



## Creating a certified digital identity

Thank you for your participation in the State, Local, and Tribal Governments Support Programs.

In order to more efficiently and transparently meet the terms and conditions, all participants must have **certified digital identity**. There is a **three-step process** to receive verified credentials from our certified identity provider (ID.me). We expect the entire process will take about 10 minutes for most people.

To get started, visit <https://portal.treasury.gov/cares/s/slt>, click on **create an account**, and follow the instructions.

STEP	NOTES
Step 1: <b>Verify your email</b>	Use same email address from your SLT Portal welcome email.
Step 2: <b>Set up two-factor authentication</b>	For this step we recommend using a cell phone, but other options are available.
Step 3: <b>Verify your identity</b>	For this step you'll need an official photo ID. We recommend using a device with a camera where available, but identity verification calls are also available at no cost to you.

Throughout this process, your information will remain completely secure. The process does not require a credit check.

When you've finished, you'll get a confirmation email that means you can now log in to the [SLT Portal](#) with your new ID.me account. The CARES Portal works best with [Google Chrome](#).

If you have questions about using ID.me to establish your credentials, please contact ID.me support at <https://help.id.me/>. For assistance with technical issues with SLT Portal, please contact us at [covidreliefitsupport@treasury.gov](mailto:covidreliefitsupport@treasury.gov). We appreciate your timely action to fulfill these requirements.

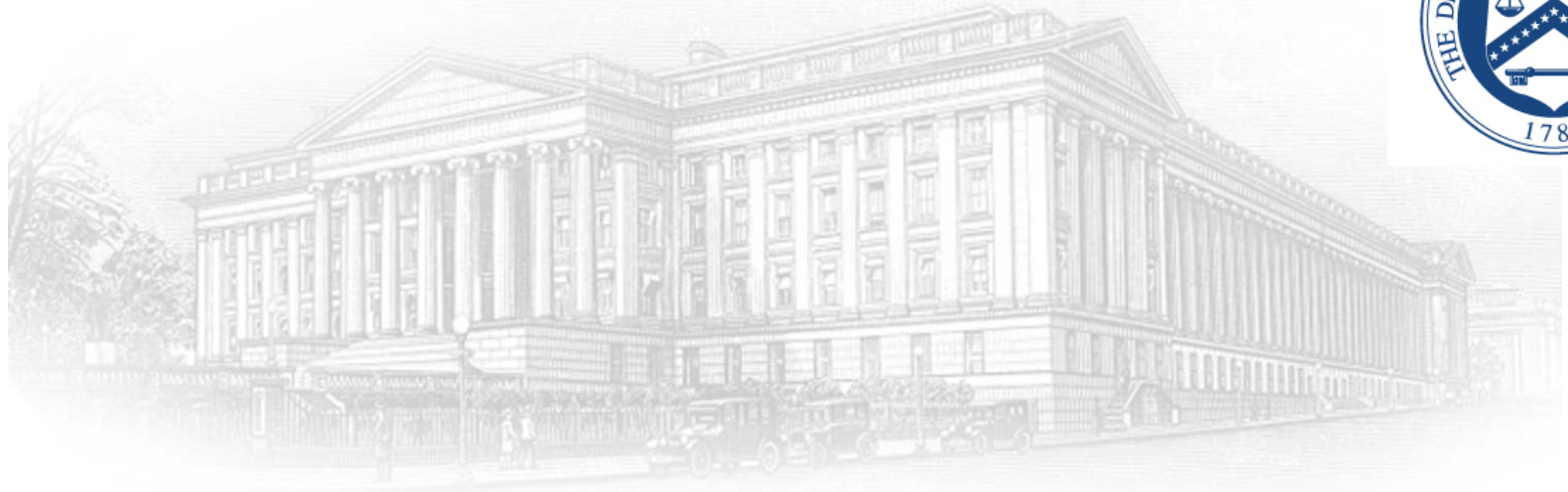
### For More Information

While the ID.me site has excellent instructions on creating and validating your digital identity, some participants may want step-by-step instructions with screen shots. These detailed instructions are available here:

<https://home.treasury.gov/policy-issues/coronavirus/assistance-for-state-local-and-tribal-governments>

The requirements for CARES Act credentials are defined by [NIST SP 800-63 v3](#) (Digital Identity Guidelines). ID.me is a certified commercial identity provider offering Identity Assurance Level (IAL) 2 and Authentication Assurance Level (AAL) 2 credentials. No Personally Identifiable Information will be retained by ID.me.

For additional information on verifying your information with ID.me, navigate to the [ID.me + Treasury support page](#).



# SLT Portal

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Create an ID.me Account  
April 2021

# Introduction

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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 recipients who attempt to logon to the Treasury COVID-19 Relief Hub for the first time need to sign up with ID.me through the following three-step process:
  - Email Confirmation (Slides 4 - 5)
  - Two Factor Authentication Verification (Slides 6 – 9)
  - Identity Verification (Slides 10 – 32)
    - Examples are provided for the following Identity Verification Options
      - Option 1: Upload Photos of Your License or State ID (Slides 10 – 20)
      - Option 2: Virtual In-Person Identity Proofing (Slides 21 – 32)
- ▶ Process to logon to Treasury COVID-19 Relief Hub once ID.me registration is complete (Slides 33 through 35)
- ▶ Additional Resources (Slide 36)
- ▶ NIST SP 800-63 v3
  - <http://www.nist.gov/nstic/>



# Launch Website & Sign Up for ID.me

- ▶ Click the following link:
  - <https://portal.treasury.gov/cares/s/slt>
  - *For best site performance, it is recommended that you use Google Chrome*
- ▶ 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**



**Sign in to ID.me**

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

**Email**  
Enter your email

**Password**  
Enter your password

**Sign in to ID.me**



**Create an ID.me account**

[Or sign in to your account](#)

**Email**  
Enter your email

**Password**  
Enter your password

**Confirm Password**  
Confirm your password

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


**Create an ID.me account**

# Email Confirmation




- ▶ ID.me will send a confirmation email 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.


