



CARES Portal

Create an ID.me Account
July 2020

Introduction



This document outlines the processes associated for credentialing and identity proofing as defined by NIST SP 800-63 v3, Digital Identity Guidelines, to obtain an ID.me credential. ID.me is a certified commercial identity provider offering Identity Assurance Level (IAL) 2 and Authentication Assurance Level (AAL) 2 credential.

- ▶ All Payroll Support Program recipients who attempt to logon to the CARES Portal for the first time need to sign up with ID.me through the following three-step process:
 - Email Verification (Slides 4– 5)
 - Two Factor Authentication Verification (Slides 6 – 9)
 - Identity Verification (Slides 10 – 30)
 - Examples are provided for the following Identity Verification Options
 - Option 1: Upload Photos of Your License or State ID (Slides 11 – 20)
 - Option 2: Virtual In-Person Identity Proofing (Slides 21 – 31)
- ▶ Process to logon to CARES Portal once ID.me registration is complete (Slides 33 through 35)
- ▶ NIST SP 800-63 v3
 - <http://www.nist.gov/nstic/>

Launch Website & Sign Up for ID.me



- ▶ Click the following link:
 - <https://portal.treasury.gov/cares>
 - *For best site performance, it is recommended that you use Google Chrome*
- ▶ Select **sign up for an account**
 - Input the email address that you used to submit the PSP application, and create a password
 - Check Box – **Accept terms of service and privacy policy**
 - Select **Sign up**

The screenshot shows the ID.me sign-in page. At the top, it says 'ID.me + TREASURY'. Below that, there is a 'Sign In' section. To the right of 'Sign In', there is a link 'or sign up for an account' which is highlighted with a red rectangular box. Below the link, there are two input fields: 'Email' with the placeholder 'Enter your email' and 'Password' with the placeholder 'Enter your password'. At the bottom, there is a blue button labeled 'Sign in'.




The screenshot shows the ID.me sign-up page. At the top, it says 'ID.me + TREASURY'. Below that, there is a 'Sign Up' section. To the right of 'Sign Up', there is a link 'or sign into your account'. Below the link, there are three input fields: 'Email' with the placeholder 'Enter your email', 'Password' with the placeholder 'Enter your password', and 'Confirm password' with the placeholder 'Confirm your password'. Below the input fields, there is a checked checkbox followed by the text 'I accept the ID.me terms of service and privacy policy'. At the bottom, there is a blue button labeled 'Sign up' which is highlighted with a red rectangular box.

Email Verification




- ▶ ID.me will send an email for verification to the email account you used to register
 - ID.me will send a confirmation email with 6 digit code
 - Once you select **Confirm Your Email** in your email, ID.me will verify automatically
 - Select **Continue**

Note: Web browser session is suspended until you respond to the ID.me email confirmation. The email confirmation link and code will expire after 15 minutes.


ID.me +  **TREASURY**

CONFIRM YOUR EMAIL ADDRESS



We sent an email to thaobtle@gmail.com with the subject line "ID.me - Please Confirm Your Email."

If you cannot find the email, please check your spam folder. It can take up to 10 minutes to receive the email.



After your email is confirmed, return to this page to continue.

Didn't receive the email? [Send it again](#)

Can't click on the button in your email?

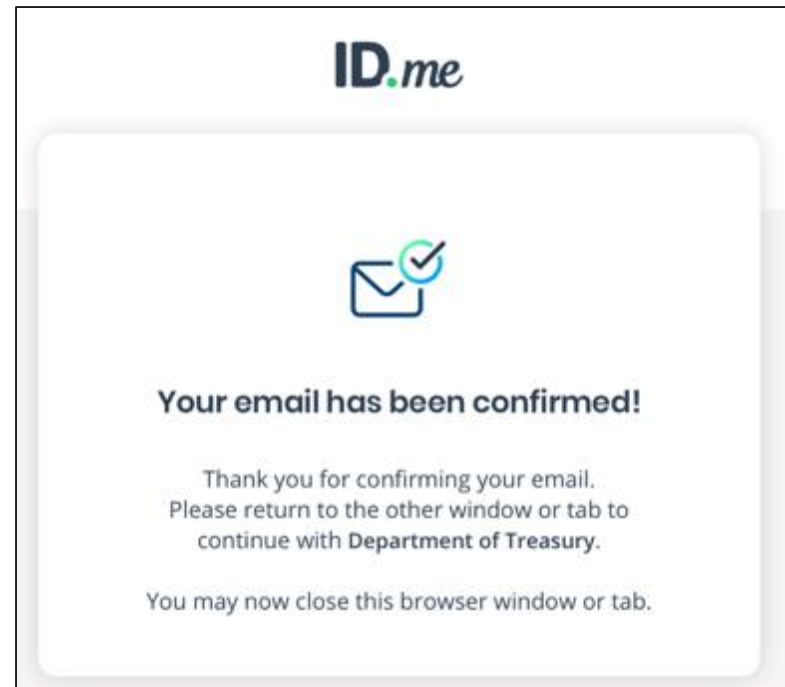
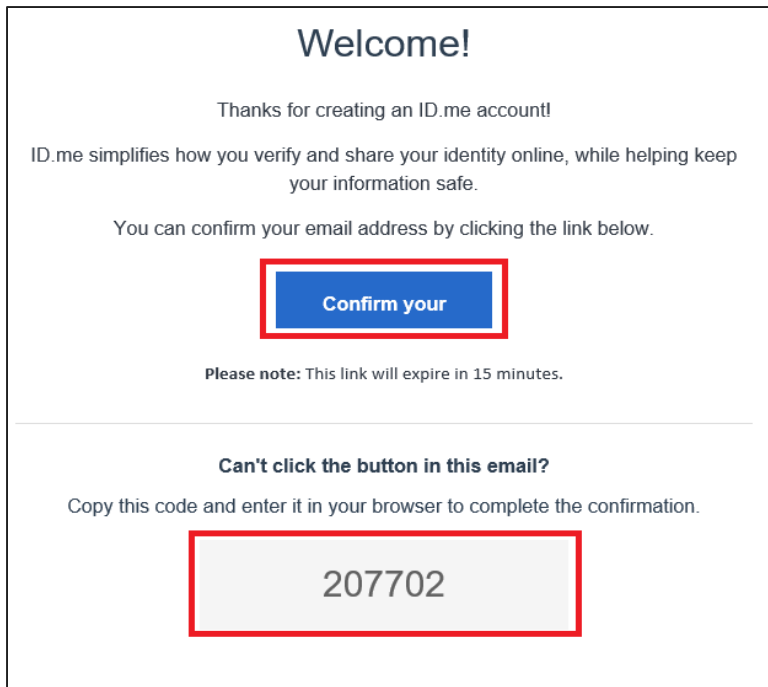
Enter the 6-digit code from the email below.

