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 covidrelieftsupport@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.
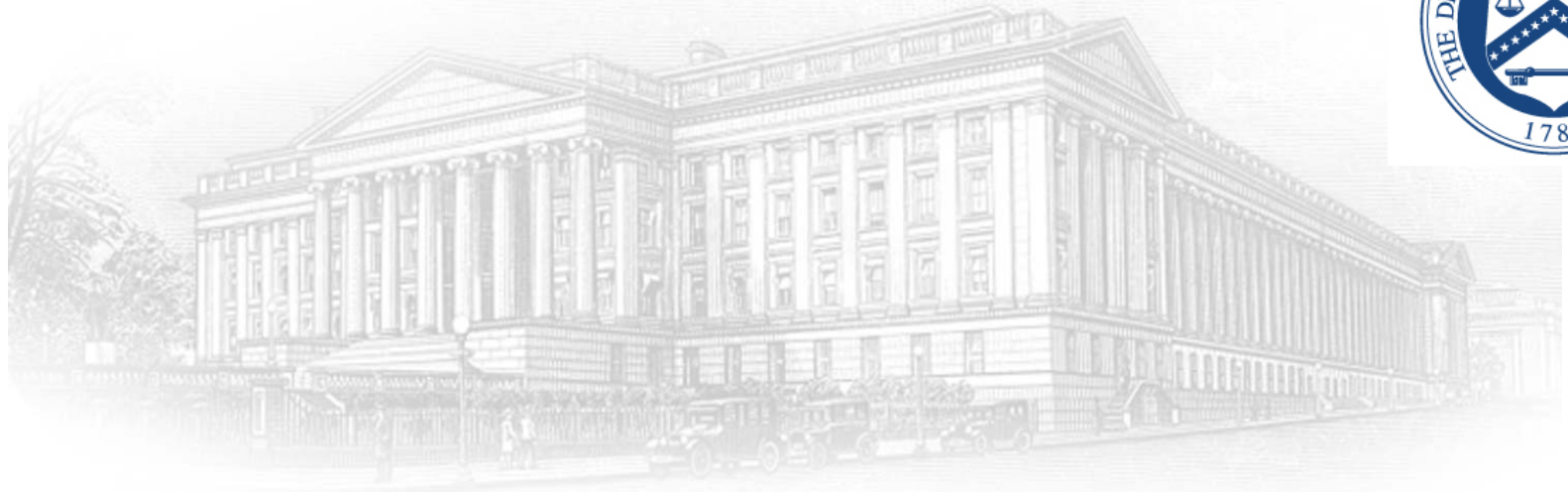
SLT Portal

