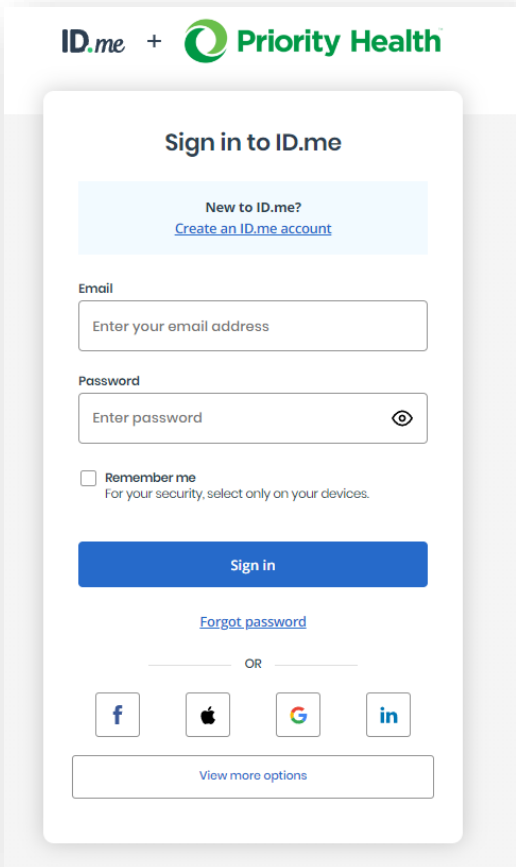


## Verifying your identity with ID.me

ID.me is our trusted technology partner in helping to keep your personal information safe. They specialize in digital identity protection and help us make sure you're you – and not someone pretending to be you. To keep your provider data and our member data as secure as possible, new prism users are required to verify their identity with ID.me.

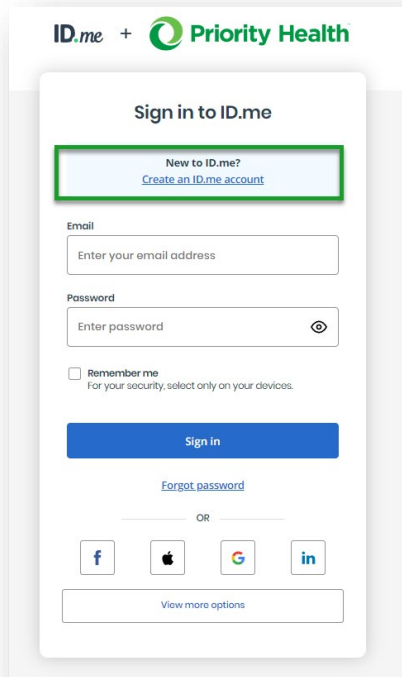


Sign into an existing ID.me account or create a new account. Users can't have two ID.me accounts.

**Before you create an ID.me account**

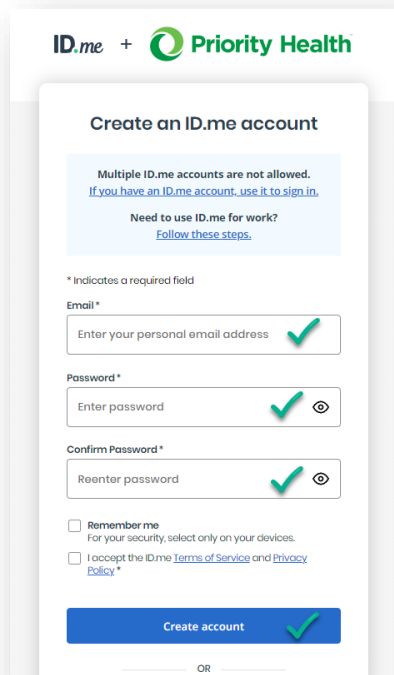
- Only create an ID.me account if you never created an account in the past.
- If you have an ID.me account and need to use it at a new organization, you should not create a new account. Simply sign in to your account and follow the prompts. If you need a specific email associated with your ID.me account, sign in to your account and [add the new email address](#).
- If you already have an ID.me account and can't sign in, you will need to recover access to your account. For sign-in troubleshooting tips, visit [I can't sign in to my account](#).

