ECIP PORTAL

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

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
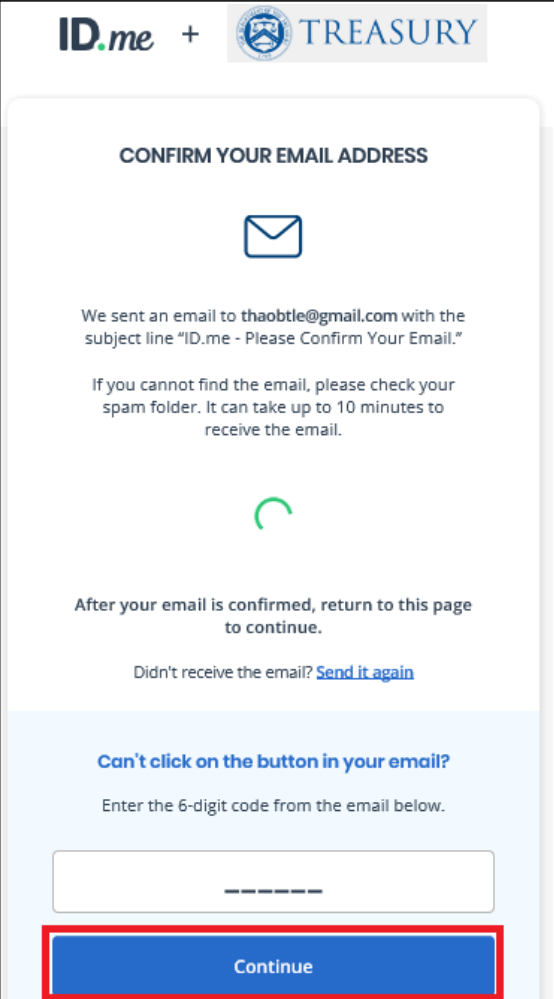 - Check Box – **Accept terms of service and privacy policy**
  - Select **Create an ID.me account**

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 a example of the email you will receive (left image) with conformation and 6 digit code.

- Select **Confirm your Email** button, you will see the confirmation notice (right image).

- You should return to your browser session.

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

Please note: This link will expire in 15 minutes.

Can't click the button in this email?

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

ID.me

Your email has been confirmed!

Thank you for confirming your email. Please return to the other window or tab to continue with **Department of Treasury.**

You may now close this browser window or tab.

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.
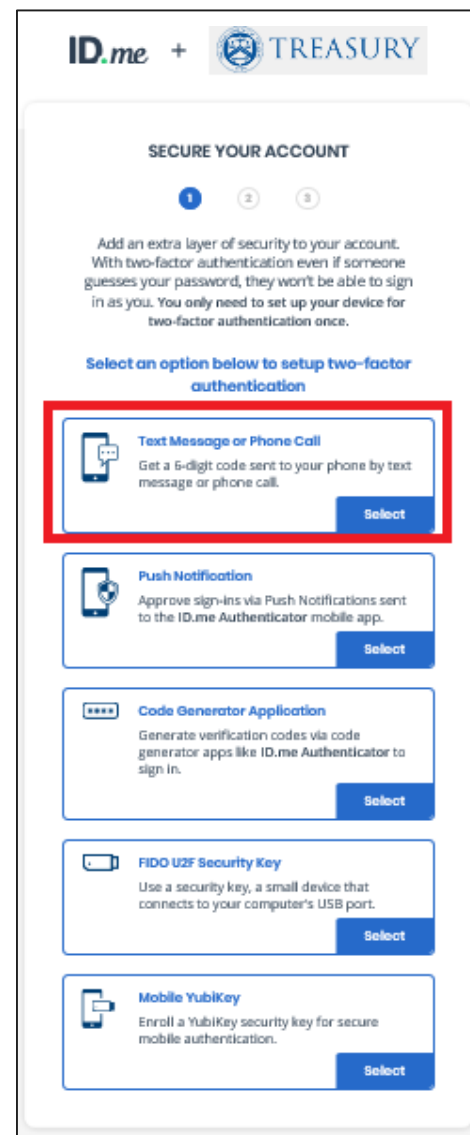
Two-Factor Authentication: Text Message or Phone Call

