ID.me

Troubleshooting:

Resolving Common Issues

This troubleshooting guide is designed to help your team support members during the ID.me identity verification process. By sharing this guide with your support staff, you can ensure they are equipped to assist members effectively.

In this document, you'll find step-by-step guidance on uploading documents, taking a selfie, managing duplicate accounts, FAQs, and more.

Verify with **ID.me**

Sign in to ID.me

If a member can't sign in to their ID.me account, talk them through these two step-by-step instructions to reset their password or multi-factor authentication method.

1 Reset password

- ✓ On the ID.me sign in page, select **Forgot password.**

- ✓ Enter the email address on your ID.me account and select **Continue.**

- ✓ Check your email and select **Reset your password.**

- ✓ Complete multi-factor authentication (MFA). This may involve getting a code or push notification.

- ✓ When prompted, enter your new password two times. Ensure the new password includes at least eight characters, one lowercase letter, one uppercase letter, and one number.

A confirmation message displays, indicating that your password reset was successful.

2 Reset your multi-factor authentication (MFA) method

If the member has changed their phone number or device, they may need to reset their MFA method. Follow these steps to use a new MFA method:

- ✓ Go to the ID.me sign-in page, enter your email address and password, then select **Sign in**.

- ✓ On the "Complete Your Sign In" screen, select **MFA recovery process**.

- ✓ Follow the prompts to confirm ownership of your account. This may include:

  - • Taking a live selfie or joining a video call with an ID.me agent

  - • Confirming your email and personal information

  - • Uploading an identity document

- ✓ Set up a new MFA method within 30 minutes of confirming account ownership.
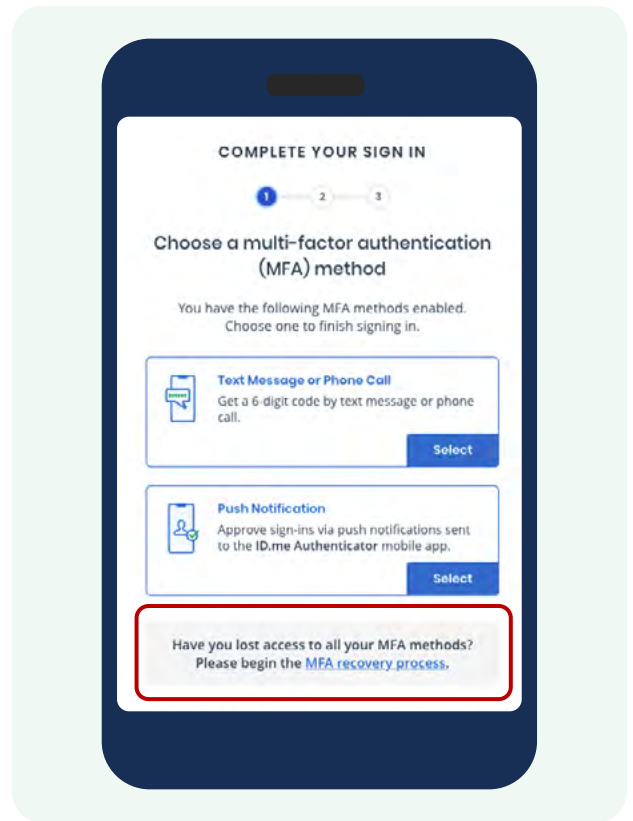
If the member is not sure where to go after taking a selfie or meeting with an ID.me agent:

- ✓ Go to the ID.me sign-in page.

- ✓ Enter your account email address and password and select **Sign in**.

- ✓ Select **MFA recovery process** and follow the prompts to set up your new MFA method.

3 Sign in if you lost access to the email on your account

Even if the member lost access to the email, they might still be able to sign in if they remember their password. Follow these steps to contact ID.me without signing in.

- ✓ Go to the ID.me Support Contact page (https://help.id.me/hc/p/contact_support).

- ✓ 2. Select **Submit a ticket without signing in**.