## Creating a new ID.me account



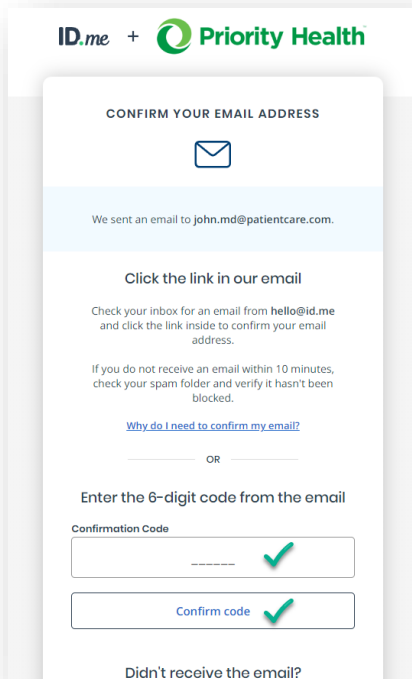
The screenshot shows the ID.me login interface for Priority Health. At the top, it says "ID.me + Priority Health". Below that is the heading "Sign in to ID.me". A light blue box highlights the "New to ID.me? Create an ID.me account" link. Underneath are fields for "Email" (with the placeholder "Enter your email address") and "Password" (with the placeholder "Enter password" and an eye icon). There is a "Remember me" checkbox with the text "For your security, select only on your devices." Below these is a blue "Sign in" button and a "Forgot password" link. An "OR" separator is followed by social media icons for Facebook, Apple, Google, and LinkedIn, and a "View more options" link.

On the login screen for ID.me, select **Create an ID.me account**.

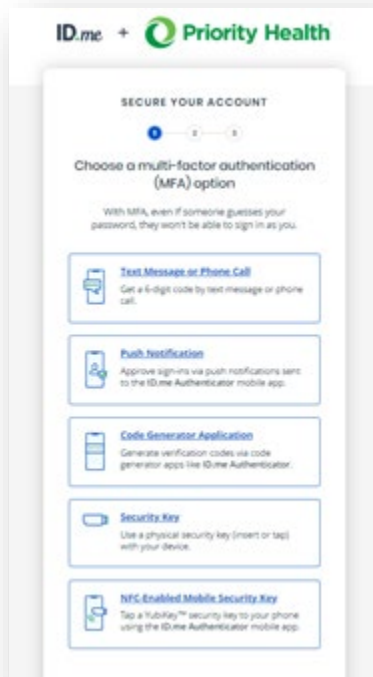


The screenshot shows the ID.me account creation interface for Priority Health. At the top, it says "ID.me + Priority Health". Below that is the heading "Create an ID.me account". A light blue box contains the text: "Multiple ID.me accounts are not allowed. If you have an ID.me account, use it to sign in." and "Need to use ID.me for work? Follow these steps." Below this is a note: "\* Indicates a required field". There are three required fields: "Email\*" (with the placeholder "Enter your personal email address" and a green checkmark), "Password\*" (with the placeholder "Enter password" and a green checkmark and eye icon), and "Confirm Password\*" (with the placeholder "Reenter password" and a green checkmark and eye icon). There are two checkboxes: "Remember me" (with the text "For your security, select only on your devices.") and "I accept the ID.me Terms of Service and Privacy Policy" (with a link to the policy). Below these is a blue "Create account" button with a green checkmark. An "OR" separator is at the bottom.

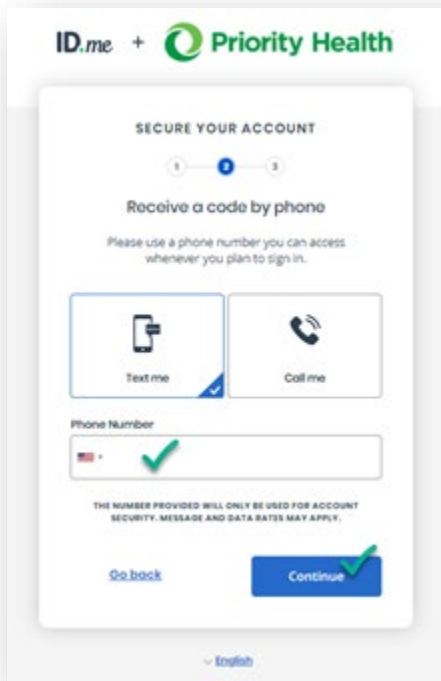
Enter your email address and password, then select **Create account**.