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**CONFIRM YOUR EMAIL ADDRESS**



We sent an email to [thaobtle@gmail.com](mailto:thaobtle@gmail.com) with the subject line "ID.me - Please Confirm Your Email."

If you cannot find the email, please check your spam folder. It can take up to 10 minutes to receive the email.



After your email is confirmed, return to this page to continue.

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

**Can't click on the button in your email?**

Enter the 6-digit code from the email below.

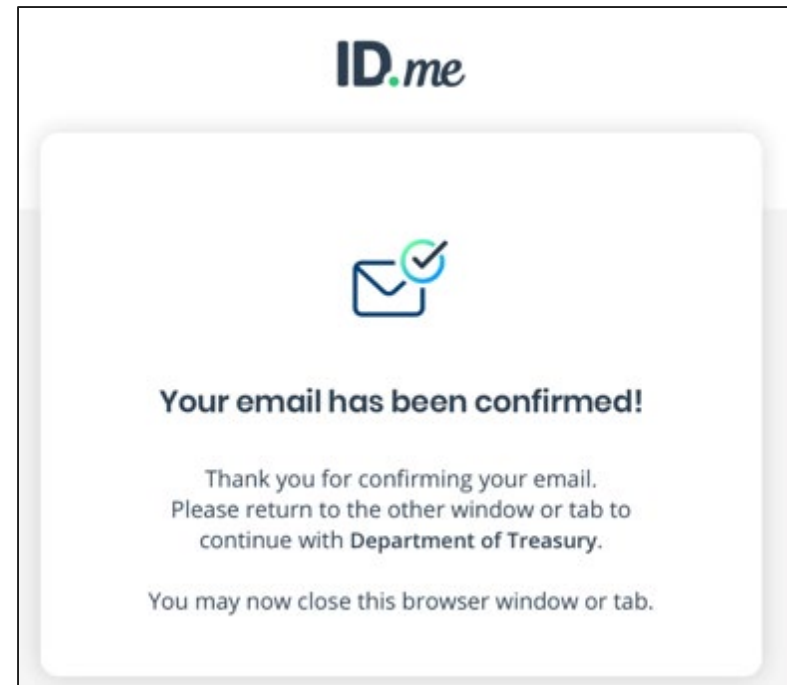
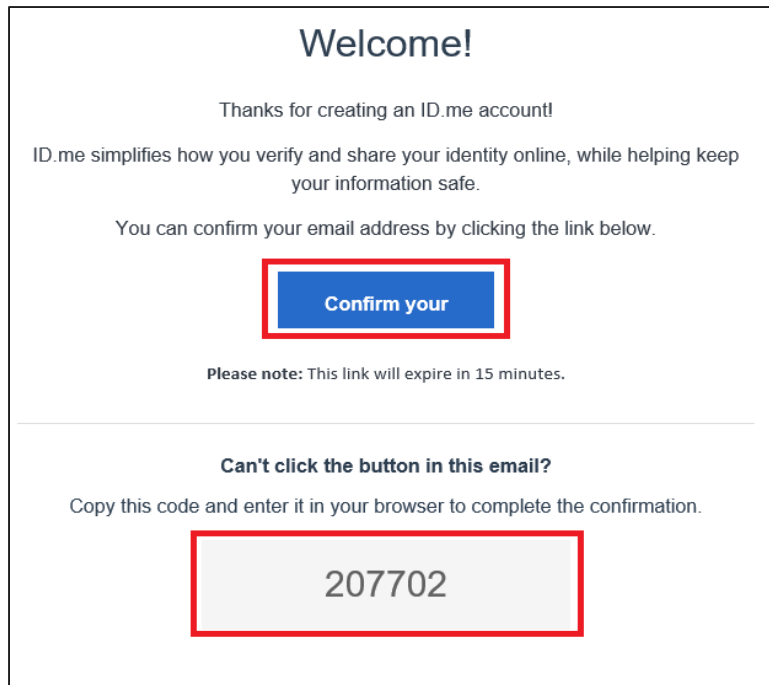
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**Continue**

# Email Confirmation



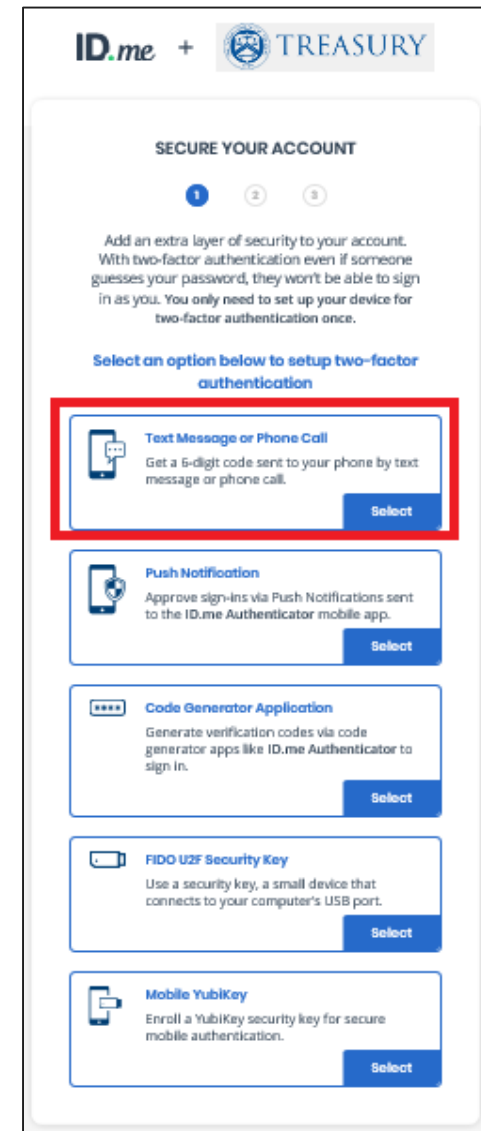
- ▶ Open the ID.me email and acknowledge the receipt
  - Below is an example of the email you will receive (left image) with confirmation and 6 digit code
  - Select **Confirm your Email** button, you will see the confirmation notice (right image)
  - You should return to your initial session with the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



# Two-Factor Authentication

- ▶ Select one of the options to setup multi-factor authentication options
  - 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.

