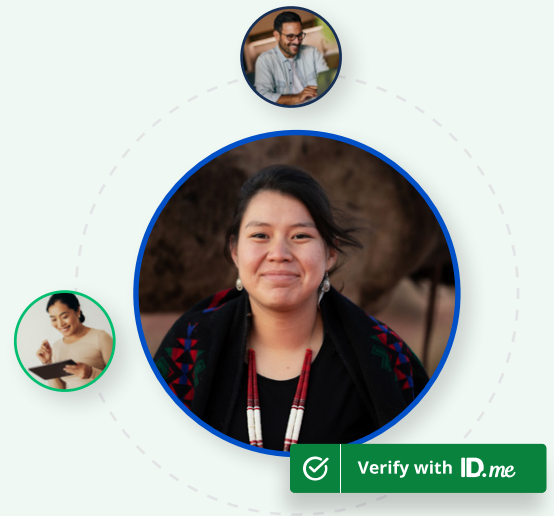


Tips for Success:

Verifying as a Tribal User

ID.me provides secure identity verification services. Business and government agencies work with ID.me to ensure that the person logging in to your account is really you and not someone pretending to be you. If this is your first time using ID.me, you will need to create an account and verify your identity.

Moving forward, you can use your ID.me account to access hundreds of other websites that offer ID.me as a login option.



One you—One ID.me account

Each person is allowed only **one** ID.me account. Your ID.me account is like having just one driver's license—it's all you need. You cannot have multiple accounts or share your account with a relative or coworker.

If you don't have a personal email, create one using your preferred email provider. You can create a free Gmail account by selecting the Google icon from the ID.me sign in screen.

You can also use your ID.me account for both personal and work tasks by adding multiple email addresses to your account. If you use ID.me for work, you should link both your work and personal emails to your account. For tips and steps on setting up your account for work, visit "Setting up your ID.me account for work" (<https://help.id.me/hc/en-us/articles/19679310213271-Setting-up-your-ID-me-account-for-work>).

Using Tribal Documentation

To verify your identity, you'll need to provide either primary documents or a combination of primary and secondary documents. **If you are a member of a federally recognized American Indian or Alaska Native tribe, you can verify your identity on a video call using specific tribal documents**, including:

- ✓ Federally-recognized, Tribal-issued photo ID card (primary document)
- ✓ Native American tribal document (secondary document)
- ✓ Canadian Indian and Northern Affairs Card (secondary document)

Follow these guidelines for specific document types:

Federally-recognized Tribal-issued IDs:

- ✓ Must have a valid expiration date, if present. However, Tribal IDs without any expiration date are acceptable
- ✓ Must be legible, not blurry, with all personal information displayed
- ✓ Cannot be voided: documents cannot have clipped edges, punched holes, or have "VOID" written on them
- ✓ Must display a DOB showing an 18+ age
- ✓ Must show front and back of document

Native American Tribal documents:

- ✓ Must be legible, not blurry, with all personal information displayed
- ✓ Cannot be voided: documents cannot have clipped edges, punched holes, or have "VOID" written on them
- ✓ Must display a DOB showing an 18+ age
- ✓ Must display the Native American tribe name
- ✓ Must show front of document

Canadian Indian documents:

- ✓ Must be legible, not blurry, with all personal information displayed
- ✓ Cannot be voided: documents cannot have clipped edges, punched holes, or have "VOID" written on them
- ✓ Must display a DOB showing an 18+ age
- ✓ Must show front and back of document

Verifying your identity with Self-Service

If you have a valid US driver's license, state ID, passport or passport card, you can verify your identity using Self-Service. This guided process is the fastest and most popular way to verify your identity. During the Self-Service process, you'll be asked to upload documents, submit a video selfie, and enter your Social Security number and address.

To verify with Self-Service, you will need to take and submit a live video selfie. Here are some tips for taking a good selfie:



Avoid Glare

If you notice glare, step back from the light source.



Don't hide your face

Avoid clothing, like hats, scarves, masks, or anything else that can hide your face.



It's a selfie!

Make sure no one else is in view.



Set up lighting

Whether it's natural light or from a lamp, for example, make sure the light is in front of you.



Position the camera

Hold the camera directly in front of your face, about a foot away.