Continue

Email Verification



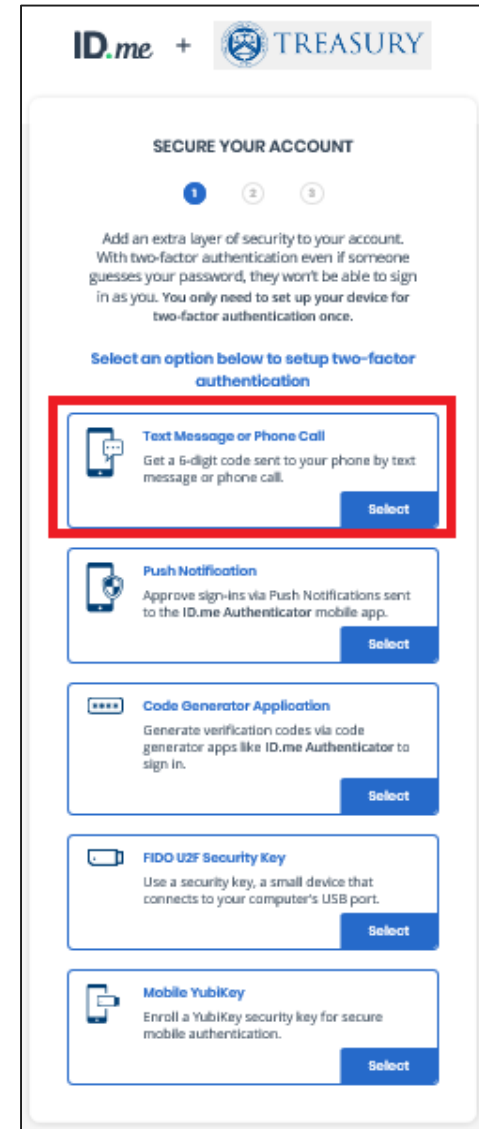
- ▶ Open the ID.me email and acknowledge the receipt
 - Below is an example of the email you will receive (left image) with confirmation and 6 digit code
 - Select **Confirm your Email** button, you will see the confirmation notice (right image)
 - You should return to your browser session



Two-Factor Authentication

- ▶ Select one of the options to setup two-factor authentication
 - Text Message or Phone Call (**Preferred**)
 - Push Notification
 - Code Generator Application
 - FIDO U2F Security Key
 - Mobile Yubikey

Note: This presentation captures screen shots for the first option: Text Message or Phone Call.



ID.me + TREASURY

SECURE YOUR ACCOUNT

1 2 3

Add an extra layer of security to your account. With two-factor authentication even if someone guesses your password, they won't be able to sign in as you. You only need to set up your device for two-factor authentication once.

Select an option below to setup two-factor authentication

- Text Message or Phone Call**
Get a 6-digit code sent to your phone by text message or phone call.
Select
- Push Notification**
Approve sign-ins via Push Notifications sent to the ID.me Authenticator mobile app.
Select
- Code Generator Application**
Generate verification codes via code generator apps like ID.me Authenticator to sign in.
Select
- FIDO U2F Security Key**
Use a security key, a small device that connects to your computer's USB port.
Select
- Mobile YubiKey**
Enroll a YubiKey security key for secure mobile authentication.
Select

Two-Factor Authentication: Text Message or Phone Call



- ▶ Select Text message
 - Enter **your phone number**
 - Select **Text message**
 - Select **Continue**

Note: Please use your valid mobile phone number.

ID.me + **TREASURY**

SECURE YOUR ACCOUNT

1 — 2 — 3

Receive authentication code via phone

Be sure to use a phone number you have access to whenever you plan to sign in.

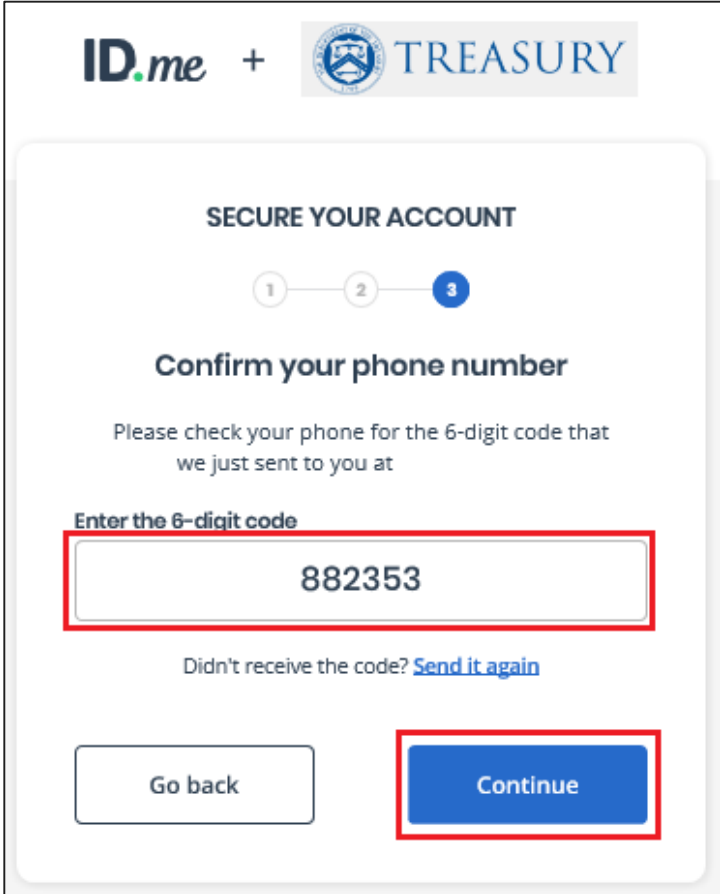
Choose how you want to receive the code


Text message **Phone call**

THE NUMBER PROVIDED WILL ONLY BE USED FOR ACCOUNT SECURITY. MESSAGE AND DATA RATES MAY APPLY.

Two-Factor Authentication: Text Message or Phone Call

- ▶ Verify phone number
 - 6 digit verification code generated automatically
 - Select **Continue**