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**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.

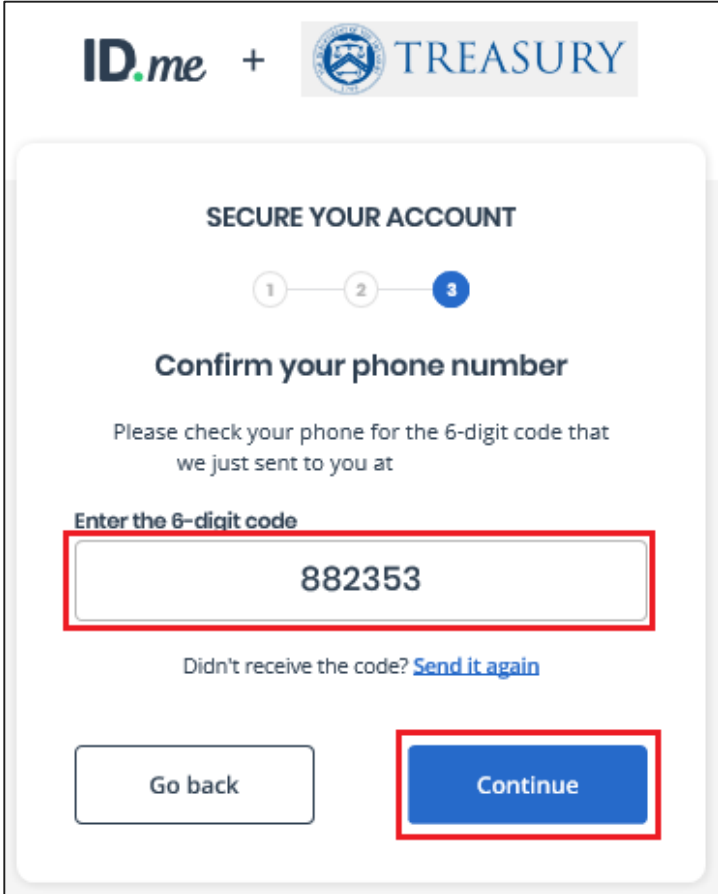



# Two-Factor Authentication: Text Message or Phone Call

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

Your [ID.me](#) verification code is **882353**. Don't share it. We will never call to ask for it.

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



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**SECURE YOUR ACCOUNT**

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

882353

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

Go back Continue

# Multi-Factor Authentication: Text Message or Phone Call



## ► Confirmation

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

**YOUR ACCOUNT IS NOW SECURE**

Your phone number can now be used for two-factor authentication.

Visit [ID.me My Account](#) to view and manage two-factor authentication settings.

**Recovery code**

A recovery code can be used in the event you lose access to your two-factor authentication device.

**Generate recovery code**

**Continue**

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

ID.me will send you an email notification that you enabled multi-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 11-21**
    - 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

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### 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](#)

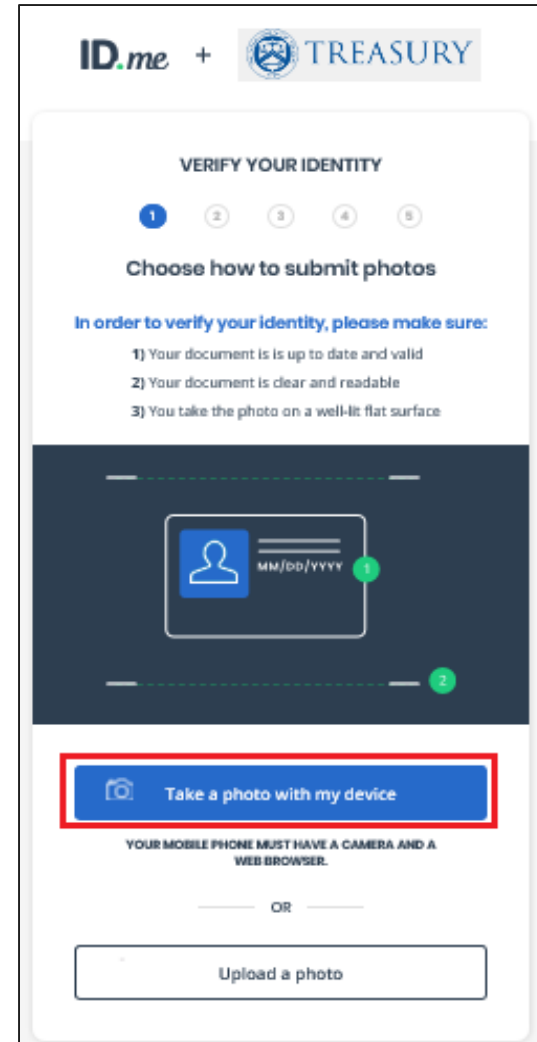
[I don't live in the United States](#)

# 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

**Note:** This presentation captures screen shots for the first option: Take a picture with my device.



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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**

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**VERIFY YOUR IDENTITY**

1 — 2 — 3 — 4 — 5

**Take photos with your phone**

Enter your mobile phone number, and we'll text you a link to take photos of your document.

