



# **ECIP PORTAL**

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**How to Create an ID.me Account**

**May 2024**

# 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 – 21)
      - Option 2: Virtual In-Person Identity Proofing (Slides 22 – 31)
- ▶ Process to logon to CARES Portal once ID.me registration is complete (Slides 33 through 35)
- ▶ NIST SP 800-63 v3
  - <http://www.nist.gov/nstic/>

# Launch Website & Sign Up for ID.me

*(For best site performance, it is recommended that you use Google Chrome)*

- Some users may need to click on the ID.me button on the CAIA screen to get to the ID.me login page before signing up with for ID.me.

 An official website of the United States government



Treasury COVID-19 Relief Hub

E-Mail: [salesforceadminsUPPORT@treasury.gov](mailto:salesforceadminsUPPORT@treasury.gov)

In accordance with the Executive Order 14028 Improving the Nation's Cybersecurity, Office of the Chief Information Officer (OCIO) has implemented multi-factor authentication (MFA) for this application. Please select a login method below to login or create an account\*.

**ID.me**


Sign in using a trusted authentication provider.  
Trusted providers secure digital identities and help us confirm and protect your identity.

[Accessibility Statement](#) | [Freedom of Information Act](#) | [Privacy Policy](#) | [Privacy Impact Assessments](#)

You have accessed a U.S. Government information system. There is no expectation of privacy in this system and your usage constitutes your understanding and consent to monitoring of your activities on the system. All data contained may be captured and disclosed or used for any lawful government purpose, including use by law enforcement officials as potential evidence of a crime. Unauthorized or improper use of this information system is prohibited and may subject you to disciplinary action, as well as civil and criminal penalties.

# Launch Website & Sign Up for ID.me

- ▶ Select **create an ID.me account**
  - Input the email address and create a password
  - Check Box – **Accept terms of service and privacy policy**
  - Select **Create an ID.me account**

ID.me +  TREASURY


## Sign in to ID.me

[Or create an ID.me account](#)

**Email**

**Password**



ID.me +  TREASURY

## Create an ID.me account

[Or sign in to your account](#)

**Email**

**Password**

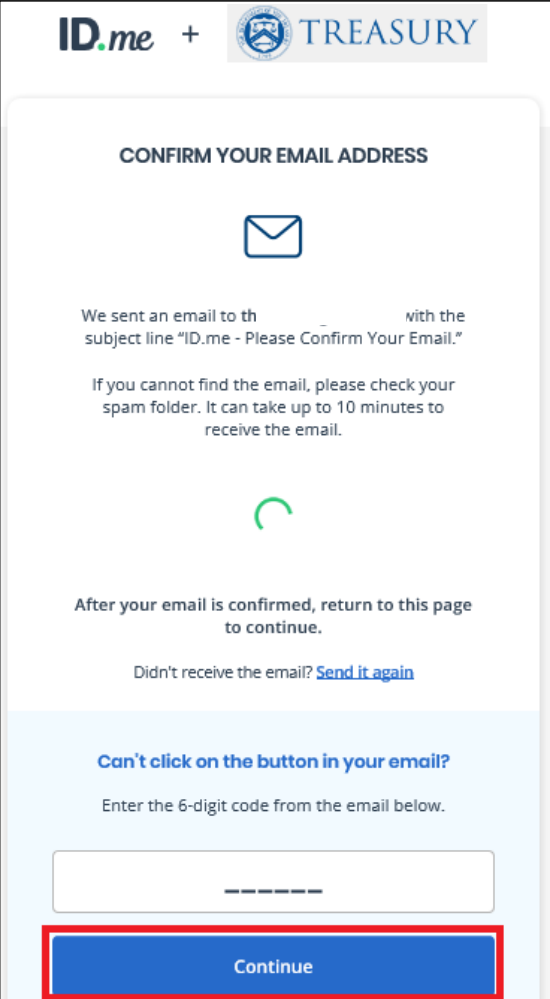
**Confirm Password**

I accept the ID.me [Terms of Service](#) and [Privacy Policy](#)

# 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**.

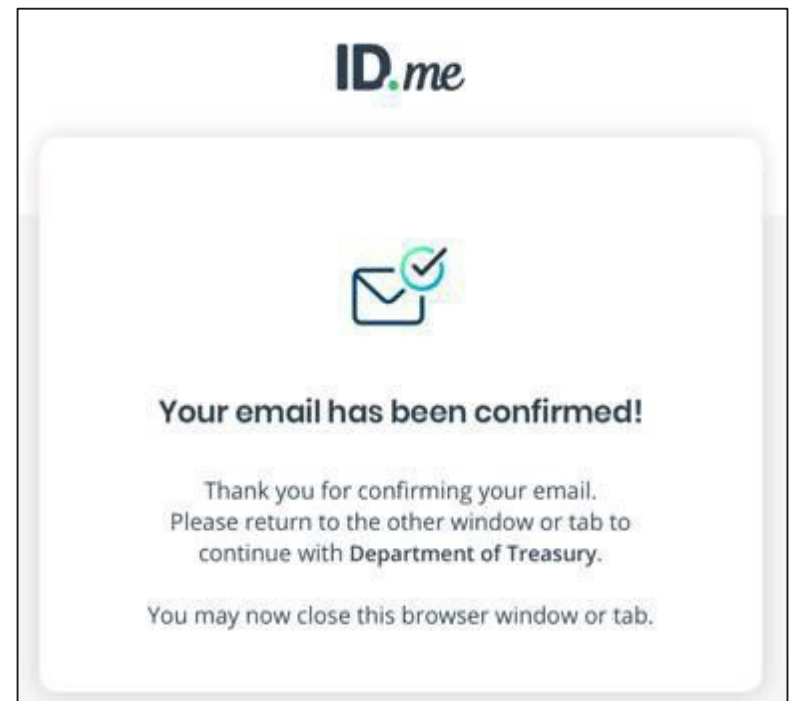
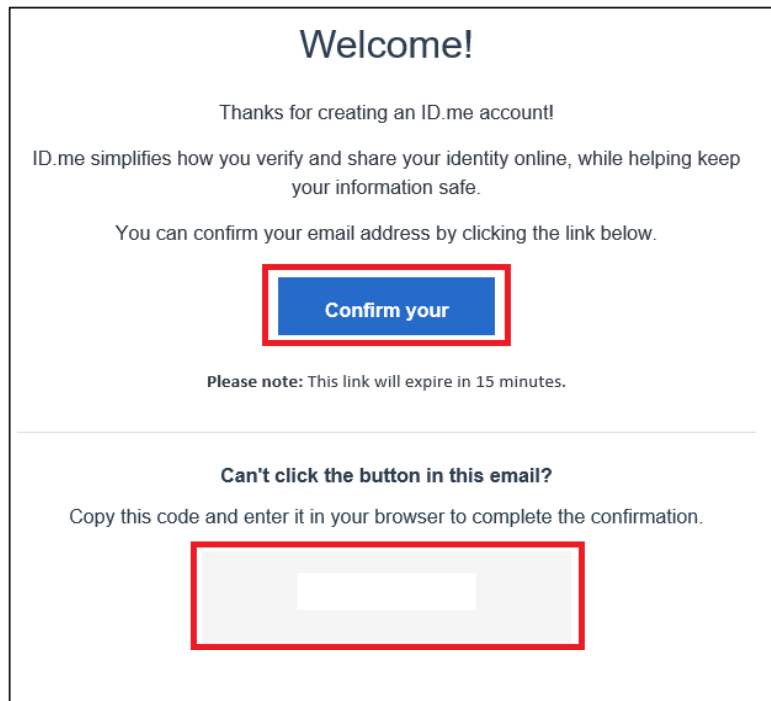
**Note:** Web browser session is suspended until you respond to the ID.me email confirmation. The email confirmation link and code will expire after 15 minutes.



