

What is ID.me?

ID.me is a secure and safe national portal that Maine will be using to verify the identity of unemployment claimants in our ongoing efforts to detect and prevent fraudulent unemployment claims. The Department has partnered with ID.me as another way to protect the security of your account.

ID.me also partners with many federal government agencies, including the U.S. Department of Veterans Affairs, Social Security Administration, and Department of the Treasury. Many other states have partnered with ID.me to help prevent unemployment benefit fraud. According to ID.me, almost 70% of the country's population is now using the service to verify for unemployment benefits.

I received a correspondence that I need to verify my identity through ID.me, or when I log in to my ReEmployME account I see a notice that I need to verify my identity through ID.me before my claim can be paid. Why was I selected?

You may be selected to be required to provide proof of your identity through the secure ID.me portal for one of two main reasons:

1. Your claim was reviewed and contains elements that have been seen in confirmed ID Theft claims. To ensure the claim is legitimate and benefits will be paid to you, the actual claimant, providing proof of your identity through the ID.me portal may be required.
2. You filed a Pandemic Unemployment Assistance (PUA) claim after January 31, 2021.

This process is to protect the security of your unemployment account and may help avoid delays in claim processing.

When I click on the link in my account, it takes me to the ID.me website. It is asking me to create an account. Is that the correct process and is it secure?

Yes, that is the correct process, and it is secure. You must go to the ID.me website using the link provided to you on your ReEmployME portal.

We recommend you create a unique username and password to access the ID.me portal. More information on the process can be found here: [User Guide \(Long\)](#)

After entering a phone number for a telecom verification, claimants will have the option to either answer questions about their credit history or upload a photo of their government ID.

There is a "name mismatch" error, what happens next?

This means that the name on your unemployment claim does not perfectly match the name on your ID documents. If you get a name mismatch error in ID.me, the following happens:

The Department of Labor receives this information that night and reviews it the next business day. If the name mismatch is due to a suffix (SR, JR, II, III, etc.) or an issue with a hyphenated last name, we can typically resolve the name mismatch.

If the name mismatch cannot be resolved, someone will contact you for more information.

Please allow 1 business day for the name mismatch to be resolved. If you receive the error on Friday, Saturday, or Sunday, it will be resolved on Monday.

After the name mismatch is resolved, you will need to:

- Log in to ReEmployME
- Log in to ID.me
- Get the “success” message that confirms you have been validated
- Go back to ReEmployME

I need to go through a “Trusted Referee” phone process. What is that?

Around 90% of users will go through an automated verification process that takes about five minutes. After entering a phone number for a telecom verification, claimants will have the option to either answer questions about their credit history or upload a photo of their government ID.

The other 10% of claimants can verify their identity by speaking with an ID.me representative (called a Trusted Referee) on a video call.

Typically, the best times to call are between 6:00 - 11:00am Eastern for a Trusted Referee.

[More information on the Trusted Referee Process can be found below:](#)

[“What identification documents to have with you during a Trusted Referee call”](#)

[“Why were my identity documents not accepted?”](#)

[“Trusted Referee” Calls and Wait Times](#)

I have completed the ID.me identity verification process. What else do I need to do?

After being told you are verified by ID.me, you will need to do the following:

- Log in to ReEmployME
- Click on the Verify ID Link
- Log into ID.me

You will then receive a message stating you were verified and should close out of ID.me and log back into ReEmployME. This will re-establish the link between the two programs and transmit your verification to ReEmployME.

If you do this, the identity verification result will be sent back to us in real-time. If there are no other issues, we will move forward with your claim. If you have questions about the identity verification process, please check ID.me's help page and submit a member support ticket at Help.ID.me.

What else should I know?

- Your benefits will be held up pending you verifying your identity through ID.me.
- Our connection to the ID.me portal is real-time, and your account status will be updated as soon as the issue is cleared through the ID.me portal.

I have questions about the ID.me process, who should I contact?

If you have questions about the process or are having trouble completing it, please reach out to ID.me directly. Go to <https://help.id.me/hc/en-us> and ask the virtual assistant or submit a request. The ID.me member support team is available 24 hours a day, 7 days a week and will get back to you as soon as possible.

I am a non-citizen and already submitted identity documents to show that I am authorized to work in the U.S. Will I need to submit these documents again?

When a non-citizen first applies for unemployment, the law requires that we verify that they are authorized the work in the United States. This process is separate from establishing identity, as documentation to prove work authorization may not always be a government-issued photo ID. The process to establish work authorization does not run concurrently with ID.me. The sole purpose of ID.me is to establish identity, not immigration status or work authorization. ID.me cannot access documentation that you have already submitted to the Maine Department of Labor.

Does ID.me share my data?

No, ID.me does not share your data with any third party unless they receive your explicit authorization. It does not share data with the federal government, including U.S. Citizenship and Immigration Services.

Resources and Guides from ID.me:

- [User Guide \(Short\)](#)
- [User Guide \(Long\)](#)
- [User Guide \(Spanish\)](#)
- [Youtube Video \(Verifying Your Identity for Unemployment Benefits\)](#)

- [“Trusted Referee” Calls and Wait Times](#)