ID.me +  TREASURY

SECURE YOUR ACCOUNT

1 — 2 — 3

Confirm your phone number

Please check your phone for the 6-digit code that we just sent to you at

Enter the 6-digit code

882353

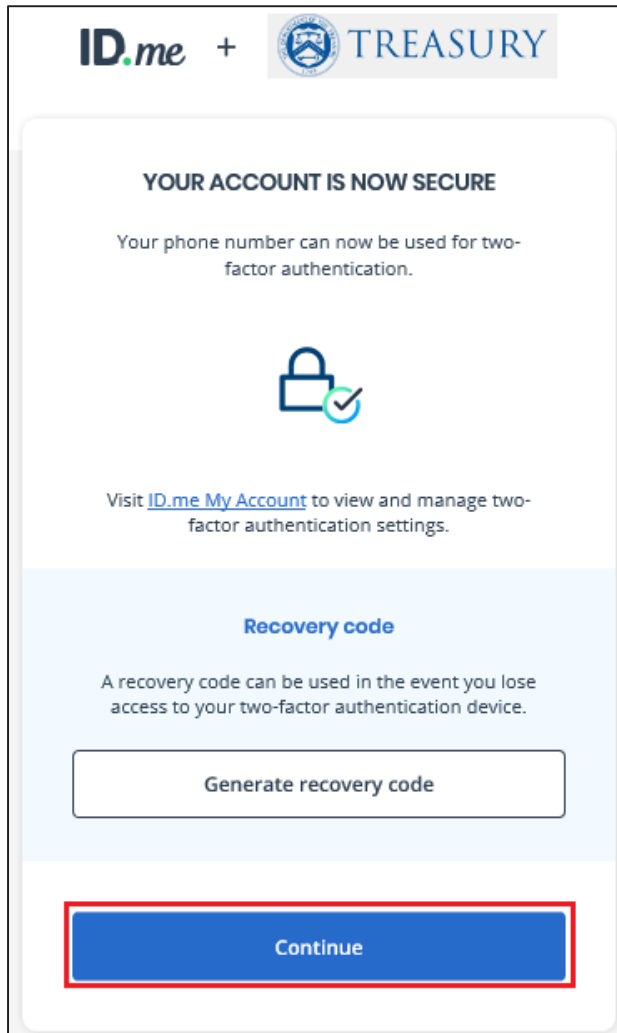
Didn't receive the code? [Send it again](#)

Go back Continue

Note: The code will expire after 15 minutes.

Two-Factor Authentication: Text Message or Phone Call

► Confirmation



Congratulations! You have enabled two factor authentication for your account. Next step is to verify your identity.

ID.me will send you an email notification that you enabled two-factor authentication.

You have enabled two-factor authentication for your account

Thank you for enabling two-factor authentication for your ID.me account.

Two-factor authentication is an additional layer of security designed to prevent unauthorized access to your account and protect your information with ID.me.

From now on, whenever you sign in, you can authenticate yourself using the following two-factor authentication option:

Text Message or Phone Call — (***) ***-703

Identity Verification



- ▶ Choose a verification method
 - **Option 1:**
 - Upload photos of your license or state ID (**Preferred**)
 - » **Slides 13-22**
 - Upload a photo of your passport
 - Upload a photo of your passport card
 - **Option 2:**
 - I don't live in the United States (**International**)
 - » **Slides 21-30**

Note: You must use an active / valid license, state ID, or Passport

ID.me + **TREASURY**

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

- Upload photos of your license or state ID**
Upload photos of your driver's license or state ID, and enter your social security number. [Start now](#)
- Upload a photo of your passport**
Upload a photo of your passport and enter your social security number. [Start now](#)
- Upload photos of your passport card**
Upload photos of your passport card and enter your social security number. [Start now](#)
- [I don't live in the United States](#)

Option 1: Upload Photos of Your License or State ID



► Step 1

- Choose how to submit photos
- Take a picture with my device
- Upload a photo

ID.me + TREASURY

VERIFY YOUR IDENTITY

1 2 3 4 5

Choose how to submit photos

In order to verify your identity, please make sure:

- 1) Your document is up to date and valid
- 2) Your document is clear and readable
- 3) You take the photo on a well-lit flat surface

Take a photo with my device

YOUR MOBILE PHONE MUST HAVE A CAMERA AND A WEB BROWSER.


OR

Upload a photo

Option 1: Upload Photos of Your License or State ID



- ▶ Step 1 (continued)
 - Enter **your phone number**
 - Select **Continue**

ID.me +  **TREASURY**

VERIFY YOUR IDENTITY

1 — 2 — 3 — 4 — 5

Take photos with your phone

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

[Enter your mobile phone number](#)

(---) --- - ----

YOUR MOBILE PHONE MUST HAVE A CAMERA AND A WEB BROWSER.

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

Option 1: Upload Photos of Your License or State ID



- ▶ Step 1 (continued)
 - A text message will be sent to your phone

Note: Your current web browser session is suspended until you respond to the action required.

ID.me + TREASURY

WAITING FOR YOUR PHOTOS...

1 2 3 4 5

We sent a text message to
+1 202-705-9107

Please click the link in the text message and follow the instructions to take your photos.

This screen will automatically refresh once your photos are received.

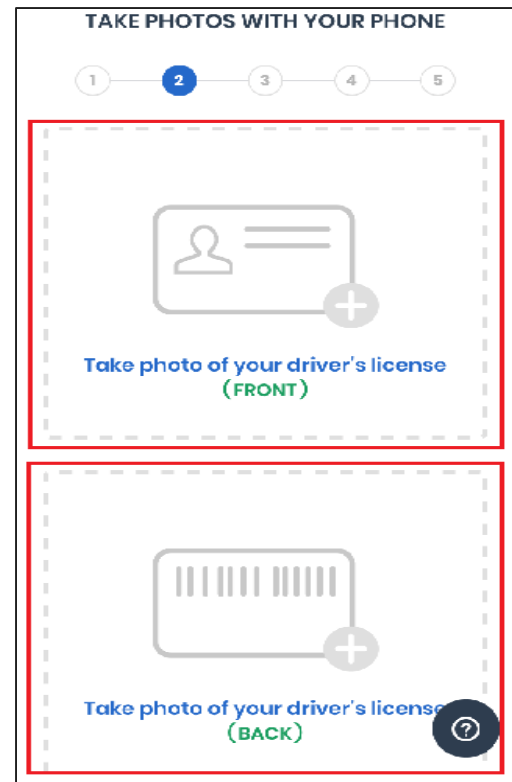
Didn't receive the text message? [Send it again](#)

Option 1: Upload Photos of Your License or State ID

► Step 2

- ID.me will send a text to your phone
- Select the link from your phone to upload the front and back of your photo ID

This message is from [ID.me](#).
Please click the following link to
upload a picture of your ID:
[https://verify.id.me/en/phone/
PHrxGQeQ](https://verify.id.me/en/phone/PHrxGQeQ)



Option 1: Upload Photos of Your License or State ID



► Step 3

- Upload a selfie
- Once photo is uploaded, ID.me will verify automatically


ID.me +  TREASURY

VERIFY YOUR IDENTITY



Let's take a selfie



 Take a photo with my device

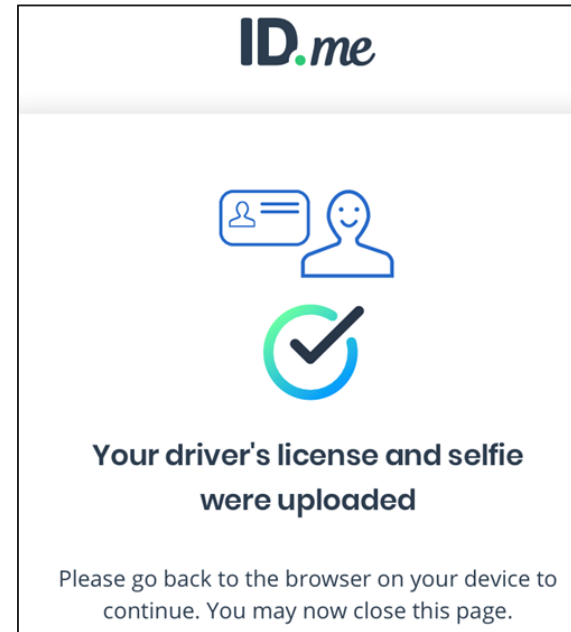
YOUR MOBILE PHONE MUST HAVE A CAMERA AND A WEB BROWSER.