The screenshot shows a web page for email verification. At the top, it displays the logos for ID.me and TREASURY. The main heading is "CONFIRM YOUR EMAIL ADDRESS". Below this is an envelope icon. The text reads: "We sent an email to th \_\_\_\_\_ with the subject line 'ID.me - Please Confirm Your Email.'" followed by "If you cannot find the email, please check your spam folder. It can take up to 10 minutes to receive the email." There is a green circular progress indicator. Below that, it says "After your email is confirmed, return to this page to continue." and "Didn't receive the email? [Send it again](#)". At the bottom, there is a light blue section with the text "Can't click on the button in your email?" and "Enter the 6-digit code from the email below." Below this is a text input field containing six dashes "-----". At the very bottom, there is a blue button labeled "Continue" which is highlighted with a red rectangular border.

# Email Verification

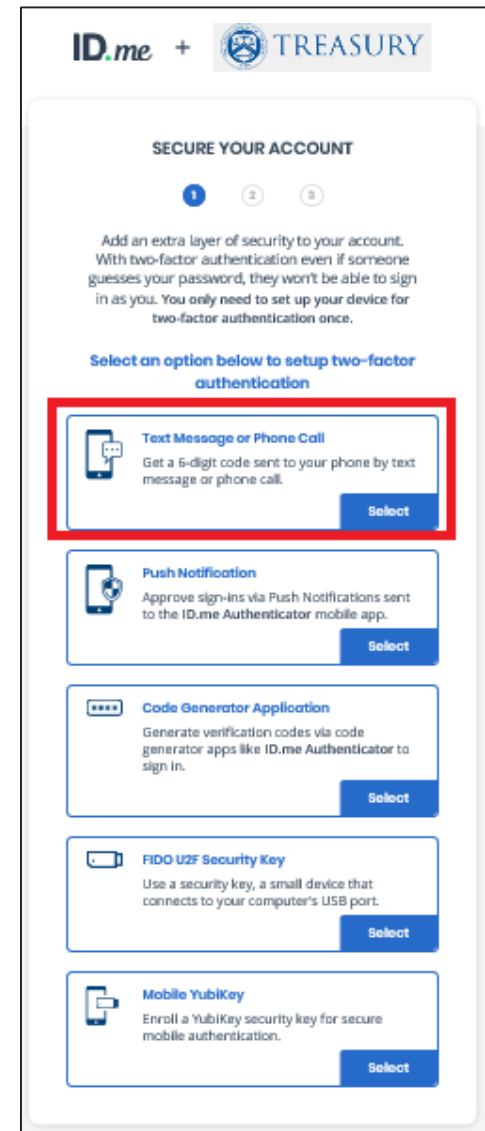
- ▶ Open the ID.me email and acknowledge the receipt.
  - Below is an example of the email you will receive (left image) with confirmation and 6 digit code.
  - Select **Confirm your Email** button, you will see the confirmation notice (right image).
  - You should return to your browser session.



# 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.


**ID.me** + 

**SECURE YOUR ACCOUNT**


1 — 2 — 3


**Receive authentication code via phone**

Be sure to use a phone number you have access to whenever you plan to sign in.



**Choose how you want to receive the code**

 **Text message** ✓

 **Phone call**

THE NUMBER PROVIDED WILL ONLY BE USED FOR ACCOUNT SECURITY. MESSAGE AND DATA RATES MAY APPLY.

