



San Joaquin Valley Unified Air Pollution Control District Information Technology Services

Identity Proofing and Facility Affiliation Verification Procedures

1. Login to the Title V Application and pull up the Title V Registration Tab. Select the registration record having a registration # matching the one supplied by the registrant or annotated on the ID documents.

A screenshot of the 'Title V Application Screen' software interface. The window title is 'Title V Application Screen'. It has a menu bar with 'Electronic Review', 'Paper Review', 'Repudiations', and 'New Registrations'. Below the menu bar is a table with columns: 'Reg ID', 'FullName', 'DOB', 'Card ID', 'ID Type', 'Date Received', and 'Pro'. The first row is selected and highlighted in blue, showing: '4', 'John Doe', '7/23/1981', '232352', 'Driver License', '11/2/2011 4:07:05 PM'. Below this table is another table with columns: 'FacID', 'FacName', 'Contact', 'Phone', and 'RO Title'. The first row is selected and highlighted in blue, showing: 'C-311', 'Chevron', 'Jane Dupont', '(559) 664-6646', 'Manager'. To the right of the tables is a 'Comments/Notes' section with the text: 'Registration ID: 4- John Doe', 'Not able to verify your identity using the ID documents you submitted. Please contact the District if you have any questions. Thanks.', and 'RO contacted the District and showed up with a drivers license. Was able to verify identity.'. There are three buttons: 'Purge', 'Save', and 'Cancel'. Below the comments is a 'Filter by' section with two dropdown menus: 'Registration Status' (set to 'All') and 'Region' (set to 'All Region').

2. Examine the identification document to verify the registrant's identity.

Look for resemblance of one of the following government issued ID types.

Drivers License
State Identification Card
US Passport

Use the **F-L-A-G** technique to properly check the ID

Attachment #2 – Identity Proofing and Facility Affiliation Verification Procedure



San Joaquin Valley Unified Air Pollution Control District Information Technology Services

F - Feel

- Have the registrant remove the ID from their wallet or plastic holder. You may see another ID in their wallet.
- Feel for raised edges, glue lines or bumpy surfaces by the photo or birth date. Uneven surfaces often indicate tampering. Feel for cut-out or pasted information.
- Check the thickness of the ID. Check to see if it was re-laminated after changing some of the information.

L - Look

- Photograph - Does it look like the person in front of you? Hairstyles and makeup can change, so focus your attention on the person's eyes, nose and chin. When checking men with beards or mustaches, cover the facial hair portion of the photo and concentrate on the eyes, nose or ears.
- Height and weight - Do they reasonably match the person?
- State seal - Is it on the ID and is it in the correct place?
- Look closely at the hologram and/or the blacklight pattern. Real IDs issued by states always have the state seal or the outline of the state on their holograms.
- Date of birth - Is the person old enough? Figure the math or look at the "Under 21 Until" portion of the ID.
- Age on ID vs. Appearance - Does the person in front of you match the age on the ID?
- Expiration date - Is the ID expired? Expired IDs are unacceptable.
- Lamination - Are the cuts or corners/edges straight or crooked?

A - Ask

- Ask the registrant to confirm information listed on the identification such as their middle or last name and birthdate.

Attachment #2 – Identity Proofing and Facility Affiliation Verification Procedure



San Joaquin Valley Unified Air Pollution Control District Information Technology Services

- If the registrant is with a companion, ask the companion to quickly tell you the registrant's name. Any hesitation may indicate deception.
- Ask the registrant to sign his/her name and then compare the signatures to the ID. Sometimes if the ID is false, the customer will sign his or her true name, rather than the one on the ID.

G - Give Back

- Give the ID back to the registrant regardless of the fact that the ID is fake or real. Proceed to step 3 if you were able to determine that the ID is real and the registrant is really the person identified in the ID documents.
 - If the ID is fake or altered, you must return the ID and let the registrant know why you were not able to verify their identity. Update the registration data record to "fail" verification and note the reason in the comments section.
3. Call the facility contact phone number listed on the registration screen for the registrant and verify with the contact person the facility name, RO Title, and full name of the registrant. If you are able to verify the information then update the registration data record to "pass" verification. If you are not able to verify the information then update the registration data record to "fail" verification and note the reason in the comments section. An automated email will be sent with the results (comments) to the registrant.

PASS = Email with account activation procedures.

FAIL = Email with reason why the District cannot grant the registrant online reporting access.