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**

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
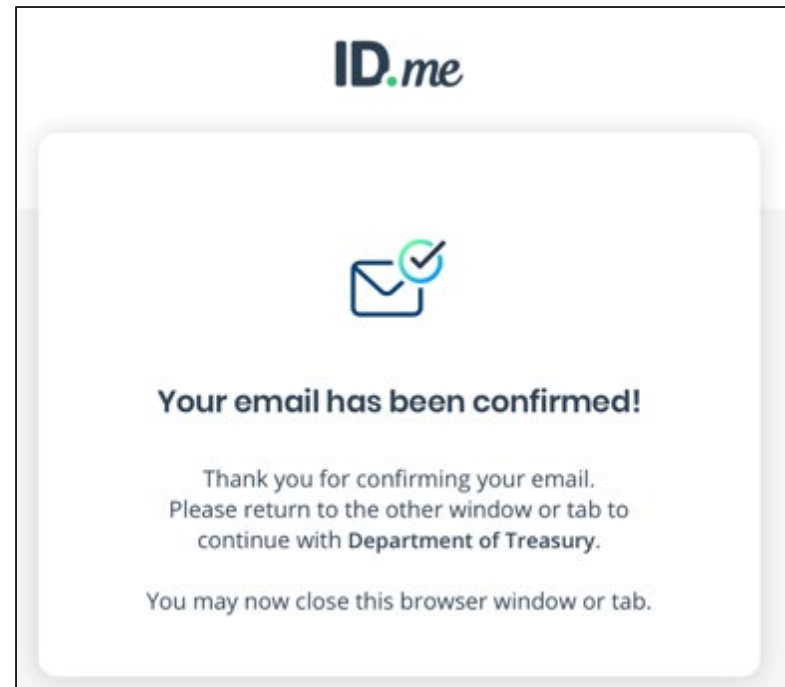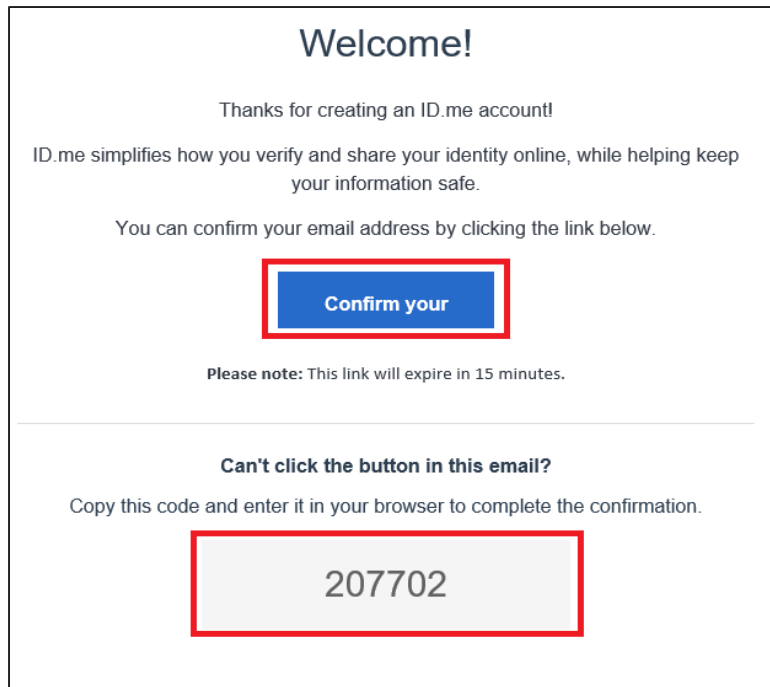
Two-Factor Authentication

► 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.
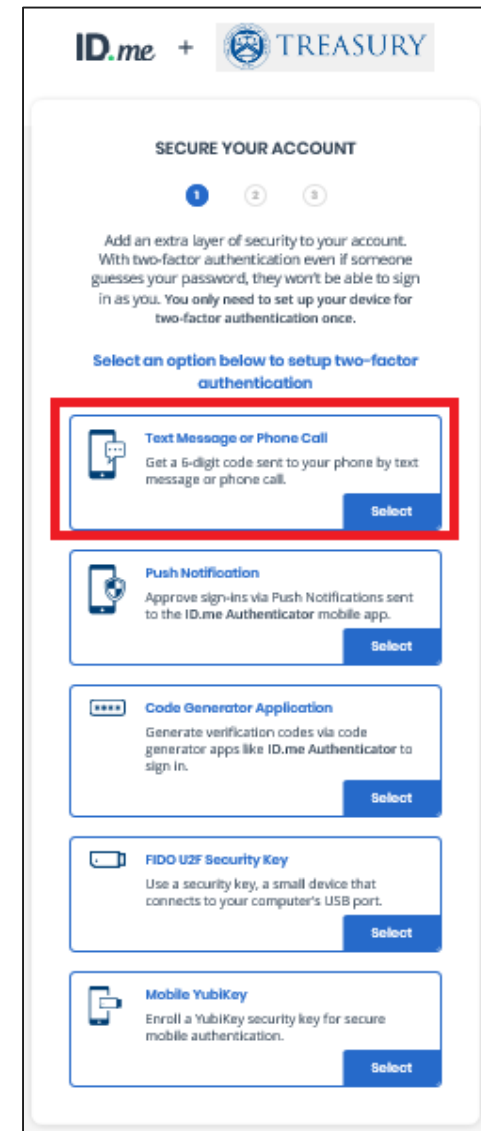
Two-Factor Authentication: Text Message or Phone Call

