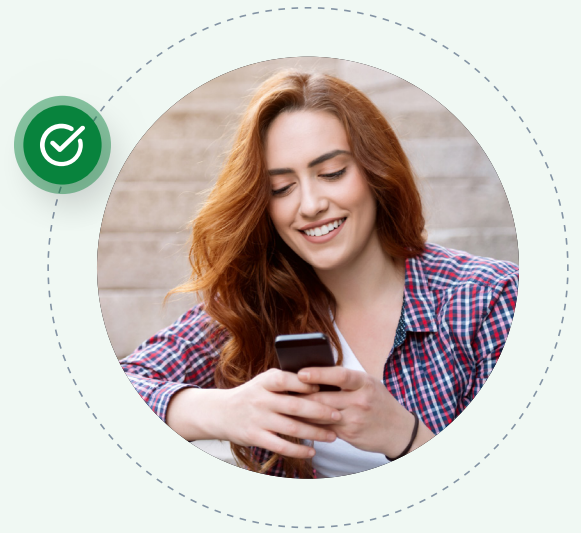




Step-by-Step Guide:

Verifying Your Identity on a Short Video Call

IAL2/AAL2

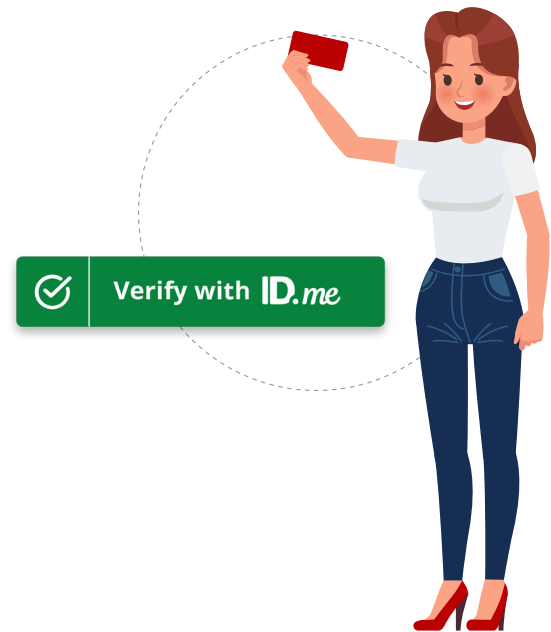


Our Video Call pathway enables you to verify your identity by capturing identification documents, and joining an ID.me Video Chat Agent on a brief video call. You'll need:

- ✓ A smartphone with a camera
- ✓ Photo ID (U.S. driver's license or state ID, U.S. passport, or U.S. passport card)
- ✓ Social Security number

The organization you're verifying for requires verification at the IAL2/AAL2* level. You only need to verify your identity once—then you can use your ID.me login anywhere ID.me is accepted.

This document outlines the steps for verifying your identity at IAL2/AAL2 on a short video call



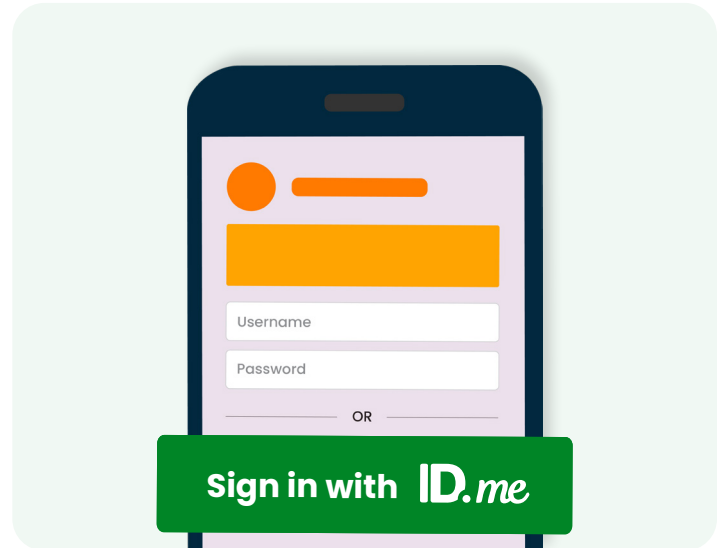
If you already verified your identity at IAL2/AAL2, you can verify your identity by simply signing in with your ID.me log in and consenting to share your information.