**Enter your mobile phone number**

( ) - - - -

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

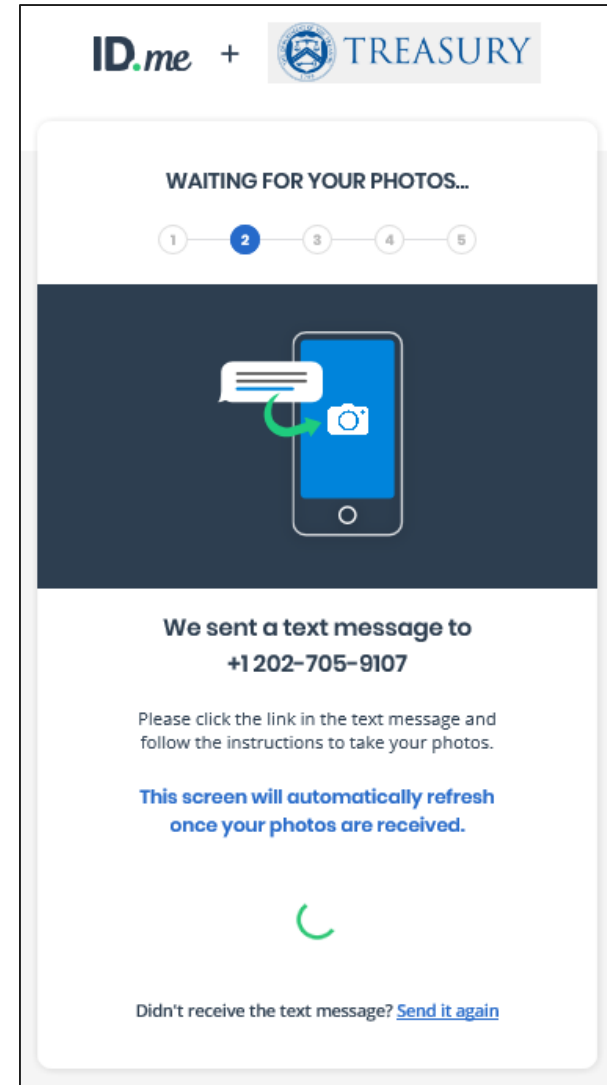
**Back** **Continue**

# 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.

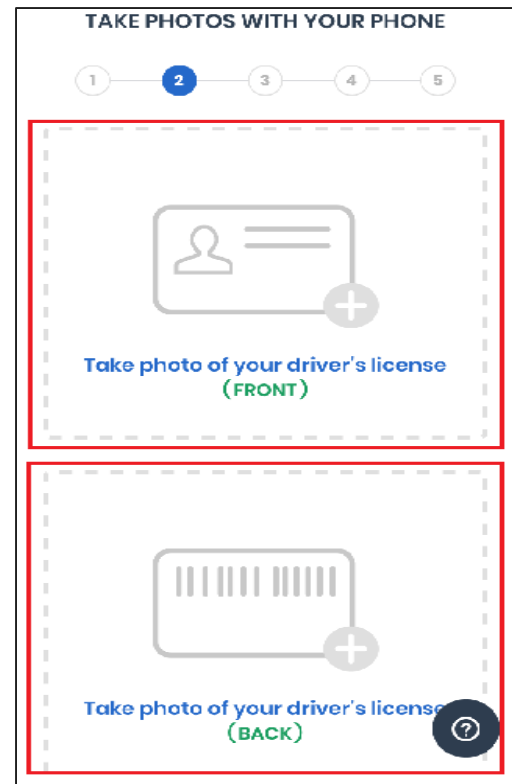


# Option 1: Upload Photos of Your License or State ID

## ► 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](https://verify.id.me/en/phone/PHrxGQeQ)



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



## ► Step 3

- Consent to ID.me capturing biometric information
- Select upload a video selfie
- Follow the instructions carefully to take the video selfie

*For more information on how to upload a video selfie, please reference this [help article](#) or this [user guide](#).*


ID.me +  TREASURY

VERIFY YOUR IDENTITY



Let's take a selfie



 Take a photo with my device

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

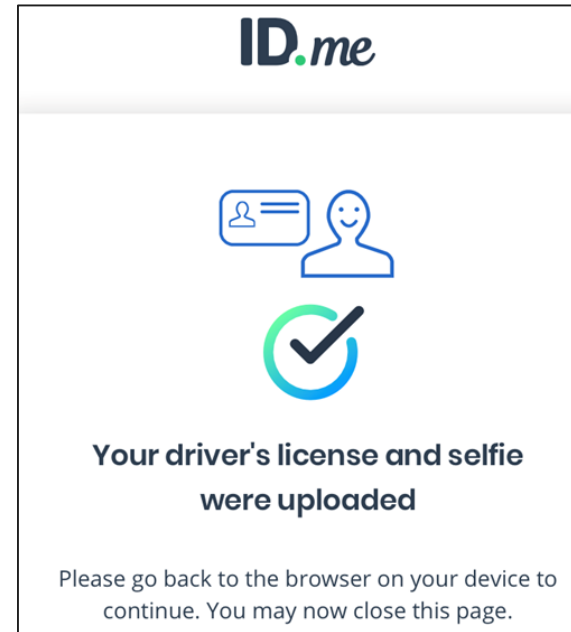
[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)



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



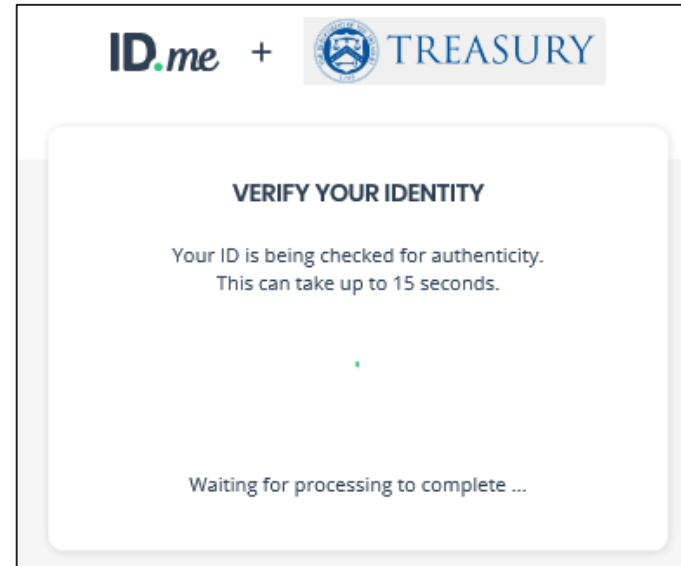
- ▶ Step 3 (continued)
  - Once you have completed the front and back license photos and video selfie, the following message is displayed on your phone.
  - You should return to your browser session



# 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



## ► Step 4

- Enter **9 digit Social Security Number**
- A text will be sent to cell phone number
- Select **Continue**

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**VERIFY YOUR IDENTITY**

1 — 2 — 3 — **4** — 5

**Enter your Social Security number**

The Social Security number is used as a unique identifier to confirm identity. This will not affect your credit score.