► Select Text message

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

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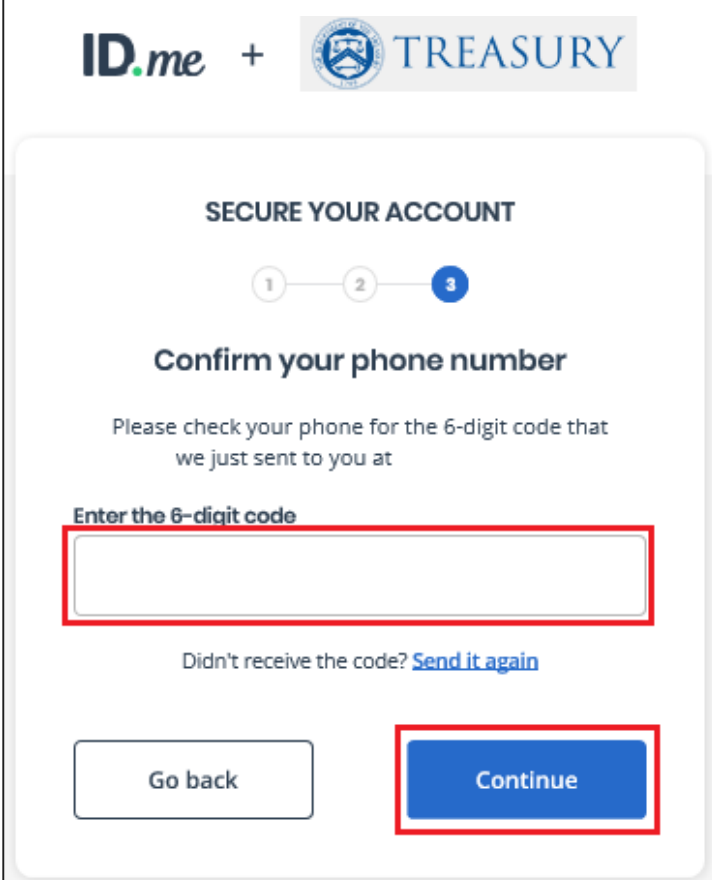
Two-Factor Authentication: Text Message or Phone Call

► Verify phone number

  ▪ 6 digit verification code generated automatically.

  ▪ Select **Continue**
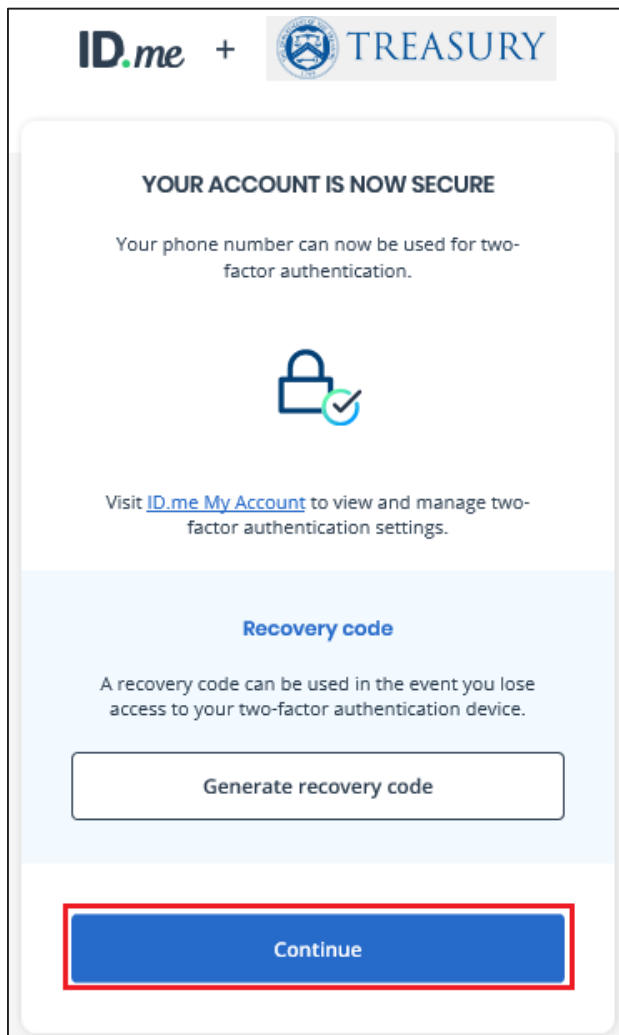
Note: The code will expire after 15 minutes.

Two-Factor Authentication: Text Message or Phone Call

► Confirmation

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.

