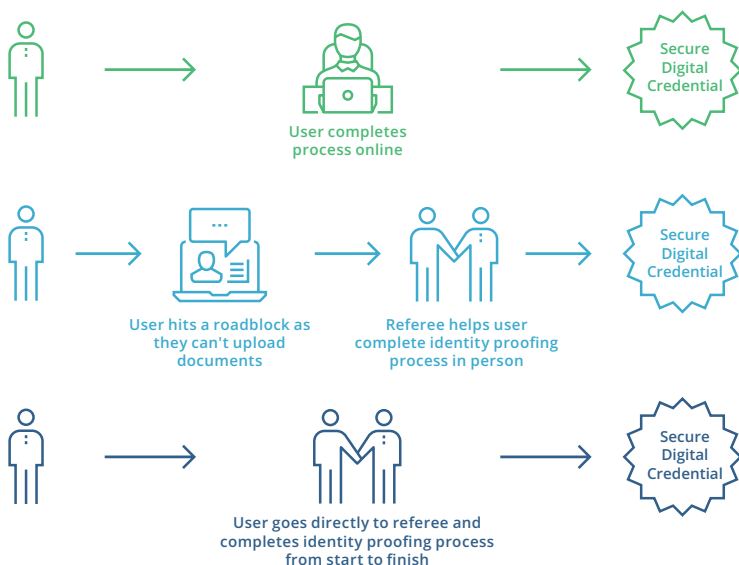
WHY IN-PERSON IDENTITY PROOFING?

In-person identity proofing closes the gaps for individuals who are challenged with online identity proofing due to the limitations of authoritative data sources or technology requirements, specifically:

- ✓ Individuals who use an unregistered prepaid phone or do not have a telephone in their name
- ✓ Individuals who do not have a driver's license or passport
- ✓ Individuals with a limited credit history with credit bureaus
- ✓ Individuals who have frozen credits and do not want to do a temporary lift
- ✓ Individuals who are uncomfortable with technology and require additional assistance

USER EXPERIENCE

The user can choose to complete the identity proofing process online on their own, start online and finish in-person with the assistance of a trusted referee, or go directly to a trusted referee to complete the full process.

User completes process online → Secure Digital Credential

User hits a roadblock as they can't upload documents → **Referee helps user complete identity proofing process in person** → Secure Digital Credential

User goes directly to referee and completes identity proofing process from start to finish → Secure Digital Credential

WHO CAN ACT AS A TRUSTED REFEREE?

Trusted referees can be anyone who has completed IAL/AAL 2 identity proofing. Organizations can designate trustworthy individuals in specific roles or with certain certifications as trusted referees:

- ✓ Administrative staff in doctors' offices and hospitals to enable patient access to PHI
- ✓ High school guidance counselors for students applying for financial aid
- ✓ Representatives of Veteran Service Organizations (VSOs) for the veteran community
- ✓ Other individuals in positions of trust such as notary public professionals or tax preparers
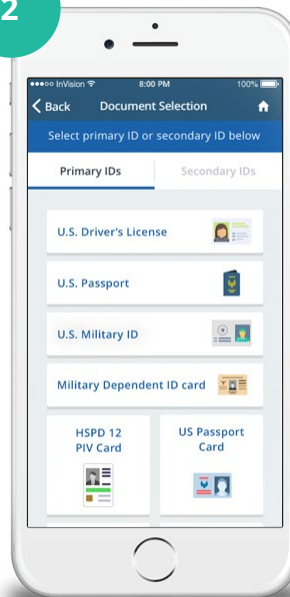
The ID.me Referee App guides the referee through the identity proofing process
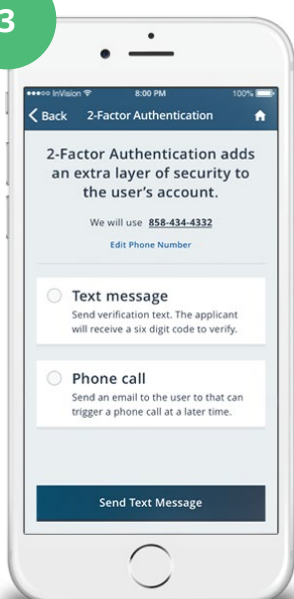
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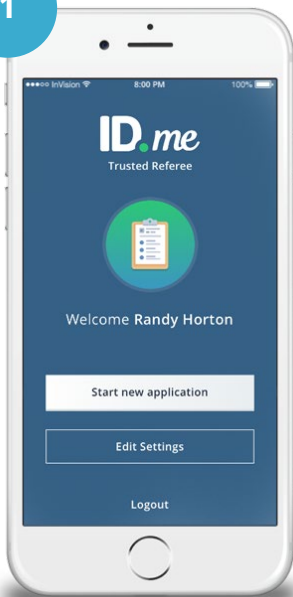
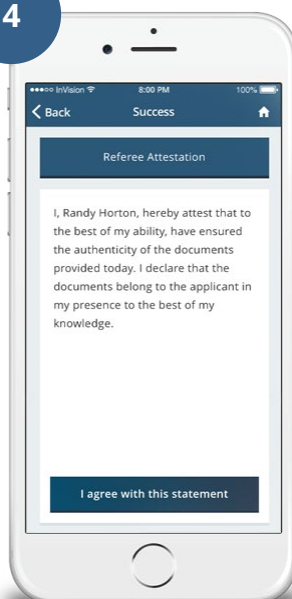Referee logs in to their trusted referee mobile app and starts the identity proofing process.

2

The applicant provides 2 primary sources of identification, or 1 primary source and 2 secondary sources of identification. Referee takes photos of the documents to attach to the application.
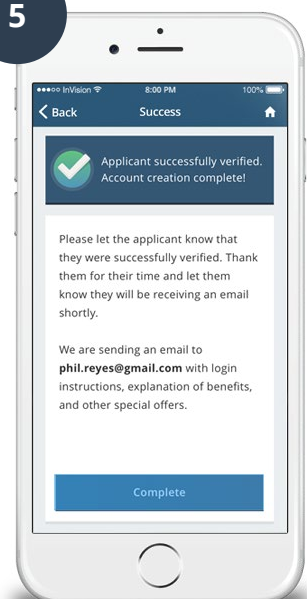
3

Referee helps applicant set up two-factor authentication.

4

Referee attests to the authenticity of documents and application.

5

NIST 800-63-3 compliant digital credential is generated.