



Creating a certified digital identity

Thank you for your participation in the State, Local, and Tribal Governments Support Programs.

In order to more efficiently and transparently meet the terms and conditions, all participants must have **certified digital identity**.

There is a **three-step process** to receive verified credentials from our certified identity provider (ID.me). We expect the entire process will take about 10 minutes for most people.

To get started, visit <https://portal.treasury.gov/cares/s/slt>, click on **create an account**, and follow the instructions.

| STEP | NOTES |
|--|--|
| Step 1: Verify your email | Use same email address from your SLT Portal welcome email. |
| Step 2: Set up two-factor authentication | For this step we recommend using a cell phone, but other options are available. |
| Step 3: Verify your identity | For this step you'll need an official photo ID. We recommend using a device with a camera where available, but identity verification calls are also available at no cost to you. |

Throughout this process, your information will remain completely secure. The process does not require a credit check.

When you've finished, you'll get a confirmation email that means you can now log in to the [SLT Portal](#) with your new ID.me account. The CARES Portal works best with [Google Chrome](#).

If you have questions about using ID.me to establish your credentials, please contact ID.me support at <https://help.id.me/>. For assistance with technical issues with SLT Portal, please contact us at covidreliefitsupport@treasury.gov. We appreciate your timely action to fulfill these requirements.

For More Information

While the ID.me site has excellent instructions on creating and validating your digital identity, some participants may want step-by-step instructions with screen shots. These detailed instructions are available here:

<https://home.treasury.gov/policy-issues/coronavirus/assistance-for-state-local-and-tribal-governments>

The requirements for CARES Act credentials are defined by [NIST SP 800-63 v3](#) (Digital Identity Guidelines). ID.me is a certified commercial identity provider offering Identity Assurance Level (IAL) 2 and Authentication Assurance Level (AAL) 2 credentials. No Personally Identifiable Information will be retained by ID.me.

For additional information on verifying your information with ID.me, navigate to the [ID.me + Treasury support page](#).



SLT Portal

Create an ID.me Account
April 2021



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 recipients who attempt to logon to the Treasury COVID-19 Relief Hub for the first time need to sign up with ID.me through the following three-step process:
 - Email Confirmation (Slides 4 - 5)
 - Two Factor Authentication Verification (Slides 6 – 9)
 - Identity Verification (Slides 10 – 32)
 - Examples are provided for the following Identity Verification Options
 - Option 1: Upload Photos of Your License or State ID (Slides 10 – 20)
 - Option 2: Virtual In-Person Identity Proofing (Slides 21 – 32)
- ▶ Process to logon to Treasury COVID-19 Relief Hub once ID.me registration is complete (Slides 33 through 35)
- ▶ Additional Resources (Slide 36)
- ▶ 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/s/slt>
 - *For best site performance, it is recommended that you use Google Chrome*
- ▶ Select **create an ID.me account**
 - Input the email address and create a password
 - Check Box – **Accept terms of service and privacy policy**
 - Select **Create an ID.me account**

ID.me +  TREASURY

Sign in to ID.me

[Or create an ID.me account](#)

Email


Enter your email

Password

Enter your password

Sign in to ID.me



ID.me +  TREASURY

Create an ID.me account

[Or sign in to your account](#)