**Social Security Number\***

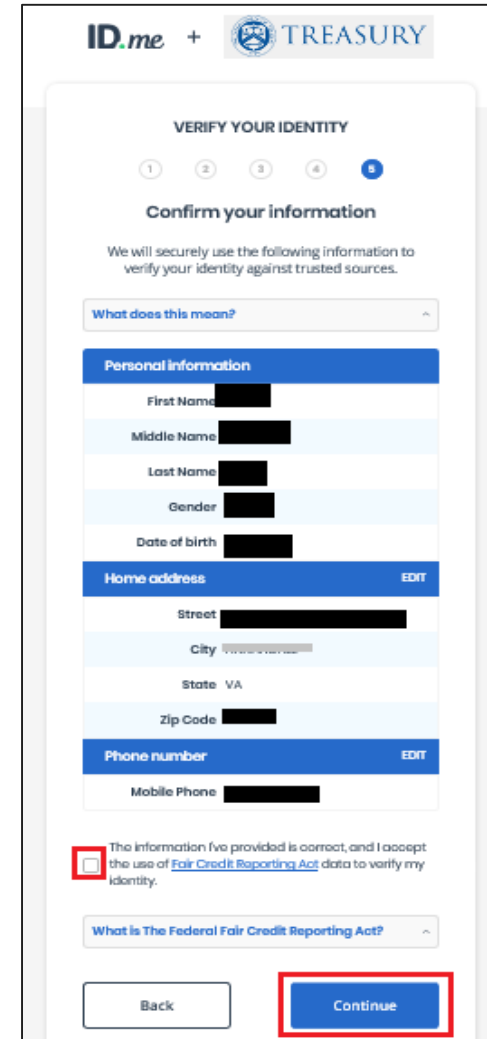
#####

**Back** **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



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VERIFY YOUR IDENTITY

1 2 3 4 5

Confirm your information

We will securely use the following information to verify your identity against trusted sources.

What does this mean? ^

**Personal information**

First Name [REDACTED]

Middle Name [REDACTED]

Last Name [REDACTED]

Gender [REDACTED]

Date of birth [REDACTED]

**Home address** EDIT

Street [REDACTED]

City [REDACTED]

State VA

Zip Code [REDACTED]

**Phone number** EDIT

Mobile Phone [REDACTED]

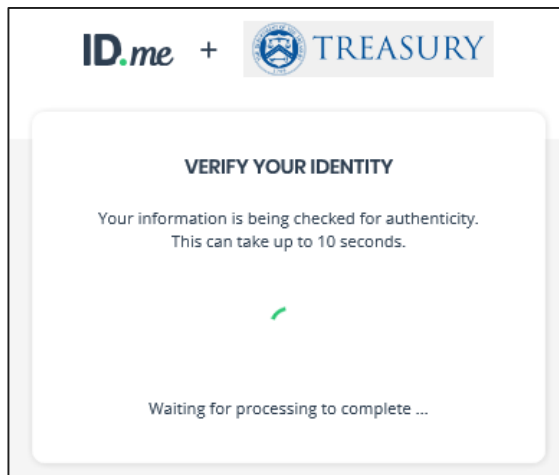
The information I've provided is correct, and I accept the use of [Fair Credit Reporting Act](#) data to verify my identity.

What is The Federal Fair Credit Reporting Act? ^

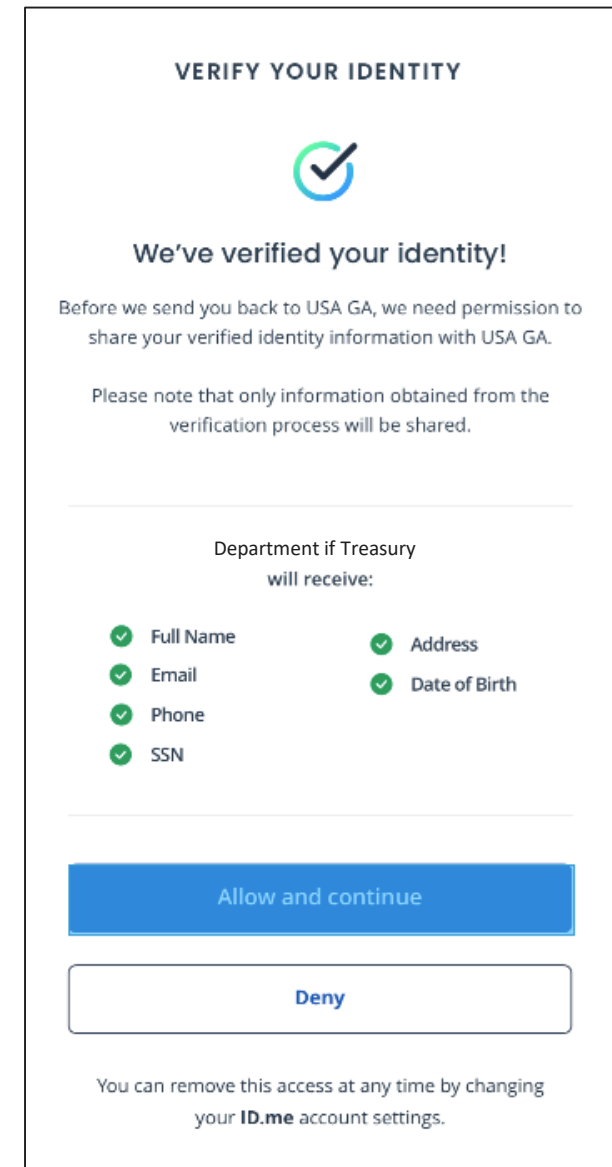
Back Continue

# 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
  - Consent to sharing your information with the Department of Treasury
  - ID.me will send you a Congratulations email
  - **Skip to Slide 36** if ID.me completed your identity verification