Check your background

Stand in front of a simple, plain background, if possible.

Verifying your identity on a Video Call

To verify your identity using approved Tribal documents, you'll need to verify on a video call with an ID.me Video Chat Agent.

To route to a video call, select any of the following links when prompted:

- ✓ I don't have any of the documents listed above
- ✓ I don't live in the United States
- ✓ I don't have a US phone number
- ✓ I don't have a US address
- ✓ I don't have a Social Security number



Video Call Tips

Send your Documents

Use these tips when taking photos of your documents.



Do take your photo straight on, and not at an angle



Don't crop the corners or edges of your document



Do place your document on a dark surface



Don't cover information



Do match the orientation of the document



Don't take or submit blurry photos

Get camera-ready

Before you verify, check the audio and video settings on your device. Make sure the agent will be able to hear and see you when you join the video call. Have a strong and reliable internet connection.

To verify your identity, the agent will need your consent to be recorded on the video call.

REMEMBER! You'll need to have the original copies of each of your documents. The agent can't verify your identity if you show them copies.

Here's how to hold your smartphone so the Video Chat Agent can see your documents. If you cannot see yourself on the video call, ask the Video Chat Agent for direction.



While you wait

Wait times for a Video Chat Agent can vary. The estimated wait time displays after you upload your identity documents for review.

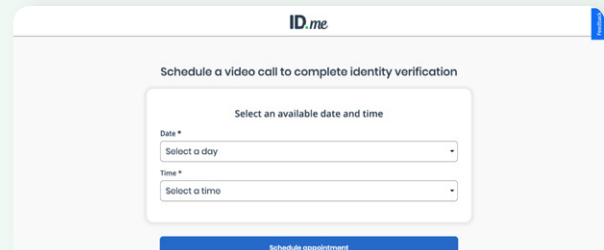
Pro Tips

- ✓ Wait times tend to be the shortest between 9:00 PM to 9:00 AM Pacific Time
- ✓ Keep your device active and nearby: If it locks or shuts off you may lose your spot in line. Refresh your screen often to ensure your session is active and to see the most current estimated wait time
- ✓ Keep your documents handy
- ✓ Confirm availability when prompted

No time to wait?

By scheduling appointments with a Video Chat Agent (also known as Trusted Referees), you can finish verifying your identity at a time that's convenient for you—instead of waiting in line for the next available video call. This option is only available after you have uploaded your documents.

NOTE! For steps to verify, visit [Verifying your identity on a video call \(https://help.id.me/hc/en-us/articles/360052242853\)](https://help.id.me/hc/en-us/articles/360052242853).



The screenshot shows the ID.me website interface for scheduling a video call. At the top, it says "ID.me". Below that, the heading is "Schedule a video call to complete identity verification". Underneath, there's a sub-heading "Select an available date and time". There are two dropdown menus: "Date *" with "Select a day" and "Time *" with "Select a time". At the bottom of the form area, there is a blue button labeled "Schedule appointment".

Verifying your identity in-person

ID.me works with select government agencies to provide in-person verification. With in-person verification, you'll begin the process by booking an appointment. After you book an appointment, you'll take your identity documents and "Registration Code" to an Identity Network Location on the day and time of your appointment or at your convenience, if you choose the walk-in option. ID.me is constantly working to expand in-person alternatives across the country. Check with your agency to see if in-person verification is available.

For steps to verify, visit [Verifying your identity in-person \(https://help.id.me/hc/en-us/articles/4410262468887-Verifying-your-identity-in-person\)](https://help.id.me/hc/en-us/articles/4410262468887-Verifying-your-identity-in-person).

Email Support

You can go to the ID.me Contact Support page (https://help.id.me/hc/en-us/p/contact_support) 24/7 to create a ticket for our Support Team.

There are two ways to email ID.me Support:

1) Sign in and submit a ticket

Select **Submit a ticket**, sign in. Signing in allows our agents to quickly identify your account and helps keep your account secure.

2) Submit a ticket without signing in

If you cannot sign in to your ID.me account or don't have an account, select **Submit a ticket without signing in**.

Fill out the support form with as much detail as possible including the organization you are trying to access and the issue you are having. This allows us to respond with the best guidance on next steps.

