

Who is ID.me?

ID.me is a federally certified credential service provider. We are a trusted partner of government agencies, healthcare platforms, financial institutions, and other businesses that verifies and authenticates their users.

What is Identity Proofing?

Identity proofing, sometimes called identity verification, is simply the process of confirming that someone is who they say they are. Identity proofing involves two steps:

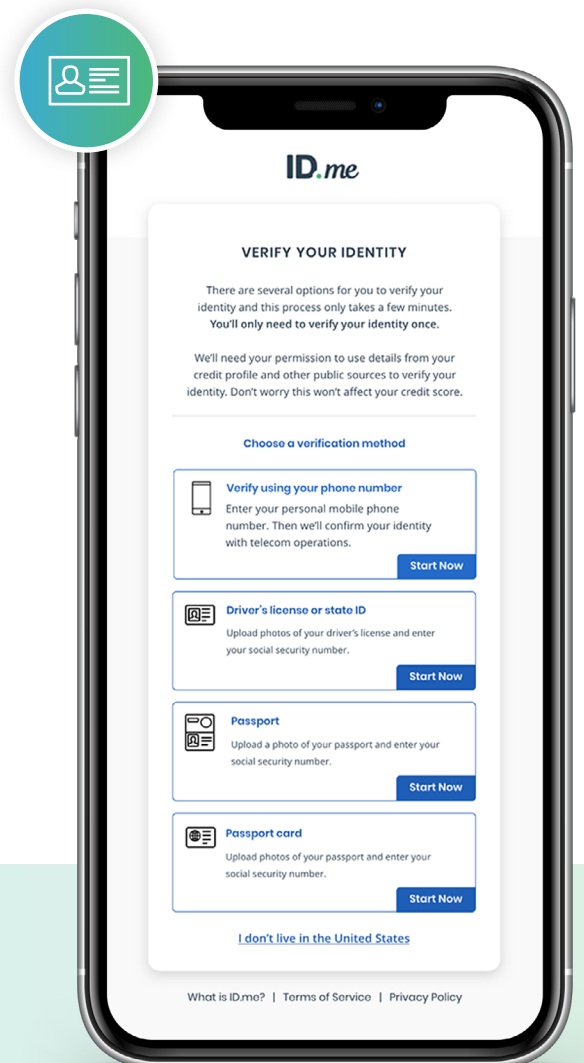
- 1 **Proving an identity exists**
- 2 **Proving the identity belongs to the person claiming it**

Every time you provide your ID at the bank or DMV, you're providing evidence to verify your identity. However, in the digital world, you can't simply show a photo ID and have someone physically match it to your face. Instead, organizations must take alternative steps to reliably verify your identity and to increase confidence that the identity you claim actually belongs to you.

If organizations do not take these alternative steps, the consequences—like identity theft and fraud—could be severe. At the same time, organizations want to make it easy for their users to verify their identity online—just as easy as showing a physical ID card to a bank teller. The task of balancing security with convenience is difficult for most organizations to do on their own. **That's where ID.me comes in.**

The ID.me Role

ID.me confirms the identity of users requesting access to digital services. Identity proofing only has to be completed once per person. Once ID.me confirms that a real-life identity belongs to you, you are officially verified.



What is Multi-Factor Authentication?

Multi-factor authentication (MFA) strengthens account security by requiring two factors to verify your identity. These factors usually include something you know (like a username and password) plus something you own (like a smartphone).

ID.me's platform allows users to set up MFA for their account. ID.me offers the following MFA methods:

- ✓ Text Message
- ✓ Phone Call
- ✓ Push Notification
- ✓ Code Generator
- ✓ FIDO U2F Security Key
- ✓ Mobile YubiKey

Please note that depending on which regulations your organization must comply with, some of these MFA sign in methods may not be permitted.

What if I Can't Verify My Identity?

If your online identity verification attempt was unsuccessful, you may see the option to connect with an **ID.me Trusted Referee**.

A Trusted Referee is a trained identity specialist employed by ID.me to prove your identity. When verifying your identity with a Trusted Referee, you may be asked to upload photos of your identification documents and show the physical copies to an ID.me Trusted Referee. You may need to show either two primary documents or one primary document and two secondary documents and/or proof of a Social Security number. Your wait time for a Trusted Referee may vary, but you can choose to return later at a time that works best for you.

ID.me Member Support

Additional assistance is available on the ID.me Help Site at help.id.me where you can submit help tickets. ID.me's member support team is available 24 hours a day, 7 days a week and will respond to the claimant's question as soon as possible.

