



DCRB – ID.me STAR Portal Access User Guide –


Version V2



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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.”

Support Contact Us Login



System to Administer Retirement (STAR)

STAR is a pension benefits administration portal serving the District of Columbia (D.C.) Teachers' Retirement Plan, the D.C. Police Officers and Firefighters' Retirement Plan, and the D.C. Judges' Retirement Plan.

Secured & powered by ID.me

Sign in with an existing account

Sign in with ID.me

OR

Don't have those accounts?

Create an ID.me account

Information at your fingertips

- Health and Life Insurance Elections
- Tax Withholdings
- Payment Information

Make changes to your information

- Address
- Phone Number
- Email
- Emergency Contacts
- Direct Deposit

[Privacy Act Statement](#)
[System Description](#)

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](#)

• Recta

Email

Enter your email

Password

Enter your password

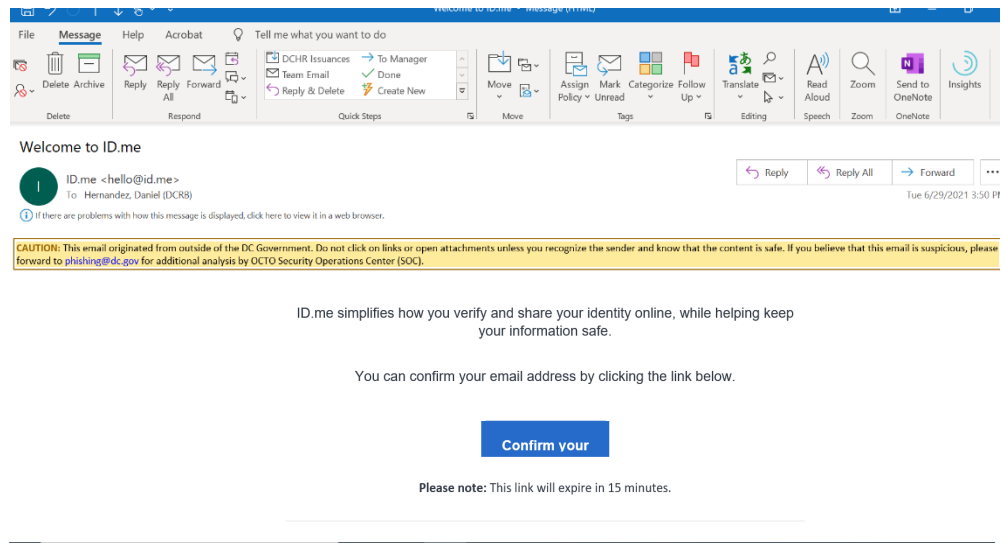
Confirm Password

Confirm your password

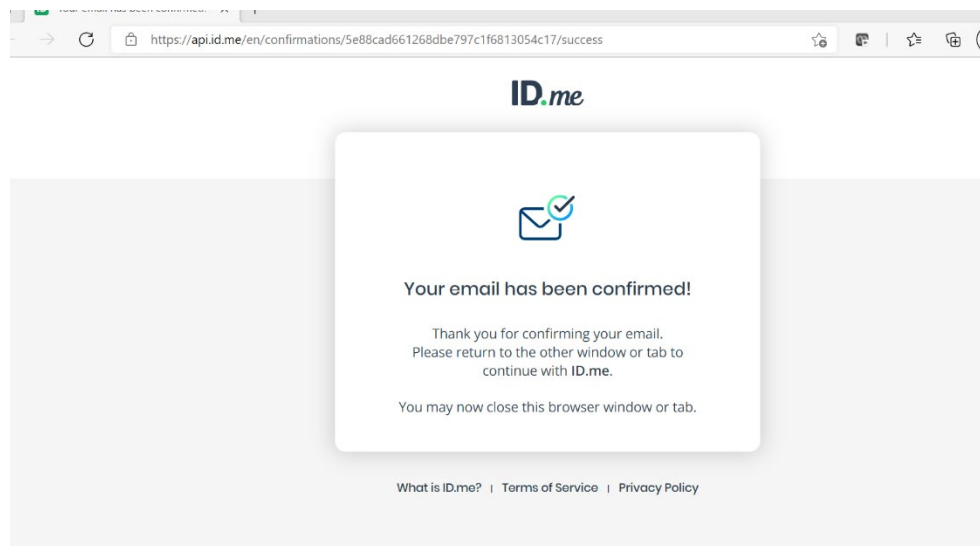
☐ I accept the ID.me [Terms of Service](#) and [Privacy Policy](#)

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




COMPLETE YOUR SIGN IN


1 — 2 — 3

Receive a code by phone


Text me


Call me

You will receive a code at the following number

 (***-**-****)

[Continue](#)

If you've changed phone numbers or carriers from when you previously set up multi-factor authentication, please [update your settings here](#).