- ✓ 3. Choose **I don't know my password** in the drop-down to select your issue, and in the "Description" field, include as much detail as possible. This helps ID.me respond with the best next steps based on your situation.
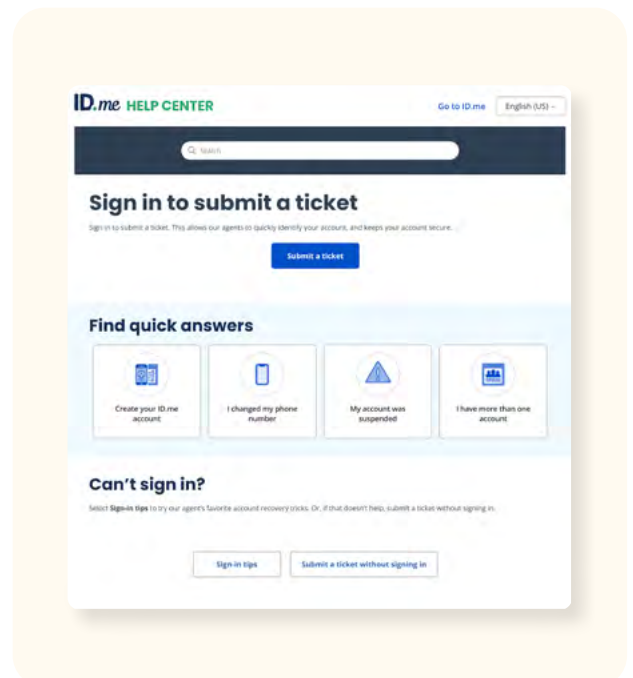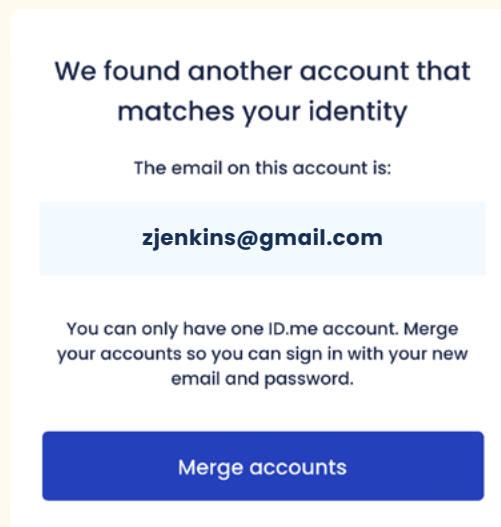
Duplicate accounts

A duplicate account occurs if a member already verified their identity on a different ID.me account.

1 Merge accounts

If the member is eligible to merge their accounts, they will see a message saying "We found another account that matches your identity" when trying to verify their identity on a new account.

To merge their accounts, these members should select "Merge accounts" if they recognize the email address displayed.
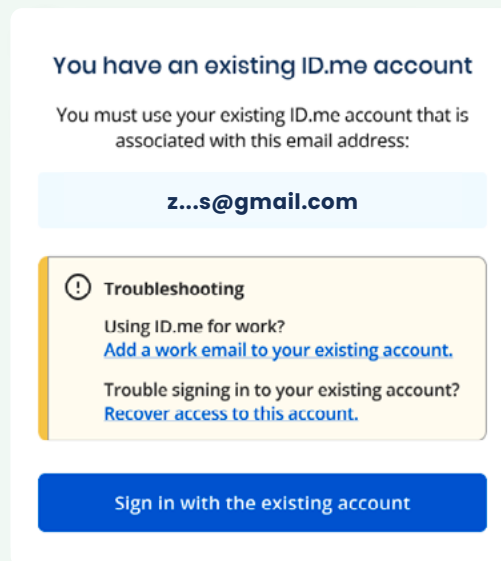
Not everyone is eligible to merge accounts.

We found another account that matches your identity

The email on this account is:

zjenkins@gmail.com

You can only have one ID.me account. Merge your accounts so you can sign in with your new email and password.

Merge accounts

2 No option to merge accounts

If the member doesn't have the option to merge accounts, they will need to use their original ID.me account. The original account is the one they used to verify their identity the first time.

On the error screen, they may see the first and last initial and email domain of your original account. If they can recognize this account, ask them to enter the email address and password for their original account to continue their verification.

You have an existing ID.me account

You must use your existing ID.me account that is associated with this email address:

z...s@gmail.com

⊙ **Troubleshooting**

Using ID.me for work?
Add a work email to your existing account.

Trouble signing in to your existing account?
Recover access to this account.

