DCRB – ID.me STAR Portal Access User Guide –

Version V2

Date: April 4, 2022

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Step 1 - Go to https://starretirements.treasury.gov/ (If you are redirected, that is fine). You will need to sign up for an ID.me account, confirm the email address you signed up with, and set up multifactor authentication as shown in the following steps. Click "Create an ID.me account."

Step 2 - Click "Create an ID.me account" to create an ID.me account. You will need to enter your email, create a password, confirm your password, and you will also need to accept the Terms of Service/Privacy Policy before continuing.

Create an ID.me account

Already have an ID.me account?

Sign in to your account

Rectai

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

Step 3 – You will then receive a welcome email from ID.me. Confirm your email address by clicking the "Confirm" button in the email.
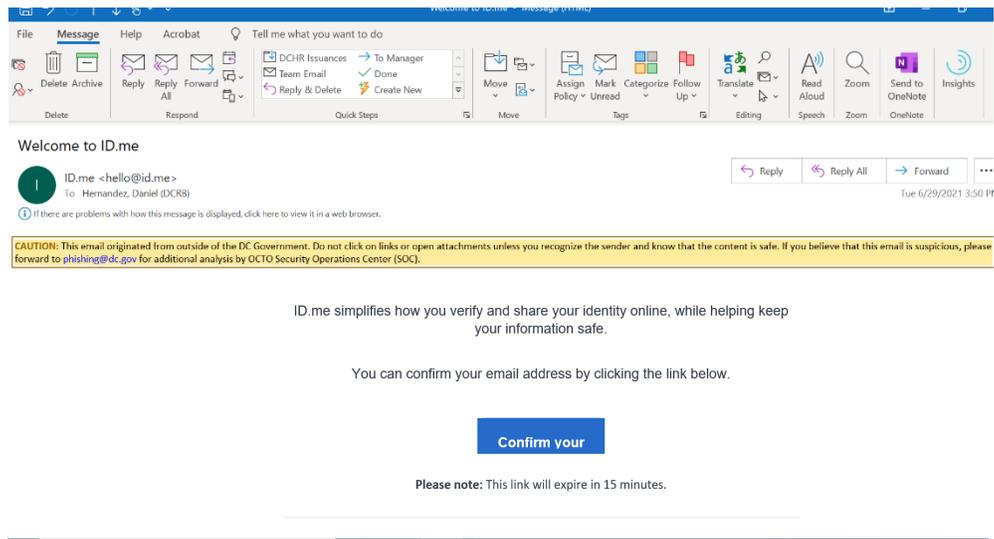
Step 4 – You will also receive a confirmation from ID.me that your email has been confirmed.
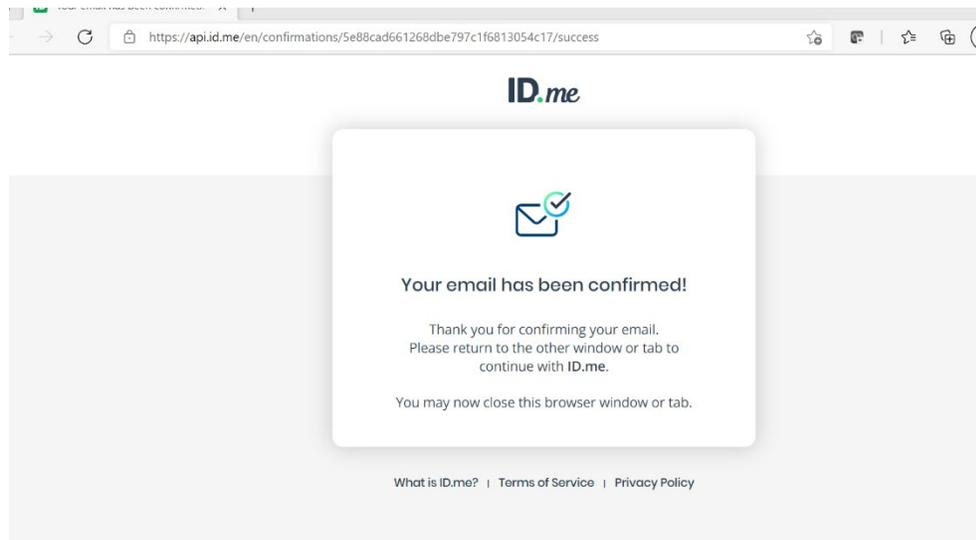
Step 5 – You will then need to go back to the original window / tab or back to https://starretirements.treasury.gov/. When prompted, sign in and complete the multi-factor authentication set-up. If you choose to receive a code by text message , a unique code will be sent to your mobile number and you will need to enter it. You will receive confirmation from ID.me that your email has been confirmed