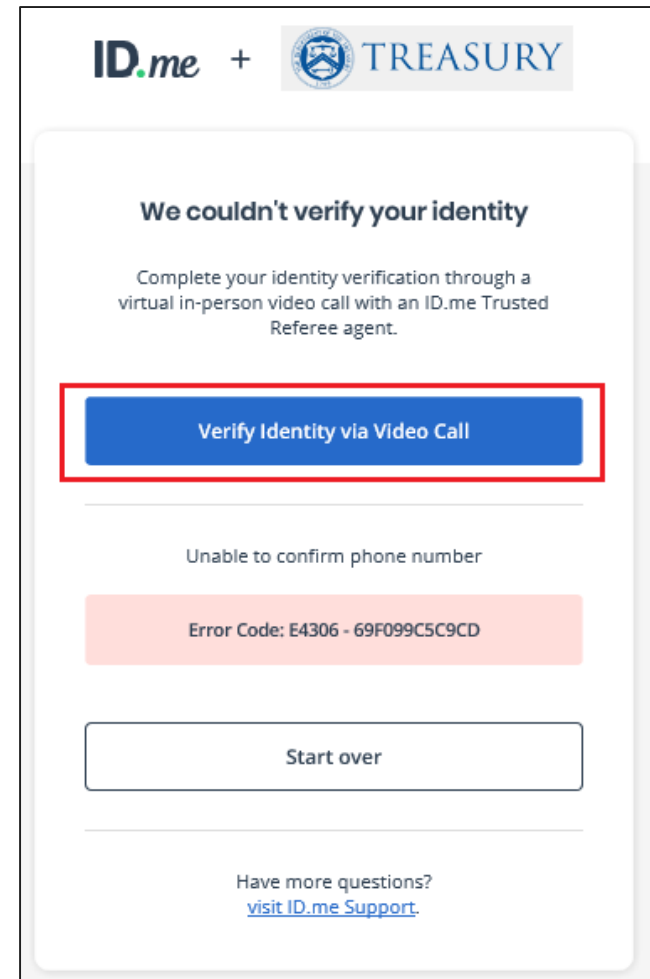
**Note:** If ID.me cannot verify your SSN or phone number, an additional screen may appear for you to input your data manually.



# 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

**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](#)

**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



- ▶ Review the overview of the 3 step identity verification process
- ▶ When you are ready to proceed, select “Get Started”

The screenshot shows the ID.me website interface. At the top, the ID.me logo is displayed. Below it, the heading reads "BOOK A FREE LIVE VIDEO IDENTITY VERIFICATION SESSION". A blue banner features an icon of a laptop with a person silhouette and a checkmark. The main content area lists three steps: "1) Confirm your personal information", "2) Select and upload identification documents" (with a link to "View list of eligible documents"), and "3) Attend the live video web session". A message states "Get your identity verified in 15 minutes or less!". A grey box contains the text: "TRUSTED REFEREES ARE TRAINED AND CERTIFIED TO INSPECT YOUR IDENTIFICATION DOCUMENTS AND VERIFY YOUR IDENTITY DURING YOUR ONLINE SESSION." At the bottom, there are "Go Back" and "Get Started" buttons. The footer includes 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 your personal information shown on the screen is accurate and select **Continue**

**ID.me**

**MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY**

Confirm your personal information

Please update any personal details in the form below.