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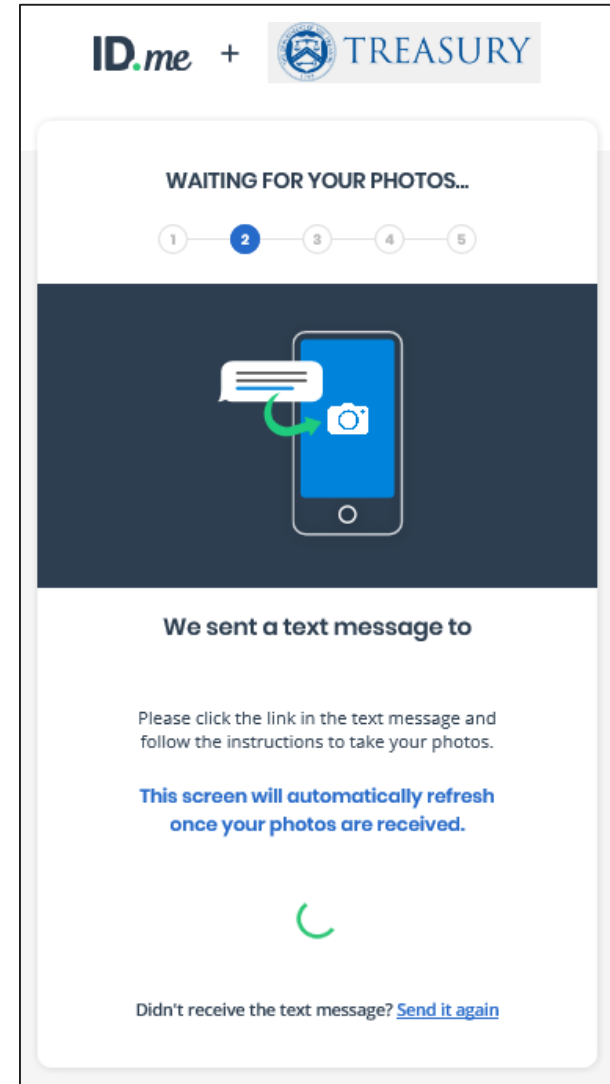
Option 1: Upload Photos of Your License or State ID

► 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

TAKE PHOTOS WITH YOUR PHONE

1 — 2 — 3 — 4 — 5

Take photo of your driver's license
(FRONT)

Take photo of your driver's license
(BACK)
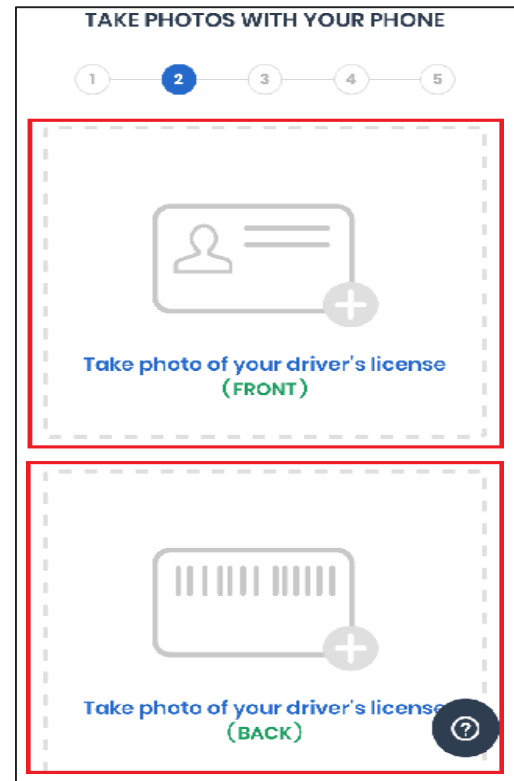
Option 1: Upload Photos of Your License or State ID

