

Notes on ID.ME

9/29/21

There is NYS help at

<https://dol.ny.gov/information-about-idme>

This is good stuff. High points:

NYS DOL is using ID.me's to verify the identity of most unemployment insurance claimants and applicants, if required due to federal guidelines and/or fraud prevention measures.

When signing into the ID.me system, you must use the same email address that you used to file your claim for benefits.

If you are not applying for unemployment benefits, you should not go through the ID.me process of verifying your identity for NYS DOL.

New Claims: To apply for benefits, go to unemployment.labor.ny.gov and follow the application and ID.me directions when prompted.

Direct Deposit Updates: To update your direct deposit information, log in to labor.ny.gov/signin with your NY.gov ID. Select Unemployment Services, click Update Personal Information and Update/Register for Direct Deposit, and follow the prompts to complete the ID.me verification process in real-time.

If Selected for Additional Verification: You will receive an email, text message, or letter. Even if you have already submitted identification documents, you should submit these documents again via ID.me

- All ID.me emails will come from the email address NYSDOL@info.labor.ny.gov
- Text messages will come from 468-311.
- If you receive communication regarding ID.me from NYS DOL and you have not applied for benefits, please do NOT fill out the ID.me form.

It ends with links:

<https://dol.ny.gov/system/files/documents/2021/04/id.me-how-to-set-up-and-protect-id.me-account.pdf>

It is the same as the California PDF with NYS specific info on the first page.

The images of the process screens look like the live site but are not live. I had a customer who was frustrated because she could not click on them

<https://dol.ny.gov/system/files/documents/2021/04/id.me-verify-your-identity-on-video-call.pdf>

Explains the steps to do the No Identity Left Behind video interview. This is the way to finish if the primary process has not succeeded. **This requires more documents than the primary process.**

<https://dol.ny.gov/system/files/documents/2021/04/id.me-top-nine-reasons-your-documents-might-get-rejected.pdf>

Gives reasons why the documents submitted in the primary process may not be accepted. (Does not mention the need for the phone being used to be in the name of the person being ID'd.)

OVERVIEW – This is confusing for me as a Computer Helper and REALLY frustrating for customers:

- ID.ME is a commercial (NOT GOVERNMENT) site / service that was created to support military personnel.
- ID.ME has been extended and adopted by several states to verify identities in the context of unemployment insurance.
- ID.ME presents challenges that can lead the customer to have to pause the process and attempt to complete it later or even **doom them to failure from the outset**. (See LOG ON below.) These are:

- Email Address – must have email and be able to access during the process.

§ It should be the same one that is associated with their NYS identity

- Photo ID (Driver's License, Passport, Passport Card, or State ID) – must be able to upload images during the process
- Mobile Phone with Camera – for above and real-time transactions including a biometric face scan.

§ NOTE: The primary process will not succeed if the account for this phone is not linked to the customer's identity. The No Identity Left Behind video interview will then be required.

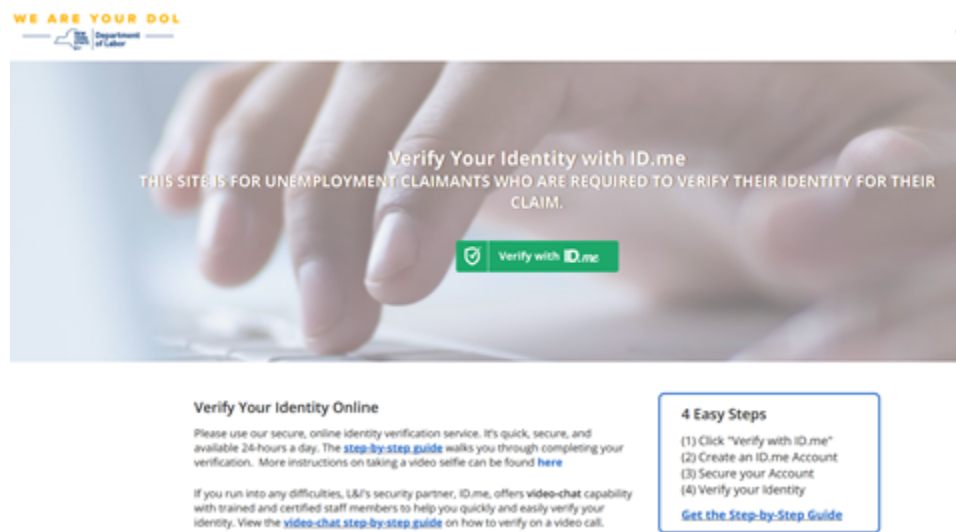
- Social Security Number – for a confirmation check
- Laptop or Computer – optional, better for some parts of the ordeal