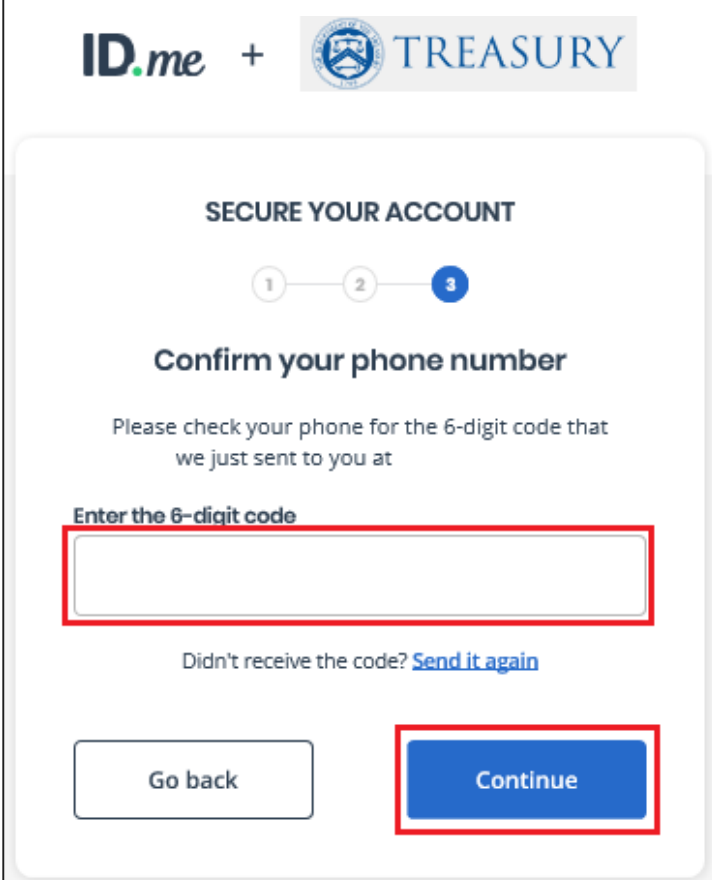
**Go back** **Continue**



# Two-Factor Authentication: Text Message or Phone Call

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

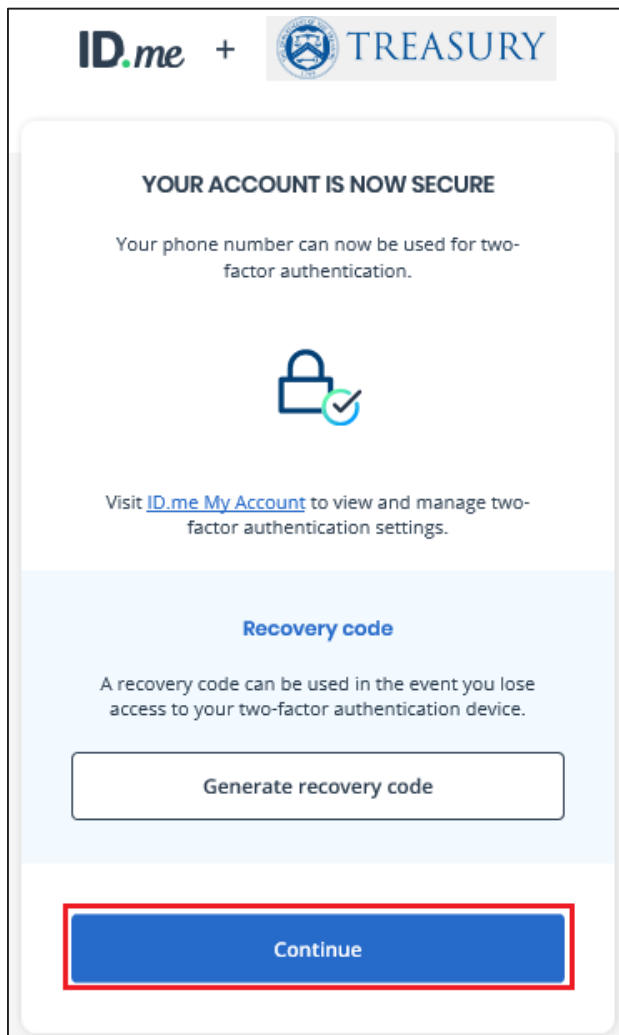
**Note:** The code will expire after 15 minutes.



The screenshot shows a web interface for account verification. At the top, it displays the logos for 'ID.me' and 'TREASURY'. Below the logos, the heading 'SECURE YOUR ACCOUNT' is centered. A progress indicator shows three steps, with the third step (a blue circle with the number 3) being the active one. The main heading is 'Confirm your phone number'. Below this, a message reads: 'Please check your phone for the 6-digit code that we just sent to you at'. A text input field is provided for the user to enter the code, with the label 'Enter the 6-digit code' above it. Below the input field, there is a link that says 'Didn't receive the code? [Send it again](#)'. At the bottom, there are two buttons: 'Go back' and 'Continue'. The 'Continue' button is highlighted with a red border.

# Two-Factor Authentication: Text Message or Phone Call

## ► Confirmation



The screenshot shows a confirmation page for ID.me + TREASURY. At the top, the logos for ID.me and TREASURY are displayed. Below the logos, the text reads "YOUR ACCOUNT IS NOW SECURE" and "Your phone number can now be used for two-factor authentication." A padlock icon with a checkmark is centered on the page. Below the icon, it says "Visit [ID.me My Account](#) to view and manage two-factor authentication settings." A light blue section titled "Recovery code" contains the text "A recovery code can be used in the event you lose access to your two-factor authentication device." Below this text is a button labeled "Generate recovery code". At the bottom of the page is a large blue button labeled "Continue", which is highlighted with a red border.

**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

# 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.

The screenshot shows the ID.me + Treasury identity verification interface. At the top, the logos for ID.me and the U.S. Treasury are displayed. The main heading is "VERIFY YOUR IDENTITY". Below this, there is explanatory text: "There are several options for you to verify your identity and this process only takes a few minutes. You'll only need to verify your identity once." and "We'll need your permission to use details from your credit profile and other public sources to verify your identity. Don't worry, this won't affect your credit score." A section titled "Choose a verification method" contains three options, each with a "Start now" button. The first option, "Upload photos of your license or state ID", is highlighted with a red border. The second option is "Upload a photo of your passport" and the third is "Upload photos of your passport card". At the bottom, there is a link for "I don't live in the United States", which is also highlighted with a red border.

**ID.me** + **TREASURY**

### VERIFY YOUR IDENTITY

There are several options for you to verify your identity and this process only takes a few minutes. You'll only need to verify your identity once.

We'll need your permission to use details from your credit profile and other public sources to verify your identity. Don't worry, this won't affect your credit score.

**Choose a verification method**

- Upload photos of your license or state ID**  
Upload photos of your driver's license or state ID, and enter your social security number. [Start now](#)
- Upload a photo of your passport**  
Upload a photo of your passport and enter your social security number. [Start now](#)
- Upload photos of your passport card**  
Upload photos of your passport card and enter your social security number. [Start now](#)

[I don't live in the United States](#)

# 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.

ID.me + TREASURY

VERIFY YOUR IDENTITY

1 2 3 4 5

Choose how to submit photos

In order to verify your identity, please make sure:

- 1) Your document is up to date and valid
- 2) Your document is clear and readable
- 3) You take the photo on a well-lit flat surface

MM/DD/YYYY 1

2

Take a photo with my device

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

OR

Upload a photo

# Option 1: Upload Photos of Your License or State ID

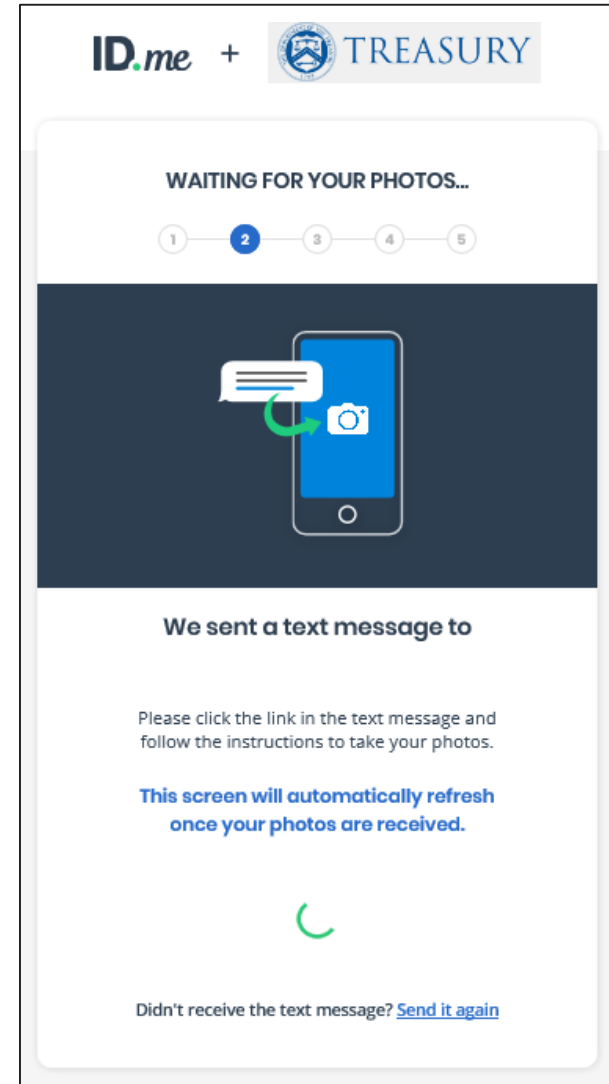
- ▶ Step 1 (continued)
  - Enter **your phone number**.
  - Select **Continue**.

