Key Moments

1. Accessing the Portal
2. Sharing Your SSN
3. Verifying Your Identity

Accessing the Portal

1 Landing Page

2 Disclaimers

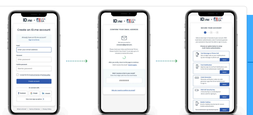
3 Eligibility

Sharing Your SSN

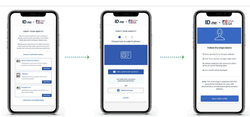
4 Social Security Number

Verifying Your Identity

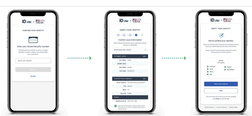
1 Create Account



2 Verify Identity

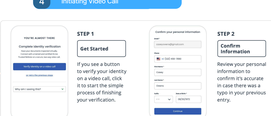


3 Social Security Number



If Unable to Verify...

4 Initiating Video Call



STEP 1

Get Started

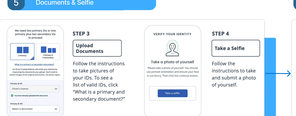
If you see a button to verify your identity on a video call, click it to start the simple process of finishing your verification.

STEP 2

Confirm Information

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

5 Documents & Selfie



STEP 3

Upload Documents

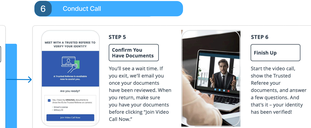
Follow the instructions to take pictures of your IDs. To see a list of valid IDs, click "What is a primary and secondary document?"

STEP 4

Take a Selfie

Follow the instructions to take and submit a photo of yourself.

6 Conduct Call



STEP 5

Confirm You Have Documents

You'll see a wait time. If you exit, we'll email you once your documents have been reviewed. When you return, make sure you have your documents before clicking "Join Video Call Now."

STEP 6

Finish Up

Start the video call, show the Trusted Referee your documents, and answer a few questions. And that's it - your identity has been verified!