- Early in the ID.ME process there is an opportunity to create a recovery code. This may be helpful later.
- IF a customer gets to the end of the ID.ME process and has not been successful, there is a No Identity Left Behind video interview step that can deal with issues like the phone owner one. However, signing up for the interview required more ID's than are needed in the primary process.
- WHEN the process is complete, the customer can proceed with their claim. I am not sure how this works, but if they are coming back and starting a new session with NYSDOL, they will presumably need their ID.ME username (email) and password.

LOG ON -- Getting back to one's account after pausing the process or after successful completion is not straight forward.

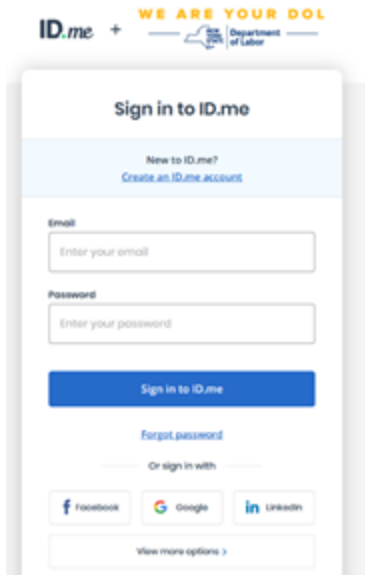
- Typing "on.nys.gov/idme" gets to

<https://hosted-pages.id.me/new-york-dol-identity-proofing>



This seems to be the best way to restart.