► Select Text message

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

Note: Please use your valid mobile phone number.
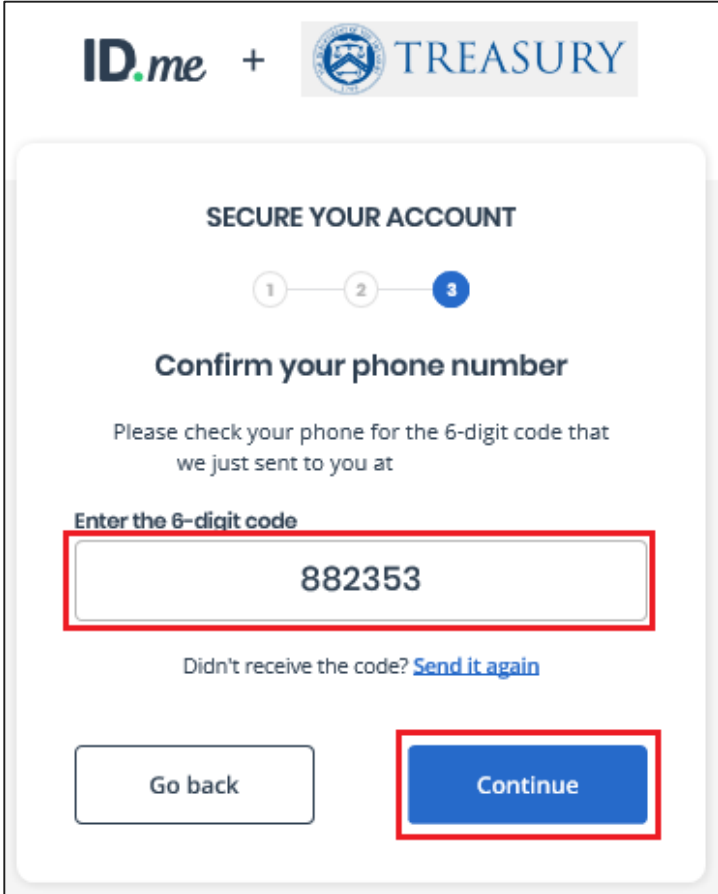
Two-Factor Authentication: Text Message or Phone Call

► Verify phone number

- 6 digit verification code generated automatically

- Select **Continue**

Note: The code will expire after 15 minutes.
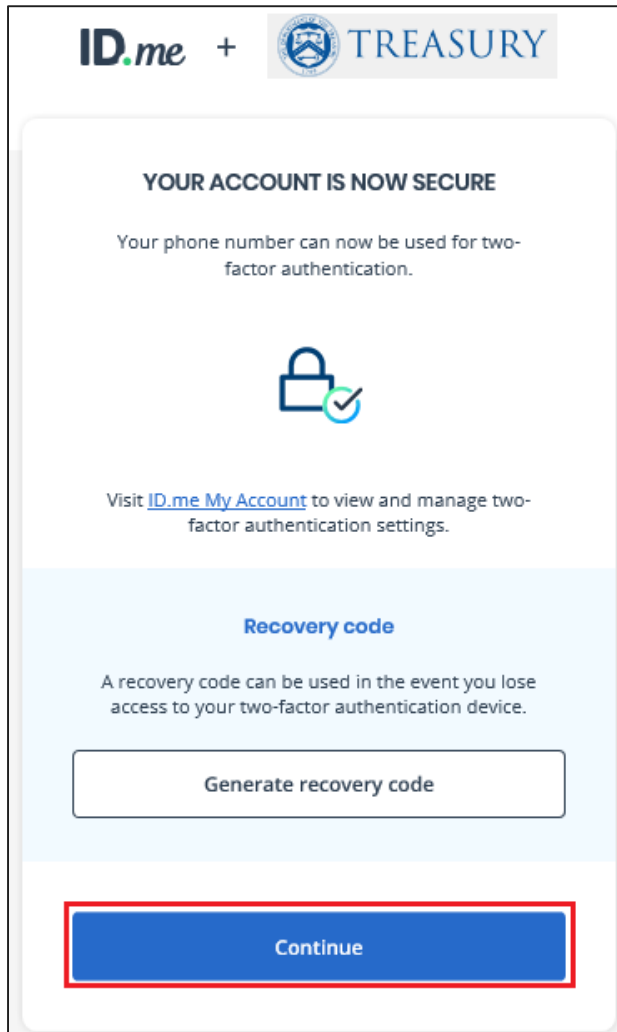
Multi-Factor Authentication: Text Message or Phone Call

