

Identity Verification with ID.me

Reemployment Assistance Process Guide



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Identity Verification with ID.me

Reemployment Assistance Process Guide

ID.me is a secure identity verification process that makes sure that only you can access your reemployment assistance benefits. ID.me has partnered with Florida's Department of Economic Opportunity (DEO) to verify claimants' identities. New claimants will be required to verify their identity in order to continue their application. Existing claimants may receive an email from DEO stating that they need to verify their identity through ID.me.

Before You Begin

You will need the following in order to use ID.me to verify your identity:

- Email address
- Social security number
- Mobile phone with camera
- Photo ID (driver's license, passport, passport card, or state ID)
- Laptop or computer (optional)

Create Your ID.me Account

- If you are a new claimant, you will be guided through the process when you begin your reemployment assistance application. Otherwise, go to <https://www.id.me/registration/new>
- Enter your email address and choose a password; write down your password and keep it secure
- Click the checkbox to accept the website's terms and conditions and privacy policy
- Click "Create an ID.me account"
- Do not close the browser tab

Confirm Email Address

ID.me will send you an email asking you to confirm your email address. Do not close the ID.me browser tab. If you use a web browser to check your email, be sure to open a new tab for your email.

- Click the button in the email to confirm your email address
- Return to the ID.me tab on your browser

- The page will automatically move forward to the next step
- If it does not, go to <https://www.id.me/> and log in with your email address and password

Secure Your ID.me Account

ID.me uses multifactor authentication (MFA), which just means that whenever you log in to your ID.me account, you will also need to request a passcode to access your account.

The multifactor authentication options are:

- Receive a passcode via text message
- Receive a passcode via phone call
- Use a phone app to securely send the passcode
- Use a physical key fob to securely send the passcode (such as the FIDO U2F Security Key or the Mobile YubiKey)

The easiest option is to receive a passcode sent to your phone:

- Enter your phone number
- Check your text messages or answer the phone to receive the 6-digit passcode
- Return to the ID.me page in your browser and enter the passcode

Verify Your Identity

Proving your identity involves uploading a photo of your ID and taking a selfie.

- Choose a document type to submit:
 - Driver's license
 - State ID
 - Passport
 - Passport card
- If you have a photo of your identity document on your computer or phone, you can upload the photo.
- Otherwise, type in the phone number of a cell phone that can take pictures. ID.me will text you a link that will open your phone camera.
- Follow the instructions to take photos of your ID.
- For a driver's license, state ID, or passport card, you must take a photo of the front and the back.

- Click Continue.
- Follow the instructions to take a selfie. Try to position your face in the center of the camera and take a clear photo. You can retake the photo if needed.
- Click Continue and return to the ID.me page in your browser.
- Enter your social security number
- Click Confirm and Authorize

Confirm and Authorize

Now you must confirm your information and authorize ID.me to share your identity verification with DEO.

- Review your information and make sure it is accurate and complete.
- Click the edit buttons to make any needed changes.
- When everything is correct, check the box attesting that the information is accurate and click Continue.
- Click “Allow and continue,” to allow ID.me to send your identity verification to DEO.

Trusted Referee

If you are unable to verify your identity, you’ll automatically be referred to a Trusted Referee where you can verify your identity on a video call. Trusted Referees are available 24 hours a day, 7 days a week. For more information on this process, including the types of identification you need to have available, visit <https://help.id.me/hc/en-us/articles/360052242853-What-is-an-ID-me-Trusted-Referee-video-call->.

Name Change Issues

If your name on your primary or secondary documents has changed, you may be asked to verify your identity on a Trustee Referee video call. Your primary document must show your current name; your secondary documents can show your previous name. To document your name change, you may be asked to provide one of the following documents (certified copies or originals are acceptable) to the Trusted Referee:

- Marriage Certificate or Domestic Partnership document
- Divorce or Dissolution of Marriage document
- Name-change document

- Adoption document

If your name has changed more than once, you will be required to provide a separate name-change document for each name.

How to Prove Your Social Security Number

ID.me will attempt to verify your social security number by checking with credit bureaus. If they are unable to verify your SSN, they will ask you to verify your number on a Trustee Referee video call. For more information on this process, including the types of identification you need to have available, visit

<https://help.id.me/hc/en-us/articles/360052242853-What-is-an-ID-me-Trusted-Referee-video-call->

The document you provide to prove your SSN must have your current legal name; name change documents are not acceptable for this. You can find instructions on how to update your name on your social security card at <https://faq.ssa.gov/en-us/Topic/article/KA-01981>.

Contact ID.me

If you need assistance from ID.me, you can:

- Submit a request online at <https://help.id.me/hc/en-us/requests/new>
- Email help@ID.me
- Call 866-775-4363

Need More Help?

Public Library: Libraries can help with many things, including letting you use a computer, printer, copier, scanner, or fax machine. Some libraries also have staff available who may be able to help guide you through the application process.

Find your local library at <https://myfloridalibrary.com/find/>.

Florida Department of Economic Opportunity (DEO): You can contact DEO (<https://floridajobs.org>) in several ways:

Online Contact Form

To contact DEO through their online contact form, go to their website at <https://www.floridajobs.org> and choose **Reemployment Assistance Resources**. Then choose **? Reemployment Assistance Help Center**. Complete the form based on your question.

Call DEO

You can call the Reemployment Assistance Customer Service Center at 833-352-7759 or 850-245-7105.

DEO offers special assistance to people who do not speak English as their primary language and those who have a limited ability to read, speak, write, or understand English. They also provide special assistance to people who need help filing a claim online because of legal reasons, computer illiteracy, language barriers, or disabilities.

We hope that you found this information helpful. Visit our YouTube channel at <https://tinyurl.com/2naxd95v> for more videos on applying for reemployment assistance benefits in Florida.