The screenshot shows a mobile verification screen for ID.me + TREASURY. At the top, the logos for ID.me and TREASURY are displayed. Below them, the heading "VERIFY YOUR IDENTITY" is centered. A progress indicator shows five steps, with the first step (1) highlighted in blue. The main heading "Take photos with your phone" is followed by the instruction: "Enter your mobile phone number, and we'll text you a link to take photos of your document." Below this is a blue link that says "Enter your mobile phone number". A text input field for the phone number is highlighted with a red border; it contains a placeholder "( ) - - - -". Below the input field, a note states: "YOUR MOBILE PHONE MUST HAVE A CAMERA AND A WEB BROWSER." At the bottom, there are two buttons: a white "Back" button and a blue "Continue" button, with the "Continue" button highlighted by a red border.

# Option 1: Upload Photos of Your License or State ID

- ▶ Step 1 (continued)
  - A text message will be sent to your phone.

**Note:** Your current web browser session is suspended until you respond to the action required.

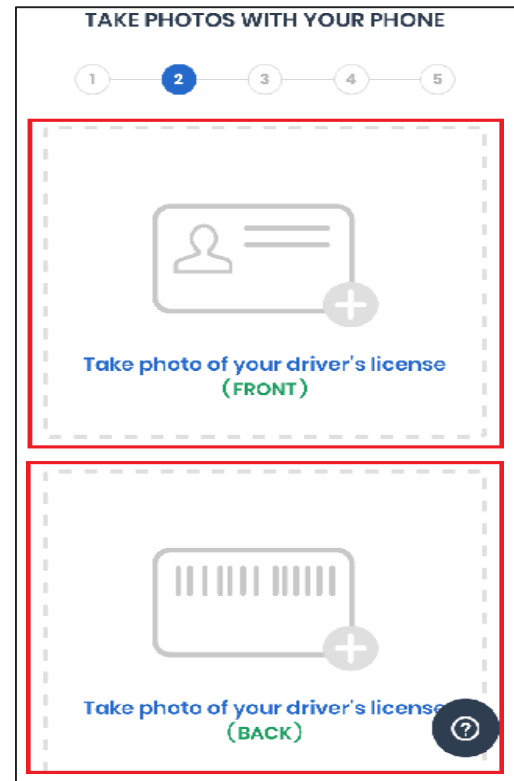


# Option 1: Upload Photos of Your License or State ID

## ► 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.

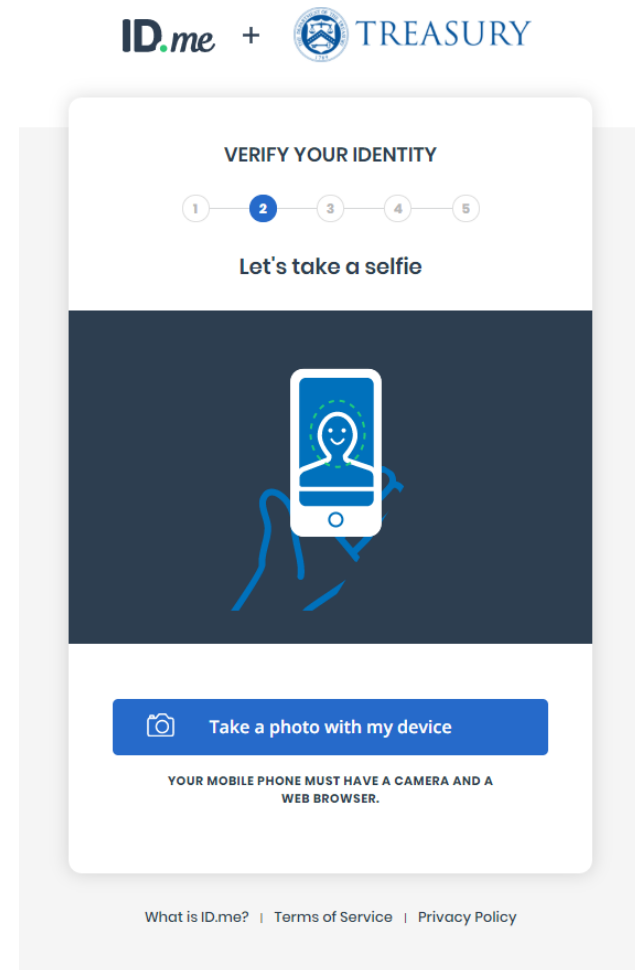
This message is from [ID.me](#).  
Please click the following link to  
upload a picture of your ID:  
[https://verify.id.me/en/phone/  
PHrxGQeQ](https://verify.id.me/en/phone/PHrxGQeQ)



# Option 1: Upload Photos of Your License or State ID

## ► Step 3

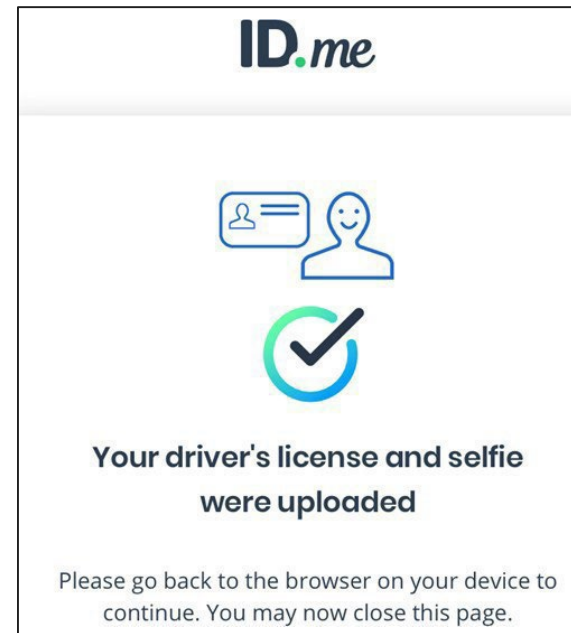
- Upload a selfie.
- Once photo is uploaded, ID.me will verify automatically.