*Identity Assurance Level 2 (IAL2)/Authenticator Assurance Level 2 (AAL2) is a classification set by the Department of Commerce's National Institute of Standards and Technology (NIST), a U.S. government agency responsible for developing standards in technology and security.

The Steps

1 Get started

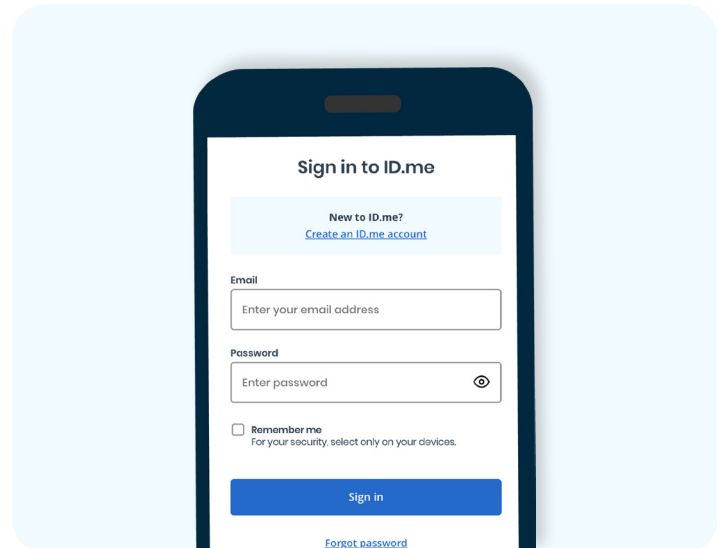
Go to your organization's website and select the **ID.me button**.



2 Sign in or create an account

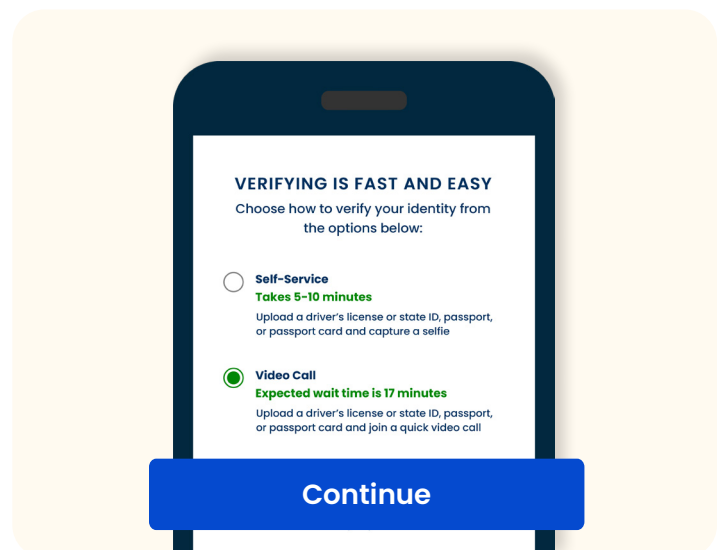
Sign in to your existing ID.me account.

If you don't have an ID.me account, select **Create an Account** and follow the prompts to add your email address, create a password, and add multi-factor authentication to protect your account.