**Email\***  
bill.davenport+loa3@id.me

**Phone**  
USA (703) 953-2346

**First Name\*** VERONICA **Middle Name\***

**Last Name\*** PERSINGER

**Suffix\*** -- **Social Security\*** .....

**Date of Birth\*** 07/09/1942

**Continue**

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

**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**  
1202 Leesburg Pike

**City**  
Falls Church

**State** Virginia **Zip Code** 22043

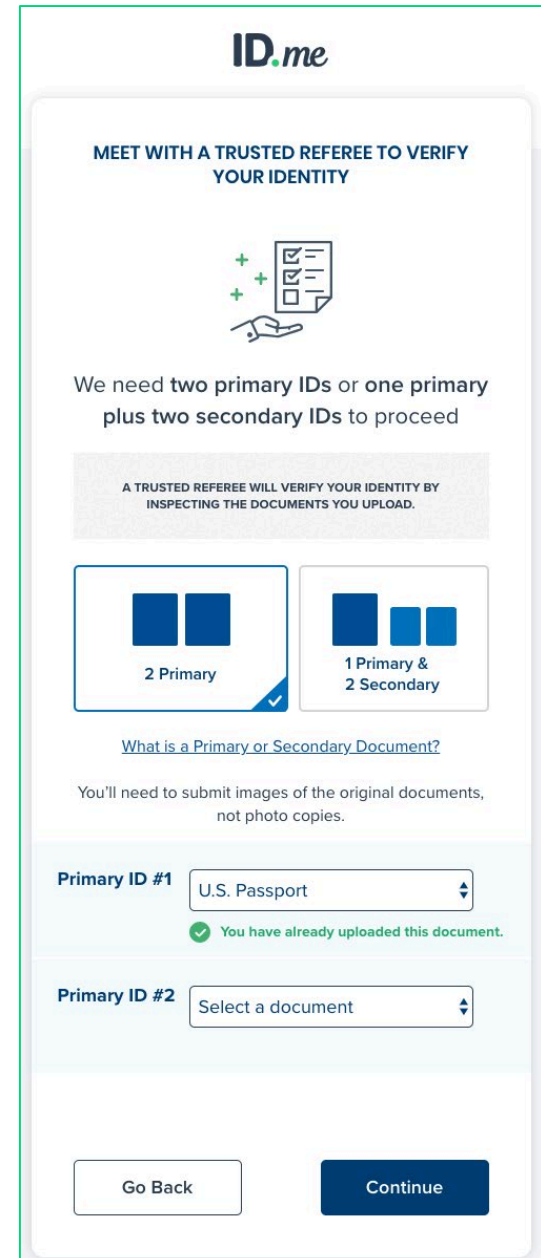
Go Back Continue

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 shows the ID.me verification screen. At the top, the ID.me logo is displayed. Below it, the text reads "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY". An illustration shows a hand pointing to a document with checkmarks. The text states: "We need two primary IDs or one primary plus two secondary IDs to proceed". A grey box contains the text: "A TRUSTED REFEREE WILL VERIFY YOUR IDENTITY BY INSPECTING THE DOCUMENTS YOU UPLOAD." Below this are two selection options: "2 Primary" (with a checkmark) and "1 Primary & 2 Secondary". A link "What is a Primary or Secondary Document?" is provided. Below the link, it 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 are "Go Back" and "Continue" buttons.

# 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 are "Quick tips" listed: "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 box containing a person icon, a date field "MM/DD/YYYY", and a green circle with the number "1". A dashed line with a green circle with the number "2" is below it. The next section is light gray with a dark blue button that says "Take photos with phone" with a camera icon. Below the button is a camera icon and the text "YOUR MOBILE PHONE MUST HAVE A CAMERA AND A WEB BROWSER." Below this is the word "OR" centered. At the bottom, there are two buttons: "Upload photos from your computer" with an upload icon, and "Go Back".

# 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 interface for a virtual in-person proofing session. At the top, the ID.me logo is visible. Below it, the text reads "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY". The section is titled "Required documentation" and lists two items:

- Driver's License:** Shows a "FRONT" view with a green checkmark and the text "We have a photo of the Front your Driver's License". A "BACK" view is also available, and a blue "Choose" button is present. A "Change" link is located below the text.
- U.S. Passport:** Shows a "FRONT" view with a green checkmark and the text "We have a photo of the Front your U.S. Passport". A "Change" link is located below the text.

At the bottom of the form, there are two buttons: "Go Back" and "Continue".

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



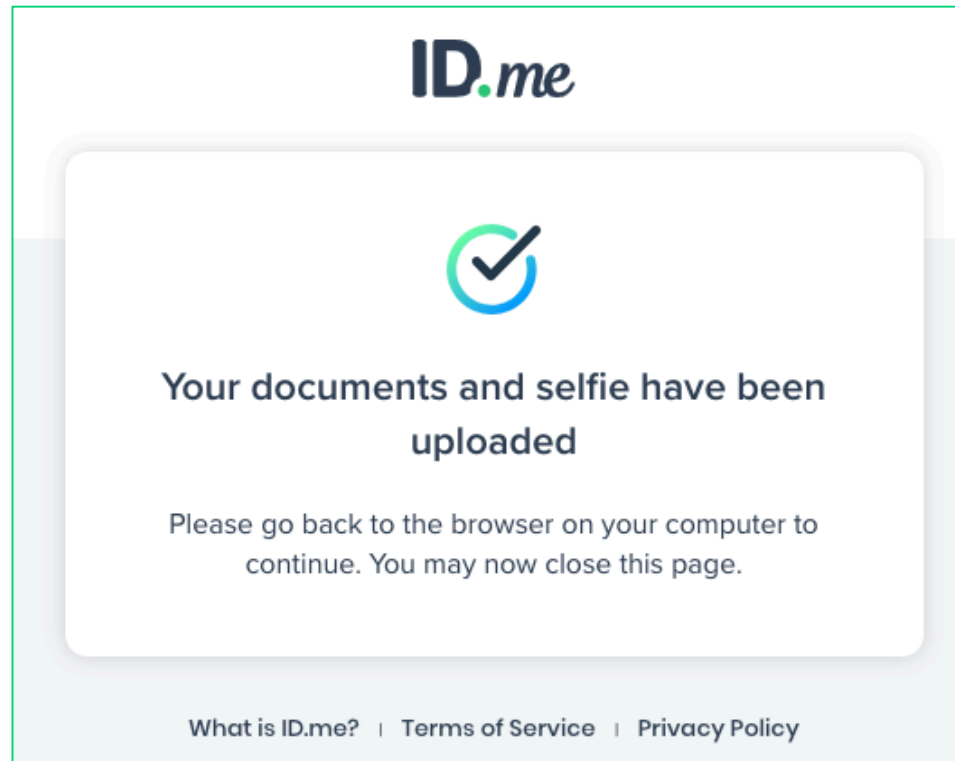
- ▶ Enter your mobile phone number, and you will be texted a link to capture a photo of yourself (selfie capture)

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 containing a US flag icon and the number "(703) 953-2346". Below the input field is a note: "Your mobile phone must have a camera and web browser." At the bottom, there are two buttons: "Go Back" (white with a black border) and "Continue" (dark blue).