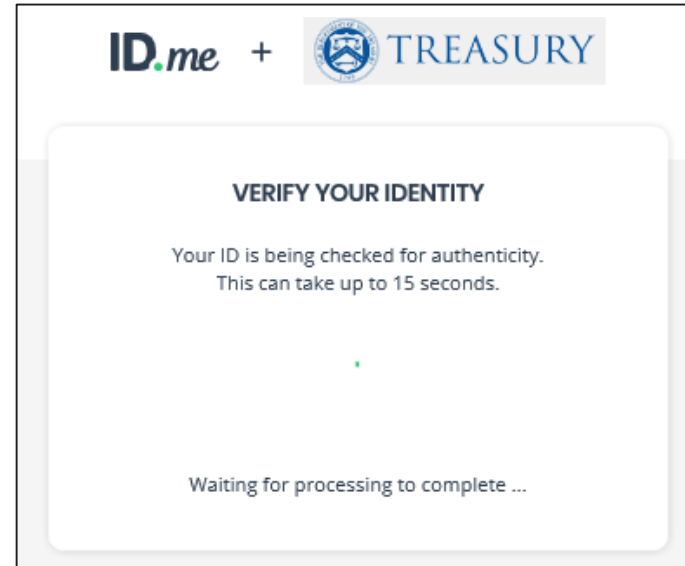
# Option 1: Upload Photos of Your License or State ID

- ▶ 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.



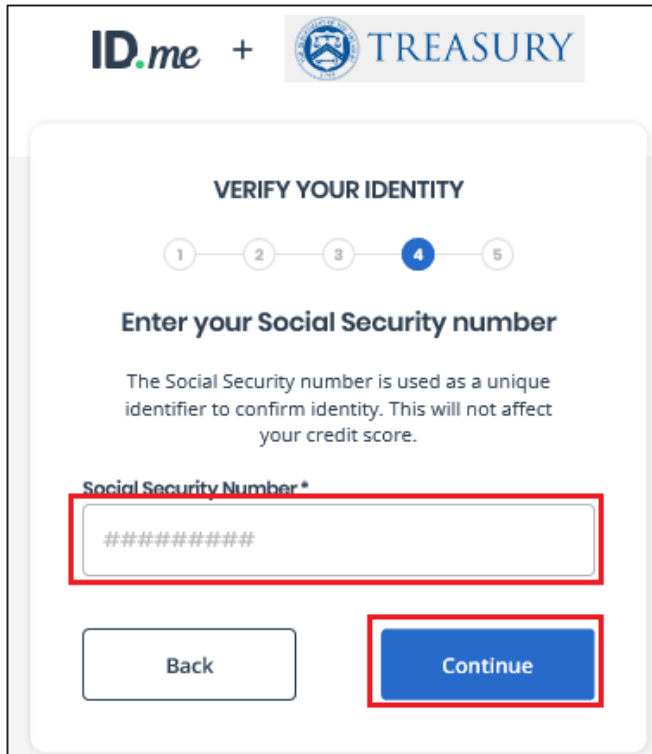
# Option 1: Upload Photos of Your License or State ID

- ▶ 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



The screenshot shows a verification interface for ID.me + TREASURY. At the top, the logos for ID.me and the State of Michigan Treasury are displayed. Below the logos, the heading "VERIFY YOUR IDENTITY" is centered. A progress indicator shows five steps, with the fourth step (a blue circle with the number 4) being the current step. The main heading is "Enter your Social Security number". Below this, a paragraph explains: "The Social Security number is used as a unique identifier to confirm identity. This will not affect your credit score." A label "Social Security Number\*" is positioned above a text input field containing nine hash symbols (#####). Below the input field are two buttons: a white "Back" button and a blue "Continue" button. Red rectangular boxes highlight the input field and the "Continue" button.

## ► 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

**Note:** Please verify the information listed.

The screenshot shows the ID.me verification interface. At the top, the ID.me logo is displayed. Below it, the heading reads "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY". The main section is titled "Confirm your information" and includes the text: "We'll verify the information you've entered with details from your credit profile".

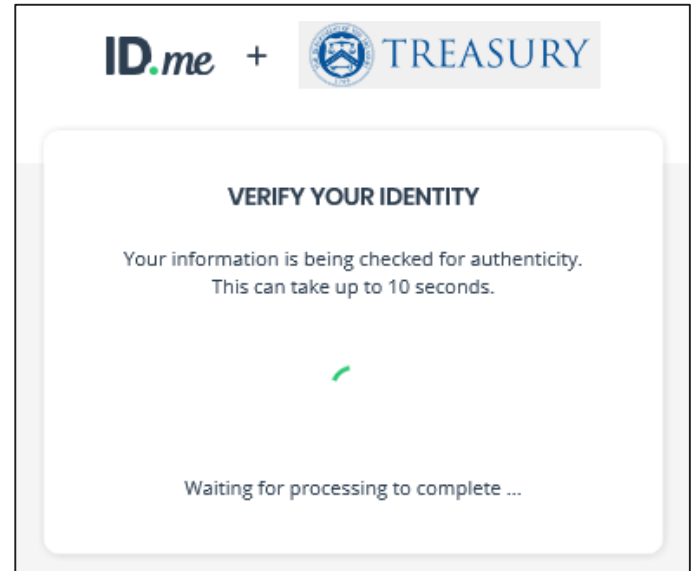
The form is organized into several sections:

- Full Legal Name** (with an EDIT button):
  - First Name
  - Middle Name
  - Last Name
  - Date of Birth
- Current home address** (with an EDIT button):
  - Street
  - City
  - State
  - Zip Code
  - Country
- Phone** (with an EDIT button):
  - Mobile Number
- Documents and Selfie**:
  - Driver's License (with a green checkmark and a Reupload button)
  - U.S. Passport (with a green checkmark and a Reupload button)
  - Selfie (with a green checkmark and a Retake button)

At the bottom of the form is a large blue button labeled "Continue".

