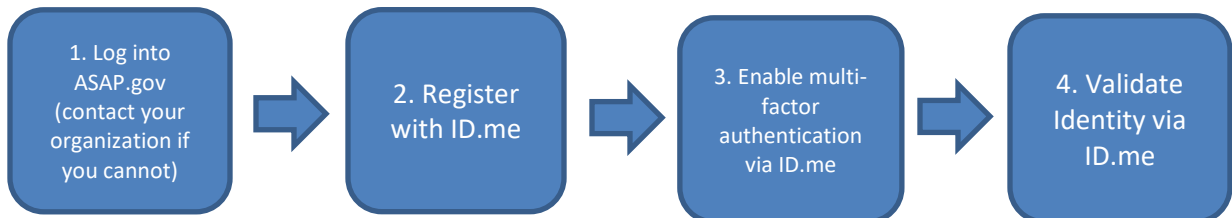




Recipient Guide to Register with ID.me, Enable Multi-factor Authentication and Validate Identity

Security requirements require ASAP.gov recipient organization users to register, validate identity, and enable multi-factor authentication (MFA) with ID.me. Recipient organization users are not able to log into ASAP.gov until they complete these steps. Successfully following the steps in this guide will ensure recipient organization users have an identity validated ID.me account with multi-factor authentication.

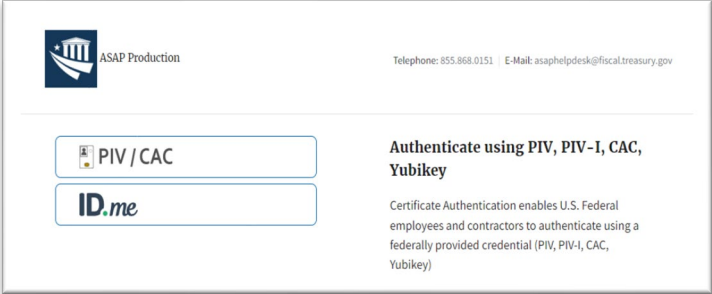
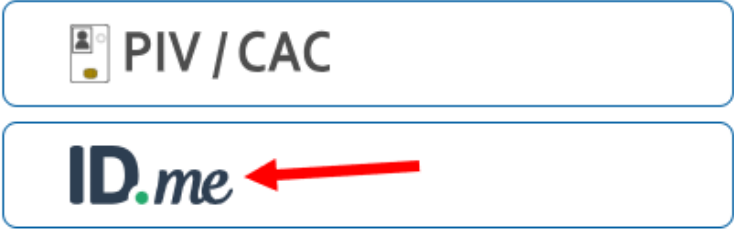
Process Overview:



You must be an active ASAP.gov user before you can start. If you require access to ASAP.gov, please contact the user in your organization with the “Point of Contact” role. Once you are enrolled and can successfully log into ASAP.gov, you can then proceed with the steps listed in this guide.

To learn more about ASAP.gov, attend an upcoming webinar. Here is a link to register for any of the upcoming free webinars: <https://fiscal.treasury.gov/asap/#webinars>

ID.me Guide to Register, Enable Multi-factor Authentication, and Validate Identity

Step	Screen Image
1. Open an internet browser window and type www.asap.gov. You will be taken to ASAP's login page.	
2. Select ID.me from the login options listed. You must be an active ASAP user to proceed. If you require access to ASAP.gov, please contact your organization's ASAP user with the role of "Point of Contact" to become enrolled. Once enrolled and can successfully log into ASAP.gov, you can continue with the instructions that follow.	
3. Log into ID.me using your current login credentials. If you do not have an ID.me account, proceed to step 5. Note: The primary email address associated with your ID.me account must be the same as the email address associated with your ASAP.gov account. If it is not, you will need to add your ASAP.gov email address. Instructions for adding an additional email address are on page 8.	

4. You are now logged into ID.me.

Note: You must enable Multi-Factor Authentication (MFA). This provides an added step of security for your account. If you are an existing ID.me user without MFA, proceed to step 10.

5. Click on “Create an ID.me account”.

If you have problems or questions, visit <https://help.id.me/hc/en-us>. Select “Help Center” at the top right of your account. There will be a Search feature and a list of Troubleshooting Topics for you to choose from.