Step 6 - Identity Verification

    a) After entering your ID.me login credentials for this portal for the first time, you will be presented with a requirement to:

    b) Choose a verification method by selecting which photo ID you would like to upload (i.e., Driver's License, State ID, Passport, Passport Card). You can take a photo with your mobile phone or upload a digital copy of your Driver's License, Passport, Passport Card, or State from your computer.

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

Driver's license or state ID
Upload photos of your driver's license or state ID and enter your social security number.
Start Now

Passport
Upload a photo of your passport and enter your social security number.
Start Now

Passport card
Upload photos of your passport card and enter your social security number.
Start Now

I don't live in the United States

c) If you choose to take a photo of your photo ID with your mobile phone, enter your phone number.

d) ID.me will send you a text message with a link to your mobile phone to take photos of your identity document. The next step is to access the link and follow the instructions.
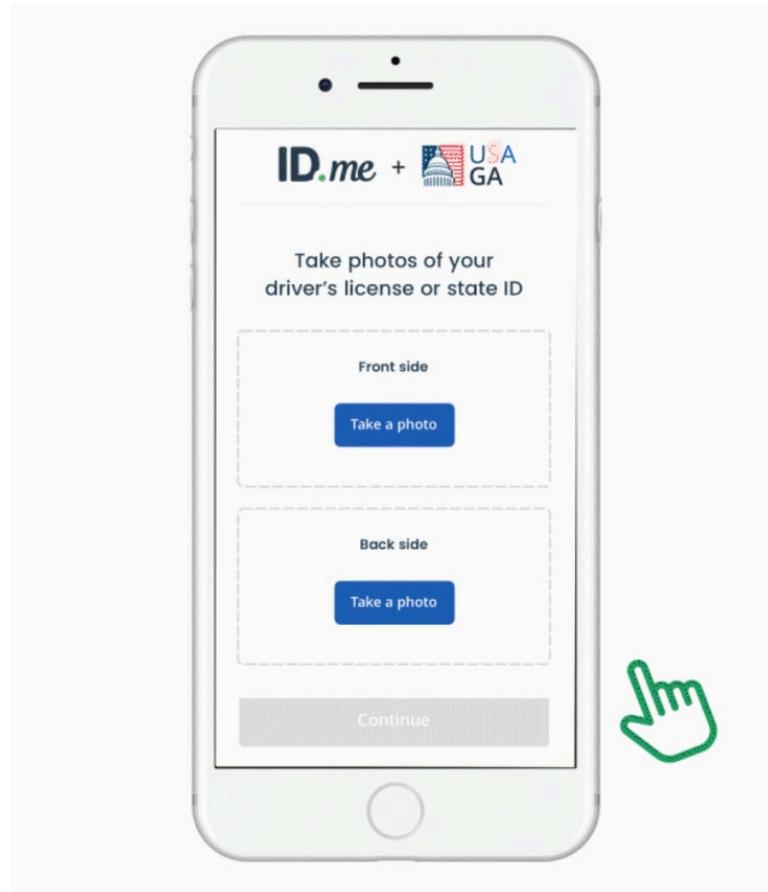
e) After submitting photos of your document, take a photo selfie.
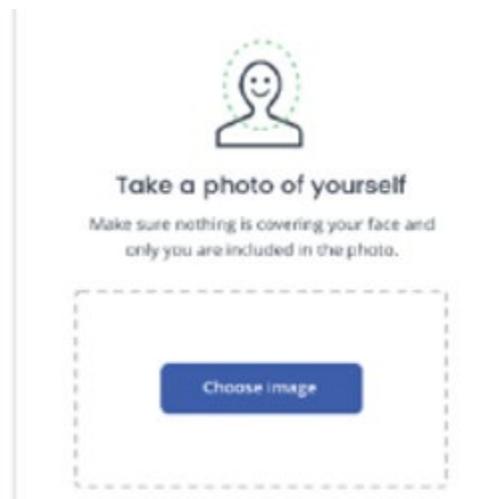
f) Enter all other requested information, including your Social Security Number (SSN).

g) Review and confirm that all of your information is accurate. Then select "Yes".

h) To finish your identity verification process, select "Allow and continue." This step securely shares your identity information with the U.S. Department of the Treasury.