- ► Step 3
  - Upload a selfie.
  - Once photo is uploaded, ID.me will verify automatically.
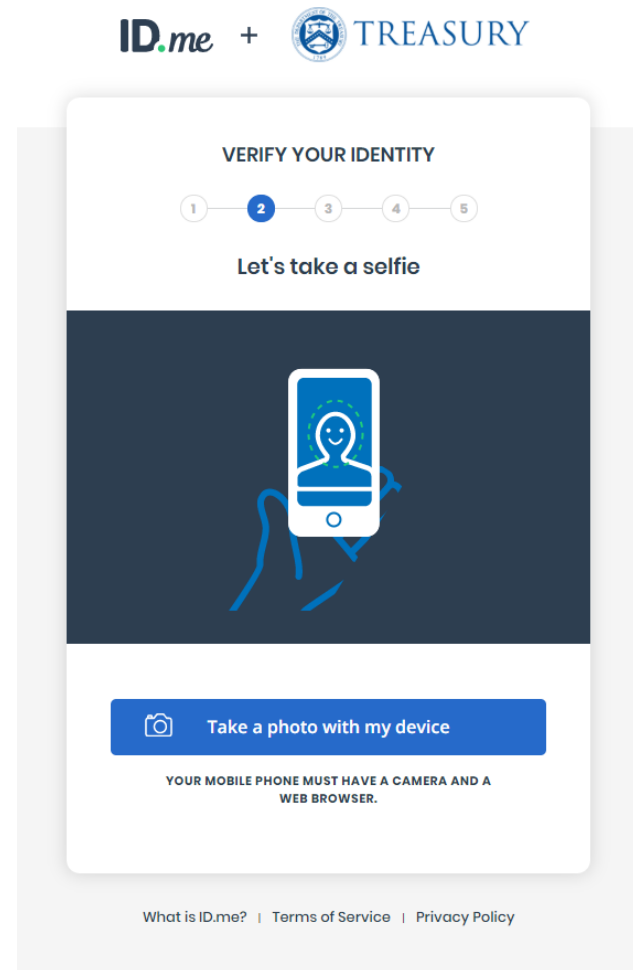
Option 1: Upload Photos of Your License or State ID

► 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.

ID.me

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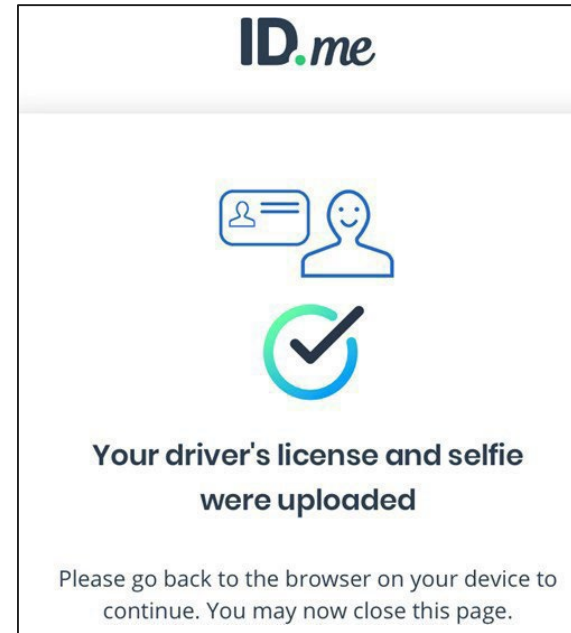
Option 1: Upload Photos of Your License or State ID

► 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.

ID.me + 🛡️ **TREASURY**

VERIFY YOUR IDENTITY

Your ID is being checked for authenticity.
This can take up to 15 seconds.

Waiting for processing to complete ...
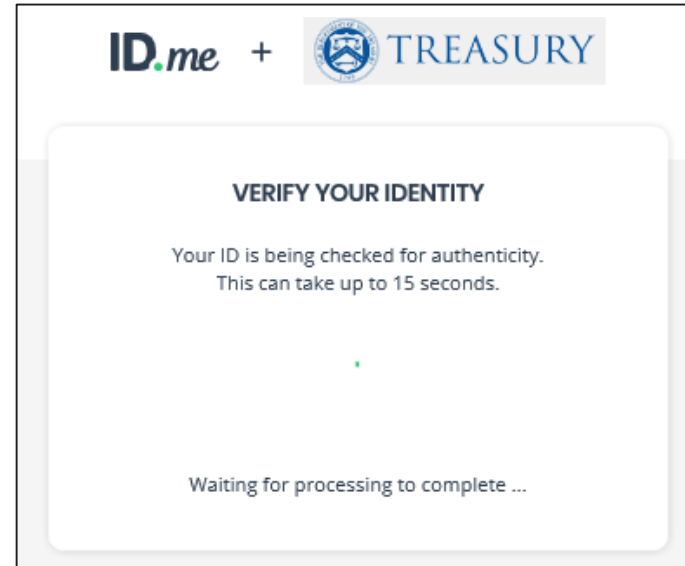
Note: If ID.me cannot verify your information from your license, an additional screen may appear for you to input your data manually.