► Confirmation

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.

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
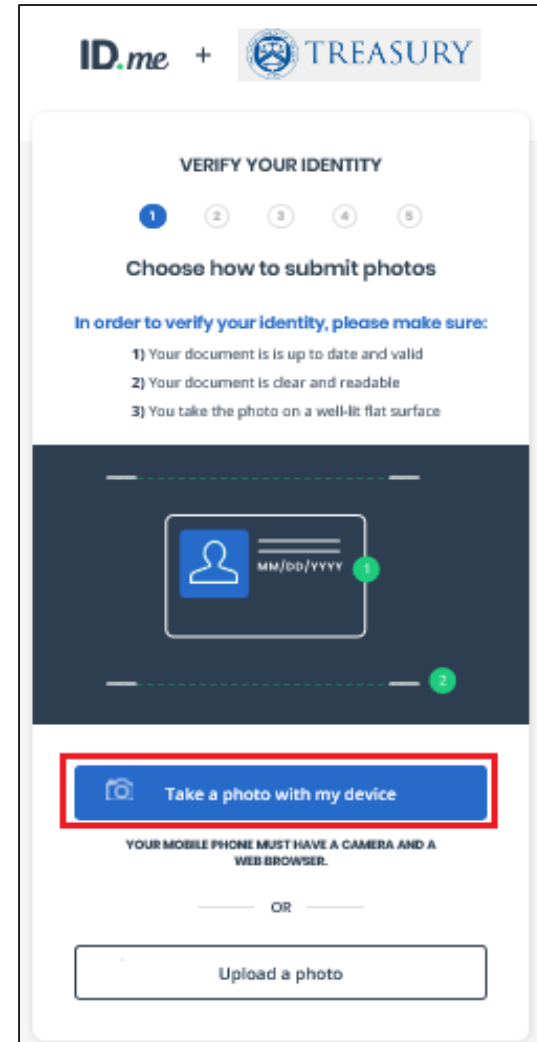
Option 1: Upload Photos of Your License or State ID

► 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**

Option 1: Upload Photos of Your License or State ID

► Step 1 (continued)

  ▪ A text message will be sent to your phone

Note: You 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. Please click the following link to upload a picture of your ID: https://verify.id.me/en/phone/PHrxGQeQ

TAKE PHOTOS WITH YOUR PHONE

Take photo of your driver's license (FRONT)

Take photo of your driver's license (BACK)
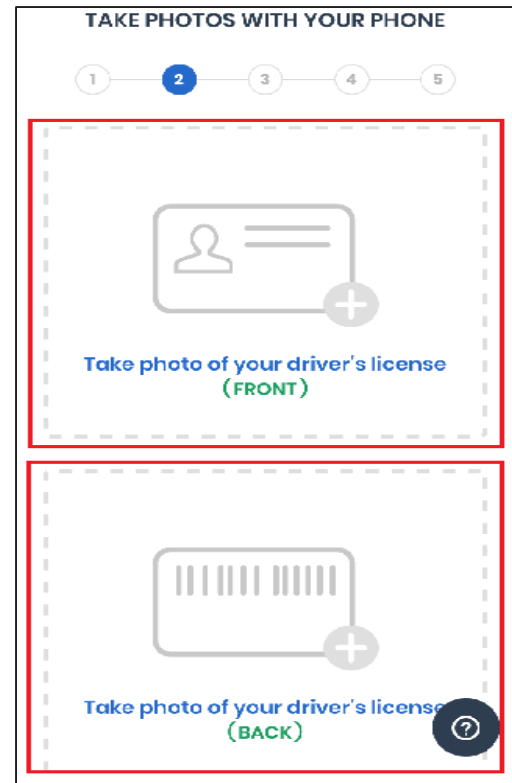
Option 1: Upload Photos of Your License or State ID