> **Note:** After ID.me verifies your identity, you will receive a confirmation text message as a way to protect you from fraud. Identity verification is a one-time event. Once you verify your identity with ID.me, you will simply have to login with MFA to access STAR.

Step 7 - What is an ID.me Trusted Referee?

If you are having difficulty with verifying your identity online, you may be directed to meet with an **ID.me Trusted Referee** on a video call.

A Trusted Referee is a trained identity specialist employed by ID.me to assist you with proving your identity. When verifying your identity with a Trusted Referee, you may be asked to upload photos of your identity documents and show the physical copies to the ID.me Trusted Referee. You may need to show either **two primary documents or one primary document and two secondary documents** and/or proof of a Social Security number. Your wait time for a Trusted Referee may vary, but you can choose to return later at a time that works best for you.

Verify identity on a video call

1 Confirm Details
Confirm your personal information

2 Send Documents
Select and send identity documents

3 Hold for Document Review
Your documents will be reviewed

4 Join Video Call
Meet a trained and certified ID.me Trusted Referee
on a recorded video call

[Get started]

STEP 1

Get Started

If you see a button to verify your identity
on a video call, click "Get Started" to
begin the simple process of finishing
your verification with ID.me.

Review and update your information

Full Name
First Name *   Middle Name

Last Name *   Suffix
                      --

Date of Birth
MM/DD/YYYY *
mm/dd/yyyy

Phone
Personal Phone Number *

Current Address
Country *
United States

Address Line 1 *   Address Line 2

City *   State *   Zip Code *

[Continue]

STEP 2

Review and Update Information

Review your personal information
to confirm it's accurate in case there
was a typo in your previous entry.

STEP 3

Confirm Your Social Security Number

Why does ID.me ask for my SSN?

STEP 4

Gather Your Documents

Proving your identity is as simple as uploading a photo of 2 primary documents OR 1 primary and 2 secondary documents.

Additionally you will need to send a photo of yourself (selfie).

ID.me's acceptable documents: https://help.id.me/hc/en-us/articles/360017833054

VERIFY IDENTITY ON A VIDEO CALL

Take a photo of yourself

Make sure nothing is covering your face and only you are included in the photo.

[Choose image]

[Continue]
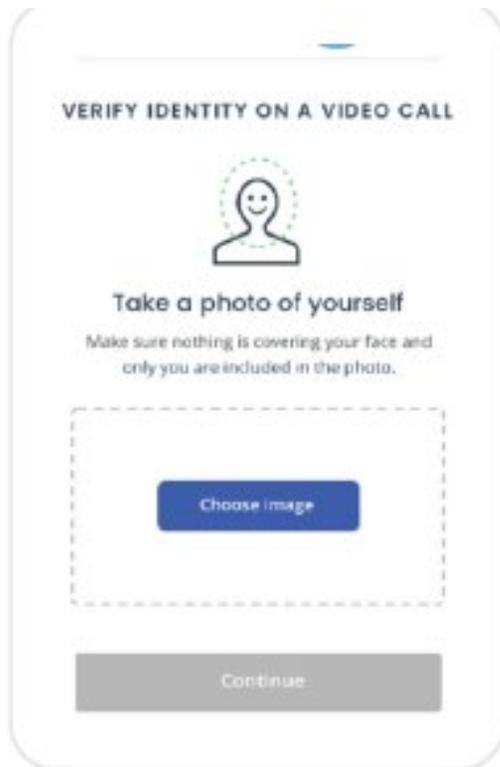
STEP 5

Take a Selfie

Follow the instructions to take and submit a photo of yourself. You will have the option to use a mobile phone with a camera or computer with a webcam

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let's check everything for accuracy