Sign in with the existing account

Troubleshoot duplicate accounts

Use the table below for help troubleshooting duplicate accounts:

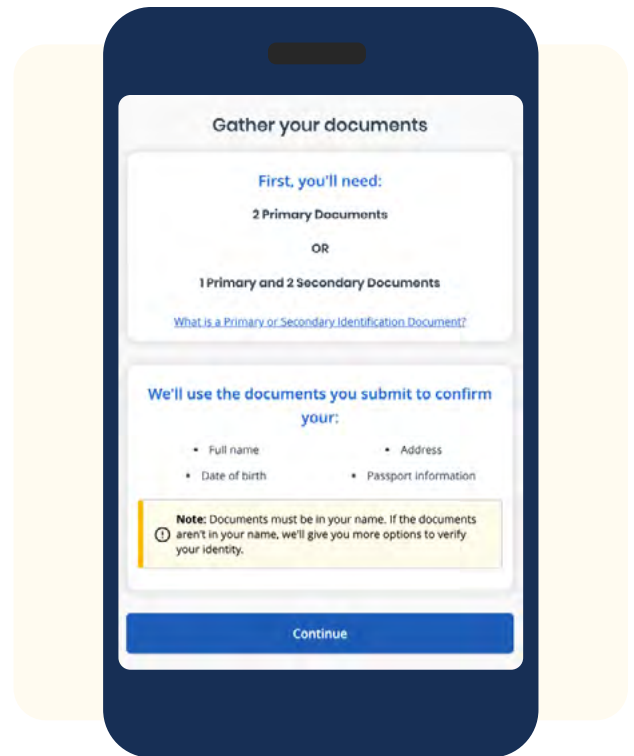| Duplicate account issue	How to resolve
I can't sign in to my original account	You may be able to sign in by resetting your password or multi-factor authentication (MFA). If you still can't sign, ID.me Support will help recover your account.
I want to use the email that's on my new account	To use the email from your duplicate account, close the duplicate account first, then add the email to your original account.
I want a separate account for work	You cannot have a separate account for work purposes. Use your original account by adding your work email to the account.
I can't access the email on my original account	Even though you can't access the email on your original account, you still might be able to sign in.
The name on my original account is wrong	Update the name on your ID.me account.
My original account is suspended I don't recognize the email in the duplicate error I don't remember creating another account	To submit a ticket without signing in: ✓ Go to the ID.me Support Contact page (https://help.id.me/hc/p/contact_support). ✓ Select **Submit a ticket** without signing in ✓ Choose the drop-downs that best describes your issue, and in the "Description" field, include as much detail as possible. This helps us respond with the best next steps based on your situation.

Document upload

During verification, the member's documents will be matched with their personal information to make sure it's them who is verifying.

1 Document requirements

The document requirements depend on the organization or website they need to access and if they are verifying using Self-Service or on an extended video call.

✓ **Self-Service:** Fastest and most common way to verify. They will need a primary document, specifically a driver's license, state ID, passport, or passport card.

✓ **Extended video call:** If a user has difficulty verifying with self-service, needs additional document options, or lives outside the US, they'll need to verify on an extended video call. You need 2 primary documents, or 1 primary and 1 secondary document. They may need to upload additional documents to prove their address, Social Security number, or if their name has changed.

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?

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

- Full name
- Date of birth
- Address
- Passport information

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.

Continue

2 Primary documents

Primary documents prove your identity with information like your name, photo, and date of birth. Common examples include driver's licenses, passports, passport cards, and state IDs.

3 Secondary documents

Secondary documents indirectly prove your identity by connecting your personal information to something official like an account or government record. Examples include utility bills, vehicle registration, and tax forms.

4. Unacceptable documents

The following documents cannot be used for verification:

- ✓ Military IDs cannot be copied under federal law, so they are not accepted for identity verification.
- ✓ Company employee ID cards. We do not accept employee ID badges, building passes, etc.
- ✓ Digital driver's license or state IDs.
- ✓ Documents that are voided.
- ✓ Forms you fill out yourself, including tax forms.
- ✓ Unemployment documentation.
- ✓ Unofficial student records.

5. Sometimes acceptable documents

Under certain occasions, you can use the following documents:

- ✓ **Expired or temporary documents:**
  When verifying over an extended video call, you can use an expired driver's license or state ID—if it expired within the last 12 months. You will need to upload a photo of your expired license or ID along with documentation of your renewal, extension, or a temporary ID from the DMV. Otherwise, expired or invalid documents will not be accepted.
- ✓ **Photocopies:** Primary documents, Social Security cards, Health insurance cards and birth certificates must be original to be accepted. Other documents may be submitted as photocopies.

6. Tips for taking a photo of a document

Confirm that the required information is clearly visible before submitting your photo(s) for review.

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

Don't crop the corners or edges of your document

Do place your document on a dark surface

Don't cover information

Do match the orientation of the document

Don't take or submit blurry photos

Rejected documents

Documents can be rejected for a variety of reasons. If a member had their documents rejected, ask them to read the error message or email carefully before resubmitting photos of their documents.