► 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

ID.me

Your driver's license and selfie were uploaded

Please go back to the browser on your device to continue. You may now close this page.
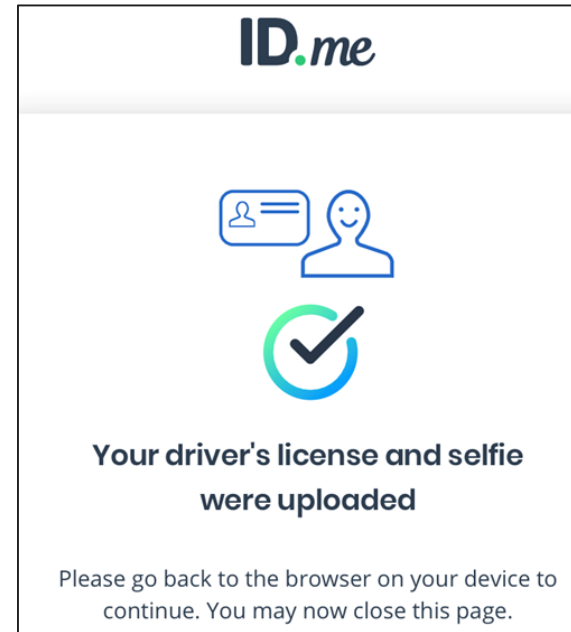
Option 1: Upload Photos of Your License or State ID

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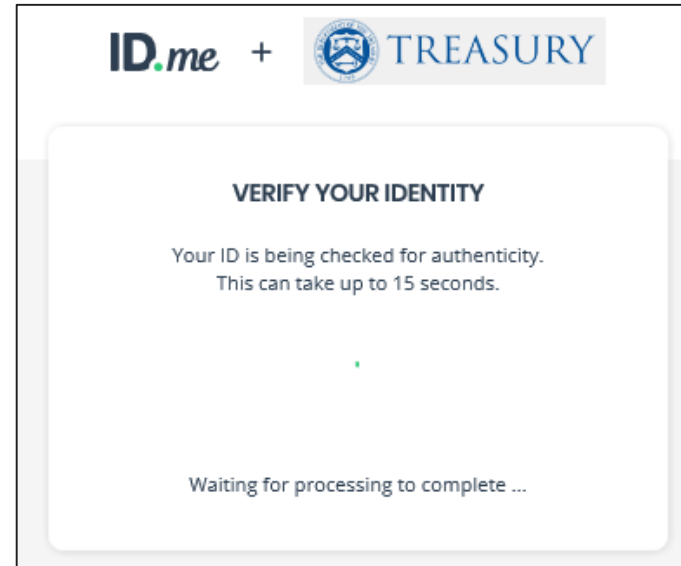
Note: If ID.me cannot verify your information from your license, an additional screen may appear for you to input your data manually.

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**

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

ID.me + TREASURY

VERIFY YOUR IDENTITY

Your information is being checked for authenticity.
This can take up to 10 seconds.