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



Email Confirmation

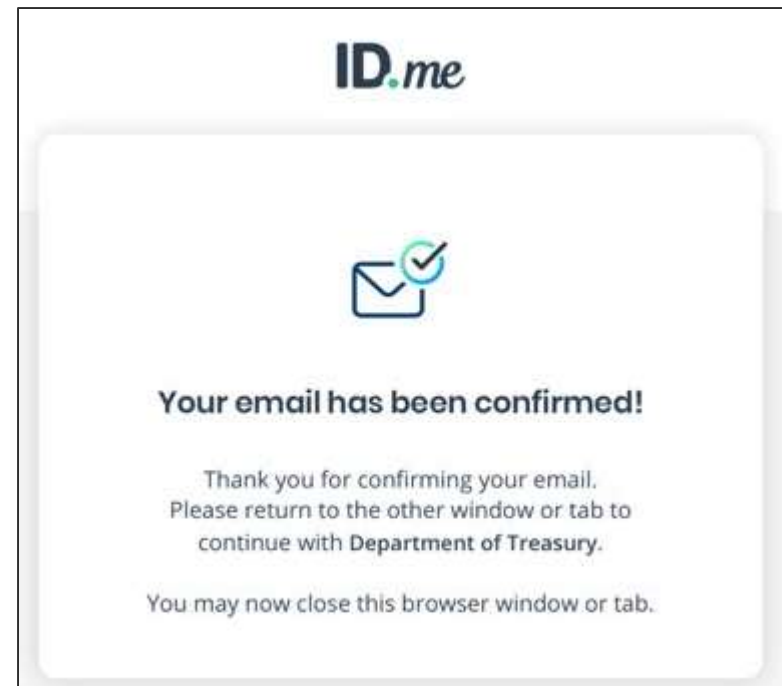
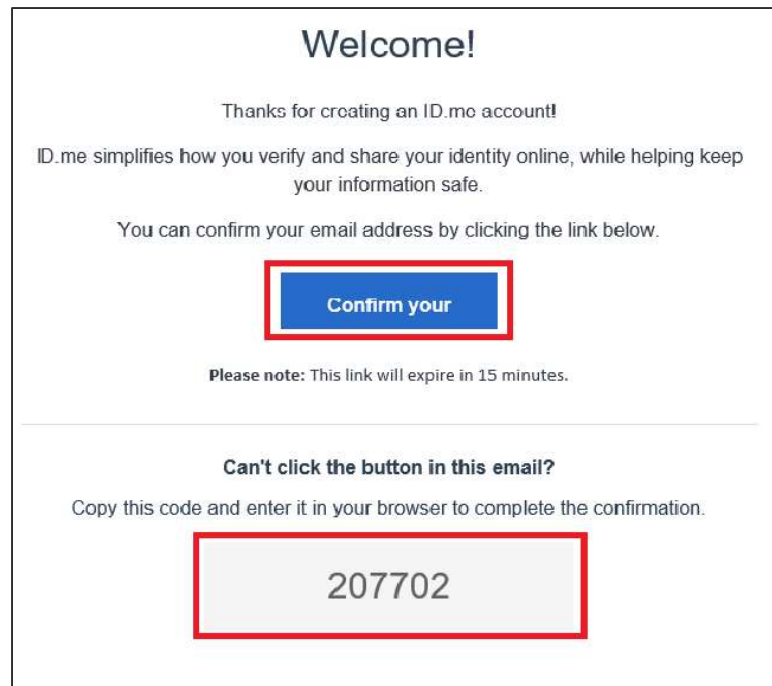
- ▶ ID.me will send a confirmation email to the email account you used to register
 - ID.me will send a confirmation email with 6 digit code
 - Once you select **Confirm Your Email** in your email, ID.me will verify automatically
 - Select **Continue**

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.



Email Confirmation

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





Two-Factor Authentication

- ▶ Select one of the options to setup multi-factor authentication options
 - 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.

The screenshot shows the ID.me + Treasury 'SECURE YOUR ACCOUNT' page. It features a progress indicator with three steps, where the first step is active. The page explains the benefits of two-factor authentication and lists five options: Text Message or Phone Call (highlighted with a red box), Push Notification, Code Generator Application, FIDO U2F Security Key, and Mobile YubiKey. Each option includes a brief description and a 'Select' button.

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.

The screenshot shows the ID.me + Treasury Two-Factor Authentication setup interface. At the top, the ID.me and Treasury logos are displayed. Below them, the heading "SECURE YOUR ACCOUNT" is followed by a progress indicator with three steps, where the second step is active. The main heading is "Receive authentication code via phone", with a subtext: "Be sure to use a phone number you have access to whenever you plan to sign in." Below this is a red-bordered input field for the phone number, with a small US flag icon on the left. Underneath is the heading "Choose how you want to receive the code". There are two options: "Text message" (with a smartphone icon and a blue checkmark in the bottom right corner) and "Phone call" (with a telephone handset icon). Both options are enclosed in red-bordered boxes. Below these options is a disclaimer: "THE NUMBER PROVIDED WILL ONLY BE USED FOR ACCOUNT SECURITY. MESSAGE AND DATA RATES MAY APPLY." At the bottom, there are two buttons: "Go back" and "Continue". The "Continue" button is highlighted with a red border.



Two-Factor Authentication: Text Message or Phone Call

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

Your [ID.me](#) verification code is **882353**. Don't share it. We will never call to ask for it.

Note: The code will expire after 15 minutes.

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](#)



Multi-Factor Authentication: Text Message or Phone Call

► Confirmation

The screenshot shows the ID.me + TREASURY logo at the top. Below it, the text reads "YOUR ACCOUNT IS NOW SECURE" and "Your phone number can now be used for two-factor authentication." A padlock icon with a checkmark is displayed. A link to "ID.me My Account" is provided. A section titled "Recovery code" explains that a recovery code can be used if access to the two-factor device is lost. A "Generate recovery code" button is present. At the bottom, a blue "Continue" button is highlighted with a red border.

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

ID.me will send you an email notification that you enabled multi-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 11-21**
 - 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

Note: This presentation captures screen shots for the first option: Take a picture with my device.



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 MOBILEPHONE MUST HAVE A CAMERA AND A WEB BROWSER.