3 Choose how to verify

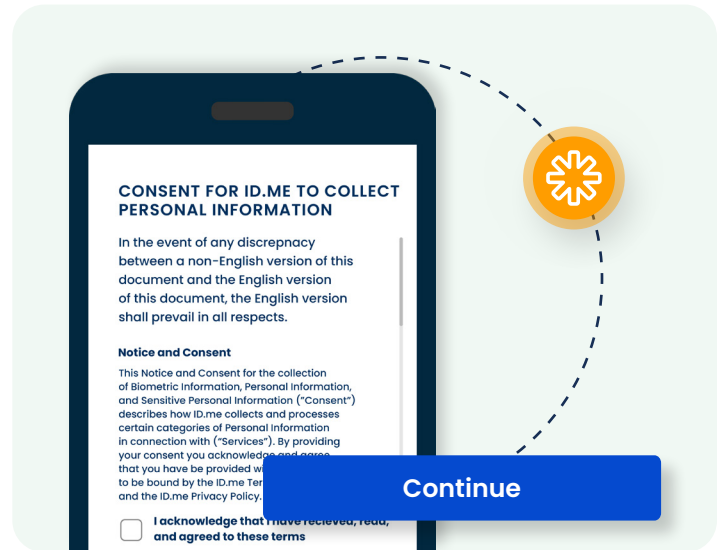
Select **Video Call**, and then select **Continue**.



4

Allow ID.me to collect your information to verify your identity

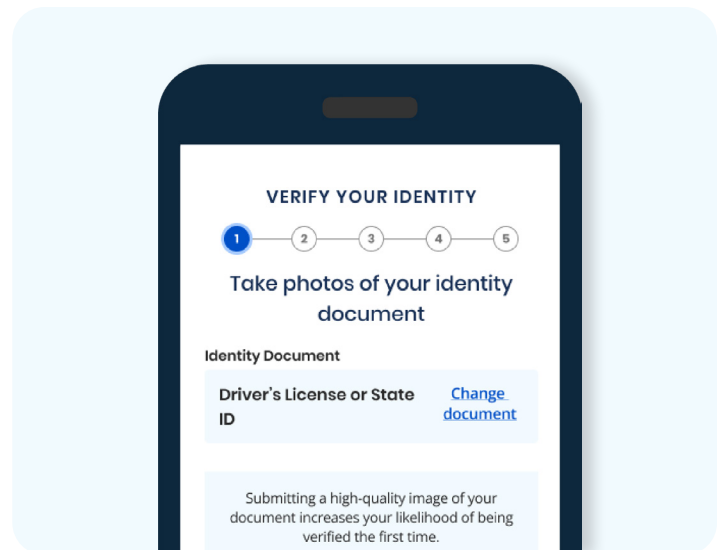
Your information is only collected to verify your identity and help prevent fraud. We always ask for consent to collect your Biometric Information.



5

Take photos of your identity document

Follow the prompts to upload your US driver's license or state photo ID, or select Change document to upload a passport or passport card.



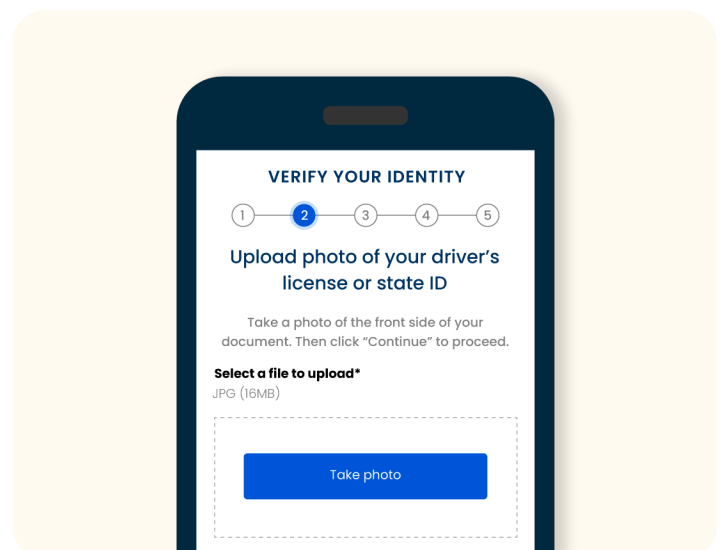
6

Upload photos of your driver's license or state ID

Select **Take photo**, then take a photo of the front and back of your document.



