



## ID.me FAQ Guide - Tax Professionals

This guide is designed to help Tax Professionals address frequently asked questions about ID.me. Below, you will find answers to questions that clients may encounter during the ID.me user journey.

General ID.me	
Frequently Asked Questions	Answer
Who is ID.me?	ID.me is our federally certified technology provider for secure digital identity verification. ID.me helps make sure you're you - and not someone pretending to be you - when you request access to your benefits.
Where do I go to verify my identity with ID.me?	<ul style="list-style-type: none"><li>• <a href="#">Online Account</a> Securely access individual account information, including the total amount owed, payment history, Economic Impact Payments, payment plan details and more.</li><li>• <a href="#">Get Transcript Online</a> Obtain various Form 1040-series transcript types online or by mail.</li><li>• <a href="#">Online Payment Agreement</a> Apply for a payment plan online to pay off a balance over time.</li><li>• <a href="#">Child Tax Credit Update Portal</a> Check enrollment for advance payments, unenroll from advance payments, update bank account information and mailing address, and view payments.</li><li>• <a href="#">Get an Identity Protection PIN (IP PIN)</a> Obtain or retrieve an IP PIN, which is a six-digit number that prevents someone else from filing a tax return using another person's Social Security number or individual taxpayer identification number.</li></ul>

<b>Does ID.me keep my information secure?</b>	ID.me uses bank-grade security infrastructure and federally-compliant information protection practices to safeguard your data.
<b>How does ID.me use my information?</b>	ID.me never shares user data with third parties unless they receive explicit consent from the user to do so - on a case by case basis - after the user has been appropriately authenticated. In fact, ID.me requires your explicit permission before they send your information to the IRS.
<b>Why does ID.me ask for my social security number?</b>	ID.me's verification process requires collecting sensitive pieces of information, like your Social Security Number (SSN). ID.me needs this information in order to uniquely identify you, a critical step to prevent impersonation and fraud.
<b>Why should I trust ID.me?</b>	ID.me has been tested by independent authorities that have confirmed it meets the government's technical standards for privacy and information security. 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.
<b>Can ID.me verify individuals that are under 18 years old?</b>	No, ID.me does not verify individuals that are under the age of 18. These individuals will need to go through an identity verification process that does not involve ID.me.
<b>What should I do if I recently changed my name?</b>	If the name you provide differs from the name that appears in your identity documents, you will need to complete a Trusted Referee call and provide additional documentation.
<b>ID.me Troubleshooting</b>	
<b>Frequently Asked Questions</b>	<b>Answer</b>
<b>Why was my identity verification attempt unsuccessful?</b>	There are several reasons why an identity verification attempt may be unsuccessful. One potential cause is that the information provided to ID.me does not match the authoritative sources they use for identity verification. Alternatively, an attempt may be unsuccessful if a user entered incorrect information or if the identity documents provided do not meet federal digital identity protection guidelines.
<b>ID.me is not processing the photos of my government ID. What should I do?</b>	When taking a picture of your document, make sure all four corners are visible, turn off your flash to reduce glare, place your document on a dark surface, and