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

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.
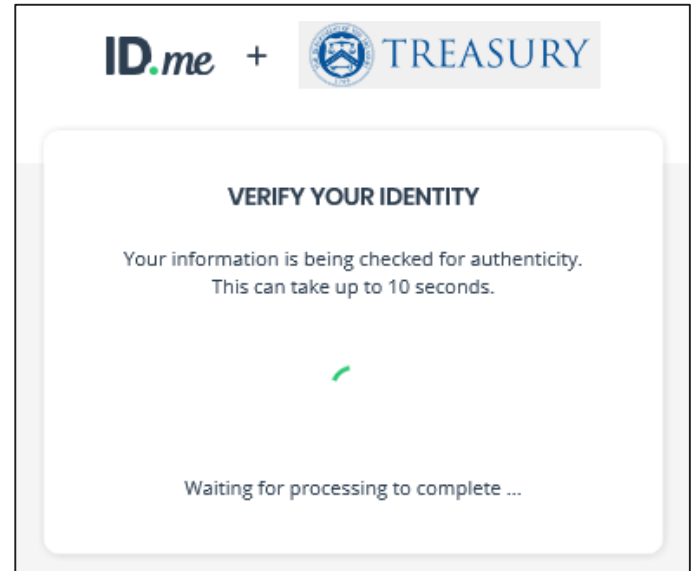
Note: If ID.me cannot verify your SSN or phone number, an additional screen may appear for you to input your data manually.

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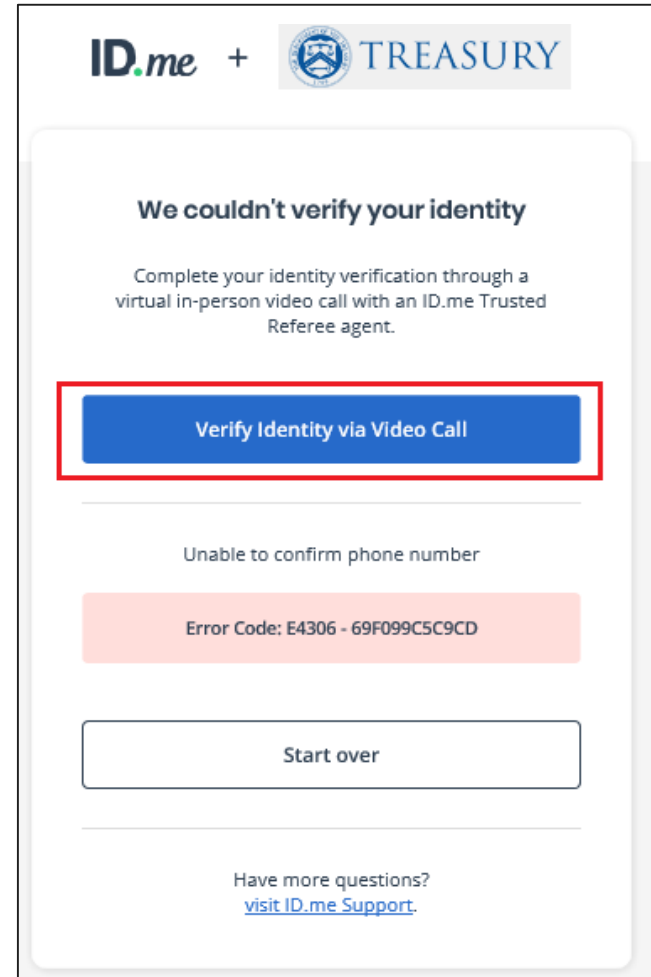
Option 2: How to start a Virtual In-Person Proofing Session