Remember: You'll need to have the original version of each of your documents. You cannot use copies.



7 Document photo tips

Follow our tips to make sure you take a high-quality photo of your document.



Do take your photo straight on, and not at an angle



Do place your document on a dark surface



Do match the orientation of the document



Don't crop the corners or edges of your document



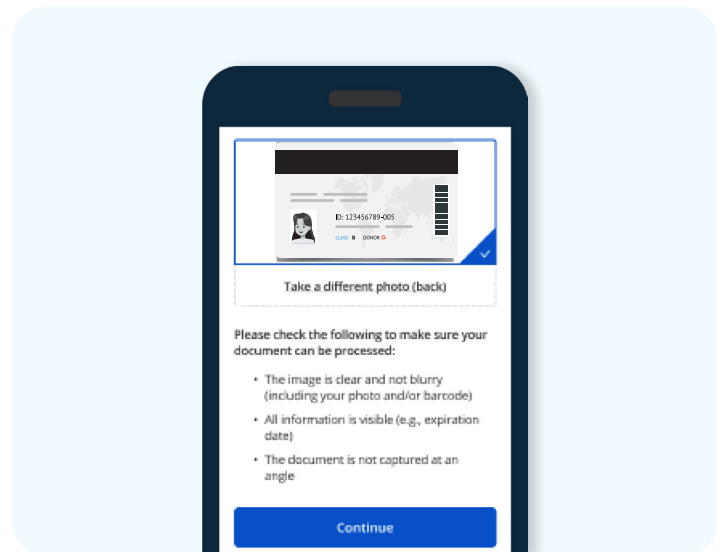
Don't cover information



Don't take or submit blurry photos

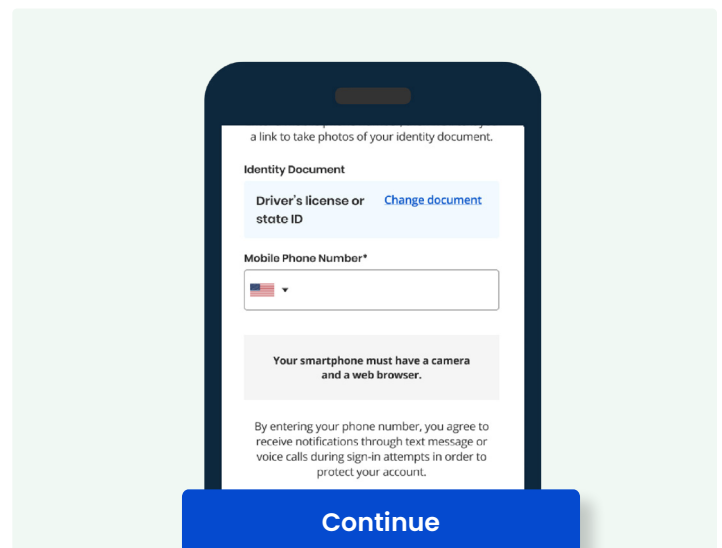
8 Submit your photos

After you upload the photos, ensure the images are clear and all information is visible, then select **Continue** to submit your photos for review.



9 Enter your phone number

Enter your personal phone number to capture photos of your identity documents using your phone.



10 Enter SSN

Enter your Social Security number.



[Why does ID.me ask for my SSN?](#)

VERIFY YOUR IDENTITY

1 2 3 4 5

Enter your Social Security number

Social Security Number (#####) *

#####

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

Continue

11 Confirm information

Review your information to ensure it is accurate.

If everything is correct, select **Yes**.

If something is inaccurate, select **No** and update your information. Your information will be reviewed before you can proceed.



You may be asked to allow ID.me to review your credit profile. This “soft” check will not affect your credit score. Select the checkbox for the Fair Credit Reporting Act to continue.