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

Option 1: Upload Photos of Your License or State ID



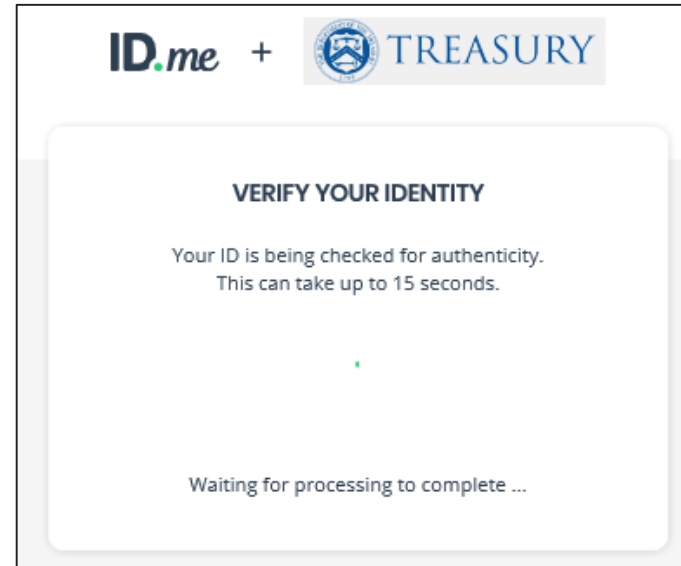
- ▶ Step 3 (continued)
 - Once you have completed the front and back license photos and selfie, the following message is displayed on your phone.
 - You should return to your browser session



Option 1: Upload Photos of Your License or State ID



- ▶ Step 3 (continued)
 - Your browser session indicates the system is in process of verifying your identity
 - It may take up to 15 seconds
 - An additional screen may appear for manual data input if ID.me cannot verify information on your license




Note: If ID.me cannot verify your information from your license, an additional screen may appear for you to input your data manually.

Option 1: Upload Photos of Your License or State ID



► Step 4

- Enter **9 digit Social Security Number**
- A text will be sent to cell phone number
- Select **Continue**

ID.me +  **TREASURY**

VERIFY YOUR IDENTITY

1 — 2 — 3 — **4** — 5

Enter your Social Security number

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

Social Security Number*

#####

Back **Continue**

Option 1: Upload Photos of Your License or State ID



► Step 5

- Confirm information
- Check box – **Accept the use of Fair Credit Reporting Act**
- Select **Continue**

Note: Please verify the information listed

ID.me + TREASURY

VERIFY YOUR IDENTITY

1 2 3 4 **5**

Confirm your information

We will securely use the following information to verify your identity against trusted sources.

What does this mean? ^

Personal information

First Name [REDACTED]

Middle Name [REDACTED]

Last Name [REDACTED]

Gender [REDACTED]

Date of birth [REDACTED]

Home address EDIT

Street [REDACTED]

City [REDACTED]

State VA

Zip Code [REDACTED]

Phone number EDIT

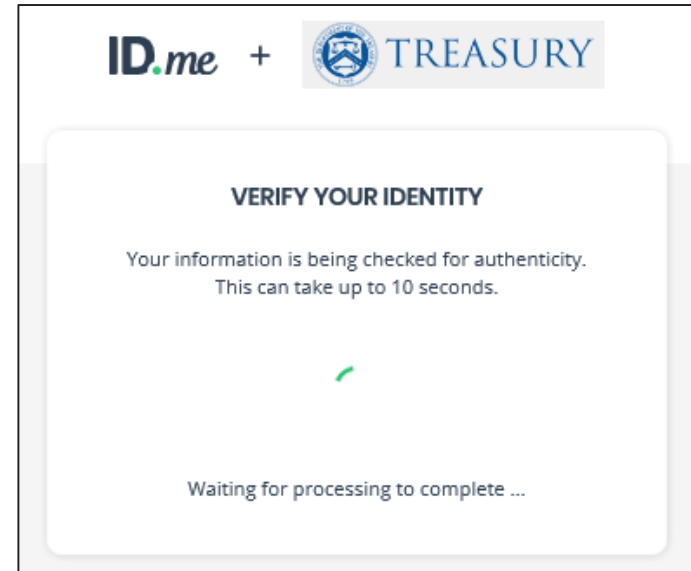
Mobile Phone [REDACTED]

The information I've provided is correct, and I accept the use of [Fair Credit Reporting Act](#) data to verify my identity.

What is The Federal Fair Credit Reporting Act? ^

Option 1: Upload Photos of Your License or State ID

- ▶ Step 5 (continued)
 - Your browser session indicates the system is in process of verifying your identity
 - It may take up to 10 seconds
 - ID.me will send you a Congratulations email
 - **Skip Slide 21** if ID.me completed your identity verification

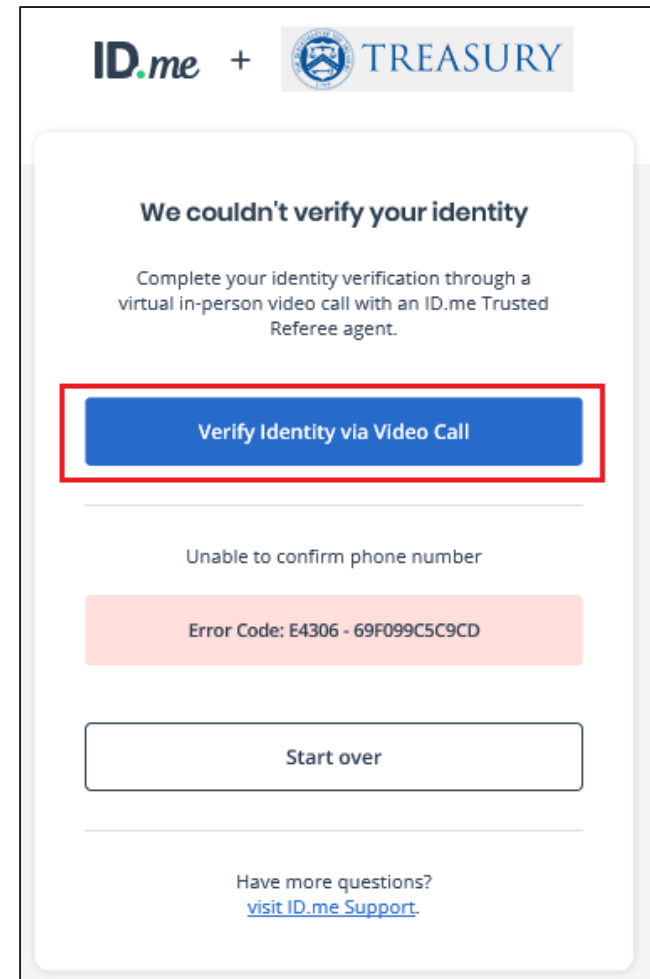


Note: If ID.me cannot verify your SSN or phone number, an additional screen may appear for you to input your data manually.