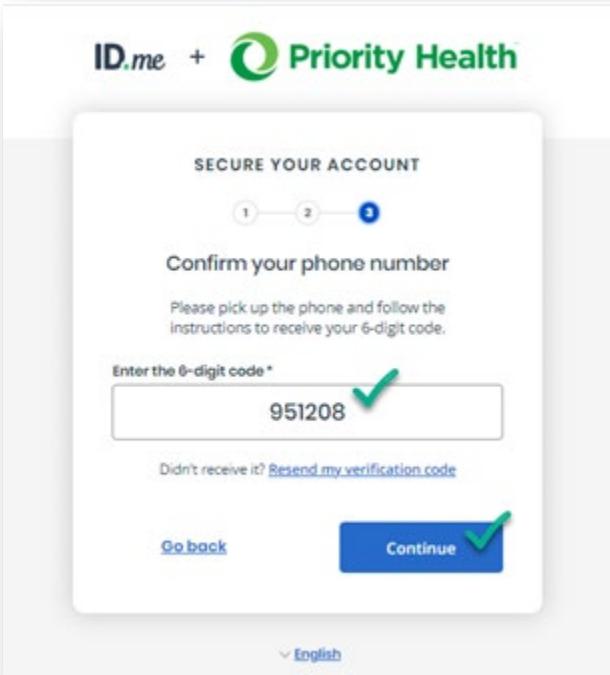
Confirm your email address by entering the 6-digit code you received.



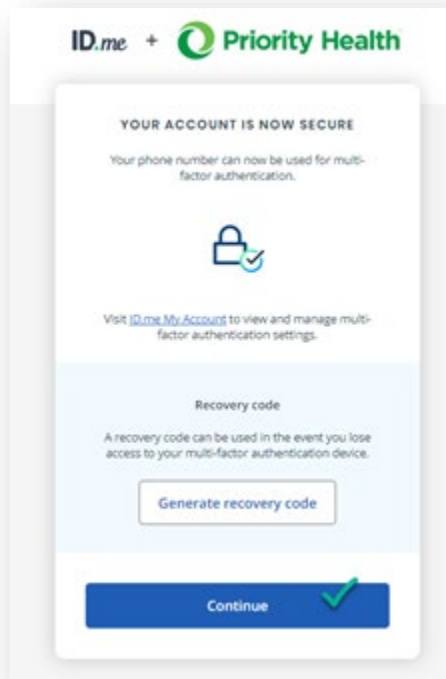
Choose a multi-factor authentication (MFA) option. Sending a text to your personal mobile device is recommended.



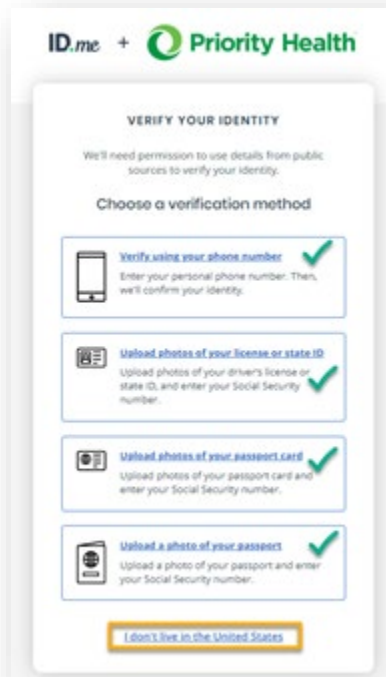
To secure your account, enter your phone number to receive a text with another 6-digit code.



Enter your 6-digit code and select Continue.

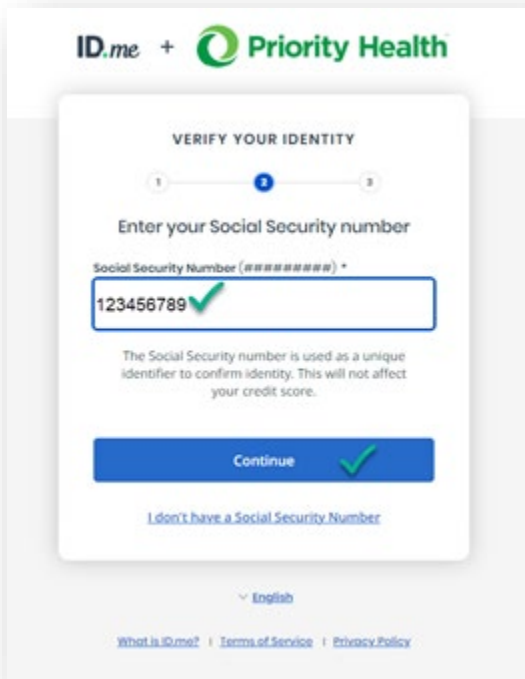


Once your account is secure, select **Continue**.