# Option 1: Upload Photos of Your License or State ID

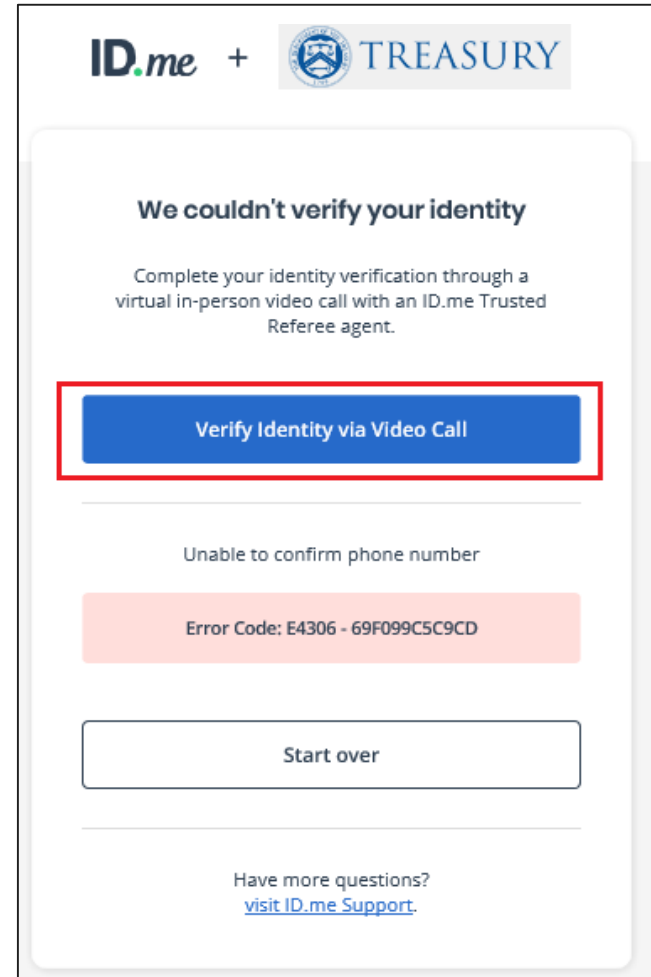
- ▶ Step 5 (continued)
  - Your browser session indicates the system is in process of verifying your identity.
  - It may take up to 10 seconds.
  - ID.me will send you a Congratulations email.
  - **Skip Slide 21** if ID.me completed your identity verification.



**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”

**VERIFY YOUR IDENTITY**

There are several options for you to verify your identity and this process only takes a few minutes. You'll only need to verify your identity once.

We'll need your permission to use details from your credit profile and other public sources to verify your identity. Don't worry this won't affect your credit score.

This process only takes a few minutes.

**Choose a verification method**

- Upload photos of your driver's license**  
Upload photos of your driver's license and enter your social security number. Then we'll confirm your identity with public records. [Start Now](#)
- Upload a photo of your passport**  
Upload a photo of your passport and enter your social security number. Then we'll confirm your identity with public records. [Start Now](#)
- Upload photos of your passport Card**  
Upload photos of your passport and enter your social security number. Then we'll confirm your identity with public records. [Start Now](#)

[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

**ID.me +**

**We couldn't verify your identity**

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

[Verify Identity via Video Call](#)

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

**Error Code: E4201 - B7E4D6E15713**

[Retry Verification](#)

Have more questions?  
[Visit ID.me Support](#)

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

# Option 2: How to start a Virtual In-Person Proofing Session

**ID.me**

**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](#)

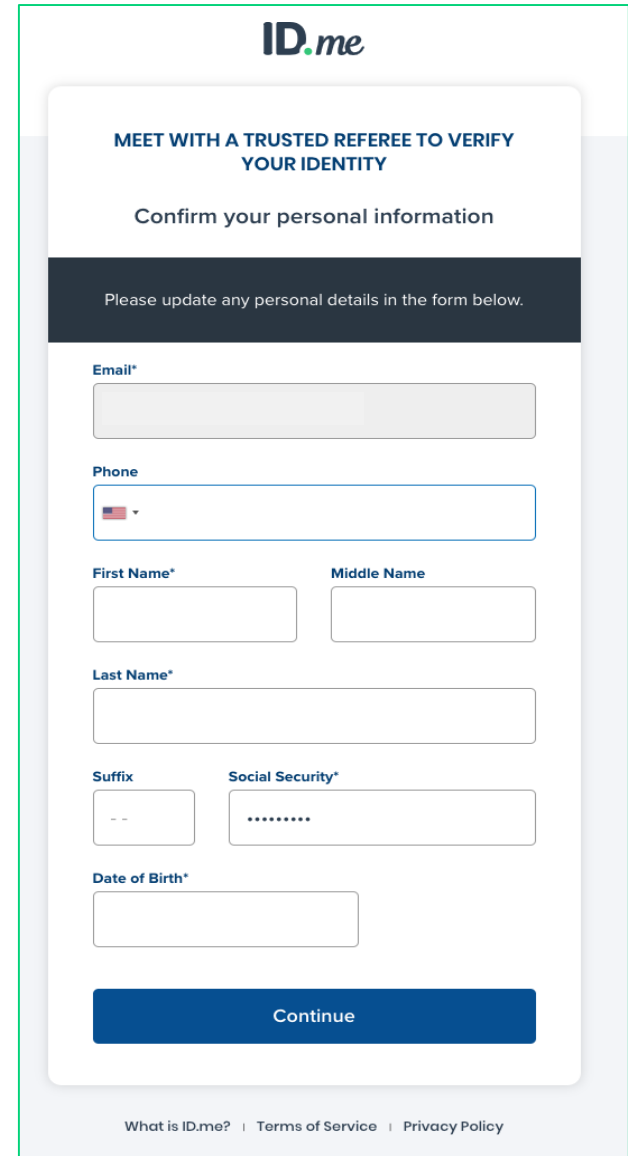
What is ID.me? | [Terms of Service](#) | [Privacy Policy](#)

→ 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**.



The screenshot shows the ID.me verification interface. At the top, the ID.me logo is displayed. Below it, the text reads "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY" and "Confirm your personal information". A dark blue banner contains the instruction "Please update any personal details in the form below." The form fields include: "Email\*" (a text input field), "Phone" (a field with a country code dropdown menu), "First Name\*" (a text input field), "Middle Name" (a text input field), "Last Name\*" (a text input field), "Suffix" (a dropdown menu with "--" selected), "Social Security\*" (a text input field with "\*\*\*\*\*" placeholder), and "Date of Birth\*" (a date selection field). A prominent blue "Continue" button is at the bottom of the form. At the very bottom of the page, there are links for "What is ID.me?", "Terms of Service", and "Privacy Policy".

## 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**.

The screenshot shows the ID.me verification interface. At the top, the ID.me logo is displayed. Below it, the text reads "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY" and "Confirm your personal address". A dark grey banner contains the instruction: "If your current or most recent address is different than what is shown below, please update it now." The form includes a "Country" dropdown menu set to "United States", a "Current Home Address" text input field, a "City" text input field containing "Falls Church", a "State" dropdown menu, and a "Zip Code" text input field. At the bottom, there are "Go Back" and "Continue" buttons. The footer contains links for "What is ID.me?", "Terms of Service", and "Privacy Policy".