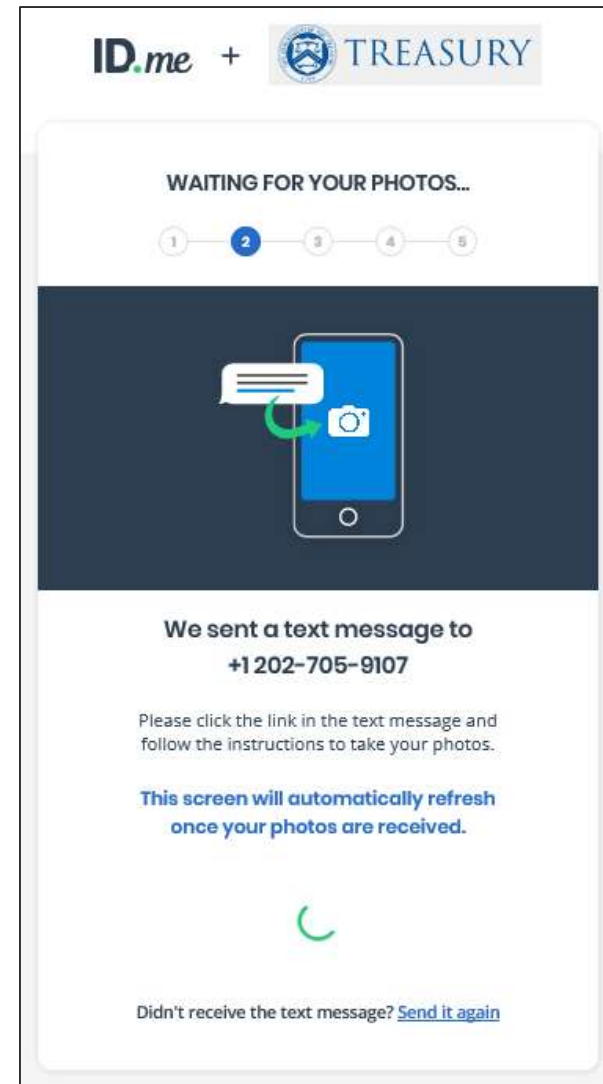
[Back](#) [Continue](#)



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.

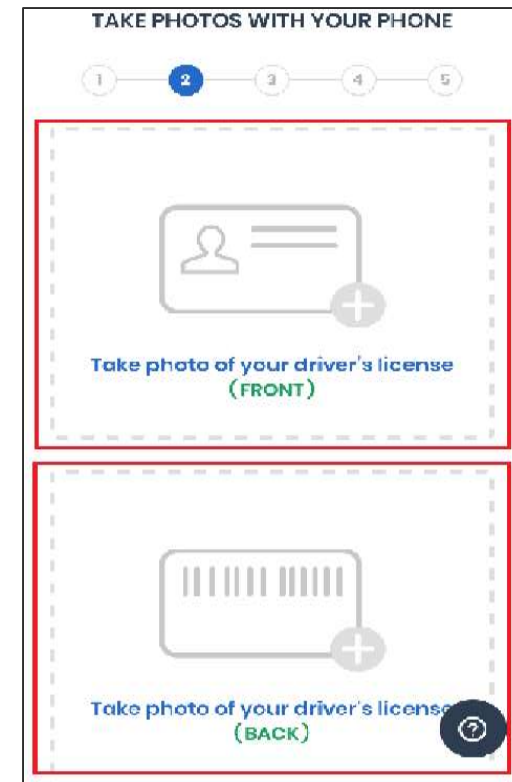




Option 1: Upload Photos of Your License or State ID

- ▶ 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](https://verify.id.me/en/phone/PHrxGQeQ).
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)

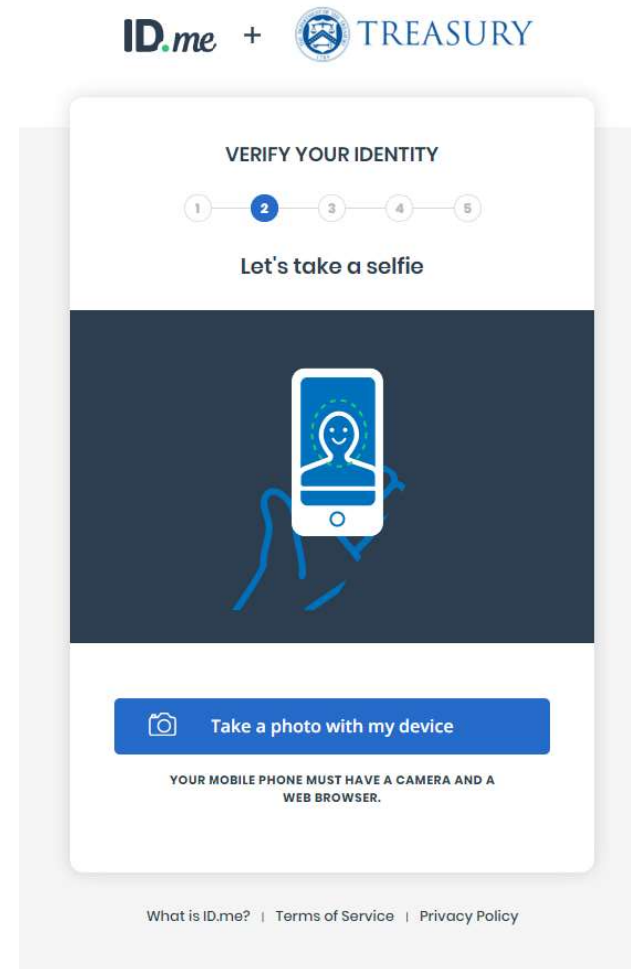




Option 1: Upload Photos of Your License or State ID

- ▶ Step 3
 - Consent to ID.me capturing biometric information
 - Select upload a video selfie
 - Follow the instructions carefully to take the video selfie

