



Step-by-Step Guide:

Confirming Your Identity with Self Service

AAL2 / IAL2



Our Self-Service pathway allows you to confirm your identity by uploading identity documents and a video selfie. This self-directed process guides you through each step on your screen, allowing you to complete your identity verification independently and at your own pace, whenever it's most convenient for you.

Self-Service takes 5-10 minutes to complete.

To confirm, you'll need:

- ✓ A modern smartphone with a camera
- ✓ Government-issued 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 confirming your identity for requires that your identity be verified at the AAL2/IAL2* level. This document walks you through the steps for confirming your identity at AAL2/IAL2 using our Self-Service pathway.

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

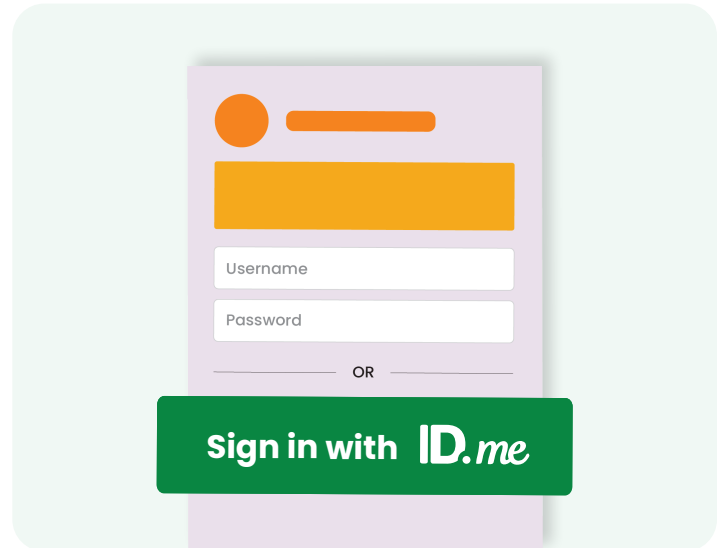
* Authenticator Assurance Level 2 (AAL2) / Identity Assurance Level 2 (IAL2) is a classification set by the Department of Commerce's National Institute of Standards and Technology (NIST), a U.S. government agency responsible for developing standards in technology and security.

The Steps

1

Get started

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

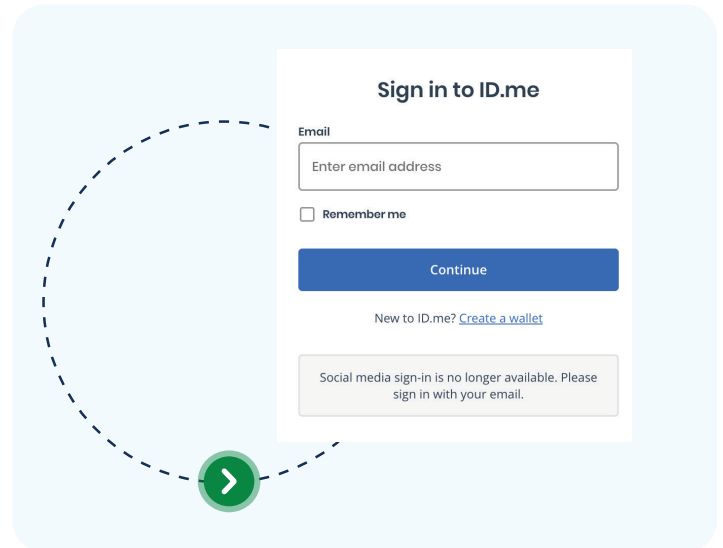


2

Sign in or create a wallet

Sign in to your existing ID.me Wallet.

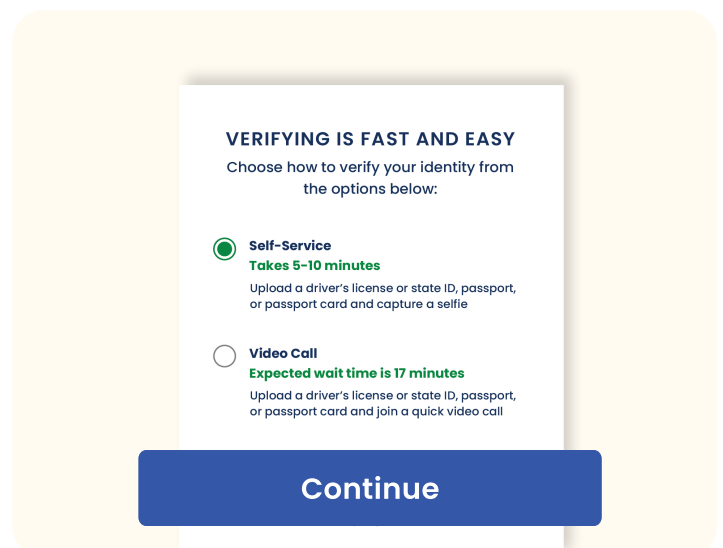
If you don't have an ID.me wallet, select **Create a wallet** and follow the prompts to add your email address, create a password, and add multi-factor authentication.