The green button goes to

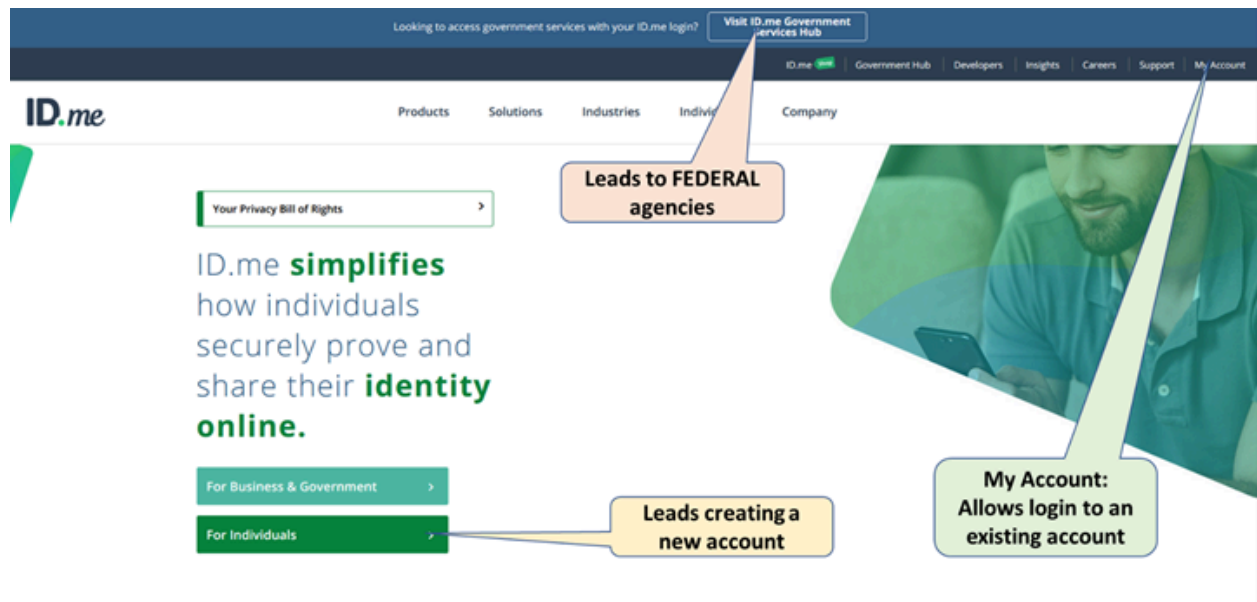


The image shows the ID.me sign-in page. At the top, it features the ID.me logo and the slogan "WE ARE YOUR DOL" with the New York State Department of Labor logo. The main heading is "Sign in to ID.me". Below this, there is a link for "New to ID.me? Create an ID.me account". The sign-in form includes fields for "Email" (with placeholder "Enter your email") and "Password" (with placeholder "Enter your password"). A blue "Sign in to ID.me" button is positioned below the password field. Below the button are links for "Forgot password" and "Or sign in with". There are three social media login options: Facebook, Google, and LinkedIn. At the bottom, there is a link for "View more options >".

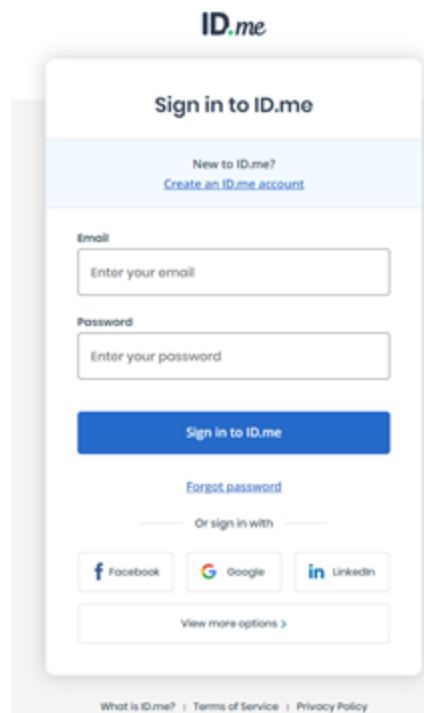
Which should work.

The other links go to a non-NYS specific version of the instructions and the video interview instructions.

- <https://www.id.me/> gets to a page that can lead to the log on dialog.



The image shows the ID.me homepage with several annotations. The top navigation bar includes a link "Visit ID.me Government services Hub" and a menu with "ID.me", "Government Hub", "Developers", "Insights", "Careers", "Support", and "My Account". The main heading is "ID.me" followed by "Products", "Solutions", "Industries", "Individuals", and "Company". The main content area features a "Your Privacy Bill of Rights" link, a large text block stating "ID.me simplifies how individuals securely prove and share their identity online.", and two buttons: "For Business & Government" and "For Individuals". Annotations include: "Leads to FEDERAL agencies" pointing to the "Visit ID.me Government services Hub" link; "Leads creating a new account" pointing to the "For Individuals" button; and "My Account: Allows login to an existing account" pointing to the "My Account" link in the top navigation bar.



The image shows a mobile app interface for ID.me. At the top is the ID.me logo. Below it is a white card with the title "Sign in to ID.me". A light blue banner contains the text "New to ID.me?" and a link "Create an ID.me account". The card has two input fields: "Email" with the placeholder "Enter your email" and "Password" with the placeholder "Enter your password". Below these is a blue button labeled "Sign in to ID.me". A link "Forgot password" is positioned below the button. A separator line with the text "Or sign in with" follows. There are three social login buttons: Facebook, Google, and LinkedIn. Below these is a button labeled "View more options >". At the very bottom of the screen, outside the card, are links for "What is ID.me?", "Terms of Service", and "Privacy Policy".

ID.me

Sign in to ID.me

New to ID.me?
[Create an ID.me account](#)

Email
Enter your email

Password
Enter your password

Sign in to ID.me

[Forgot password](#)

Or sign in with

Facebook Google LinkedIn

[View more options >](#)

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

I have had customers leave happy when they got to the end of the ID.ME process with or without success. I don't know if they were able to complete their interaction with NYS DOL.