## 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**

**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 VERONICA

Middle Name

Last Name PERSINGER

Date of Birth 07/09/1942

**Current home address** EDIT

Street 1202 Leesburg Pike

City Falls Church

State VA

Zip Code 22043

Country US

**Phone** EDIT

Mobile Number +1 703-953-2346

**Documents and Selfie**

✓ Driver's License Reupload

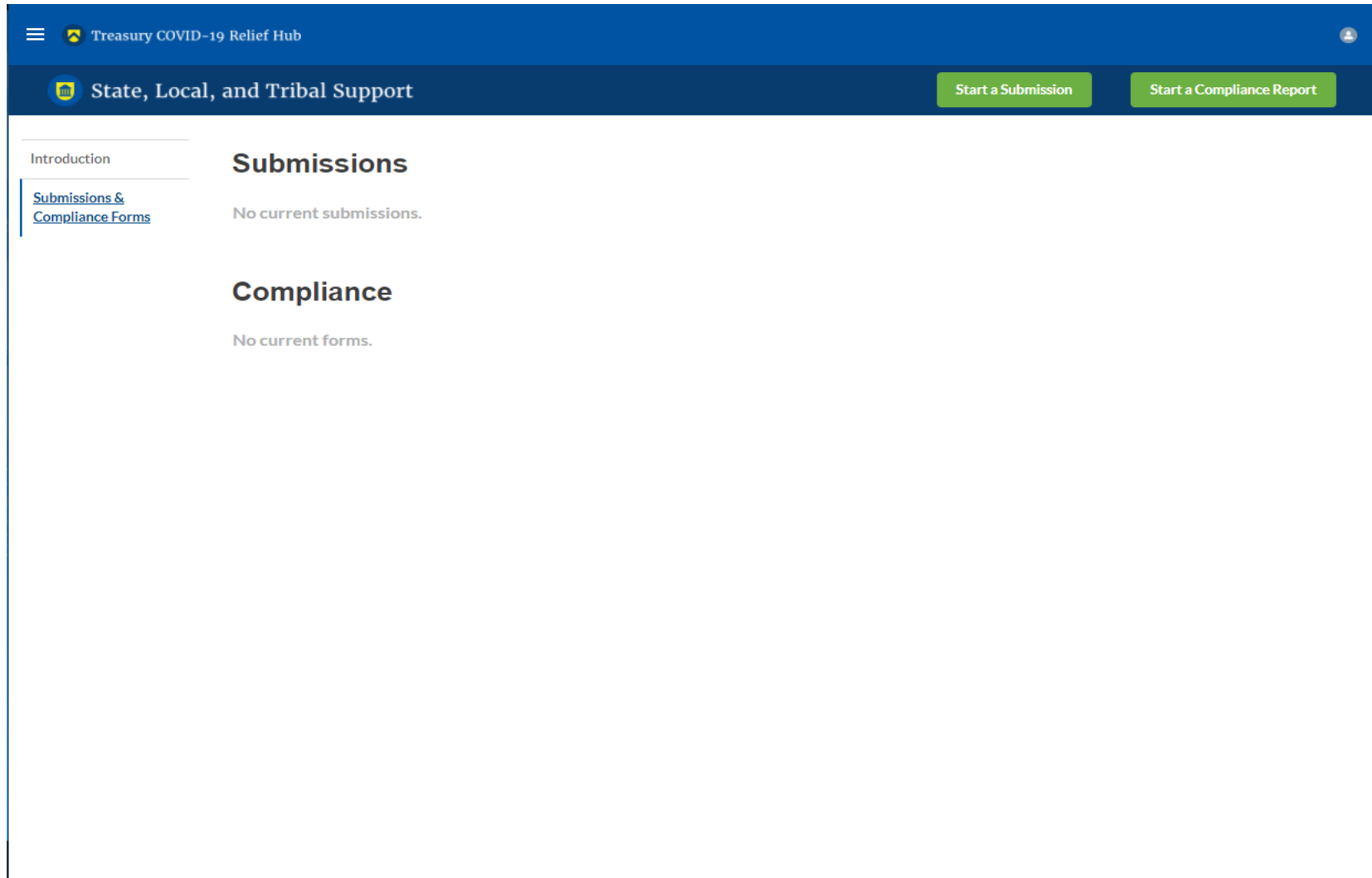
✓ U.S. Passport Reupload

✓ Selfie Retake

**Continue**



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



The screenshot displays the Treasury COVID-19 Relief Hub website. The header is dark blue with a hamburger menu icon, a Treasury logo, and the text "Treasury COVID-19 Relief Hub". Below the header, a dark blue bar contains the text "State, Local, and Tribal Support" with a Treasury icon, and two green buttons: "Start a Submission" and "Start a Compliance Report". The main content area is white and features a left sidebar with a menu containing "Introduction" and "Submissions & Compliance Forms". The main content area has two sections: "Submissions" with the text "No current submissions." and "Compliance" with the text "No current forms."

# Logon to SLT Portal



- ▶ Sign in with ID.me Account



Sign in to ID.me

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

Email

Enter your email

Password

Enter your password

Sign in to ID.me

# Logon to SLT 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

(\*\*\*)-\*\*\*-703

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 (\*\*\*)-\*\*\*-703.

Enter the 6-digit code

469602

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

Continue



The screenshot shows the Treasury COVID-19 Relief Hub interface. At the top, there is a blue header with a hamburger menu icon, a home icon, and the text "Treasury COVID-19 Relief Hub". Below this is a dark blue navigation bar with a home icon, the text "State, Local, and Tribal Support", and two green buttons: "Start a Submission" and "Start a Compliance Report". The main content area has a left sidebar with a menu containing "Introduction" and "Submissions & Compliance Forms". The "Submissions & Compliance Forms" item is selected. The main content area is divided into two sections: "Submissions" and "Compliance". Under "Submissions", it says "No current submissions." Under "Compliance", it says "No current forms."

**Note:** Successful logon (authentication) to SLT Portal

# Additional Resources



For assistance with technical issues with SLT Portal, please contact [covidreliefitsupport@treasury.gov](mailto:covidreliefitsupport@treasury.gov)

For additional information on verifying your information with ID.me, navigate to the [ID.me + Treasury support page](#). Some helpful articles and user guides are linked below.

▶ Help Articles:

- [Can I use Native American / Tribal documents as a form of evidence for identity verification?](#)
- [How do I verify my identity to access my Treasury account?](#)
- [How do I take and submit a selfie or video selfie?](#)
- [How do I 'upgrade my credential' with a video selfie?](#)

▶ User Guides:

- [How to verify your identity](#)
- [How to take a video selfie](#)
- [How to verify your identity on a video call](#)

Frequently Asked Questions	Answer
<b>How do I contact ID.me for assistance?</b>	Please navigate to <a href="https://help.id.me">help.id.me</a> to interact with ID.me’s virtual assistant (on the lower right) or to submit a help request. ID.me’s support team is available 24 hours a day, 7 days a week and will respond to your question as soon as possible.