Option 1: Upload Photos of Your License or State ID



- ▶ If ID.me could not verify your identity:
 - Select Verify Identify via Video Call
 - Start Over (Optional)
 - Select one of the options to setup two-factor authentication
 - » Text Message or Phone Call **(Preferred)**
 - » Push Notification
 - » Code Generator Application
 - » FIDO U2F Security Key
 - » Mobile Yubikey





Option 2: How to start a Virtual In-Person Proofing Session

Option A: User initiates Virtual In-Person Identity Proofing by selecting “I don’t live in the United States”

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.

This process only takes a few minutes.

Choose a verification method

- Upload photos of your driver's license**
Upload photos of your driver's license and enter your social security number. Then we'll confirm your identity with public records. [Start Now](#)
- Upload a photo of your passport**
Upload a photo of your passport and enter your social security number. Then we'll confirm your identity with public records. [Start Now](#)
- Upload photos of your passport Card**
Upload photos of your passport and enter your social security number. Then we'll confirm your identity with public records. [Start Now](#)

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

Option B: User initiates Virtual In-Person Identity Proofing after one unsuccessful online (self-service) identity proofing attempt

ID.me +

We couldn't verify your identity

Complete your identity verification through a virtual in-person video session with an ID.me Trusted Referee agent.

[Verify Identity via Video Call](#)

We're sorry, but your information could not be verified. Please ensure that your information was entered correctly and try again.

Error Code: E4201 - B7E4D6E15713

[Retry Verification](#)

Have more questions?
[Visit ID.me Support](#)

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

Option 2: How to start a Virtual In-Person Proofing Session



- ▶ Review the overview of the 3 step identity verification process
- ▶ When you are ready to proceed, select “Get Started”

The screenshot shows the ID.me website interface. At the top, the ID.me logo is displayed. Below it, the heading reads "BOOK A FREE LIVE VIDEO IDENTITY VERIFICATION SESSION". A dark blue banner features an icon of a laptop with a person silhouette, a speech bubble, and a green checkmark. The main content area is light blue and contains the text: "Complete your identity verification via a Trusted Referee in three easy steps". Below this, three numbered steps are listed in white boxes: "1) Confirm your personal information", "2) Select and upload identification documents" (with a link "View list of eligible documents"), and "3) Attend the live video web session". A message states "Get your identity verified in 15 minutes or less!". A grey box contains the text: "TRUSTED REFEREES ARE TRAINED AND CERTIFIED TO INSPECT YOUR IDENTIFICATION DOCUMENTS AND VERIFY YOUR IDENTITY DURING YOUR ONLINE SESSION." At the bottom, there are two buttons: "Go Back" and "Get Started". The footer includes links for "What is ID.me?", "Terms of Service", and "Privacy Policy".

Option 2: How to start a Virtual In-Person Proofing Session



- ▶ Confirm that your personal information shown on the screen is accurate and select **Continue**

The screenshot shows the ID.me verification interface. At the top, the ID.me logo is displayed. Below it, the text reads "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY" and "Confirm your personal information". A dark blue banner contains the instruction "Please update any personal details in the form below." The form fields are as follows:

- Email***:
- Phone**:
- First Name***:
- Middle Name**:
- Last Name***:
- Suffix**:
- Social Security***:
- Date of Birth***:

A large blue "Continue" button is positioned at the bottom of the form. At the very bottom of the page, there are links for "What is ID.me?", "Terms of Service", and "Privacy Policy".

Option 2: How to start a Virtual In-Person Proofing Session



- ▶ Confirm that the address shown on the screen is your current or most recent address and select **Continue**

ID.me

MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY

Confirm your personal address

If your current or most recent address is different than what is shown below, please update it now.

Country
United States

Current Home Address
1202 Leesburg Pike

City
Falls Church

State
Virginia

Zip Code
22043

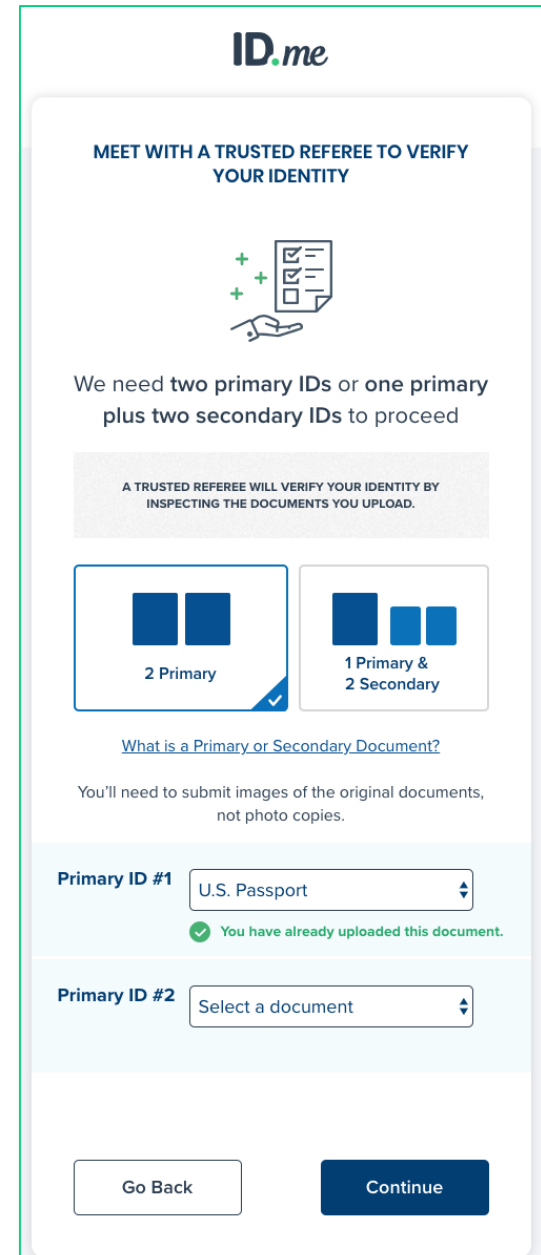
[Go Back](#) [Continue](#)

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

Option 2: How to start a Virtual In-Person Proofing Session

- ▶ You can either upload two (2) Primary IDs or one (1) Primary and two (2) Secondary IDs as evidence
- ▶ In the example shown on this slide, the user chose two Primary IDs and was prompted to select them via the dropdown menu at the bottom of the screen
- ▶ The user chose the U.S. Passport and Driver's License, which we will see on the next screen

Note: You must use an active / valid license, state ID, or Passport



The screenshot shows the ID.me verification screen. At the top, it says "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY" with an icon of a hand pointing to a document. Below this, it states: "We need two primary IDs or one primary plus two secondary IDs to proceed". A grey box contains the text: "A TRUSTED REFEREE WILL VERIFY YOUR IDENTITY BY INSPECTING THE DOCUMENTS YOU UPLOAD." There are two selection options: "2 Primary" (with a checkmark) and "1 Primary & 2 Secondary". A link "What is a Primary or Secondary Document?" is provided. Below the link, it says: "You'll need to submit images of the original documents, not photo copies." The "Primary ID #1" dropdown is set to "U.S. Passport" with a green checkmark and the text "You have already uploaded this document." The "Primary ID #2" dropdown is set to "Select a document". At the bottom, there are "Go Back" and "Continue" buttons.