6. Enter the email associated with your ASAP account and enter a password. The screen will prompt you to enter your personal email address. DO NOT DO THIS UNLESS YOUR ASAP EMAIL IS YOUR PERSONAL EMAIL ADDRESS. Instead, enter the email address associated with and linked to your ASAP.gov account. Click the checkbox to accept ID.me terms and conditions and privacy policy. Then, select “Create account”.

The screenshot displays the ID.me website interface. At the top, the ID.me logo is visible. Below it, the heading "Sign in to ID.me" is centered. A light blue banner contains the text "New to ID.me?" and a link "Create an ID.me account". The sign-in section includes two input fields: "Email" with the placeholder "Enter your email address" and "Password" with the placeholder "Enter password". A blue "Sign in" button is positioned below these fields. Below the sign-in section, the heading "Create an ID.me account" is displayed. A yellow banner with a person icon contains the text: "If you already have an ID.me account, do not create a new one. [Sign in to your existing account.](#)". Below this, a legend states "* Indicates a required field". The account creation form includes three input fields: "Email *" with the placeholder "Enter your personal email address", "Password *" with the placeholder "Enter password", and "Confirm Password *" with the placeholder "Reenter password". At the bottom of the form are two checkboxes: "I accept the ID.me [Terms of Service](#) and [Privacy Policy](#)" and "I want to subscribe to ID.me offers and discounts". A blue "Create account" button is at the very bottom.

7. Check your inbox for an email from ID.me. Click the button in the email to confirm your email address. Then, return to your internet browser. The page will automatically move forward to the next step.

Note: This ID.me link will expire within 15 minutes. Be sure to check your junk/spam folder if you do not see it in your inbox.



Your email has been confirmed!

Thank you for confirming your email.
Please return to the other window or tab to continue with ID.me.

You may now close this browser window or tab.

8. For added security, all users will need to add a Multi-Factor Authentication (MFA) to their account.

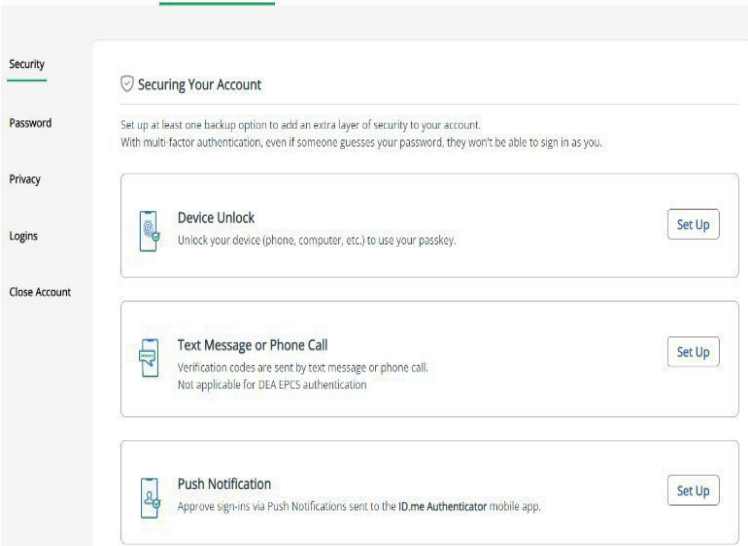
MFA strengthens account security by requiring two factors to confirm your identity when you sign in to your ID.me account. These factors typically include:

- Something you know (e.g., username and password)
- Something you own (e.g., phone number, smartphone, tablet, mobile app, and NFC-enable security key)

9. Click the drop-down menu next to your name to select “My Account”. Next, click the “Sign In & Security” tab.

- Select “Security”. There, you will be shown the various MFA options.
- Select “Set up” to add a new MFA method and follow the steps to enable that MFA method. If you want to delete a previously stored MFA method, select the trash can icon.

Note: ASAP access requires at least one enabled MFA method.



10. You will now need to verify your identity.
Choose a document type (e.g., driver’s license, state ID, passport, or passport card).

Note: If you do not reside in the United States (you are an International user), please see the instructions beginning on page 10).



11. Read and acknowledge the “Consent for ID.me to collect Biometric Data and Sensitive Personal Information”.

Note: The Biometric Data can be deleted at the user’s request. You may request the deletion of both the selfie image and Biometric Information submitted during your verification by submitting a request through the ID.me "Privacy Rights Center" which is accessible via a link at the bottom of their Website, or under the "Privacy" setting in your account.

12. Either upload existing photos from your desktop or type in the phone number of a cell phone that can take pictures. If you choose to take pictures with your phone, ID.me will text you a secure link that will open your phone camera.