Secure your account - ID.me - Google Chrome

api.id.me/en/multifactor/setup/phone/228392714dfa43248fcd09a43912dd47/edit?token=...

ID.me

SECURE YOUR ACCOUNT

1 — 2 — 3

Confirm your phone number

Please pick up the phone and follow the instructions to receive your 6-digit code.

Enter the 6-digit code *

Didn't receive the code? [Call me again](#)

[Continue](#)

[Go back](#)

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

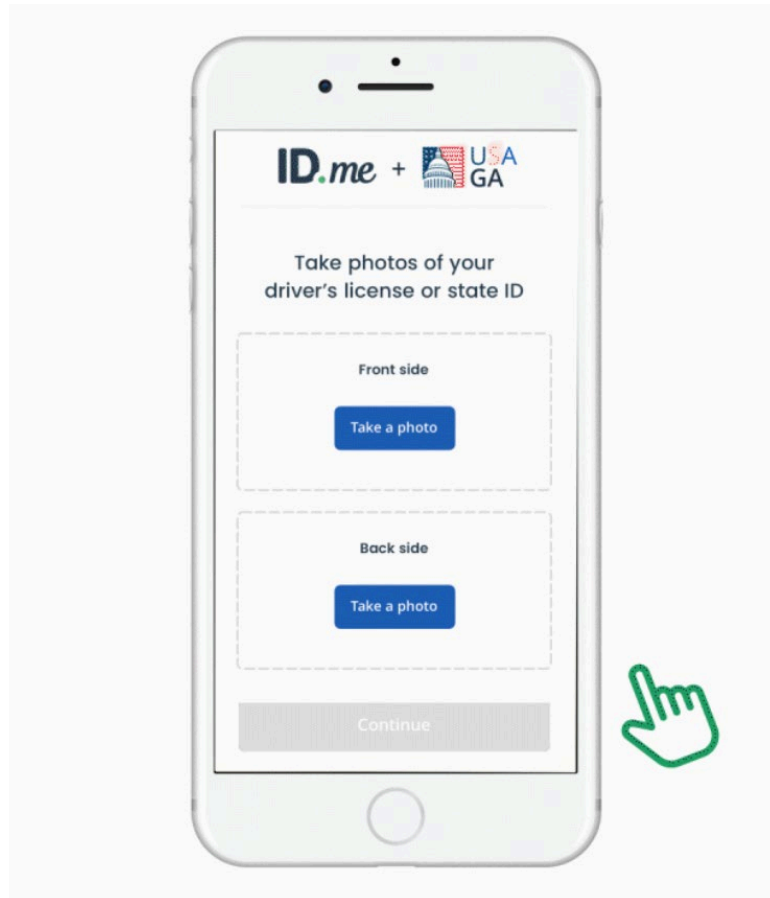
 **Passport card**

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

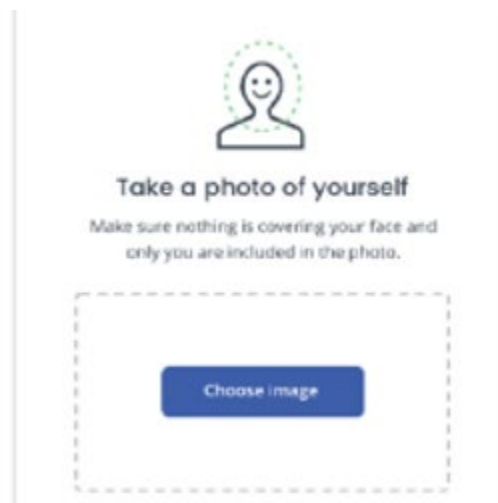
Start Now

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

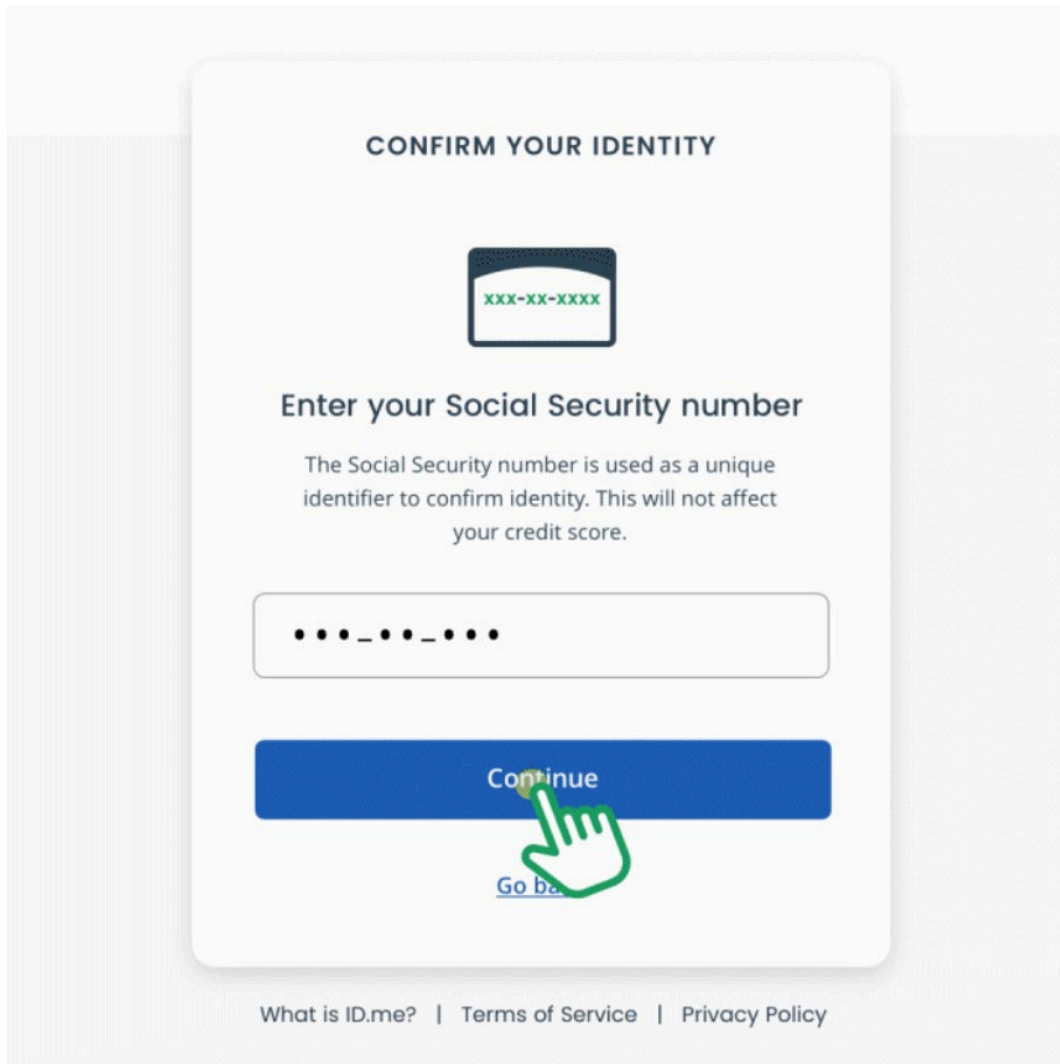
- c) If you choose to take a photo of your photo ID with your mobile phone, enter your phone number.
- d) ID.me will send you a text message with a link to your mobile phone to take photos of your identity document. The next step is to access the link and follow the instructions.



- e) After submitting photos of your document, take a photo selfie.



- f) Enter all other requested information, including your Social Security Number (SSN).

The image shows a web interface for ID.me identity verification. At the top, it says "CONFIRM YOUR IDENTITY". Below that is a placeholder for a photo, represented by a blue box with "XXX-XX-XXXX" in green. The main heading is "Enter your Social Security number". A subtext explains: "The Social Security number is used as a unique identifier to confirm identity. This will not affect your credit score." There is a text input field with a placeholder "• • • _ • • • _ • • •". Below the field is a large blue "Continue" button. A green hand cursor icon is pointing at the button. Below the button is a link that says "Go back". At the bottom, there are links for "What is ID.me?", "Terms of Service", and "Privacy Policy".

- 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 *

 Last Name *

State
 State Name

 State

Date of Birth
 MM/DD/YYYY *

Phone
 Personal Phone Number *

Current Address
 County *

 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.

