

ID.me FAQs

Having trouble?

For issues creating an account, forgot password, duplicate accounts or getting verified, submit a support ticket to [ID.me Help Center](#). *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.

About ID.me		
Question	Answer	ID.me Help Center support
Who is ID.me and why do I need to verify my identity to access Priority Health?	ID.me is our trusted technology partner for secure digital identity verification. ID.me helps make sure you're you - and not someone pretending to be you.	<ul style="list-style-type: none"> Who is ID.me? Why am I being asked to share my information?
Does ID.me keep my information secure?	Yes. One of ID.me's top priorities is the security of user information. The systems that process and store user information are covered by security controls such as encryption, access controls, intrusion detection and many others that are continuously monitored for effectiveness by their dedicated security team.	<ul style="list-style-type: none"> How ID.me protects your information Is my information secure? ID.me's privacy policy

<p>How does ID.me use my information?</p>	<p>With your permission, ID.me uses your data to verify and authenticate your identity when you are opening an account or using ID.me services.</p> <p>ID.me shares user information with their partners only with permission from the user and does not sell, lease or trade any personal information collected during verification, including biometric information, to any third parties. Users can monitor and change how their data is shared by ID.me at account.id.me.</p>	<ul style="list-style-type: none"> • How ID.me uses your data • Understanding and managing your biometric information • Revoking partner access to your information
<p>Why does ID.me ask for my social security number?</p>	<p>ID.me’s verification process requires collecting sensitive pieces of information, like your Social Security number (SSN). ID.me needs this information to uniquely identify you, a critical step to prevent impersonation and fraud.</p>	<ul style="list-style-type: none"> • Why does ID.me ask for my Social Security number?
<p>Why should I trust ID.me?</p>	<p>ID.me meets the federal government's most rigorous technical and policy controls for privacy and information security.</p> <p>ID.me encrypts all personal data and is used by hundreds of organizations, including government agencies and private companies, to keep people's personal information safe.</p>	<ul style="list-style-type: none"> • Why should I trust ID.me?
<p>ID.me troubleshooting</p>		
<p>Question</p>	<p>Answer</p>	<p>ID.me Help Center support</p>
<p>Why was my identity verification attempt unsuccessful?</p>	<p>Your verification may have been unsuccessful because:</p> <ul style="list-style-type: none"> • The information provided to ID.me does not match the authoritative sources they use for identity verification. • You entered incorrect information. • The identity documents you provided do not meet federal digital identity protection guidelines. <p>We may be able to verify your identity in other ways. For example, if your next verification attempt is unsuccessful, look for the “Verify identity on a video call” button to verify on a video call with a Trusted Referee.</p>	<ul style="list-style-type: none"> • I couldn't verify my identity

<p>ID.me is not processing the photos of my government ID. What should I do?</p>	<p>When taking a picture of identification documents, make sure:</p> <ul style="list-style-type: none"> • All four corners are visible • Turn off your flash to reduce glare • Place your document on a dark surface • Match the orientation to the document (e.g., use landscape for driver's licenses) • There are no other objects in the photo <p>If you're still having trouble, look for the "Verify identity on a video call" button to join a video call with a Trusted Referee.</p>	<ul style="list-style-type: none"> • My documents were rejected • I can't upload photos of my documents
<p>What should I do if I don't own a mobile phone with a camera and internet connection?</p>	<p>ID.me can still verify your identity even if you don't own a mobile phone. Identity verification is a one-time event and can be completed on a device that you borrow from a friend/family member or one that is available at a public location, like a library, as long as it has a webcam, access to the internet, and meets ID.me's technical system requirements.</p> <p>When using a device that is not your own, you may need to verify your identity over a video call with an ID.me Trusted Referee.</p>	<ul style="list-style-type: none"> • Taking photos of your documents
<p>Why did I get a text message from ID.me about accessing Priority Health?</p>	<p>You may have received a text message asking if you used ID.me to access Priority Health. This is an automated alert from ID.me that is designed to protect your identity from unauthorized use.</p> <ul style="list-style-type: none"> • If you remember signing in to ID.me, take no action. • If you do not remember signing in to ID.me, reply "N". 	<ul style="list-style-type: none"> • Why did I get a text message about authorized use of my identity?