**ID.me**

**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**

United States

**Current Home Address**

**City**

Falls Church

**State**

**Zip Code**

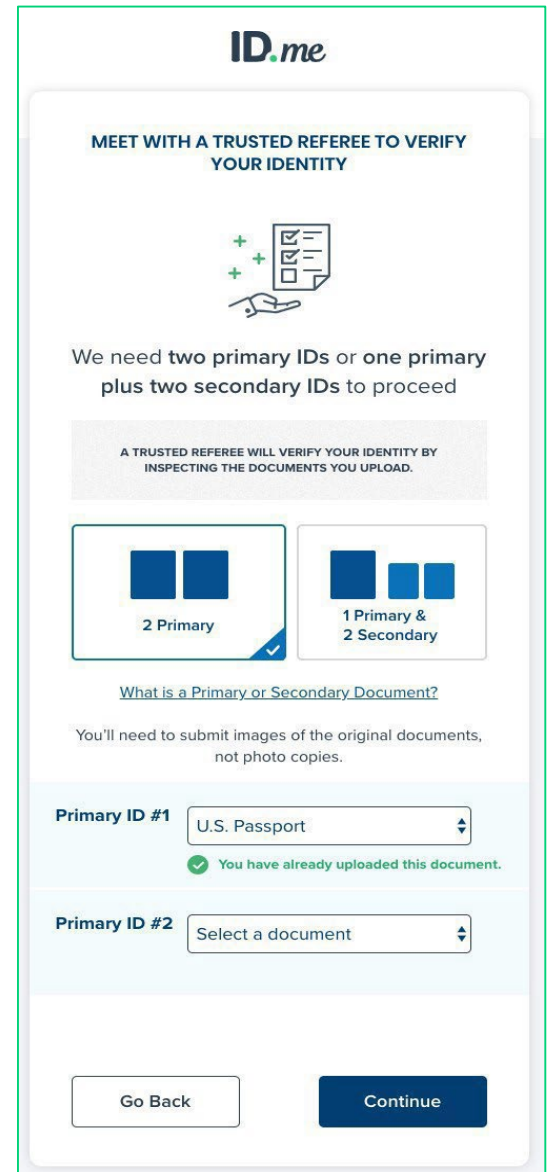
Go Back Continue

What is ID.me? | Terms of Service | Privacy Policy

## 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.



The screenshot displays the ID.me verification screen. At the top, the ID.me logo is visible. Below it, the text reads "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY". An icon shows a hand pointing to a document with checkmarks. The main instruction states: "We need two primary IDs or one primary plus two secondary IDs to proceed". A grey box explains: "A TRUSTED REFEREE WILL VERIFY YOUR IDENTITY BY INSPECTING THE DOCUMENTS YOU UPLOAD." Two selection options are shown: "2 Primary" (with a blue checkmark) and "1 Primary & 2 Secondary". A link "What is a Primary or Secondary Document?" is provided. Below, a note says: "You'll need to submit images of the original documents, not photo copies." The "Primary ID #1" dropdown is set to "U.S. Passport" with a green checkmark and the text "You have already uploaded this document." The "Primary ID #2" dropdown is set to "Select a document". At the bottom, there are "Go Back" and "Continue" buttons.

**ID.me**

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.

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

Go Back Continue

## 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.

The screenshot shows the ID.me mobile app interface. At the top, the ID.me logo is displayed. Below it, the text reads "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY". The main heading is "Chose how to securely submit photos". Underneath, there is a "Quick tips" section with two numbered instructions: "1) Verify that your documents are up-to-date" and "2) Take the photo in a well-lit area on a flat surface". A light blue box contains the text: "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." Below this is a dark blue section with a white outline of a document and a person icon, with a "1" in a green circle next to it. A "2" in a green circle is positioned below the document outline. The next section is a light gray box with a dark blue button labeled "Take photos with phone" and a camera icon. Below the button, there is a warning: "YOUR MOBILE PHONE MUST HAVE A CAMERA AND A WEB BROWSER." with a mobile phone icon. The word "OR" is centered below this. The final section is a white box with a button labeled "Upload photos from your computer" and an upload icon, and a "Go Back" button at the bottom.

## 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.

The screenshot displays the ID.me verification interface. At the top, the ID.me logo is visible. Below it, the heading reads "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY". Underneath, the section is titled "Required documentation".

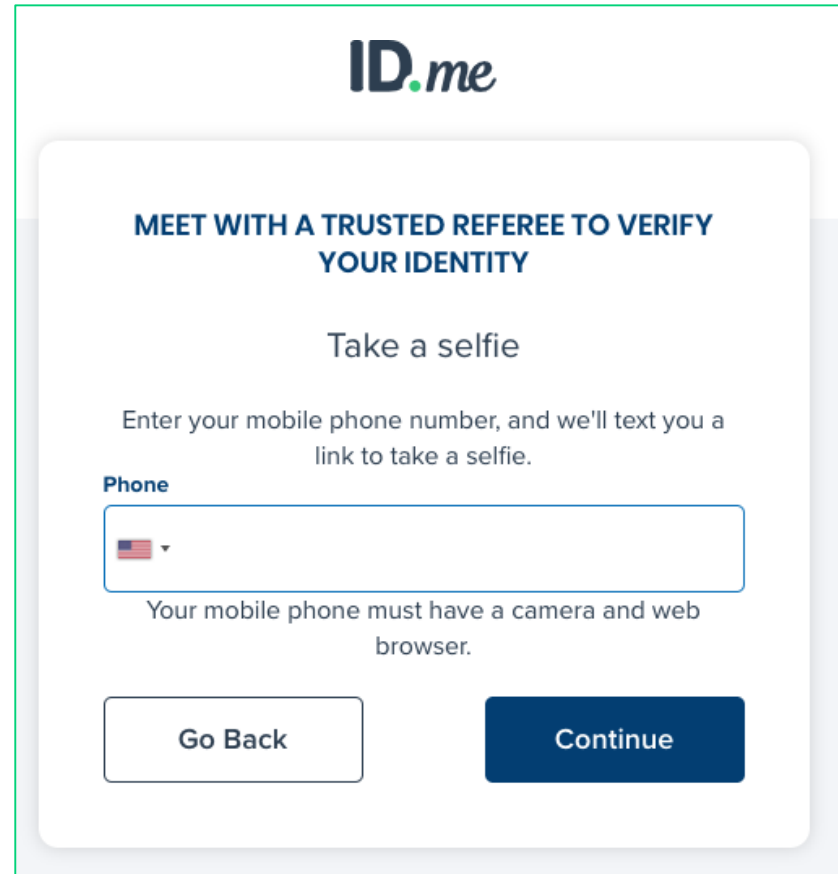
There are two main sections for documentation:

- Driver's License:** This section shows "FRONT" with a green checkmark and the text "We have a photo of the Front your Driver's License". A "Change" link is present below. To the right, "BACK" is shown with a dark blue "Choose" button.
- U.S. Passport:** This section shows "FRONT" with a green checkmark and the text "We have a photo of the Front your U.S. Passport". A "Change" link is present below.