ID.me

MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY

We need two primary IDs or one primary plus two secondary IDs to proceed

A TRUSTED REFEREE WILL VERIFY YOUR IDENTITY BY INSPECTING THE DOCUMENTS YOU UPLOAD.

2 Primary

1 Primary & 2 Secondary

[What is a Primary or Secondary Document?](#)

You'll need to submit images of the original documents, not photo copies.

Primary ID #1: U.S. Passport

✓ You have already uploaded this document.

Primary ID #2: Select a document

Go Back Continue

Option 2: How to start a Virtual In-Person Proofing Session



- ▶ The user in this example is given the option to either upload photos of their documents from their computer or take them directly with their mobile phone

The screenshot shows the ID.me verification interface. At the top, the ID.me logo is displayed. Below it, the text reads "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY". The main heading is "Chose how to securely submit photos". Underneath, there are "Quick tips" listed: "1) Verify that your documents are up-to-date" and "2) Take the photo in a well-lit area on a flat surface". A light blue box contains the text: "You can submit photos from your current connection or we can send a text to your mobile phone so you can take photos with it." Below this is a dark blue section with a white box containing a person icon, a date field "MM/DD/YYYY", and a green circle with the number "1". A dashed line with a green circle and the number "2" is positioned below the white box. The interface then offers two options: "Take photos with phone" (with a camera icon) and "Upload photos from your computer" (with an upload icon). A note states: "YOUR MOBILE PHONE MUST HAVE A CAMERA AND A WEB BROWSER." Below these options is an "OR" separator. At the bottom, there is a "Go Back" button.

Option 2: How to start a Virtual In-Person Proofing Session



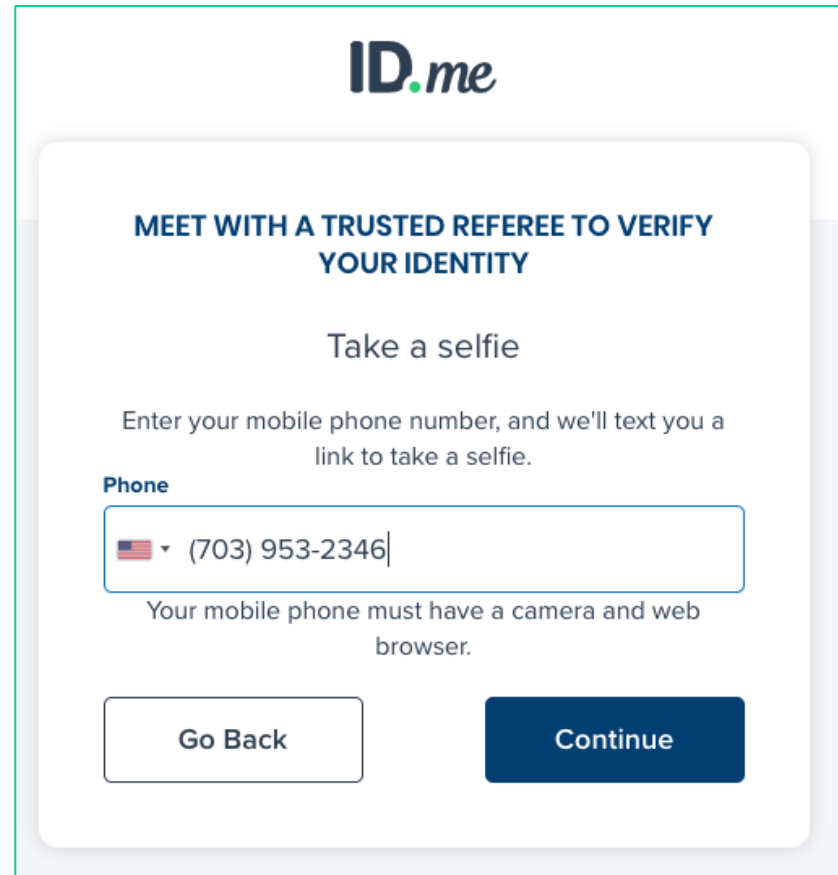
- ▶ You will be taken through each step of the upload process based on the pieces of identity evidence you select

The screenshot shows the ID.me website interface. At the top is the ID.me logo. Below it is the heading "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY". Underneath is the section "Required documentation". There are two main sections for documentation: "Driver's License" and "U.S. Passport". The "Driver's License" section has "FRONT" and "BACK" options. The "FRONT" option is selected, indicated by a green checkmark and the text "We have a photo of the Front your Driver's License". There is a "Choose" button next to it and a "Change" link below. The "U.S. Passport" section has a "FRONT" option selected, also with a green checkmark and the text "We have a photo of the Front your U.S. Passport". There is a "Change" link below it. At the bottom of the form are "Go Back" and "Continue" buttons.

Option 2: How to start a Virtual In-Person Proofing Session



- ▶ Enter your mobile phone number, and you will be texted a link to capture a photo of yourself (selfie capture)

A screenshot of the ID.me verification interface. At the top is the ID.me logo. Below it, the text reads "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY". Underneath is the instruction "Take a selfie". A sub-instruction says "Enter your mobile phone number, and we'll text you a link to take a selfie." There is a "Phone" label above a text input field. The input field contains a dropdown menu with a US flag icon and the number "(703) 953-2346". Below the input field is a note: "Your mobile phone must have a camera and web browser." At the bottom are two buttons: "Go Back" and "Continue".


ID.me

MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY

Take a selfie

Enter your mobile phone number, and we'll text you a link to take a selfie.