VERIFY YOUR IDENTITY

We'll need permission to use details from your credit profile and other public sources to verify your identity. This will not 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.

Upload a photo of your passport
Upload a photo of your passport and enter your Social Security number.

Upload photos of your passport card
Upload photos of your passport card and enter your Social Security number.

VERIFY YOUR IDENTITY

1

2

3

4

5

Take photos of your identity document

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

Identity Document

Driver's License

Change document

Mobile Phone Number *

(304) ____-____

Please enter a valid phone number for United States

Your smartphone must have a camera and a web browser.

By entering your phone number, you agree to receive notifications through text message or voice calls during sign-in attempts in order to protect your account.

Continue

13. Follow the instructions to take pictures of your ID. For a driver’s license, state ID, or passport card, remember to take a photo of the front and back. When you’re satisfied with the photos, click continue.



14. Follow the instructions to take a selfie. Ensure you’re in a well-lit area.

15. The final step to verify your identity is to enter your Social Security Number.

If you have problems or questions, visit <https://help.id.me/hc/en-us>. Select “Help Center” at the top right of your account. There will be a Search feature and a list of Troubleshooting Topics for you to choose from.

VERIFY YOUR IDENTITY

1

2

3

4

5

Enter your Social Security number

Social Security Number (#####) *

#####

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

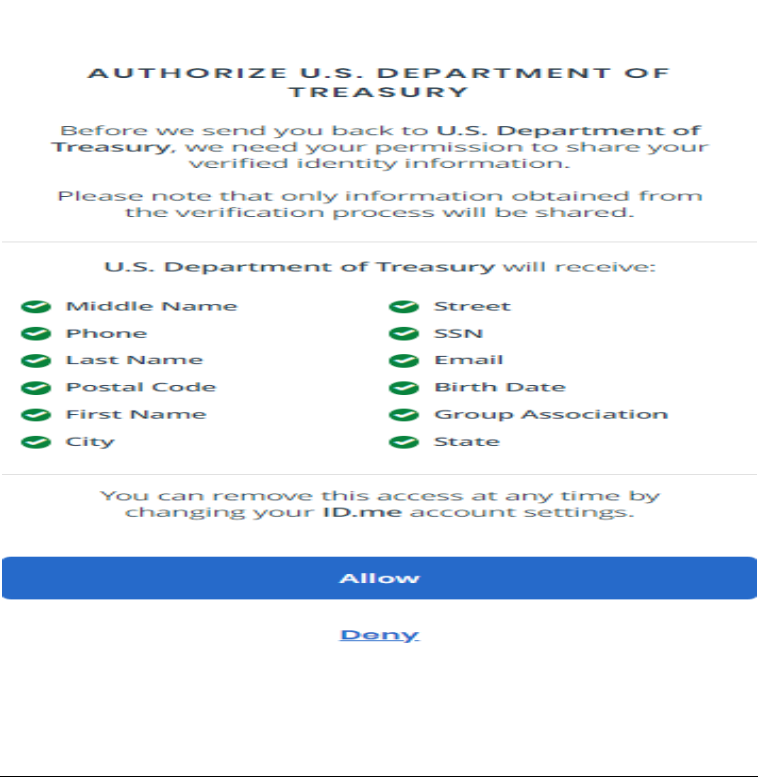
Back

Continue

16. Make sure that all your information is accurate and complete. If it is, check the box attesting that the information is accurate, and then click continue. If not, hit the edit buttons to make changes.

