



Virtual In-Person Proofing
with ID.me Trusted Referees

July 2019 | H2H & DigitalRx

Why Virtual In-Person Identity Proofing?



Virtual In-person identity proofing closes the gaps for individuals who are **challenged with online identity proofing due to the limitations of authoritative data sources or technology requirements:**

- Individuals who use an unregistered prepaid phone or do not have a telephone to their name
- Individuals who do not have a driver's license or passport
- Individuals with a limited credit history with credit bureaus
- Individuals who have frozen credits and do not want to do a temporary lift
- Individuals who are uncomfortable with technology and require additional assistance

ID.me Virtual In-Person Identity Proofing User Flow

Users who are unable to complete online self-service identity proofing will see a Call to Action (CTA) on the screen that ushers them into the “Virtual In-Person Identity Proofing” flow as depicted on this deck. Users will interact with a trained & Certified ID.me Trusted Referee via a Video Call.

The sequence of steps are:

- Step 0: User initiates Virtual In-Person Identity Proofing after two unsuccessful online (self-service) identity proofing attempts
 - Step 1: User reviews & confirms personal information automatically pre-populated from their online identity proofing attempt.
 - Step 2: User [uploads eligible documents](#) and takes selfie. These are pre-requisites before entering into the video session with an ID.me Trusted Referee.
 - Step 3a: If appointments slots are available, they'll proceed to “schedule an appointment”
 - Step 3b: If no appointments are available, they'll proceed to the “Notify Me” screen to be notified / contacted by ID.me to schedule an appointment once slots open up.
- *Note: An upcoming product enhancement will enable “Live/real-time” transition into a video call with a Trusted Referee in addition to scheduled appointments described here.*

Call to Action (CTA) to enter the
Trusted Referee workflow

Presented to user
- After 1st attempt

We're unable to verify your identity

We're sorry, but your information could not be verified. Please ensure that your information was entered correctly and try again.

Error Code: E4201-769B692A6F2E

If you continue to experience problems, please visit our [customer support knowledge base](#).

Retry

Presented to user
- After 2nd Attempt
- On all subsequent attempts

We're unable to verify your identity

Complete your identity verification through a virtual in-Person video session with an ID.me Trusted Referee agent.

Talk to an Agent

We're sorry, but we are unable to verify your identity at this time due to a technical issue. Please check back with us later.

Error Code: E4008 - 750C33DFEC6F

Retry

If you continue to experience problems, please visit our [customer support knowledge base](#).

Presented to user

- After 2nd Attempt
- On all subsequent attempts

Select **Talk to an Agent**
To enter the Trusted Referee flow

We're unable to verify your identity

Complete your identity verification through a virtual in-Person video session with an ID.me Trusted Referee agent.

Talk to an Agent

We're sorry, but we are unable to verify your identity at this time due to a technical issue. Please check back with us later.

Error Code: E4008 - 750C33DFEC6F

Retry

If you continue to experience problems, please visit our [customer support knowledge base](#).

**BOOK A FREE LIVE VIDEO IDENTITY
VERIFICATION SESSION**



Complete your identity verification via a
Trusted Referee in three easy steps

1) Confirm your personal information

2) Select and upload identification documents
[View list of eligible documents](#)

3) Attend the live video web session

Get your identity verified in 15 minutes or less!

TRUSTED REFEREES ARE TRAINED AND CERTIFIED TO INSPECT
YOUR IDENTIFICATION DOCUMENTS AND VERIFY YOUR
IDENTITY DURING YOUR ONLINE SESSION.

Go Back

Get Started

MEET WITH A TRUSTED REFEREE TO VERIFY
YOUR IDENTITY

Confirm your personal information

Please update any personal details in the form below.

Email*

bill.davenport+loa3@id.me

Phone

(703) 953-2346

First Name*

VERONICA

Middle Name

Last Name*

PERSINGER

Suffix

--

Social Security*

Date of Birth*

07/09/1942

Continue

**MEET WITH A TRUSTED REFEREE TO VERIFY
YOUR IDENTITY**

Confirm your personal address

If your current or most recent address is different than what is shown below, please update it now.