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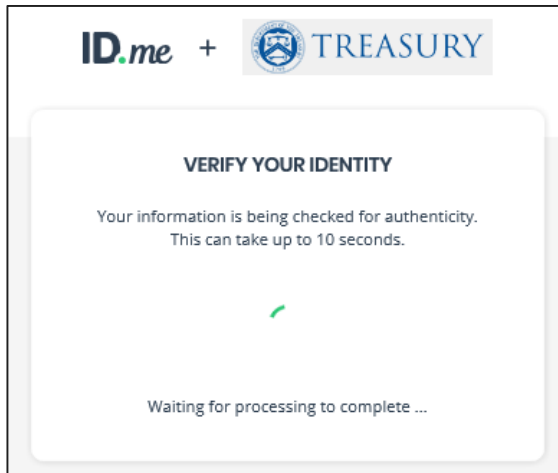
Note: If ID.me cannot verify your SSN or phone number, an additional screen may appear for you to input your data manually.

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 if 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.
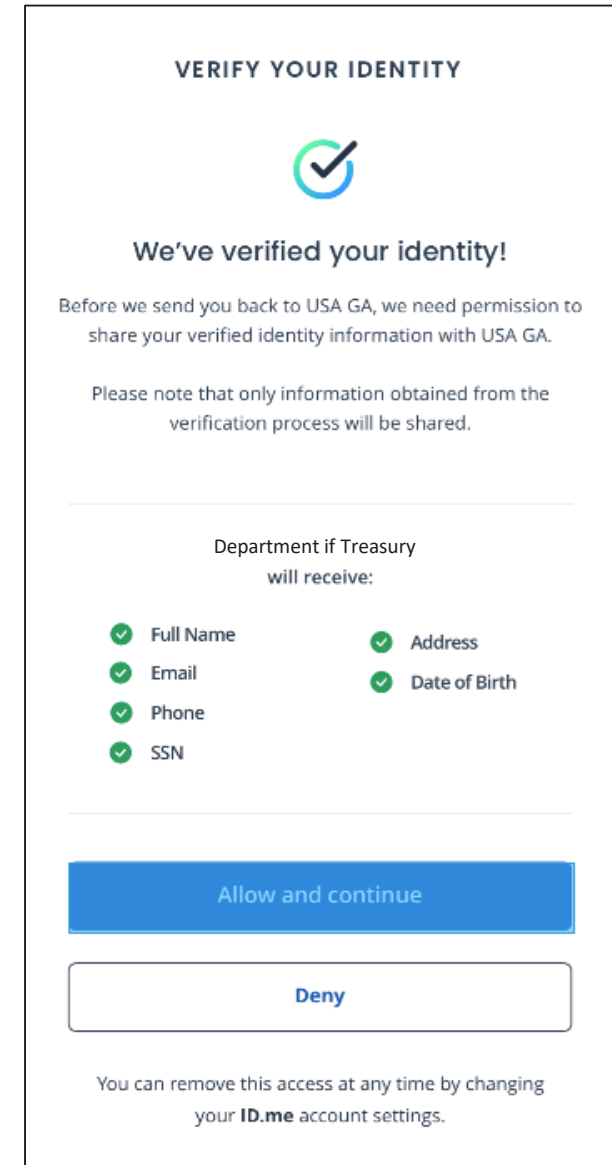
Option 1: Upload Photos of Your License or State ID