Next, you'll be prompted to verify your identity by **choosing one of the verification methods**. You can choose any of the four methods.

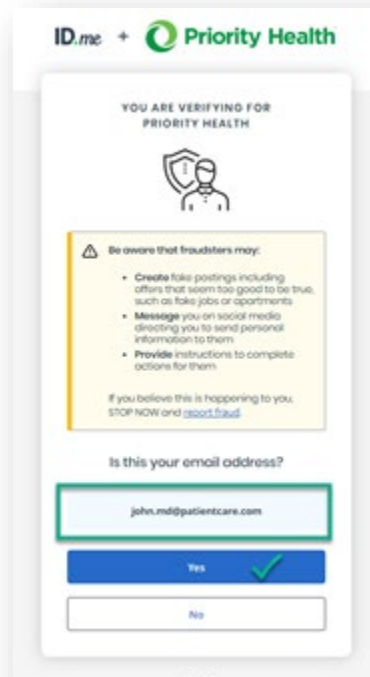
**Important:** if you don't live in the United States, please select that option at the bottom of the screen. A video tutorial is linked at the bottom of this guide for users who live outside the United States.



All users will be required to enter their **Social Security number** to verify identity.

**Important:** this data will **not** be shared with Priority Health.

[Learn why ID.me asks for your Social Security number](#)



**Confirm your email address** on the screen, which will be shared with Priority Health.

Note: you can change your email address for your prism account at registration, once you've completed verification.

ID.me + Priority Health

VERIFY YOUR IDENTITY

1 — 2 — 3

Is your information displayed correctly?

We will securely use the following information to verify your identity against trusted sources.

What does this mean?

**Personal Information**

First Name JACK

Middle Name

Last Name FROST

Date of Birth

**Phone number**

Mobile Phone

The information I've provided is correct, and I accept the use of [Fair Credit Reporting Act](#) data to verify my identity.

What is The Federal Fair Credit Reporting Act?

No Yes

See our [Privacy Policy](#) for how we treat your data.

Make sure all your **information** is correct on the screen and then select **Yes**.

ID.me + Priority Health

AUTHORIZE PRIORITY HEALTH

✓

We've verified your identity!

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

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

Priority Health will receive:

- ✓ First Name
- ✓ Last Name
- ✓ Email

You can remove this access at any time by changing your ID.me account settings.

Allow ✓

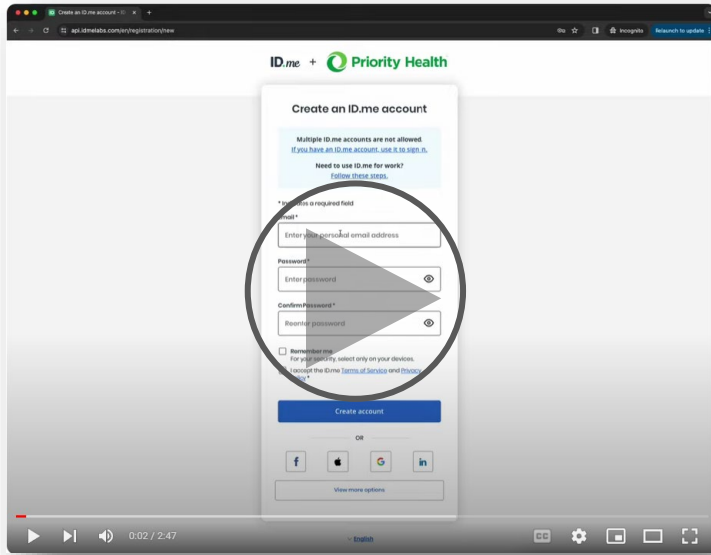
Deny

English

ID.me will confirm your identity has been verified and then share this with Priority Health.

**Important:** It's required for you to allow access to your verified identity from ID.me. Once verified, you'll be prompted to authorize access to your **first name, last name and email address** to Priority Health. Failure to allow ID.me to share your verified identity will result in an error and prohibit prism registration.

## Users who live outside of the United States



Users who live outside of the U.S. will need a passport and one other form of documentation to verify their identity. Follow this video tutorial for a step-by-step process.

### Trouble getting verified?

You can submit a ticket to [ID.me Help Center](#) for issues creating an account, forgot password, duplicate account or getting verified.

***Note: ID.me will send you an email within a few minutes. Be sure to respond to their email within 48 hours so your issue will be queued for support. ID.me will respond within 2 business days, but usually much sooner.***

For quick troubleshooting, visit the [ID.me Help Center](#) for common questions and topics.