Please scroll down to review and tap the "Continue" button

U.S. drivers license

FRONT
Change

BACK
Change

U.S. Passport Card

FRONT
Change

BACK
Change

Selfie

Change

[Save & Exit]   [Continue]
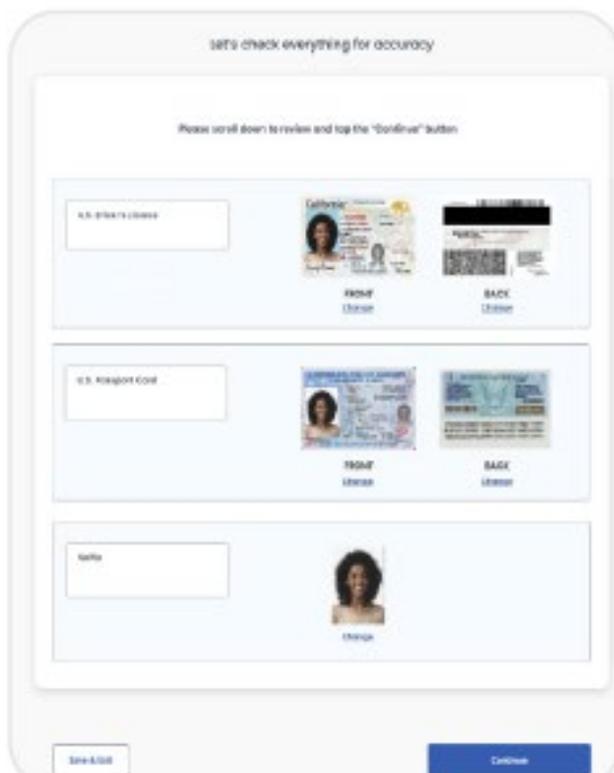
STEP 6

Double Check

Make sure that all your information is **accurate and complete**. If it is, click Continue.

Step 8 - Final Step - Identity Verification Email

This email verifies your identity has been verified and you can access the portal now. Please go to https://starretirements.treasury.gov/ and attempt to login.

Confirmed: Identity verification complete

I   ID.me <hello@id.me>
     To   Meagher, Dylan (DCRB)   ↩ Reply   ↩ Reply All   → Forward   ⋯
                                                                              Mon 7/12/2021 9:48 AM

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.
   Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

CAUTION: This email originated from outside of the DC Government. Do not click on links or open attachments unless you recognize the sender and know that the content is safe. If you believe that this email is suspicious, please forward to phishing@dc.gov for additional analysis by OCTO Security Operations Center (SOC).

You're verified

An ID.me Trusted Referee verified your identity on 07/12/2021 during a live video call.

Resources

Having Trouble Getting Past the Online Verification Stage?

If your online identity verification attempt was unsuccessful, you may see the option to connect with an ID.me Trusted Referee or Video Chat Agent.

https://help.id.me/hc/en-us/articles/360052242853-What-is-an-ID-me-Trusted-Referee-video-call-

Logging into STAR Issues

If you are having issues logging in after completing the identity verification, please clear your cache (see below), close the browser, and try again.

- o To clear cache in the Chrome browser,
    - i. At the top right, click the three-dot menu.
    - ii. Click More tools, then click Clear browsing data.
    - iii. At the top, choose a time range. To delete everything, select All time.
    - iv. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
    - v. Click Clear data.
- o To clear cache in the Safari browser,
    - vi. Choose History > Clear History, then click the pop-up menu.
    - vii. Choose how far back you want your browsing history cleared.
    - viii. Clear the history
- o To clear cache in the Edge browser,
    - ix. Click the three-dot menu at the top right corner.
    - x. Select Settings, then select Privacy, search, and services.
    - xi. Under Clear browsing data, select Choose what to clear.
    - xii. Choose a time range from the Time range drop-down menu. To delete everything, select All time.
    - xiii. Choose the types of data you want to clear (see the table below for descriptions). For example, you may want to remove browsing history and cookies but keep passwords and form fill data. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
   - xiv. Select Clear now.

ID.me Issues

- If you are encountering issues using ID.me (i.e., not able to authenticate), please connect with ID.me support directly at https://help.id.me/hc/en-us/requests/new. To be put into a priority queue, select Department of Treasury or DC Retirement Board as your authentication source.

- ID.me FAQ Page: https://help.id.me/hc/en-us

OTHER QUESTIONS

What documents will ID.me accept? https://help.id.me/hc/en-us/articles/360017833054

Why does ID.me ask for social security number? https://help.id.me/hc/en-us/articles/202211610

Additional Resources

- ID.me + Treasury Help Site
    - How do I verify my identity to access Treasury applications?
    - What is an ID.me Trusted Referee video call?
    - How do I change the primary email address in my ID.me account?