	<p>match the orientation to the document (e.g., use landscape for driver's licenses). If you're still experiencing difficulties, look for the <b>Verify identity on a video call</b> button to join a video chat with a <a href="#">Trusted Referee</a>.</p>
<p><b>What should I do if I don't own a mobile phone with a camera and internet connection?</b></p>	<p>ID.me can still verify your identity even if you don't own a mobile phone. To verify your identity, you may use a:</p> <ul style="list-style-type: none"> <li>• Computer device with a webcam,</li> <li>• Device that you borrow from a friend/family member, or</li> <li>• Computer device with a webcam available at a public location, like a library or community center.</li> </ul> <p>If you continue to have difficulty verifying your identity, you will have the option to verify your identity over a video call with an ID.me <a href="#">Trusted Referee</a>. After several selfie attempts, you can select <b>Verify identity on a video call</b> with a Trusted Referee. You may also contact <a href="#">ID.me Member Support</a> for additional help.</p>
<p><b>What should I do if I have difficulty taking a selfie?</b></p>	<p>You may choose to take a selfie using one of the following:</p> <ul style="list-style-type: none"> <li>• Smartphone or other internet-connected mobile device with a phone number. Your device must be able to receive text messages and upload your selfie.</li> <li>• Computer device with a webcam.</li> </ul> <p>For best results, take the selfie in a well-lit space. If there is too little light, the selfie can't be taken. Additionally, make sure your face takes up most of the frame. If something goes wrong, read any error messages presented, select <b>Retry</b>, and follow the instructions carefully to try again.</p> <p>If you are still unable to successfully submit a selfie, you may select <b>Verify identity on a video call</b> with an ID.me <a href="#">Trusted Referee</a>.</p>
<p><b>How can I tell if I successfully verified with ID.me?</b></p>	<ol style="list-style-type: none"> <li>1. Visit <a href="#">ID.me</a> and sign in to your account using your email address and password.</li> <li>2. Select the "Sign In &amp; Security" tab.</li> <li>3. When prompted, select and complete your preferred multi-factor authentication method (MFA).</li> <li>4. In the left navigation area, select <b>Privacy</b>.</li> <li>5. Look for the "Websites Granted Access" section</li> </ol>

	and see which websites are listed. If the IRS is listed, you are all set.
<b>I received an error saying that I have already verified my identity. What should I do?</b>	<p>This error is usually related to having a duplicate ID.me account. A verified account may already exist for you under a different sign-in and there can only be one verified user per account created.</p> <p>Try signing into your previously verified ID.me account to continue. If you do not remember verifying your identity or cannot remember your login credentials, please contact ID.me at <a href="https://help.id.me">help.id.me</a> for help.</p>
<b>How do I contact ID.me for assistance?</b>	Please navigate to <a href="https://help.id.me">help.id.me</a> to interact with ID.me's virtual assistant (on the lower right) or to submit a help request. ID.me's support team is available 24 hours a day, 7 days a week and will respond to your question as soon as possible.
<b>ID.me Trusted Referee</b>	
<b>Frequently Asked Questions</b>	<b>Answer</b>
<b>What is a Trusted Referee video chat?</b>	If your self-service identity verification attempt was unsuccessful, you can verify your identity on a recorded video chat with an ID.me <a href="#">Trusted Referee</a> instead. This process consists of two steps. First, 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. If the documents are acceptable, a Trusted Referee will invite you to a video chat to present the physical copies of your documents. Please review the list of <a href="#">acceptable documentation</a> on the ID.me Support page to help you through the process.
<b>What documents do I need for the Trusted Referee video chat?</b>	You will need either two primary IDs or one primary and two secondary IDs. Please navigate to this link for a list of acceptable documents: <a href="https://help.id.me/hc/en-us/articles/360017833054">https://help.id.me/hc/en-us/articles/360017833054</a> . (you can also search for "What is a Primary or Secondary Identification Document?" on the help.id.me site). Be sure to have the physical documents on hand before joining the video chat.
<b>Can I speak to a Trusted Referee in a language other than English (e.g., Mandarin, Spanish, ASL, etc.)?</b>	<p>At the beginning of your video chat, you may ask for a Trusted Referee who speaks your language, including sign language for the hearing impaired.</p> <p>The number of bilingual Trusted Referees is limited,</p>

	and your call may need to be rescheduled.
<b>How long does the Trusted Referee video chat take?</b>	Depending on the number of individuals attempting to verify their identity, the Virtual In-Person wait time can vary; however once you join the video chat session with an ID.me Trusted Referee, the verification process should take 15 minutes or less.
<b>Can I ask someone to help me on a Trusted Referee call?</b>	Yes, you are allowed to bring a friend or family member on a Trusted Referee video chat to provide assistance. To protect the integrity of the identity verification process, all helpers must state their name and relationship to you on the video chat. Additionally, adult helpers (over 18) must show their ID on screen during the session. Helpers under age 18 must state their date of birth.

If you're unable to help the user, please direct them to [help.id.me](https://help.id.me) where they can submit an inquiry. ID.me's member support team is available 24 hours a day, 7 days a week and will respond to the member's question as soon as possible.