CARES Portal

Create an ID.me Account

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Introduction

This document outlines the processes associated for credentialing and identity proofing as defined by NIST SP 800-63 v3, Digital Identity Guidelines, to obtain an ID.me credential. ID.me is a certified commercial identity provider offering Identity Assurance Level (IAL) 2 and Authentication Assurance Level (AAL) 2 credential.

- All Payroll Support Program recipients who attempt to logon to the CARES Portal for the first time need to sign up with ID.me through the following three-step process:
  - Email Verification (Slides 4–5)
  - Two Factor Authentication Verification (Slides 6–9)
  - Identity Verification (Slides 10–30)
    - Examples are provided for the following Identity Verification Options
      - Option 1: Upload Photos of Your License or State ID (Slides 11–20)
      - Option 2: Virtual In-Person Identity Proofing (Slides 21–31)

- Process to logon to CARES Portal once ID.me registration is complete (Slides 33 through 35)

- NIST SP 800-63 v3
Launch Website & Sign Up for ID.me

► Click the following link:
  ▪  https://portal.treasury.gov/cares
  ▪  For best site performance, it is recommended that you use Google Chrome

► Select **sign up for an account**
  ▪  Input the email address that you used to submit the PSP application, and create a password
  ▪  Check Box – **Accept terms of service and privacy policy**
  ▪  Select **Sign up**
Email Verification

ID.me will send an email for verification to the email account you used to register

- ID.me will send a confirmation email with 6 digit code
- Once you select **Confirm Your Email** in your email, ID.me will verify automatically
- Select **Continue**

**Note:** Web browser session is suspended until you respond to the ID.me email confirmation. The email confirmation link and code will expire after 15 minutes.
Email Verification

► Open the ID.me email and acknowledge the receipt
  ▪ Below is an example of the email you will receive (left image) with confirmation and a 6-digit code
  ▪ Select **Confirm your Email** button, you will see the confirmation notice (right image)
  ▪ You should return to your browser session

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**Welcome!**

Thanks for creating an ID.me account!

ID.me simplifies how you verify and share your identity online, while helping keep your information safe.

You can confirm your email address by clicking the link below.

[Confirm your email](#)

**Please note:** This link will expire in 15 minutes.

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**Can’t click the button in this email?**

Copy this code and enter it in your browser to complete the confirmation.

207702
Two-Factor Authentication

► Select one of the options to setup two-factor authentication
  ▪ Text Message or Phone Call (Preferred)
  ▪ Push Notification
  ▪ Code Generator Application
  ▪ FIDO U2F Security Key
  ▪ Mobile Yubikey

**Note:** This presentation captures screen shots for the first option: Text Message or Phone Call.
Two-Factor Authentication: Text Message or Phone Call

- Select Text message
  - Enter your phone number
  - Select Text message
  - Select Continue

Note: Please use your valid mobile phone number.
Two-Factor Authentication: Text Message or Phone Call

- Verify phone number
  - 6 digit verification code generated automatically
  - Select Continue

Note: The code will expire after 15 minutes.
Two-Factor Authentication: Text Message or Phone Call

Congratulations! You have enabled two-factor authentication for your account. Next step is to verify your identity.

ID.me will send you an email notification that you enabled two-factor authentication.

You have enabled two-factor authentication for your account

Thank you for enabling two-factor authentication for your ID.me account. Two-factor authentication is an additional layer of security designed to prevent unauthorized access to your account and protect your information with ID.me.

From now on, whenever you sign in, you can authenticate yourself using the following two-factor authentication option:

Text Message or Phone Call — (***) ***-703
Identity Verification

Choose a verification method

- Option 1:
  - Upload photos of your license or state ID (Preferred)
    » Slides 13-22
  - Upload a photo of your passport
  - Upload a photo of your passport card

- Option 2:
  - I don’t live in the United States (International)
    » Slides 21-30

Note: You must use an active / valid license, state ID, or Passport
Option 1: Upload Photos of Your License or State ID

► Step 1
  ▪ Choose how to submit photos
  ▪ Take a picture with my device
  ▪ Upload a photo
Option 1: Upload Photos of Your License or State ID

- Step 1 (continued)
  - Enter your phone number
  - Select Continue
Option 1: Upload Photos of Your License or State ID

► Step 1 (continued)
  ▪ A text message will be sent to your phone

Note: You current web browser session is suspended until you respond to the action required.
Option 1: Upload Photos of Your License or State ID