Country

Current Home Address

City

State

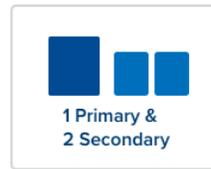
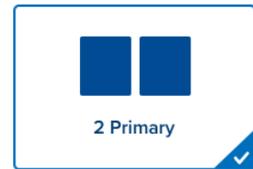
Zip Code

MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY



We need **two primary IDs** or **one primary plus two secondary IDs** to proceed

A TRUSTED REFEREE WILL VERIFY YOUR IDENTITY BY INSPECTING THE DOCUMENTS YOU UPLOAD.



[What is a Primary or Secondary Document?](#)

You'll need to submit images of the original documents, not photo copies.

Primary ID #1

✔ You have already uploaded this document.

Primary ID #2

Go Back

Continue

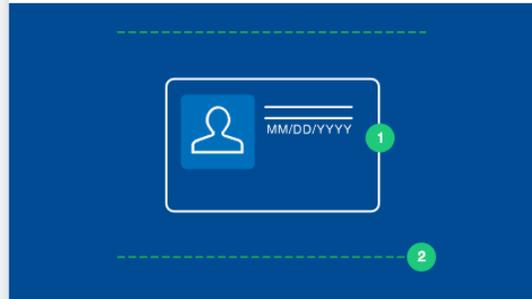
MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY

Chose how to securely submit photos

Quick tips

- 1) Verify that your documents are up-to-date
- 2) Take the photo in a well-lit area on a flat surface

You can submit photos from your current connection or we can send a text to your mobile phone so you can take photos with it.