Confirm your Social Security number

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

Enter your Social Security number

Confirm your Social Security number

[Go Back](#) [Continue](#)

STEP 3

Confirm Your Social Security Number

[Why does ID.me ask for my SSN?](#)

Choose whether to add:

[ONE more primary document](#) [TWO secondary documents](#)

Your primary document must be:
 • An original • Physically shown on the video call

Select ONE document from the options below

U.S. Passport	U.S. Permanent resident card (I-155)	Resident Card
State-issued ID	U.S. Passport Card	State-issued Employment Authorization Card (I-766) *No employer-issued ID works
Certificate of Naturalization (Form N-550 or N-570)	Foreign (non-U.S.) passport	Veteran's health ID card
Transportation Security Administration (TSA) ID Card	State ID card	State-issued Traveler's Check (Global Entry, NEXUS, TSA Pre)
Canadian driver's license	Military recognition, state-issued photo ID	Other government-issued photo ID

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

lets check everything for accuracy


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




[FRONT](#)
[Change](#)



[BACK](#)
[Change](#)



[FRONT](#)
[Change](#)



[BACK](#)
[Change](#)



[Change](#)

[Skip & Call](#) [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



ID.me <hello@id.me>
To: Meagher, Dylan (DCRB)

[↩ Reply](#) [↩ Reply All](#) [→ Forward](#) [⋮](#)

Mon 7/12/2021 9:48 AM

[i](#) 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.

- 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.
- 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
- 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.

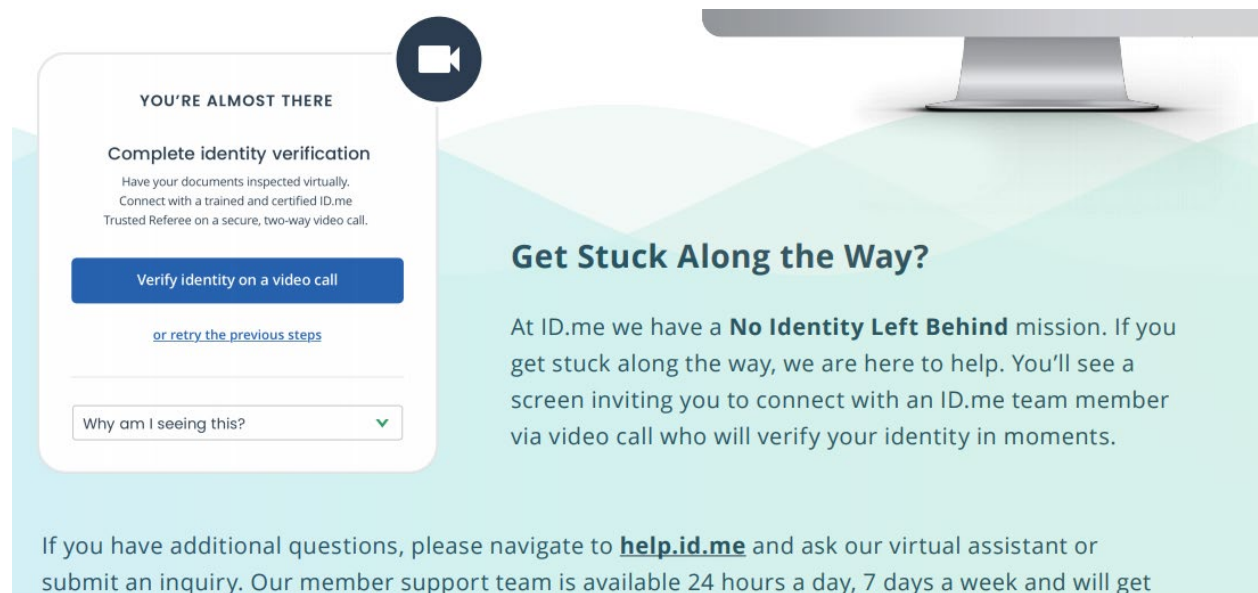
ID.me Issues

- 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>



The image shows a screenshot of the ID.me verification interface. On the left, a white card with a blue header 'YOU'RE ALMOST THERE' contains the text 'Complete identity verification' and instructions to have documents inspected virtually and connect with a trained and certified ID.me Trusted Referee on a secure, two-way video call. Below this is a blue button 'Verify identity on a video call' and a link 'or retry the previous steps'. At the bottom of the card is a dropdown menu 'Why am I seeing this?' with a green checkmark. To the right of the card is a large green graphic with a white video camera icon in a circle. Below the icon, the text reads 'Get Stuck Along the Way?' followed by a paragraph: 'At ID.me we have a **No Identity Left Behind** mission. If you get stuck along the way, we are here to help. You'll see a screen inviting you to connect with an ID.me team member via video call who will verify your identity in moments.' At the bottom of the graphic, a paragraph states: 'If you have additional questions, please navigate to **help.id.me** and ask our virtual assistant or submit an inquiry. Our member support team is available 24 hours a day, 7 days a week and will get

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?](#)