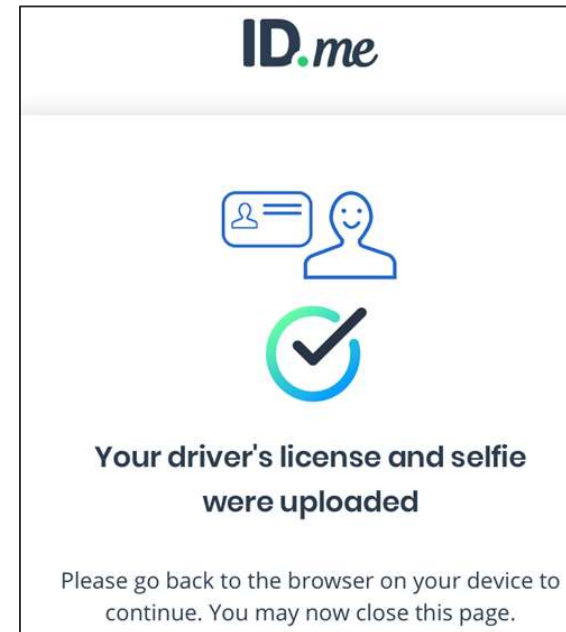
For more information on how to upload a video selfie, please reference this [help article](#) or this [user guide](#).





Option 1: Upload Photos of Your License or State ID

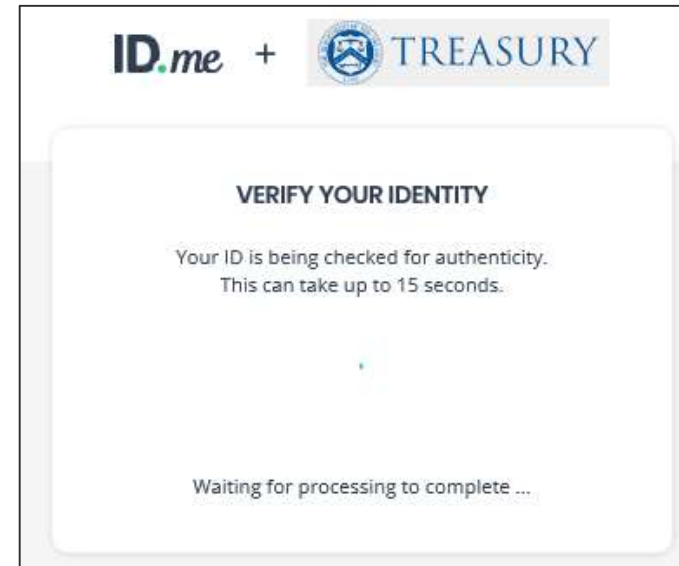
- ▶ Step 3 (continued)
 - Once you have completed the front and back license photos and video selfie, the following message is displayed on your phone.
 - You should return to your browser session





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

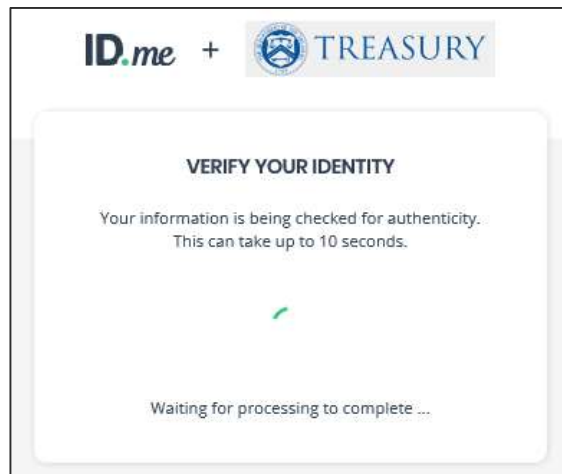
- ▶ Step 5
 - Confirm information
 - Check box – **Accept the use of Fair Credit Reporting Act**
 - Select **Continue**

Note: Please verify the information listed




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
 - Consent to sharing your information with the Department of Treasury
 - ID.me will send you a Congratulations email
 - **Skip to Slide 36** 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.

VERIFY YOUR IDENTITY



We've verified your identity!

Before we send you back to USA GA, we need permission to share your verified identity information with USA GA.

Please note that only information obtained from the verification process will be shared.