At the bottom of the interface, there are two buttons: "Go Back" (white with a black border) and "Continue" (dark gray).

## 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).



The screenshot shows the ID.me mobile app interface. At the top is the ID.me logo. Below it, the text reads "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY". Underneath, it says "Take a selfie". The next line of text is "Enter your mobile phone number, and we'll text you a link to take a selfie." Below this is a "Phone" label and a text input field. The input field has a dropdown menu showing a US flag. Below the input field, there is a note: "Your mobile phone must have a camera and web browser." At the bottom, there are two buttons: "Go Back" and "Continue".

**ID.me**

**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.

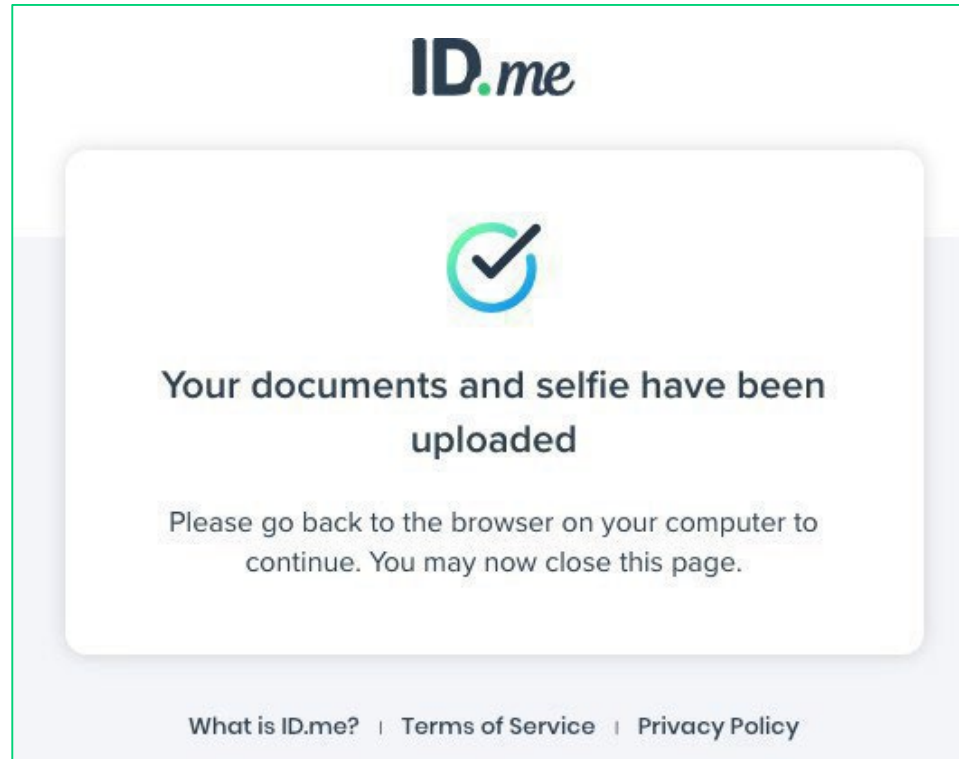
Phone

Your mobile phone must have a camera and web browser.

[Go Back](#) [Continue](#)

## 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**.

The screenshot displays the ID.me verification interface. At the top, the ID.me logo is visible. Below it, the heading reads "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY". The main section is titled "Confirm your information" and includes a sub-heading: "We'll verify the information you've entered with details from your credit profile".

The form is organized into several sections, each with a dark blue header bar and an "EDIT" link on the right:

- Full Legal Name**: Includes fields for First Name, Middle Name, Last Name, and Date of Birth.
- Current home address**: Includes fields for Street, City, State, Zip Code, and Country.
- Phone**: Includes a field for Mobile Number.

Below these sections is a "Documents and Selfie" section with three items, each with a green checkmark and a button:

- Driver's License: Reupload
- U.S. Passport: Reupload
- Selfie: Retake

At the bottom of the form is a large dark blue button labeled "Continue".




# Website Redirect

- ▶ Once ID.me identity verification is complete, you will be redirected to the ECIP Application Portal landing page.

The screenshot displays the Treasury COVID-19 Relief Hub Emergency Capital Investment Service Portal. The top navigation bar is dark blue with the Treasury COVID-19 Relief Hub logo and name on the left, and a notification bell and user profile icon on the right. Below this is a secondary dark blue bar with the Emergency Capital Investment logo and name. The main content area is white and features a left-hand navigation menu with the following items: ECIP Service Portal Home, Real-time Reporting, Quarterly and Initial Supplemental Reports, Voluntary Impact Highlight Forms, and Application Management. The main content area contains a large blue banner with the text: "Welcome to the Emergency Capital Investment Program Service Portal".

# Logon to ECIP Portal

- ▶ Sign in with ID.me Account.

 An official website of the United States government



Treasury COVID-19 Relief Hub

E-Mail: [salesforceadminsUPPORT@treasury.gov](mailto:salesforceadminsUPPORT@treasury.gov)

In accordance with the Executive Order 14028 Improving the Nation's Cybersecurity, Office of the Chief Information Officer (OCIO) has implemented multi-factor authentication (MFA) for this application. Please select a login method below to login or create an account".



Sign in using a trusted authentication provider.  
Trusted providers secure digital identities and help us confirm and protect your identity.

[Accessibility Statement](#) | [Freedom of Information Act](#) | [Privacy Policy](#) | [Privacy Impact Assessments](#)

You have accessed a U.S. Government information system. There is no expectation of privacy in this system and your usage constitutes your understanding and consent to monitoring of your activities on the system. All data contained may be captured and disclosed or used for any lawful government purpose, including use by law enforcement officials as potential evidence of a crime. Unauthorized or improper use of this information system is prohibited and may subject you to disciplinary action, as well as civil and criminal penalties.

# Logon to ECIP Portal

- ▶ Complete Logon
  - ▶ Receive authentication code via phone
  - ▶ Select Continue (left)
  - ▶ Select Continue (right)

**ID.me**

COMPLETE YOUR SIGN IN

1 — 2 — 3

Receive authentication code via phone

**Text message** Phone call

You will receive a code at the following number

(\*\*\*).-

**Continue**

**ID.me**

COMPLETE YOUR SIGN IN

1 — 2 — 3

Confirm your phone number

Please check your phone for the 6-digit code that we just sent to you at (\*\*\*) \*\*\*.†

Enter the 6-digit code

Didn't receive the code? [Send it again](#)

**Continue**

# Log On

ECIP Service Portal Home

Real-time Reporting

Quarterly and Initial Supplemental Reports

Voluntary Impact Highlight Forms

Application Management

ECIP Service Portal Home

Welcome to the  
Emergency Capital Investment Program  
Service Portal

**Note:** Successful logon (authentication) to ECIP Portal.