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

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.
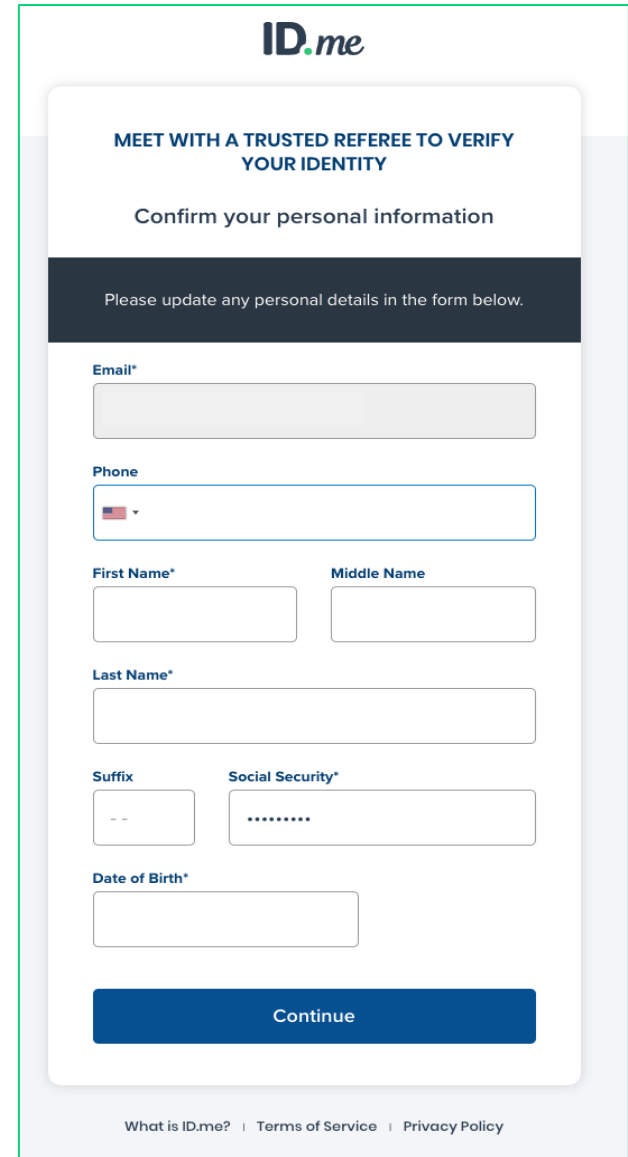
Go Back   Get Started

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.**

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.

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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.

ID.me

Your documents and selfie have been uploaded

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

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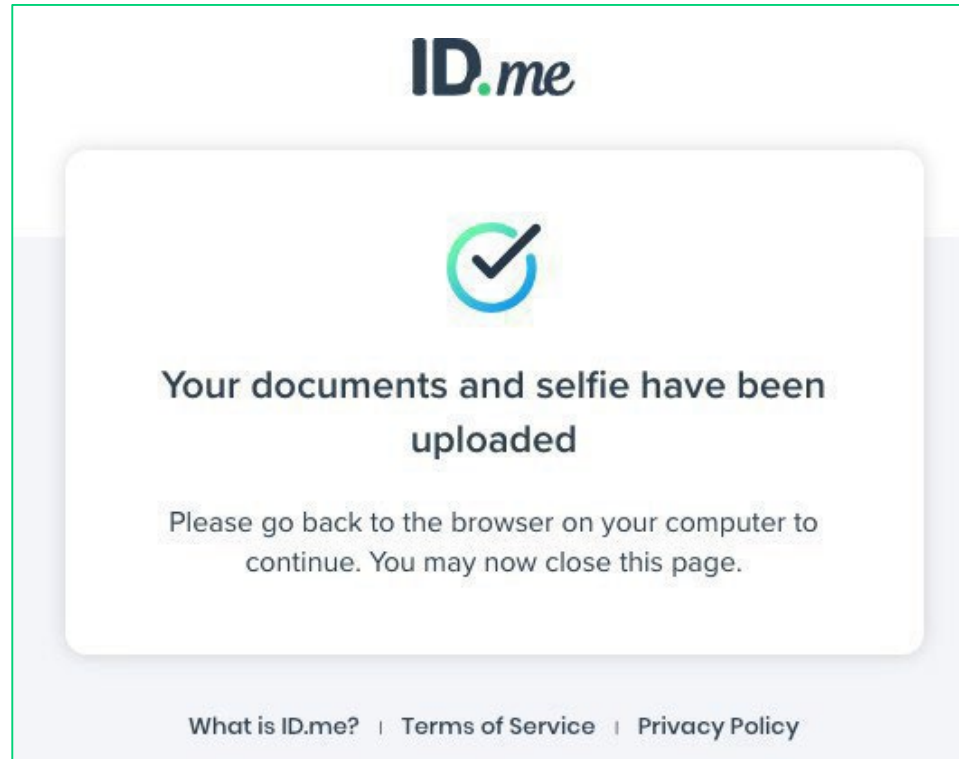
Option 2: How to start a Virtual In-Person Proofing Session

► Review your personal information to ensure it is correct and then select **Continue.**

ID.me

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	
Middle Name	
Last Name	
Date of Birth	

Current home address	EDIT
Street	
City	
State	
Zip Code	
Country	

Phone	EDIT
Mobile Number	

Documents and Selfie

✔ Driver's License	Reupload
✔ U.S. Passport	Reupload
✔ Selfie	Retake

Continue

Website Redirect

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

Logon to ECIP Portal

► Sign in with ID.me Account.

Logon to ECIP Portal

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

Log On

Note: Successful logon (authentication) to ECIP Portal.