Department of Treasury
will receive:

| | |
|-------------|-----------------|
| ✓ Full Name | ✓ Address |
| ✓ Email | ✓ Date of Birth |
| ✓ Phone | |
| ✓ SSN | |

[Allow and continue](#)

[Deny](#)

You can remove this access at any time by changing your **ID.me** account settings.



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

ID.me + TREASURY

We couldn't verify your identity

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

Verify Identity via Video Call

Unable to confirm phone number

Error Code: E4306 - 69F099C5C9CD

Start over

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



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”

ID.me

BOOK A FREE LIVE VIDEO IDENTITY VERIFICATION SESSION

Complete your identity verification via a Trusted Referee in three easy steps

- 1) Confirm your personal information
- 2) Select and upload identification documents
[View list of eligible documents](#)
- 3) Attend the live video web session

Get your identity verified in 15 minutes or less!

TRUSTED REFEREES ARE TRAINED AND CERTIFIED TO INSPECT YOUR IDENTIFICATION DOCUMENTS AND VERIFY YOUR IDENTITY DURING YOUR ONLINE SESSION.

[Go Back](#) [Get Started](#)

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

ID.me

MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY

Confirm your personal information

Please update any personal details in the form below.

Email*
bill.davenport+loa3@id.me

Phone
🇺🇸 (703) 953-2346

First Name* VERONICA **Middle Name**

Last Name* PERSINGER

Suffix **Social Security***

Date of Birth* 07/09/1942

Continue

What is ID.me? | Terms of Service | 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**

The screenshot shows the ID.me verification page. At the top is the ID.me logo. Below it, the text reads "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY" and "Confirm your personal address". A dark blue banner contains the instruction: "If your current or most recent address is different than what is shown below, please update it now." The form fields are as follows: "Country" with a dropdown menu showing "United States" and a flag icon; "Current Home Address" with a text box containing "1202 Leesburg Pike"; "City" with a text box containing "Falls Church"; "State" with a dropdown menu showing "Virginia"; and "Zip Code" with a text box containing "22043". At the bottom are two buttons: "Go Back" and "Continue". The footer contains links: "What is ID.me?", "Terms of Service", and "Privacy Policy".

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

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 process. At the top, the ID.me logo is displayed. Below it, the text reads "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY". The next section is titled "Chose how to securely submit photos" (note the typo "Chose"). Under this, there are "Quick tips": "1) Verify that your documents are up-to-date" and "2) Take the photo in a well-lit area on a flat surface". A message states: "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 blue box with a white outline of a document and a person icon, with the text "MM/DD/YYYY" and a green circle with the number "1". A dashed line with a green circle and the number "2" is below it. The next section has a dark blue button with a camera icon and the text "Take photos with phone". Below this is a light gray box with a camera icon and the text "YOUR MOBILE PHONE MUST HAVE A CAMERA AND A WEB BROWSER." Below this is a white box with the text "OR". Below "OR" are two buttons: "Upload photos from your computer" (with an upload icon) and "Go Back".



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 displays the ID.me verification interface. At the top, the ID.me logo is visible. Below it, the text reads "MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY". The section is titled "Required documentation".

Under "Required documentation", there are two sections:

- Driver's License:** This section shows a "FRONT" view with a green checkmark and the text "We have a photo of the Front your Driver's License". A "Change" link is present. To the right, there is a "BACK" label and a blue "Choose" button.
- U.S. Passport:** This section shows a "FRONT" view with a green checkmark and the text "We have a photo of the Front your U.S. Passport". A "Change" link is present.

At the bottom of the interface, there are two buttons: "Go Back" and "Continue".



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)


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

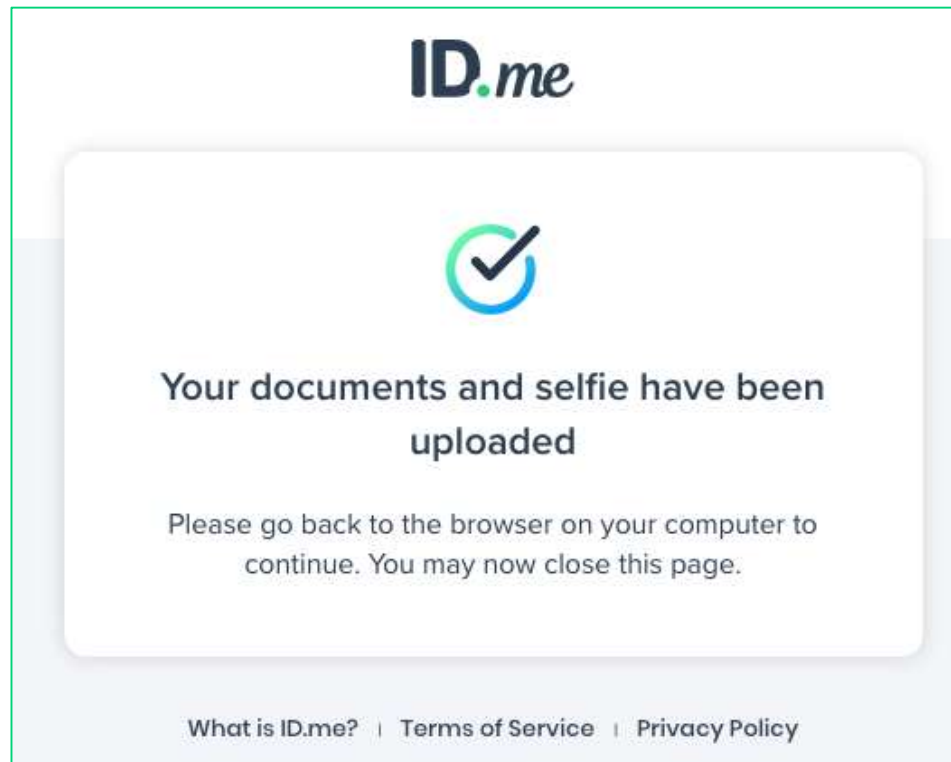
Your mobile phone must have a camera and web browser.