 Take photos with phone

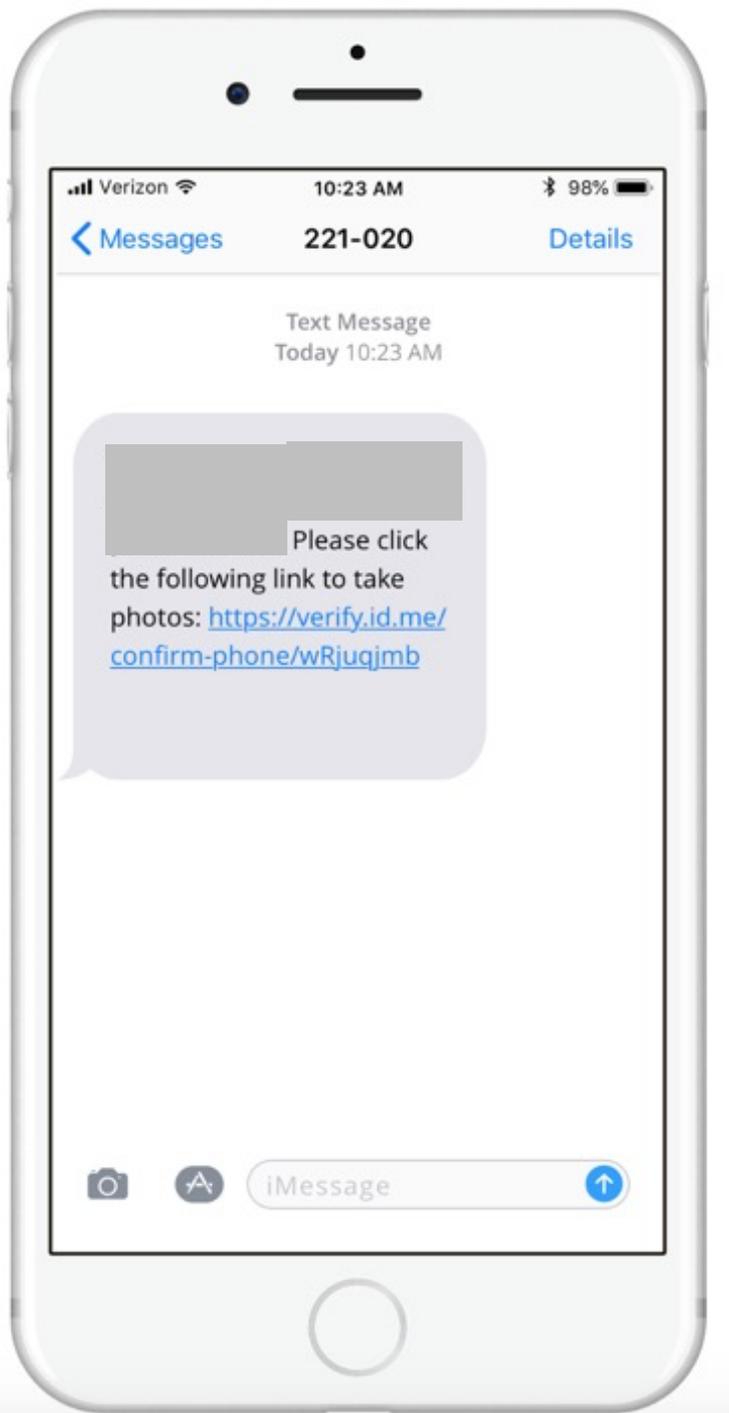


YOUR MOBILE PHONE MUST HAVE A CAMERA AND A WEB BROWSER.

OR

 Upload photos from your computer

Go Back





TAKE PHOTOS WITH YOUR PHONE



Take photo of your driver's license

Tap "Choose file" to take a photo of the front side of your document. Then click "Continue" to proceed.

Choose File no file selected

Continue

- Take Photo
- Photo Library
- Browse

Cancel



TAKE PHOTOS



Quick Tip

Use landscape orientation and ensure your photo is clear and readable.

I'm ready to take a photo

TAKE PHOTOS



Take photo
(Front)



Take photo of passport card
(Back)

Look good?

**MEET WITH A TRUSTED REFEREE TO VERIFY
YOUR IDENTITY**

Required documentation

Driver's License

FRONT



We have a photo of the
Front your Driver's License

[Change](#)

BACK

Choose

U.S. Passport

FRONT



We have a photo of the
Front your U.S. Passport

[Change](#)

Go Back

Continue



MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY

Take a selfie

Enter your mobile phone number, and we'll text you a
link to take a selfie.

Phone

Your mobile phone must have a camera and web
browser.

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Continue



TAKE A SELFIE LIKE THE
EXAMPLE BELOW



Use portrait orientation and ensure your
face is clear and the lighting bright.

I'm ready to take a selfie

PLEASE REVIEW YOUR SELFIE



 Retake

Look good?



**Your documents and selfie have been
uploaded**

Please go back to the browser on your computer to
continue. You may now close this page.

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY

Confirm your information

We'll verify the information you've entered with details from your credit profile

Full Legal Name EDIT

First Name VERONICA

Middle Name

Last Name PERSINGER

Date of Birth 07/09/1942

Current home address EDIT

Street 1202 Leesburg Pike

City Falls Church

State VA

Zip Code 22043

Country US

Phone EDIT

Mobile Number +1703-953-2346

Documents and Selfie

✓ Driver's License

Reupload

✓ U.S. Passport

Reupload

✓ Selfie

Retake

Continue

How to schedule a video-chat

Users may enter into a live video chat with a Trusted Referee via one of three ways

- Meet Now
- Schedule an Appointment
- Notify Me

MEET WITH A TRUSTED REFEREE TO
VERIFY YOUR IDENTITY



A Trusted Referee is available
now to assist you.

You'll need to bring **originals** of these documents
to display to the Trusted Referee in the live video
session to verify your identity.

- Driver's License
- Passport

Are you ready?

Meet Now

[No, Schedule an appointment for later](#)

Go Back

MEET NOW*

launch Zoom

MEET WITH A TRUSTED REFEREE TO VERIFY
YOUR IDENTITY



Schedule an appointment with an ID.me
Trusted Referee to complete the identity
verification process.

What you'll need

Please bring the **originals** of these documents to the live video session where you'll display them to the trusted referee via the video camera on your computer or phone.

- Driver's License
- U.S. Passport

Schedule an Appointment

SCHEDULE AN
APPOINTMENT

MEET WITH A TRUSTED REFEREE TO
VERIFY YOUR IDENTITY



Select a preferred date & time

Friday, October 26, 2018



Available times to meet with a Trusted Referee

*All times displayed below are in U.S. Eastern time

9:00 AM

10:30 AM

10:00 AM

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[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

MEET WITH A TRUSTED REFEREE TO
VERIFY YOUR IDENTITY



Select a preferred date & time

Friday, October 26, 2018



Available times to meet with a Trusted Referee

*All times displayed below are in U.S. Eastern time

9:00 AM

10:30 AM

10:00 AM

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Continue

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Appointment scheduled



Your identity verification session via a web meeting with an ID.me Trusted Referee has been scheduled.