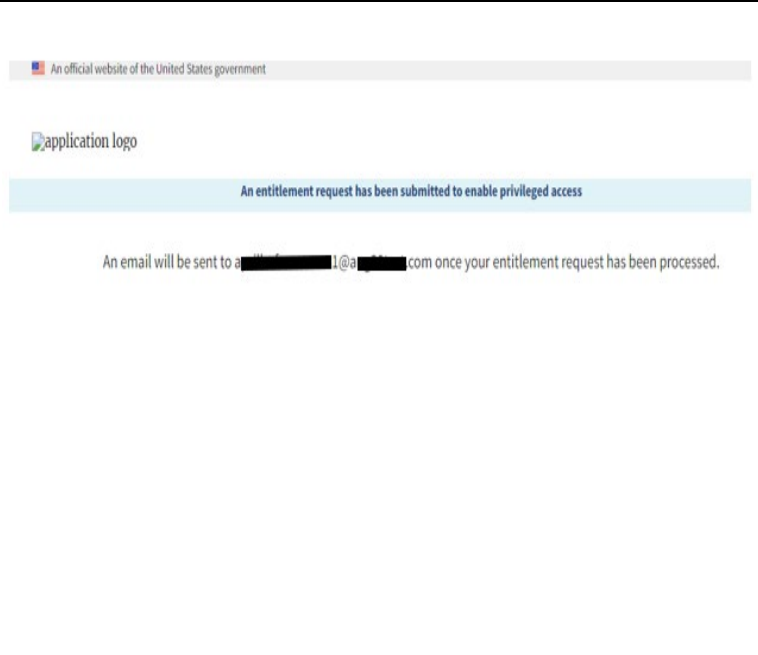
17. You will then see a message saying that your identity has been successfully verified. By clicking “Allow”, ID.me will be able to proceed.

If you have problems or questions, visit <https://help.id.me/hc/en-us>. Select “Help Center” at the top right of your account. There will be a Search feature and a list of Troubleshooting Topics for you to choose from.

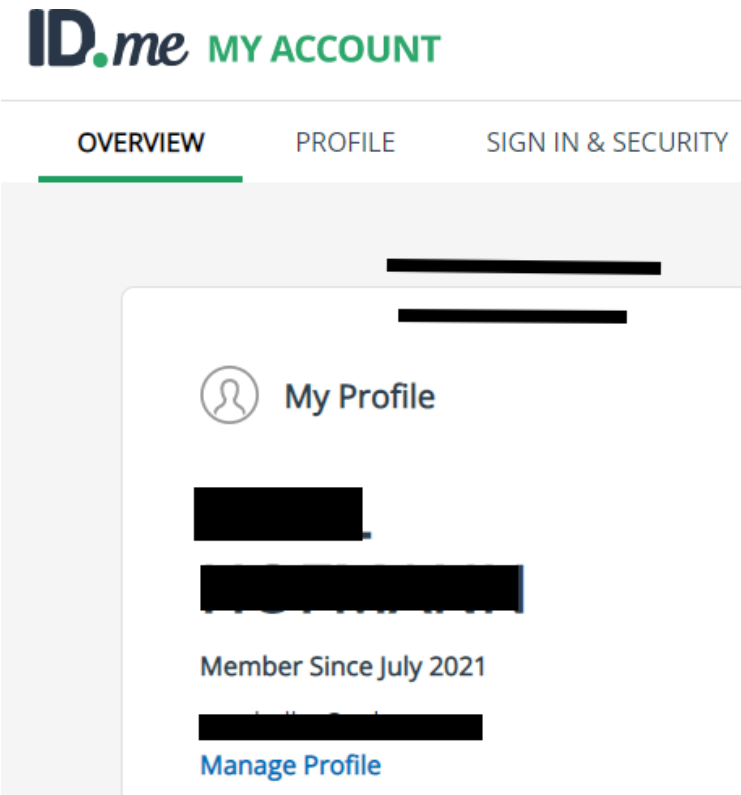
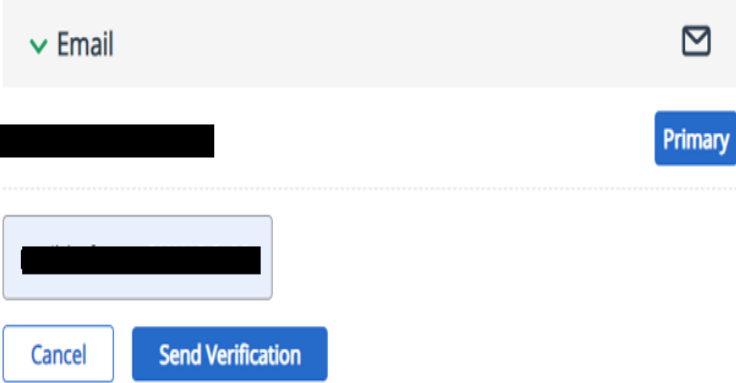


18. Once you have registered, enabled multi-factor authentication, and validated the identity for your ID.me account, you will either:

- Be immediately directed to ASAP.gov and successfully logged in,
- OR
- Receive a message that “an entitlement request has been submitted to enable privileged access” (see screenshot) and you will need to wait for an ASAP team member to approve your request. Once the approval has been made, you will then be able to log in to your ASAP.gov account.