[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**

ID.me

MEET WITH A TRUSTED REFEREE TO VERIFY YOUR IDENTITY

Confirm your information

We'll verify the information you've entered with details from your credit profile

Full Legal Name EDIT

First Name VERONICA

Middle Name

Last Name PERSINGER

Date of Birth 07/09/1942

Current home address EDIT

Street 1202 Leesburg Pike

City Falls Church

State VA

Zip Code 22043

Country US

Phone EDIT

Mobile Number +1 703-953-2346

Documents and Selfie

✓ Driver's License Reupload

✓ U.S. Passport Reupload

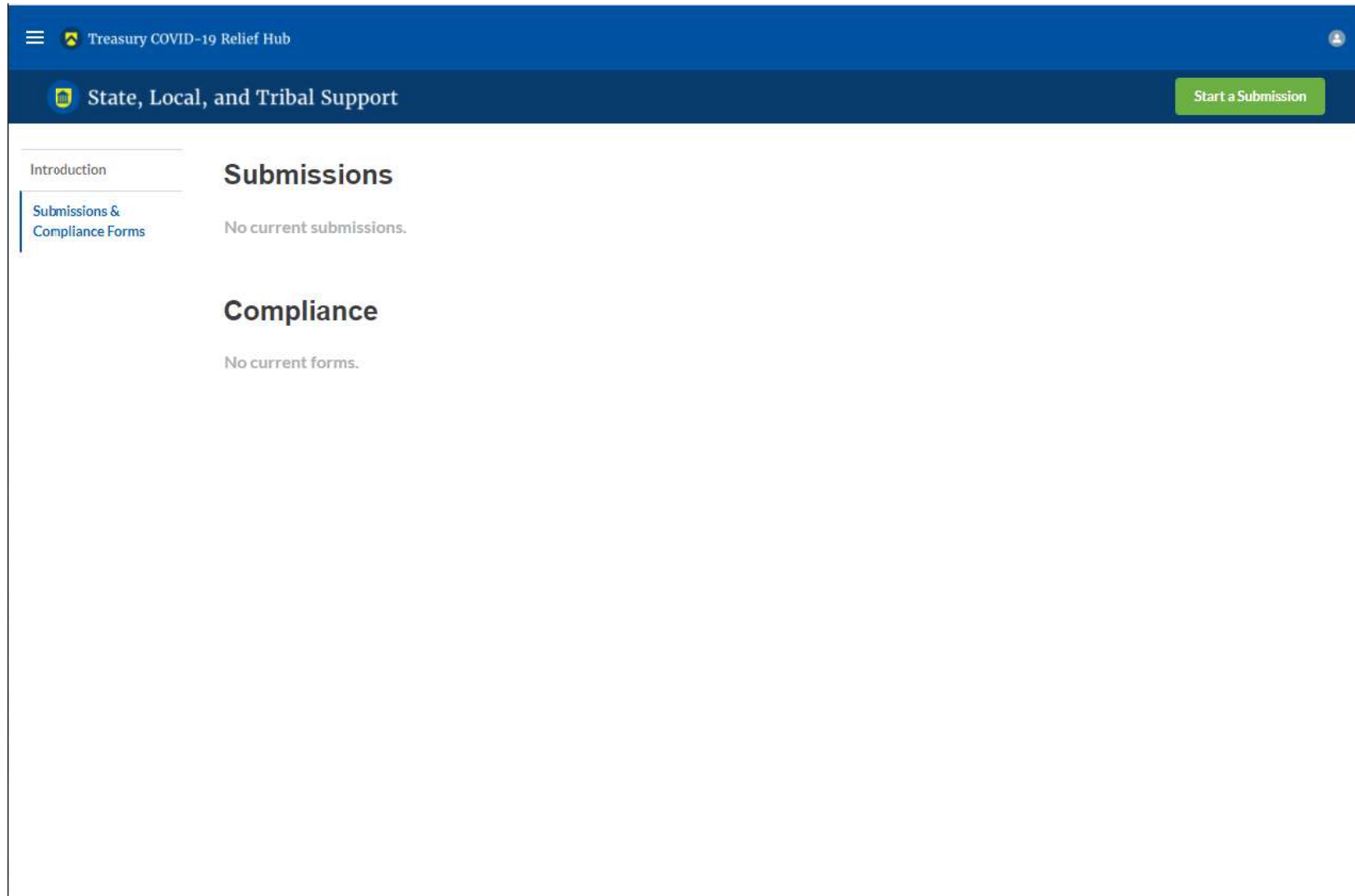
✓ Selfie Retake

Continue

Website Redirect



