

How to Set Up and Protect Your ID.me Account

A simple and secure process

Multiple state and federal government agencies have partnered with ID.me to create a highly secure identity verification process that ensures you, and only you, will be able to access your self-service account.

In just a few short steps, you'll create your ID.me login, secure your account, and verify your identity. Moving forward, you can use your ID.me account to access hundreds of other websites that offer ID.me as a login option. These include federal and state government agencies, as well, as healthcare platforms.



To begin the process, visit "starretirements.treasury.gov"

What You'll Need:



Computer, Tablet, and/or Mobile Phone with Internet Access



Photo ID (Driver's License, Passport, Passport Card, or State ID)



Email Address



Social Security Number



Verify Your Identity on a Video Call

No Identity Left Behind

Select this button to get to the finish line!

Verify Identity on a video call

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.

You'll only have to do this once!

Only Do This One Time

Talk to a Real Person

Takes Less Than 5 Minutes

How To Verify Your Identity On A Video Call

WHY AM I SEEING THIS?

ID.me's primary identity verification process consists of several automated checks to protect against identity fraud. However, some people—through no fault of their own—can't get past these checks. There are a number of reasons people might run into issues, including:

1. ID document photo may be blurry or shadowed
2. Data sources—like credit bureaus—may have incorrect or outdated information
3. Credit may be nonexistent or frozen
4. Phone number may not be associated with your name

WHAT YOU'LL NEED:



Two primary IDs OR one primary and two secondary IDs



A smartphone or tablet to take photos



Ability to join a video call (computer with webcam or phone with camera)

If you're not ready, you can save your progress and return later.

Need help? Visit help.id.me for more information.