① Self-Service

If they are completing verification using Self-Service, the error screen will explain why their document was rejected.

These are common reasons documents may have been rejected in self-service and steps to give your members:

Reason	What to do next
Uploaded unacceptable file type	You must upload .jpeg or .png fi les when verifying with Self-Service. HEIC photo type is not acceptable. If you are on an iphone, make sure your live photos are turned off.
Uploaded expired document(s)	Your document must be unexpired. If you only have an expired primary document, you will need to verify on a video call.
Uploaded document did not match the name or address you provided.	Your documents may be valid, but you may need to edit your submitted information (such as name or address) to match the information on your documents. Otherwise, you can change to a different document type that matches the information you entered. If your document information contains typos, especially your name or address, you may need to request a new document from the organization or agency you got the document from, or choose a different document to verify.

② Video call

If they are completing a verification on a video call, they will receive an email with details on why their document(s) were rejected.

These common reasons why a document may have been rejected by a document reviewer during a video call:

| Reason	What to do next
Uploaded unacceptable file type	You must upload .jpeg, .png, or .pdf fi les when verifying over an extended video call. HEIC photo type is not acceptable. If you are on an iphone, make sure your live photos are turned off.
Mismatch between the document type you selected and the document type you uploaded	During verifi cation, you are prompted to select the type of document you will upload. Ensure the type you select matches the document you upload. For example, if you chose a driver's license as the document type, upload a photo of your driver's license.
Uploaded expired document(s)	You can still use it to verify if it expired within the last 12 months. You will need to upload a photo of your expired license or ID along with documentation of your renewal, extension, or a temporary ID from the DMV.
Uploaded document did not match the name or address you provided	Your documents may be valid, but you may need to edit your submitted information (such as name or address) to match the information on your documents. Otherwise, you can change to a diff erent document type that matches the information you entered. If your document information contains typos, especially your name or address, you may need to request a new document from the organization or agency you got the document from, or choose a diff erent document to verify.
Uploaded document was unreadable	Only upload documents that are in good condition, where the required information (such as your SSN or address) and your photo, if applicable, is clearly readable.

I don't have a smartphone

If the member doesn't have a smartphone with web access and a camera, they can verify on a computer with a Video Call.

My camera didn't work

If the member gets an error message saying ID.me is blocked from accessing their camera like the one below, it means that their device's settings are preventing the browser from accessing their device's camera.

They must grant ID.me permission to access their device's camera during the verification process. When prompted, select **OK** or **Allow**.

If this prompt didn't display, go to your device settings to grant permissions to use your camera. For step-by-step instructions, visit Granting permission to use your device's camera (help.id.me/hc/en-us/articles/1500005941721)
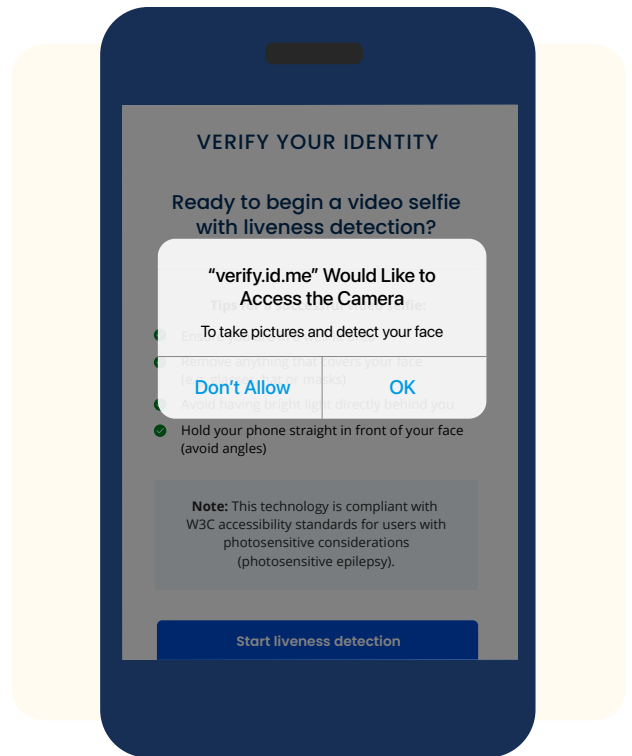
Video selfie best practices

Here are tips you can give a member for taking their video selfie:

- ✓ **Set up lighting:** Whether it's natural light or from a lamp, make sure the light is in front of you.