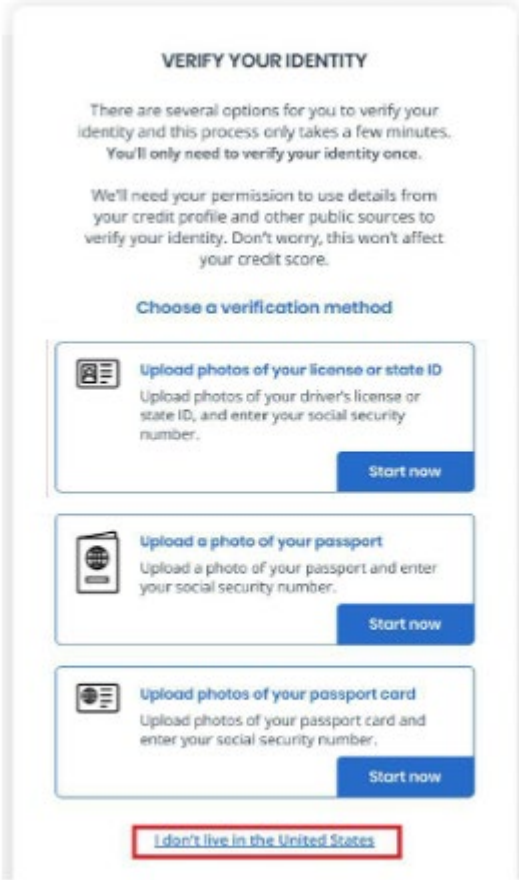


ID.me Guide to Add Additional Email Address

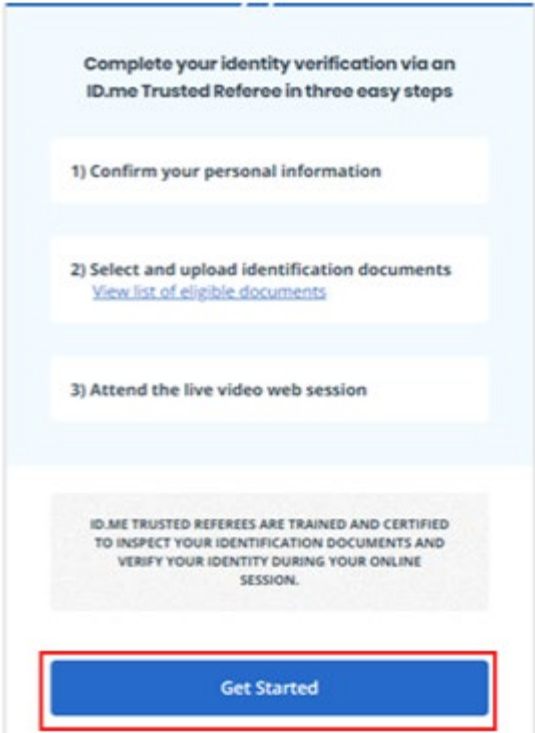
Step	Screen Image
1. Log into ID.me using your current login credentials. 2. Once logged in, select your name in the top-right corner and then select “My Account” from the drop-down. 3. Select “Profile” from the listed menu options. If you have problems or questions, visit https://help.id.me/hc/en-us. Select “Help Center” at the top right of your account. There will be a Search feature and a list of Troubleshooting Topics for you to choose from.	
4. Select the blue “+ Add Email” option and enter the new email address. 5. Select “Send Verification”. A confirmation message will be sent to this email address. 6. After confirming your email address via the email that was sent, navigate back to the “Profile” tab within your ID.me account. Note: Your new email address will show as “Not Verified” until you confirm this via an email sent from ID.me. 7. Confirm the new email address has been added to your ID.me account.	

8. Now that the email address used with ASAP.gov has been added, you will need to select “Make Primary” to make it the primary email address associated with your ID.me account.	
9. Confirm that you now see your ASAP.gov email address as the primary email in your ID.me account. If so, you’ve successfully added the email used with ASAP.gov and made it your primary email address.	

ID.me Guide – Identity Verification for International Users (users outside of the United States)

Step	Screen Image
1. On the “Verify Your Identity” screen, select “I do not live in the United States”.	

