



When a claimant must come in file a claim their first steps are to get thru the identity verification with ID.me. Here are a few of the need to knows, tips, tricks and fixes that have been found.

NEEDS:

- browser errors and fixes
 - EDGE IS NEEDED
 - Safari, Chrome, Samsung, other “incognito type browsers”, explorer and firefox DO NOT WORK with the ID.me process
 - this includes people's personal cell phones.
 - make sure it is set to default so links clicked in texts open in edge
 - camera and microphone must be enabled for the browser
 - clearing browser cookies if you close the browser window and the information stays when reopened.
- CLAIMANTS MUST USE THE LINK :
 - <https://uiclaimsportal.ky.gov/s/> and click on login with ID.me. going thru ID.me directly does not tie it to Kentucky UI services and will require new verification.
- ID.me multi factor identification options
 - text: will sent a text with links to their phone, if an error message saying they can not receive texts from id.me another option must be chosen
 - ID.ME AUTHENTICATOR APP
 - MUST ONLY BE USED FROM THE PERSONS DEVICE! The code generator / push notifications will send a code to the same device used for initial set up EVERYTIME the claimant wants to sign into their portal thru ID.me download

ID.me authenticator to their phones and proceed.

- ID documents
 - MUST HAVE A PHOTO ID WITH ADDRESS AND ONE PROOF OF FULL SOCIAL SECURITY NUMBER as well as a third document.
 - can use expired photo id if they have proof of renewal
 - CAN USE temporary paper replacement drivers license / ID
 - the address entered into ID.me should MATCH what is on the ID!!!! FAILED ID WILL RESULT IF NOT! can correct in the portal later if needed.
 - if a secondary document has an address other than the one listed on the ID error will occur. choose another option
 - only documents that have a “no older than” time frame are utility bills
 - Utility bills can NOT be a disconnection notice. this will not be accepted
 - Selective Service registration documents printed from online will not have full social on them and thus are not a viable option
 - ID PHOTOS FOR UPLOAD
 - if ID seems cloudy use a wipe to clean it off
 - photo clarity is key to getting thru, use ipad if their phones dont work and choose upload documents instead of take photos
 - no glare on face or address
 - place IDs on a black background and keep all 4 corners in the photo
 - do not use flash
 - natural light thru a window does well
 - Picture quality capabilities from web cams will not be good enough quality.
- Scanning Selfie
 - camera should be held with camera on eye brown level, chin down, face directly toward it. with light on face. if needed a ring light or selfie light (not flash could be need).
 - if they do not have glasses on in ID take them off for selfie
- Referee Call.
 - must have video and microphone options
 - if you do not download zoom while waiting for the call
 - once in the call they will ask claimant “ what office are you needing this for?” let them know before they are in the call “Coaching is not allowed and will disqualify them “

- if they can not hear or see claimant within a min of entering the call they will disconnect and call the claimant on their cell phone.
 - best to just asks right off to do a zoom and let them know you already have it. They will give you a call ID and then a password
- originals of the documents provided must be shown during call
- following the call claimant must return to the ui claims portal and click the sign in with ID.me link to sign in again.
 - once in they must hit allow. then they will be given the opportunity to select their security question and 8 digit pin number
 - NO NEED TO DO A PIN RESET IF THEY DON'T HAVE OR HAVE FORGOTTEN THEIR PRIOR PIN NUMBER! THEY CAN CHANGE IT HERE.
 - AFTER THEY HIT CONTINUE THE PAGE WILL LOAD AN ERROR
 - "SINGLE SIGN ON ERROR" THIS IS GOOD AND MEANS EVERYTHING HAS GONE THRU! CLOSE WEB BROWSER AND REOPEN IT TO THE CLAIMS PORTAL, SIGN ON AND CONTINUE WITH PORTAL AS USUAL.