- ✓ **Avoid glare:** If you notice glare, step back from the light source.

- ✓ **Position the camera:** Hold the camera directly in front of your face, about a foot away.

- ✓ **Don't hide your face:** Avoid clothing, like hats, scarves, masks, or anything else that can hide your face.

- ✓ **Check your background:** Stand in front of a simple, plain background, if possible.

- ✓ **It's a selfie:** Make sure no one else is in view.

Here are some tips for taking a good selfie:

Avoid Glare
If you notice glare, step back from the light source.

Don't hide your face
Avoid clothing, like hats, scarves, masks, or anything else that can hide your face.

It's a selfie!
Make sure no one else is in view.

Set up lighting
Whether it's natural light or from a lamp, for example, make sure the light is in front of you.

Position the camera
Hold the camera directly in front of your face, about a foot away.

Check your background
Stand in front of a simple, plain background, if possible.

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1 Video selfie quality issues

I got a "Something went wrong. Please try again" error.

To fix this:

✓ On the error screen, select **Try again**.

✓ Retake your video selfie, following our video selfie best practices.

2 My video selfie was rejected

If your video selfie is rejected after multiple attempts, you will see a "We couldn't capture your video selfie" message. Continue following the prompts, then you will connect with a Video Chat Agent for a short video call.

VERIFY YOUR IDENTITY

(!)

Something went wrong. Please try again

We couldn't capture your video selfie.

Try again

3 I don't have a device that has a camera

If your smartphone or computer doesn't have a camera, you won't be able to complete verification. We recommend borrowing a device from a family member or friend.

4 Technical issues

To minimize issues during verification, we recommend that you:

- ✓ Ensure you can connect to the internet and that your device has a working camera.
- ✓ Update your browser and operating system to the latest version.
- ✓ Clear cache and cookies if you need to try again.
- ✓ Try using a different device if the upload still doesn't work after checking all of the above.

Email Support

Members can go to the ID.me Contact Support page, 24/7 to create a ticket for our Support Team. Most members receive a response within four hours.

- ✓ To get started, go to the ID.me Support Contact page (https://help.id.me/hc/p/contact_support). There are two ways to email ID.me Support:
- ✓ **Sign in and submit a ticket**
- ✓ Select **Submit a ticket**, sign in. Signing in allows our agents to quickly identify members' accounts, and keeps their account secure.
- ✓ **Submit a ticket without signing in**
- ✓ If they cannot sign in to their ID.me account or don't have an account, they should select **Submit a ticket without signing in**.

Next, members should fill out the support form with as much detail as possible including the organization they are trying to access and the issue they are having. This will allow us to respond with the best guidance on next steps.

Frequently asked questions

What is ID.me?

ID.me is the next-generation digital identity network that simplifies how individuals securely prove their identity online. ID.me's technology meets the federal standards for consumer authentication set by the Commerce Department and is approved as a NIST 800-63-3 IAL2 / AAL2 credential service provider by the Kantara Initiative. ID.me is committed to "No Identity Left Behind" to enable all people to have a secure digital identity.

About ID.me

Will ID.me sell my information?

Your privacy is important to ID.me, and they make it a priority to protect and safeguard your information. ID.me will not sell, rent, or trade your personal information.

ID.me Privacy Center

Can I verify my identity in a language other than English (Haitian Creole, Spanish, Chinese, etc.)?

ID.me supports over 20 languages in Self-Service and over 240 languages in our video chat.

Verifying in a language other than English Can I speak to a Video Chat Agent in languages other than English?

I'm having trouble verifying my identity or signing in to my ID.me account. How do I get help?

You might not be able to successfully complete your verification because of account sign-in issues, a duplicate account, or trouble uploading your documents. You can troubleshoot here: I couldn't verify my identity or I can't sign in to my account

How do I update my ID.me account information?

You can change or add email addresses, update your password, and more at account.id.me. To learn how, visit Managing your ID.me account settings.

Can I have more than one ID.me account?

No, you can only have one verified ID.me account. It's tied to you as an individual, similar to having one driver's license or Social Security number. If you think you have multiple accounts, you can troubleshoot here: What to do if you have a duplicate account

How do I know if I successfully verified my identity?

After you complete the verification process for the first time, you'll receive an email from ID.me confirming that your identity has been successfully verified. If you used your existing ID.me login to share your identity information with a new organization, you'll receive a text message from ID.me confirming you used your account to access an organization.

To see which organizations you've shared your identity information with, visit Finding who you shared your information with.