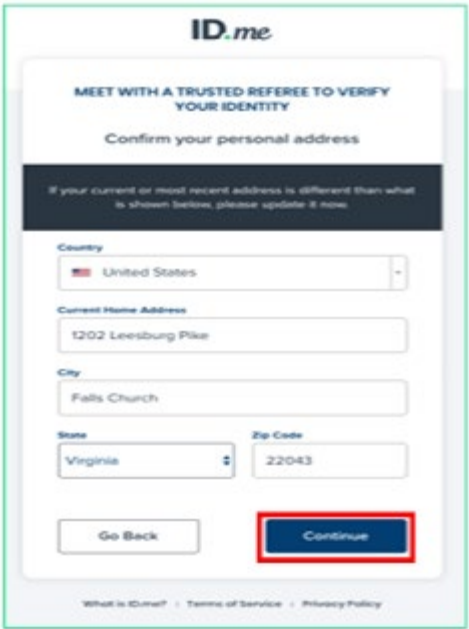
2. Select “Get Started”.



3. Confirm that your personal information on the screen is accurate and complete and click “Continue”.

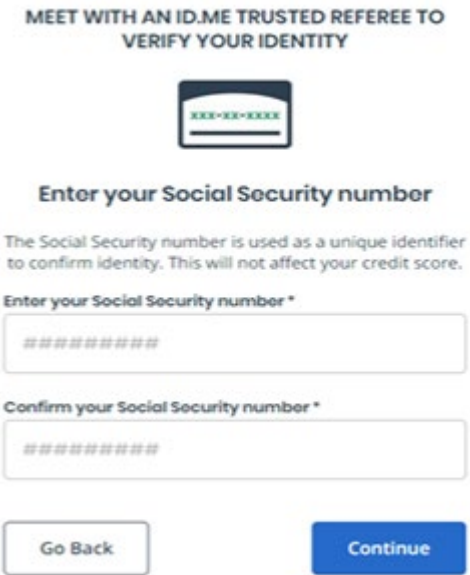
This screenshot shows the second step of the ID.me verification process, titled "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY" and "Confirm your personal information". A dark grey bar contains the instruction: "Please update any personal details in the form below." The form includes several input fields: "Email" (pre-filled with "bill.davenport+loa3@id.me"), "Phone" (pre-filled with "(703) 953-2346"), "First Name" (pre-filled with "VERONICA"), "Middle Name" (empty), "Last Name" (pre-filled with "PERSINGER"), "Suffix" (empty), "Social Security" (masked with "*****"), and "Date of Birth" (pre-filled with "07/09/1942"). A blue "Continue" button is highlighted with a red border at the bottom of the form.

4. Confirm that the address shown on the screen is your current (or most recent) address and click “Continue”.



The screenshot shows the ID.me verification interface. At the top, it says "ID.me" and "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY". Below this, it says "Confirm your personal address". A dark banner contains the text: "If your current or most recent address is different than what is shown below, please update it now." The form fields are: "Country" (dropdown menu showing "United States"), "Current Home Address" (text input field with "1202 Leesburg Pike"), "City" (text input field with "Falls Church"), "State" (dropdown menu showing "Virginia"), and "Zip Code" (text input field with "22043"). At the bottom, there are two buttons: "Go Back" and "Continue". The "Continue" button is highlighted with a red rectangular border. At the very bottom, there are links for "What is iD.me?", "Terms of Service", and "Privacy Policy".

5. If requested, enter your Social Security Number and click “Continue”.



The screenshot shows the ID.me verification interface for entering a Social Security Number. At the top, it says "MEET WITH AN ID.ME TRUSTED REFEREE TO VERIFY YOUR IDENTITY". Below this is an icon of a Social Security card. The heading is "Enter your Social Security number". A paragraph explains: "The Social Security number is used as a unique identifier to confirm identity. This will not affect your credit score." There are two input fields: "Enter your Social Security number *" and "Confirm your Social Security number *", both containing masked characters (asterisks). At the bottom, there are two buttons: "Go Back" and "Continue".

6. Next, upload Two (2) primary IDs **or** One (1) primary and Two (2) secondary IDs. Use the drop-down boxes to select the document type you have chosen and click “Continue”.