You can join this web meeting via a computer with webcam or from your mobile device.

When

Friday, October 26, 2018
9:00 AM U.S. Eastern Time

Can't make it to this live video session?

[Modify or Cancel Appointment](#)

Documents you'll need during the session

- Driver's License
- Passport

*Please bring the **originals** of these documents to the live video session where you'll display them to the Trusted Referee via the video camera on your computer.

You'll receive the following:

- An email will be sent to **cmowens@gmail.com** confirming the date and time of the video conferencing session.
 - 1) A link to join the video conferencing session is included in the email.
 - 2) Add this event to your calendar using the "Add to calendar" link attached to this email.
- Reminder text message sent to **(878) 454-3254** on the date of the appointment.

[Privacy Policy](#)

MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY



We're sorry, but there are no available time slots at this time, but we are continuously adding new time slots.



Get notified once more appointment time slots become available

Notify me via

Call me at this number

Notify another person (Optional)
(example, scheduling assistant etc)

Get Notified

NOTIFY ME*

*If no appointments are available, users will be shown the option to be notified when a slot becomes available

Save and Return

- Users need to upload documents in advance of attending a video chat with a Trusted Referee. At times, users may not be ready to upload all of their documents as they may not have them handy.
- Now, users to “Save and Return” feature that allows them to save their work and pick up where they left off
- Should a user select “Save Session and Exit” they’ll receive an email with a link for them to continue when they’re ready to proceed. When they wish to return to continue to upload documents, they’ll click the link in their email, sign in with their ID.me account credentials and 2FA and will return to the same spot that they departed the workflow.



We need two primary IDs or one primary plus two secondary IDs to proceed

A TRUSTED REFEREE WILL VERIFY YOUR IDENTITY BY INSPECTING THE DOCUMENTS YOU UPLOAD.



2 Primary



1 Primary &
2 Secondary

[What is a Primary or Secondary Document?](#)

You'll need to submit images of the original documents, not photo copies.

Primary ID #1

U.S. Passport

✔ You have already uploaded this document.

Primary ID #2

Select a document

Not ready to submit your documents?

You can save your session and return once you have the necessary documents and are ready to continue.

Save Session and Exit

Go Back

Continue

MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY



Your session has been successfully saved.

An email with a link for you to resume your session has been sent to:

gwinklosky+0414@gmail.com

Ready to submit your documents to complete your identity verification?



Follow the link in the email

You will be asked to sign in with your user name and password with 2-factor authentication.



Upload your documents

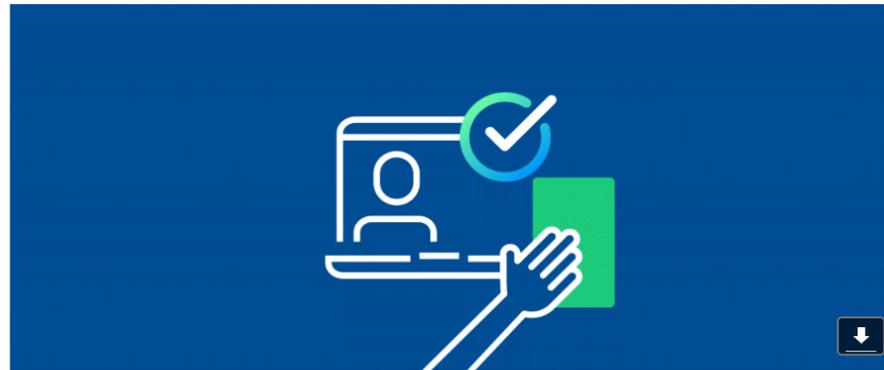
You'll need to submit images of the original documents, not photo copies.

You may now close this browser window or tab.





**Your identity verification
is almost complete**



Please click the link below to pick up where you left off.

Sign in to continue

or copy and paste this link into your browser.

<https://referee.idme.dev/appointments/sessions/1525e578-e861-4d23-976b-e988bc970da0/edit.en>



Thank You!