3

Choose how to confirm

If you are given a choice for how to confirm, select **Self-Service**.



4

Allow ID.me to collect your information

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

Consent for ID.me to collect Biometric Data and Sensitive Personal Information

Biometric Information Privacy Statement

I acknowledge that I have received, read, and agreed to these terms.

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Take photos of your identity document

To take a photo of your driver's license or State ID from your mobile device, select **Open Camera**.

Take a photo of your government-issued photo ID



Use a driver's license, state ID, passport, or passport card.



Make sure your ID is clear, not expired, and in good lighting.



Takes about 2-3 minutes.

Open camera

[I don't have a valid government-issued photo ID](#)

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Upload photos of your driver's license or state ID

Follow the prompts to allow your camera to take a photo of your ID.



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

"websdk.idmelabs.com"
Would Like to Access the
Microphone and Camera

Cancel

Allow

Taking a good document photo



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

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Confirm your Legal ID

After your Legal ID has been verified, select Confirm. If anything looks incorrect, select Retake photo to try again.

Your Legal ID has been verified

Make sure this info matches your Legal ID.

First name

Bryce

Last name

Alexander

Date of birth

June 12, 1989

Confirm

Retake photo

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Get ready for a video selfie

We compare your selfie to the photo on your identity document to ensure that you are you. Select **Open camera**.

Confirm you are you with a video selfie

Video selfies help protect you from fraudsters and deepfake technology.



Set your screen brightness to the highest level. Be in a well-lit area.



Remove any hats or sunglasses.



Colorful lights will flash during the video selfie. [Learn more](#)

By selecting "Open camera," you agree to let ID.me collect your biometric data to verify your identity. View our [Biometrics Policy](#).

Open camera



Your mobile phone must have a camera and a web browser.

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Grant camera and motion access

Allow ID.me to access to your camera motion sensors.

Allow "verify.id.me" to use your camera?

Don't allow

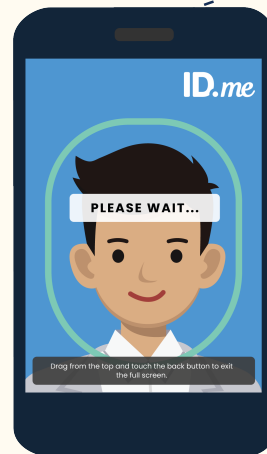
Allow



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Take the selfie

Make sure there's good lighting and hold the phone in front of your face. Wait until you get a "Processing Video Selfie" screen. If it's successful, select **Continue**. Otherwise, retake your selfie.



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.



If you verified with a passport or passport card, you'll be prompted to enter your most recent home address.



If prompted, enter your phone number.



Enter SSN

Enter your Social Security number.

Enter your most recent home address

Street address

Apt, suite, building (optional)

City

State

Zip code

Continue

Enter your phone number

We'll send a verification link to confirm it's you.

Phone Number

By continuing, you agree to receive texts or calls during sign-in to protect your info.

Continue

Enter your 9-digit Social Security number (SSN)

Your SSN will be used to confirm your identity.
This will not affect your credit score.

SSN (Example: 555-55-5555)

[Show](#)

Continue

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Confirm information

Review your information to make sure it's correct.

If everything is correct, select the confirmation checkbox and then select **Confirm and submit**.

If any information is incorrect, select **Make changes** to go back.

Your information will be reviewed before you can proceed.



You must 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.

Confirm your information

Review your information to make sure it's correct. We'll use this to verify your identity.

First name	Casey
Middle name	S
Last name	Owens
Date of birth	August 7, 1996
Social Security number	###-##-#### Show
Address	123 Main Avenue Southwest, McLean VA 23456
Mobile phone	(123) 456-7890

☐ I confirm this information is correct and agree to its use to verify my identity. Includes use of [Fair Credit Reporting Act](#) data.

Confirm and submit

[Make changes](#)



We've verified your identity!

Before we send you back to ACME, we need your permission to share your verified identity information.

Please note that only information obtained from the verification process will be shared.

ACME will receive:

- | | |
|--------------|---------------|
| ✓ First Name | ✓ Middle Name |
| ✓ Last Name | ✓ Email |
| ✓ SSN/ITIN | ✓ SSN |
| ✓ Street | ✓ Postal Code |

Allow

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Share your information

Review the information that the organization will receive and then select **Allow** to consent to share that information with the organization.

Have trouble confirming?

If you aren't able to confirm on your own, you may be prompted to finish your verification on a video call with an ID.me agent.

For answers to the most common verification questions, browse the [ID.me Help Center](#). Or, to email ID.me Support, go to the [ID.me Contact Support page](#).