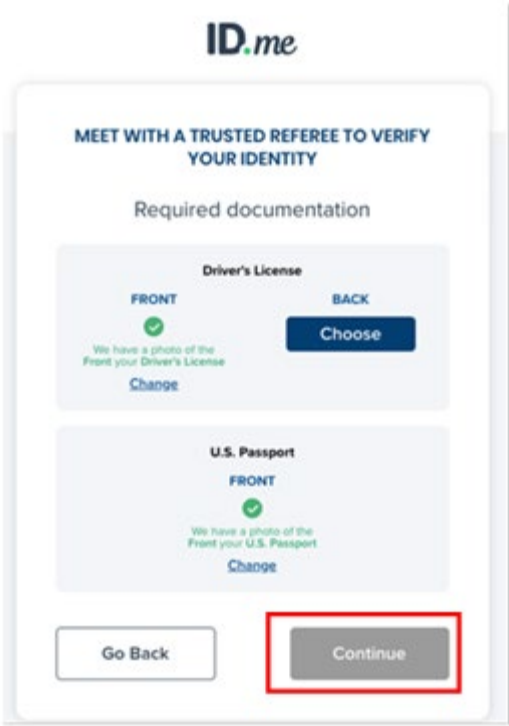
Note: For a list of primary and secondary ID types, select the “What is a Primary or a Secondary Document?” box.

The screenshot shows the ID.me verification interface. At the top, it says "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY". Below this, it states "We need two primary IDs or one primary plus two secondary IDs to proceed". A section titled "A TRUSTED REFEREE WILL VERIFY YOUR IDENTITY BY INSPECTING THE DOCUMENTS YOU UPLOAD." shows two options: "2 Primary" and "1 Primary & 2 Secondary", both highlighted with red boxes. Below these is a link "What is a Primary or Secondary Document?". The form then asks for "Primary ID #1" (with "U.S. Passport" selected) and "Primary ID #2" (with "Select a document" selected). A "Go Back" button and a "Continue" button are at the bottom.

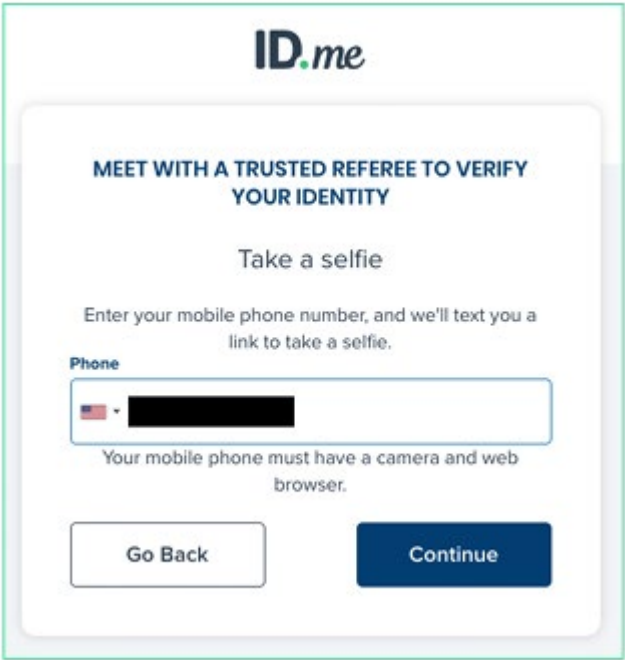
7. Upload photos of your documents either with your computer or your phone.

The screenshot shows the ID.me verification interface for uploading photos. It says "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY" and "Chose how to securely submit photos". A "Quick tips" section lists two steps: "1) Verify that your documents are up-to-date" and "2) Take the photo in a well-lit area on a flat surface". Below this, it states "You can submit photos from your current connection as we can send a text to your mobile phone so you can take photos with it." There are two main options: "Take photos with phone" (highlighted with a red box) and "Upload photos from your computer" (also highlighted with a red box). A "Go Back" button is at the bottom.

8. Click “Continue”.

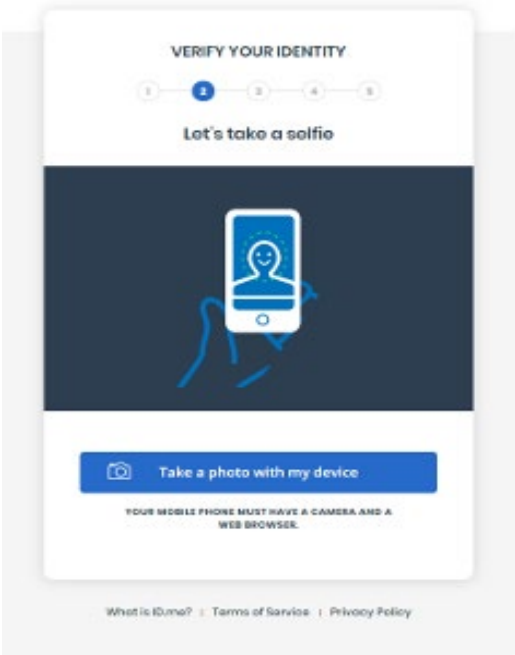


9. Enter your cell phone number and click “Continue”. You will be texted a link to take a selfie.



10. Select the link that was sent via text. Upload a selfie using the camera on your mobile device. (Once uploaded, ID.me will verify your identity automatically.)