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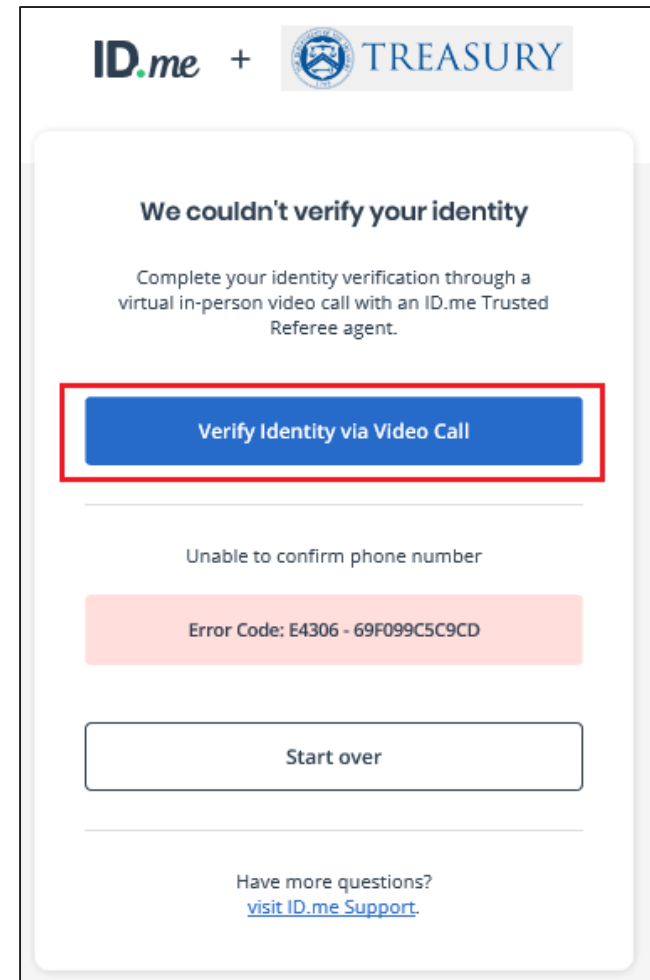
Option 2: How to start a Virtual In-Person Proofing Session

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

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

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"

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**

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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**

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

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

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

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)

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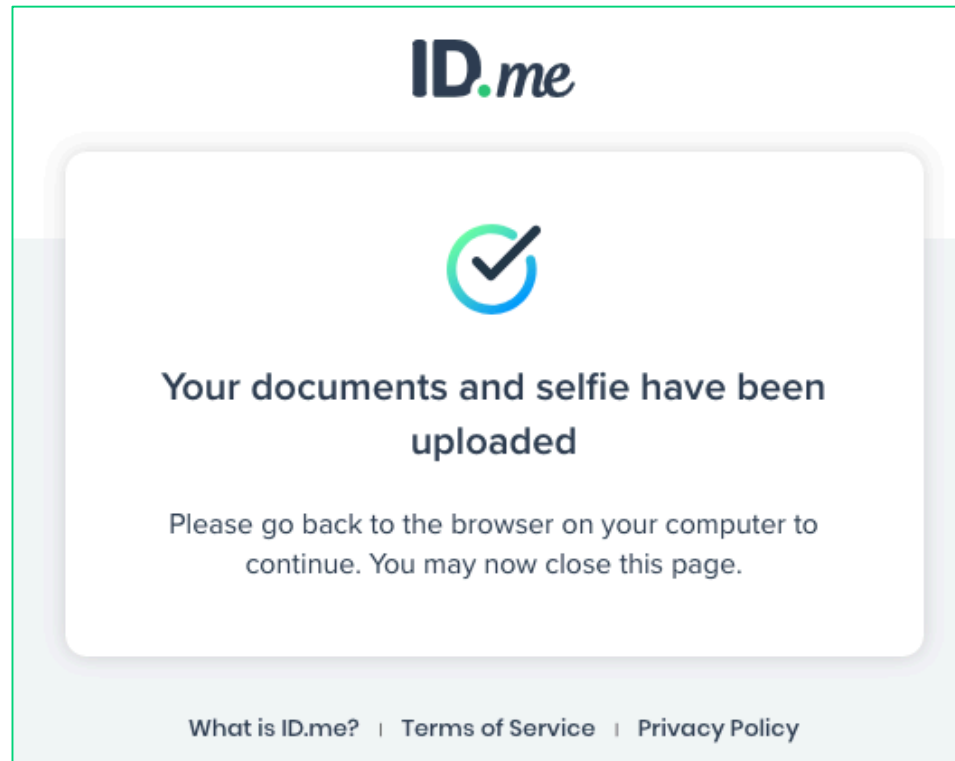
Option 2: How to start a Virtual In-Person Proofing Session

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

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

Logon to SLT Portal

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

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.