Phone

 (703) 953-2346

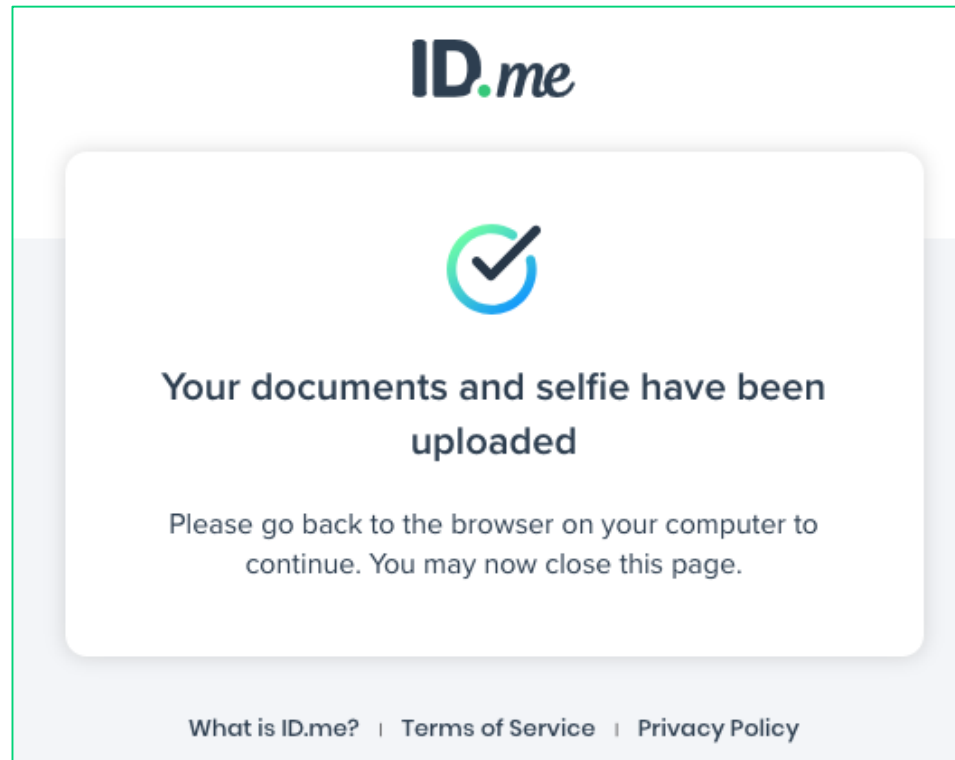
Your mobile phone must have a camera and web browser.

Go Back **Continue**

Option 2: How to start a Virtual In-Person Proofing Session



- ▶ Once you capture and successfully upload your selfie, you will receive a confirmation screen that prompts you to return to your original browser to resume the session



Option 2: How to start a Virtual In-Person Proofing Session



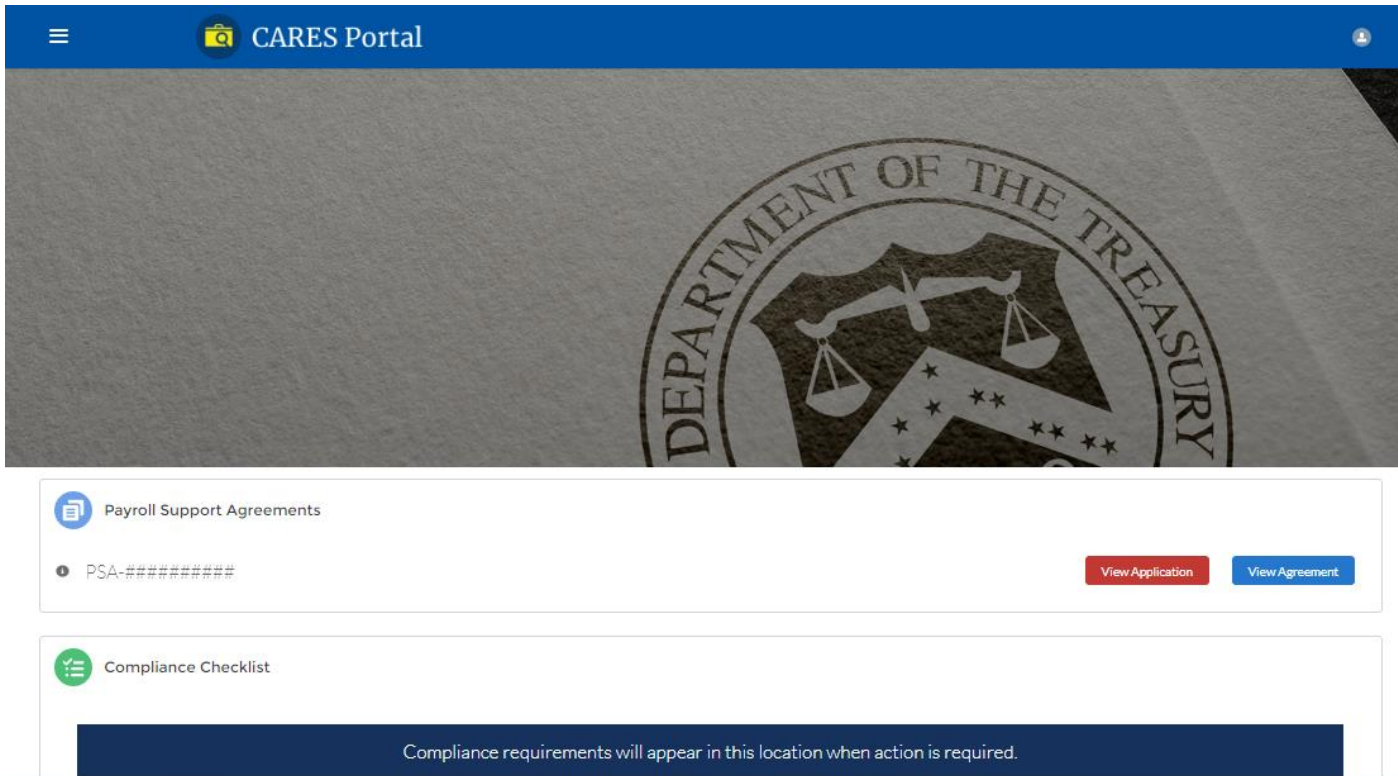
- ▶ Review your personal information to ensure it is correct and then select **Continue**

The screenshot displays 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 asks to "Confirm your information" and notes that details from the credit profile will be used for verification. The form is divided into sections: "Full Legal Name" (with an "EDIT" link), "First Name" (VERONICA), "Middle Name", "Last Name" (PERSINGER), "Date of Birth" (07/09/1942), "Current home address" (with an "EDIT" link), "Street" (1202 Leesburg Pike), "City" (Falls Church), "State" (VA), "Zip Code" (22043), "Country" (US), "Phone" (with an "EDIT" link), and "Mobile Number" (+1 703-953-2346). A "Documents and Selfie" section shows three items: "Driver's License" (with a "Reupload" button), "U.S. Passport" (with a "Reupload" button), and "Selfie" (with a "Retake" button). At the bottom, there is a large blue "Continue" button.