<p>What should I do if I accidentally select “N” from the text message from ID.me?</p>	<p>In this case, ID.me will suspend your account to prevent unauthorized access. To regain access to your account:</p> <ul style="list-style-type: none"> • Go to ID.me support to submit a request. • Enter your email address, and first and last name. • In the “Why can't you access your account?” dropdown, select Account suspended. • In the “Description” field, enter any other details. Select Submit. 	<ul style="list-style-type: none"> • Contact ID.me Support • I can't sign into my account
<p>How can I tell if I successfully verified with ID.me?</p>	<p>To confirm that you have successfully verified your identity, visit ID.me and sign into your account using your email address and password. Look for the My IDs section pictured below and make sure you see a Verified Identity card.</p> <p>To find partners you verified with:</p> <ol style="list-style-type: none"> 1. Click the Sign In & Security tab within your ID.me account. 2. In the left navigation area, select Privacy. 3. Under “Website name”, you will find the partners you've granted access to. If Priority Health is listed, you're all set. 	<ul style="list-style-type: none"> • Finding who you shared your information with • Getting help after verifying your identity
<p>I received an error saying that I have already verified my identity. What should I do?</p>	<p>This error is usually related to having a duplicate ID.me account. A verified account may already exist for you under a different email address, and there can only be one verified user per account created.</p> <p>Try signing in to your original ID.me account to continue. If you don't remember verifying your identity or can't remember your login credentials, please contact ID.me at help.id.me for assistance.</p>	<ul style="list-style-type: none"> • I have more than one account
<p>How do I contact ID.me for assistance?</p>	<p>Go to help.id.me to interact with ID.me's virtual assistant (on the lower right) or submit a help request. ID.me's support team is available 24 hours a day and will respond to you as soon as possible.</p>	<ul style="list-style-type: none"> • How do I contact ID.me support?

<p>How do I manage my ID.me account?</p>	<p>After creating your ID.me account, you can manage your account settings, change or add email addresses, change your password and more at account.id.me.</p>	<ul style="list-style-type: none"> • Managing your ID.me account settings
<p>Verifying with an ID.me Trusted Referee (on a video call)</p>		
<p>Question</p>	<p>Answer</p>	<p>ID.me Help Center support</p>
<p>Can I verify my identity if I live outside of the United States?</p>	<p>Yes. To verify your identity as someone living outside of the United States, you'll need to verify on a video call with a Video Chat Agent (Trusted Referee).</p>	<ul style="list-style-type: none"> • Step-by-step guide: Verifying if you live outside of the United States
<p>What is a Trusted Referee video call?</p>	<p>If the self-service identity verification attempt was unsuccessful, or you choose to verify on a video call, you can verify your identity on a recorded video call with a Trusted Referee. This process consists of two steps:</p> <ol style="list-style-type: none"> 1. A Trusted Referee will review your uploaded documents. If the documents are not acceptable, the Trusted Referee will send you a message explaining why your document(s) were rejected and request that you try again. 2. If the documents are acceptable, a Trusted Referee will invite you to a video call to present the physical copies of your documents. 	<ul style="list-style-type: none"> • Verifying your identity on a video call • How to have a successful video call
<p>What documents do I need for the Trusted Referee video call?</p>	<p>You will need either two primary or one primary and two secondary identification documents (here is the list of acceptable identification documentation).</p> <p>Be sure to have the physical documents on hand before joining the video call.</p>	<ul style="list-style-type: none"> • Primary and secondary identification documents • Other primary documents for identity verification • Other secondary documents for identity verification
<p>Can I speak to a Trusted Referee in a</p>	<p>At the beginning of a video call, you may ask for a Trusted Referee or interpreter who speaks your</p>	<ul style="list-style-type: none"> • Can I speak to a Video Chat Agent

<p>language other than English (e.g., Mandarin, Spanish, ASL, etc.)?</p>	<p>language, including sign language for the hearing impaired.</p> <p>ID.me currently supports over 240 language options through interpreters, who are available 24/7.</p>	<p>in languages other than English?</p>
<p>How long does the Trusted Referee video call take?</p>	<p>Depending on the number of people attempting to verify their identity, the Virtual In-Person wait time can vary.</p> <p>You can also schedule a video call appointment. After a video call with an ID.me Trusted Referee begins, the verification process should take 15 minutes or less.</p>	<ul style="list-style-type: none"> • How to have a successful video call • Video call wait times • Scheduling video call appointments
<p>Can I ask someone to help me on a Trusted Referee call?</p>	<p>Yes, you can bring a friend or family member on a Trusted Referee video call to provide assistance.</p> <p>To protect the integrity of the identity verification process, all helpers must state their name and relationship to the user on the video call. Adult helpers (18+) must show their ID on screen during the session. Helpers under age 18 must state their DOB.</p>	<ul style="list-style-type: none"> • Asking for assistance on a video call