Note: If ID.me cannot verify your information, you will need to input your data manually.



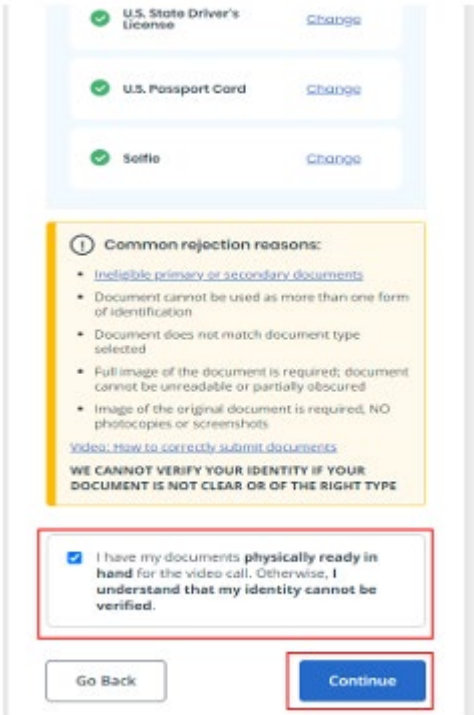
11. Next, return to the browser where you started creating your ID.me account. Verify your personal information and select "Continue".

Note: If you were not prompted for a Video Call after this step, no further action is necessary.

If you have problems or questions, visit <https://help.id.me/hc/en-us>. Select "Help Center" at the top right of your account. There will be a Search feature and a list of Troubleshooting Topics for you to choose from.

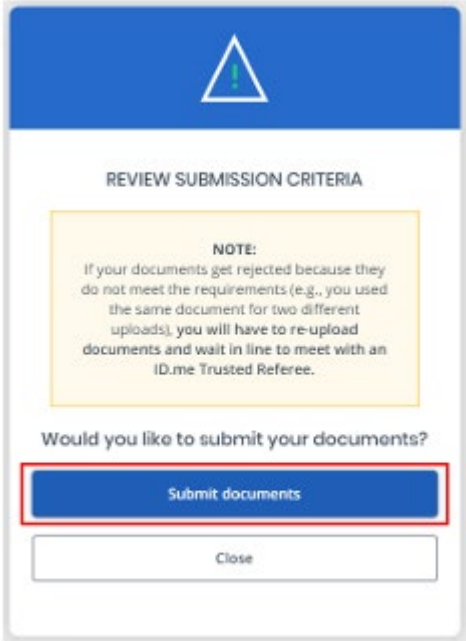


12. At the bottom of the page, you will see Common Rejection Reasons and a check box indicating you have your physical documents ready for the call. Once you have your documents ready, check the box, and click “Continue”.



13. If ready for submission, click “Submit documents”.

Note: If you want to review your submission, change uploaded documents, or update information, click “Close”. Verify your personal information, then select “Continue”.



14. After submitting your documents, you will be directed to a virtual waiting room to meet with an ID.me Trusted Referee. Check the box that you have your original documents to show the Referee on camera and click "Continue".

15. You will then be placed in a waiting room and will be shown a pop-up with an estimated wait time. You will be automatically redirected to the meeting page to begin the video call. Click "Start Video Call".

16. The Trusted Referee will now ask you to do the following:
- Verbally approve the call to be recorded for quality assurance
 - Confirm information (name, address, date of birth, social security number)
 - Show your document via the camera
 - Allow the Trusted Referee to take a screenshot of you for selfie matching.

17. Once you've received confirmation that your Identity Verification has been successful, the process has been complete.

If you have problems or questions, visit <https://help.id.me/hc/en-us>. Select "Help Center" at the top right of your account. There will be a Search feature and a list of Troubleshooting Topics for you to choose from.