- Step 2
  - ID.me will send a text to your phone
  - Select the link from your phone to upload the front and back of your photo ID

This message is from ID.me. Please click the following link to upload a picture of your ID: https://verify.id.me/en/phone/PHrxGQeQ
Option 1: Upload Photos of Your License or State ID

► Step 3
  ▪ Upload a selfie
  ▪ Once photo is uploaded, ID.me will verify automatically
Step 3 (continued)

- Once you have completed the front and back license photos and selfie, the following message is displayed on your phone.
- You should return to your browser session

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Your driver's license and selfie were uploaded

Please go back to the browser on your device to continue. You may now close this page.
Option 1: Upload Photos of Your License or State ID

► Step 3 (continued)
- Your browser session indicates the system is in process of verifying your identity
- It may take up to 15 seconds
- An additional screen may appear for manual data input if ID.me cannot verify information on your license

Note: If ID.me cannot verify your information from your license, an additional screen may appear for you to input your data manually.
Option 1: Upload Photos of Your License or State ID

► Step 4
  ▪ Enter **9 digit Social Security Number**
  ▪ A text will be sent to cell phone number
  ▪ Select **Continue**
Option 1: Upload Photos of Your License or State ID

► Step 5
  ▪ Confirm information
  ▪ Check box – **Accept the use of Fair Credit Reporting Act**
  ▪ Select **Continue**

**Note:** Please verify the information listed
Option 1: Upload Photos of Your License or State ID

► Step 5 (continued)
  - Your browser session indicates the system is in process of verifying your identity
  - It may take up to 10 seconds
  - ID.me will send you a Congratulations email
  - **Skip Slide 21** if ID.me completed your identity verification

**Note:** If ID.me cannot verify your SSN or phone number, an additional screen may appear for you to input your data manually.
Option 1: Upload Photos of Your License or State ID

- If ID.me could not verify your identity:
  - Select Verify Identify via Video Call
  - Start Over (Optional)
    - Select one of the options to setup two-factor authentication
      - Text Message or Phone Call (Preferred)
      - Push Notification
      - Code Generator Application
      - FIDO U2F Security Key
      - Mobile Yubikey
Option 2: How to start a Virtual In-Person Proofing Session

Option A: User initiates Virtual In-Person Identity Proofing by selecting “I don’t live in the United States”

Option B: User initiates Virtual In-Person Identity Proofing after one unsuccessful online (self-service) identity proofing attempt
Option 2: How to start a Virtual In-Person Proofing Session

- Review the overview of the 3 step identity verification process
- When you are ready to proceed, select “Get Started”
Option 2: How to start a Virtual In-Person Proofing Session

► Confirm that your personal information shown on the screen is accurate and select **Continue**
Option 2: How to start a Virtual In-Person Proofing Session

► Confirm that the address shown on the screen is your current or most recent address and select Continue.
Option 2: How to start a Virtual In-Person Proofing Session

- You can either upload two (2) Primary IDs or one (1) Primary and two (2) Secondary IDs as evidence.
- In the example shown on this slide, the user chose two Primary IDs and was prompted to select them via the dropdown menu at the bottom of the screen.
- The user chose the U.S. Passport and Driver’s License, which we will see on the next screen.

Note: You must use an active / valid license, state ID, or Passport.
Option 2: How to start a Virtual In-Person Proofing Session

- The user in this example is given the option to either upload photos of their documents from their computer or take them directly with their mobile phone.
Option 2: How to start a Virtual In-Person Proofing Session

► You will be taken through each step of the upload process based on the pieces of identity evidence you select.
Option 2: How to start a Virtual In-Person Proofing Session

- Enter your mobile phone number, and you will be texted a link to capture a photo of yourself (selfie capture)
Option 2: How to start a Virtual In-Person Proofing Session

► Once you capture and successfully upload your selfie, you will receive a confirmation screen that prompts you to return to your original browser to resume the session.
Option 2: How to start a Virtual In-Person Proofing Session

► Review your personal information to ensure it is correct and then select Continue
Once ID.me identity verification is complete, you will be redirected to the CARES Portal landing page.
Logon to CARES Portal

- Sign in with ID.me Account
Logon to CARES Portal

- Complete Logon
  - Receive authentication code via phone
  - Select Continue (left)
  - Select Continue (right)
Note: Successful logon (authentication) to CARES Portal