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



Logon to SLT Portal



- Sign in with ID.me Account



Sign in to ID.me

[Or create an ID.me account](#)

Email

Enter your email

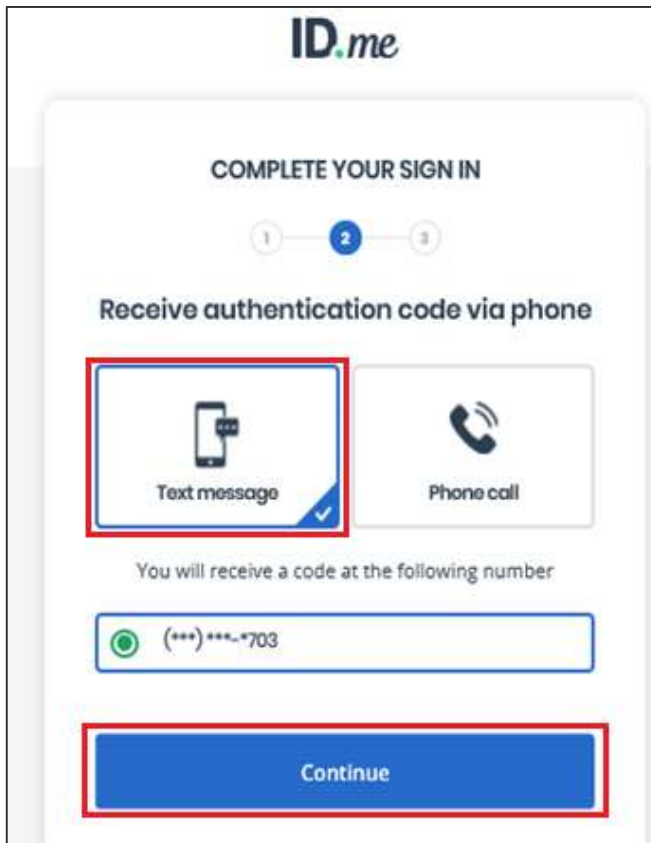
Password

Enter your password

Sign in to ID.me

Logon to SLT Portal

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



ID.me

COMPLETE YOUR SIGN IN

1 — 2 — 3

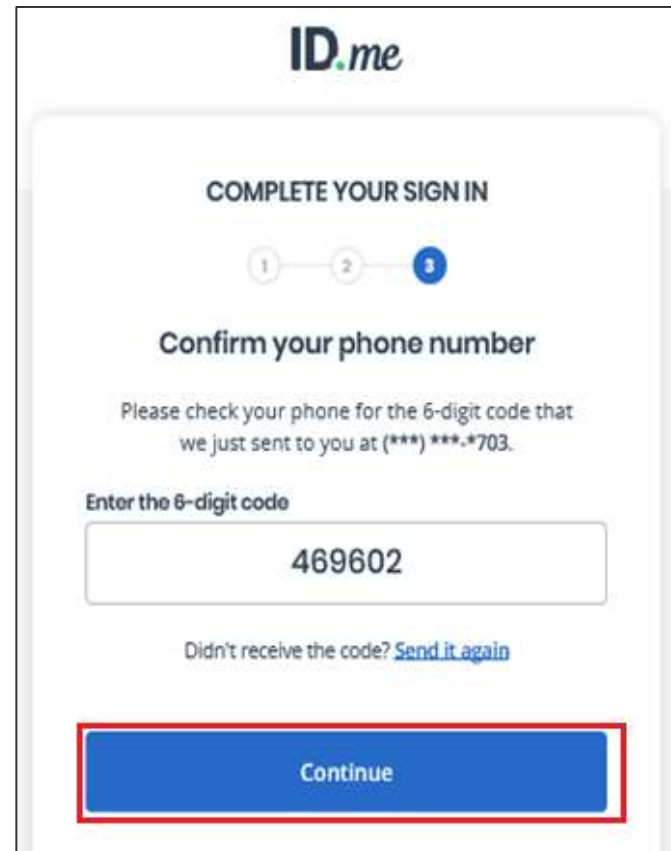
Receive authentication code via phone

Text message **Phone call**

You will receive a code at the following number

(*) (*) (*) - *703

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.