Website Redirect



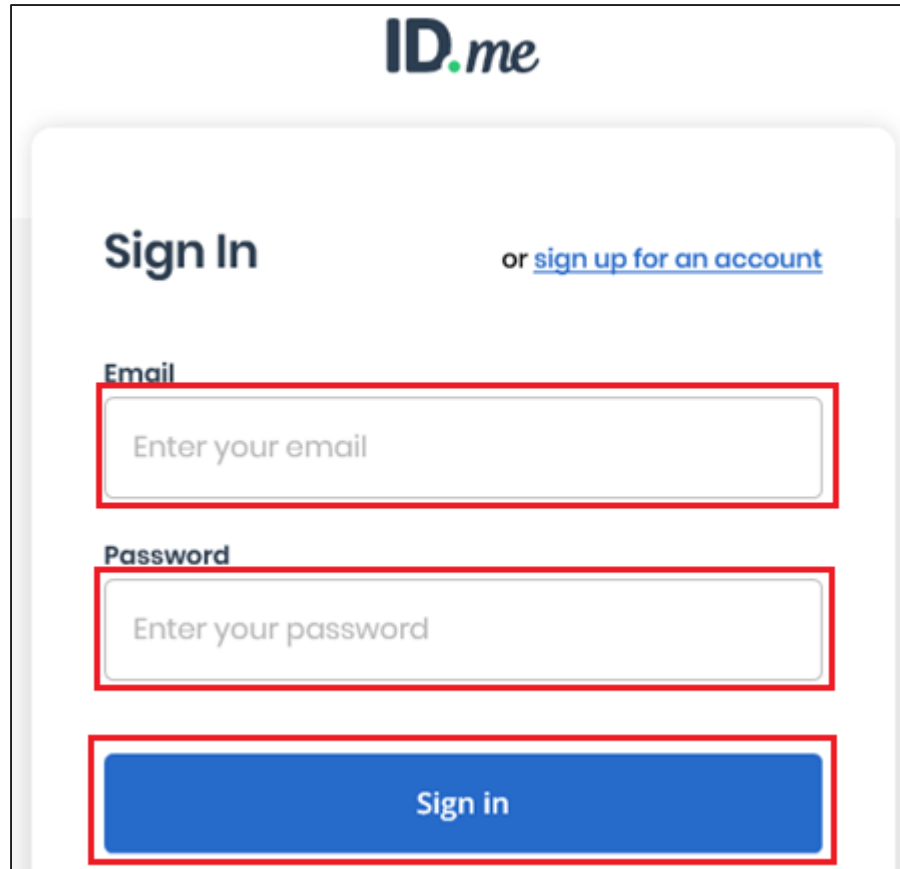
- ▶ Once ID.me identity verification is complete, you will be redirected to the CARES Portal landing page



Logon to CARES Portal



- ▶ Sign in with ID.me Account

A screenshot of the ID.me sign-in interface. The ID.me logo is at the top. Below it, the text "Sign In" is followed by "or [sign up for an account](#)". There are three input fields, each highlighted with a red border: an "Email" field with the placeholder "Enter your email", a "Password" field with the placeholder "Enter your password", and a blue "Sign in" button.

ID.me

Sign In or [sign up for an account](#)

Email
Enter your email

Password
Enter your password

Sign in

Logon to CARES Portal



- ▶ Complete Logon
 - ▶ Receive authentication code via phone
 - ▶ Select Continue (left)
 - ▶ Select Continue (right)

ID.me

COMPLETE YOUR SIGN IN

1 — 2 — 3

Receive authentication code via phone

Text message **Phone call**

You will receive a code at the following number

Continue

ID.me

COMPLETE YOUR SIGN IN

1 — 2 — 3

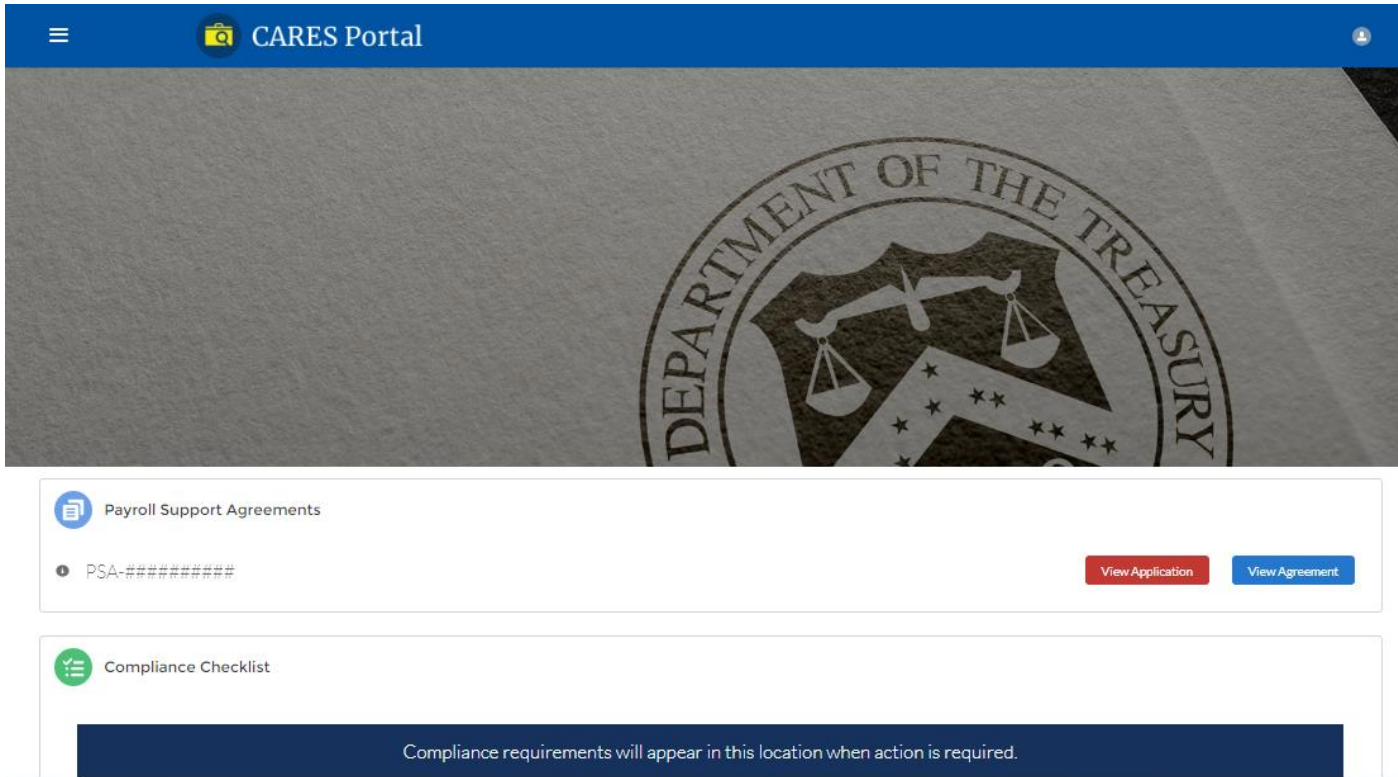
Confirm your phone number

Please check your phone for the 6-digit code that we just sent to you at (***)-***-703.

Enter the 6-digit code

Didn't receive the code? [Send it again](#)

Continue



The screenshot shows the CARES Portal interface. At the top, there is a blue header with a menu icon, a camera icon, and the text "CARES Portal". Below the header is a large banner image featuring the Department of the Treasury seal. The main content area contains two sections:

- Payroll Support Agreements:** This section includes a document icon, the text "Payroll Support Agreements", and a field labeled "PSA-#####". To the right of this field are two buttons: "View Application" (red) and "View Agreement" (blue).
- Compliance Checklist:** This section includes a checklist icon and the text "Compliance Checklist". Below this is a dark blue bar with the text "Compliance requirements will appear in this location when action is required."

Note: Successful logon (authentication) to CARES Portal