Is Your Information Displayed Correctly?

Personal Information

First Name	BRYCE
Middle Name	S
Last Name	SMITH
Date of Birth	08/07/1996

Home Address

Street	123 Main Avenue SOUTHWEST
City	MCLEAN
State	VA
Zip Code	23456

Phone Number

Mobile Phone	((123)456-7890
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12 Confirm your phone number

Select the link in the text message you receive from ID.me.

CONFIRMING YOUR PHONE

Please click the link sent to +1 (23) 456-7890 to confirm your mobile phone number.

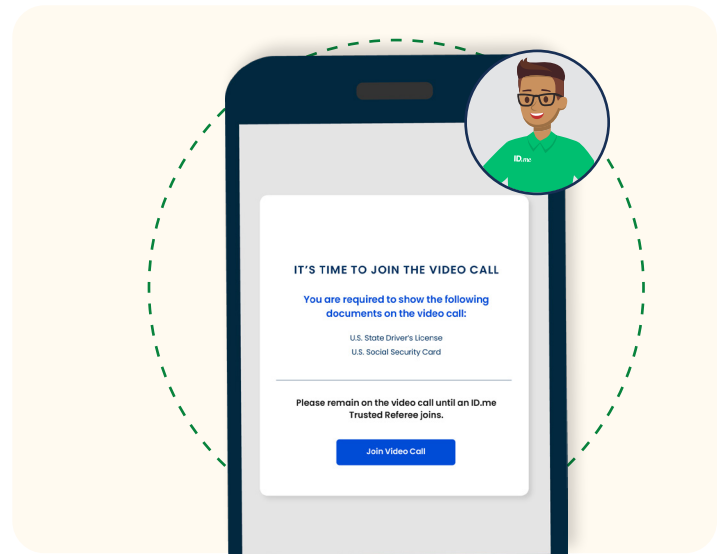
This screen will automatically refresh once your phone number has been confirmed

Didn't receive the text message? [Send link again](#)

13

Join a video call

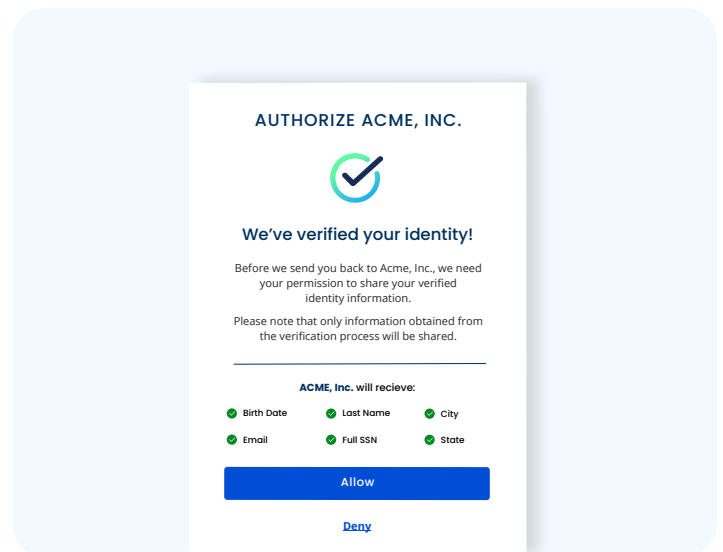
After you've confirmed your phone number, you'll join a video call. The Video Chat Agent will compare you to the document you uploaded.



14

Sign in and share your information

To complete the process, go back to the organization's application and sign in using your ID.me account. Then, consent to share your information with the organization. You'll also receive a follow-up email from ID.me with instructions on how to complete the process.



Have trouble verifying?

If you have trouble verifying your identity on a short video call, you may need to complete your verification by uploading additional documents and joining an extended video call.

For answers to common verification questions, visit our [Help Center](#).

For help from an ID.me agent, [contact ID.me Member Support](#).