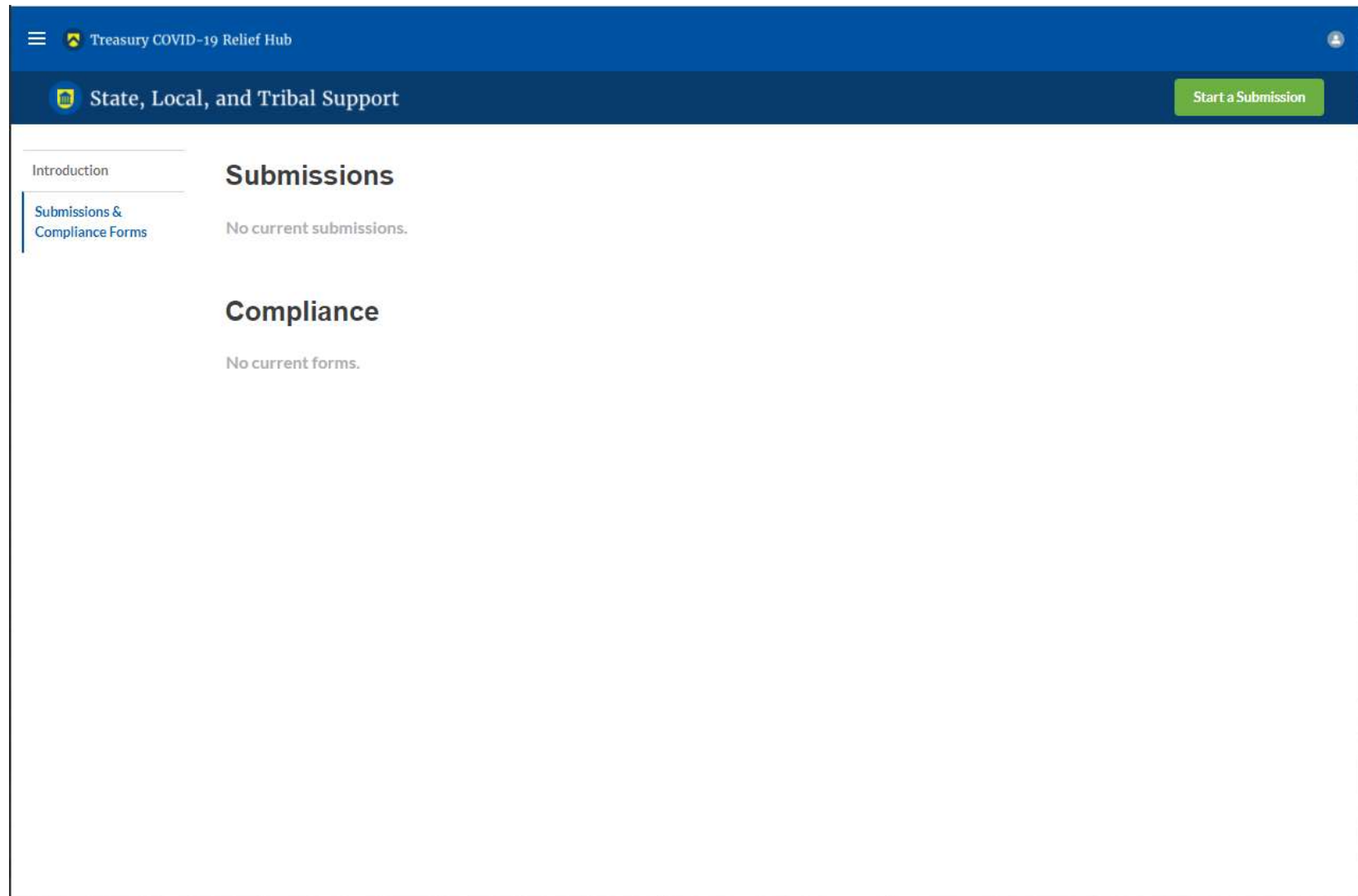
Enter the 6-digit code

469602

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

Continue

Log On



Note: Successful logon (authentication) to SLT Portal



Additional Resources

For assistance with technical issues with SLT Portal, please contact covidreliefitsupport@treasury.gov

For additional information on verifying your information with ID.me, navigate to the [ID.me + Treasury support page](#). Some helpful articles and user guides are linked below.

▶ Help Articles:

- [Can I use Native American / Tribal documents as a form of evidence for identity verification?](#)
- [How do I verify my identity to access my Treasury account?](#)
- [How do I take and submit a selfie or video selfie?](#)
- [How do I 'upgrade my credential' with a video selfie?](#)

▶ User Guides:

- [How to verify your identity](#)
- [How to take a video selfie](#)
- [How to verify your identity on a video call](#)

| Frequently Asked Questions | Answer |
|---|--|
| How do I contact ID.me for assistance? | Please navigate to help.id.me to interact with ID.me's virtual assistant (on the lower right) or to submit a help request. ID.me's support team is available 24 hours a day, 7 days a week and will respond to your question as soon as possible. |